



STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
LEGAL AFFAIRS UNIT

October 2, 2019

Legislative Regulation Review Committee
Attn: Kirsten Breiner, Committee Administrator
State Capitol Building, Room 011
Hartford, CT 06106

RE: PR2016-050 Establishment and Operation of Public Safety Answering Points and Private Safety Answering Points

Dear Senator Miner, Representative Johnson, and other esteemed Committee Members:

Pursuant to Legislative Regulation Review Committee Rules Section 13, the Department seeks to substitute pages 4 through 7 of the proposed regulation. The Department's changes are the result of conversations with the Legislative Commissioner's Office.

If you have any questions concerning this proposed regulation, please feel free to contact Staff Attorney Colin Milne of the Legal Affairs Unit at 860-685-8150. Thank you for your time and attention to this matter.

Very truly yours,

Colin Milne

Digitally signed by Colin Milne
DN: cn=Colin Milne, o=DESPP,
ou=Legal Affairs Unit,
email=Colin.Milne@ct.gov, c=US
Date: 2019.10.02 12:17:06 -04'00'

Colin Milne Esq.
Attorney at Law
Legal Affairs Unit

*1111 Country Club Road
Middletown, CT 06457
Phone: (860) 685-8000/Fax: (860) 685-8354
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answering point 9-1-1 workstations shall display the automatic number identification and the automatic location identification of the calling party with a map that automatically displays the location of the 9-1-1 calling party.

(NEW) Sec. 28-27-16a. Equipment safeguards

(a) Service entrances for commercial power and telephone service at public safety answering points and private safety answering points shall be installed underground for all such facilities. All commercial power and telephone lines entering the facility shall be encased in protective sheathing.

(b) All facilities and equipment associated with 9-1-1 service shall be provided with protective measures to prevent accidental worker contact. Each protected termination shall be clearly identified.

(NEW) Sec. 28-27-17a. Provision of location information for the 9-1-1 system

(a) Private safety answering points shall transmit updates to the State of Connecticut (“State”) data management system on a daily basis, in a manner to be determined by the Division of Statewide Emergency Telecommunications, unless no updates are necessary.

(b) Private safety answering points that use the established State location data management system shall transmit updates to the State location data management system on a daily basis, in a manner to be determined by the Division of Statewide Emergency Telecommunications.

(c) Private safety answering points that use an in-house location database shall make updates daily and ensure all updates are completed within two days of any change. Private safety answering points shall maintain a record of all updates to the in-house location database.

(NEW) Sec. 28-27-18a. Private safety answering point contingency re-route plans

All private safety answering points shall have back-up routing capability that provides for the re-routing of 9-1-1 calls to the local public safety answering point when any 9-1-1 call cannot be delivered or answered at the intended private safety answering point.

(NEW) Sec. 28-27-19a. Public and private safety answering point inspections

The Division of Statewide Emergency Telecommunications may inspect each public safety answering point and private safety answering point to determine if it meets the standards for public and private safety answering points.

(NEW) Sec. 28-27-20a. Private safety answering point planning and coordination

(a) Each private safety answering point shall coordinate with the chief executive officer of the municipality in whose area the private safety answering point operates to develop and implement a plan in concert with the respective chief or head of the police, fire or emergency medical service department or provider for the transfer of 9-1-1 calls or to relay information in accordance with criteria established by the municipality.

(b) The plan for transferring or reporting police, fire or emergency medical service incidents shall be submitted as part of the private branch exchange 9-1-1 utilization plan submitted to the Division of Statewide Emergency Telecommunications in accordance with section 28-25b(e) of the Connecticut General Statutes.

(NEW) Sec. 28-27-21a. Private safety answering point decertification

The Division of Statewide Emergency Telecommunications shall rescind its approval of any 9-1-1 private safety answering point that fails to comply with the standards set for such facilities. In the event of such action, the private safety answering point may appeal to the Commissioner of

Emergency Services and Public Protection.

(NEW) Sec. 28-27-22a. Compliance with federal requirements for access to emergency 9-1-1 services by telecommunications devices for the deaf (TDD)

Each public and private safety answering point shall be equipped with TDD communication functionality in compliance with 28 CFR 35.162.

REQUIREMENTS RELATING TO TELEPHONE COMPANIES, VOIP SERVICE PROVIDERS AND WIRELESS TELECOMMUNICATIONS CARRIERS

(NEW) Sec. 28-27-23a. Requirement to connect; diversity of connections

All telecom providers providing service in Connecticut shall connect with the 9-1-1 system at the interconnection points designated by the Division. The interconnections shall be geographically diverse and provide a grade of service of P.01 or better for the delivery of 9-1-1 calls from their respective networks.

(NEW) Sec. 28-27-24a. Emergency call traces

(a) Each telecom provider shall identify how emergency call traces will be initiated by PSAPs when a 9-1-1 call from a subscriber is received and the address cannot be determined. Each telecom provider shall identify call trace contacts with telephone numbers so that call traces may be initiated at the request of the PSAP and completed in a timely manner. Such contact shall be available at all times.

(b) Each telecom provider shall update call trace contacts as changes occur and shall promptly provide such updated contact lists to the Division so that the Division can distribute the information to PSAPs.

(NEW) Sec. 28-27-25a. Subscriber updates

(a) Each telecom provider shall transmit subscriber telephone number and address records to the State of Connecticut ("State") data management system, in accordance with the National Emergency Number Association (NENA) 02-11, *Recommended Data Standards for Local Exchange Carriers, ALI Service Providers and 9-1-1 Jurisdictions*. Each telecom provider shall cooperate with the 9-1-1 database manager to ensure prompt correction of data management system errors.

(b) Upon receipt of a complaint regarding a database error, the Division may request that the telecom provider responsible for the error provide a written analysis of the circumstances of the error and correction action plan. The analysis and plan shall be submitted to the Division within five days or such other period of time as the Division deems appropriate given the circumstances.

(c) Telephone companies shall transmit updates to the State data management system on a daily basis in a manner to be determined by the Division.

(d) Providers of wireless telecommunications service and VOIP service providers shall provide a call back number and a location in accordance with the NENA i3 standard. For wireless 9-1-1 call locations, such data shall be capable of updating with each rebid.

(NEW) Sec. 28-27-26a. 9-1-1 call routing

Each telecom provider shall connect each of its telecommunications call routing facilities responsible for delivering 9-1-1 calls to not less than two geographically diverse interconnection points designated by the Division and, as required by section 28-27-12a of the Regulations of Connecticut State Agencies, maintain a grade of service of P.01 for the interconnection pathways.

(NEW) Sec. 28-27-27a. Performance reports

(a) Telecom providers shall submit a written grade of service network performance report and data management system update report to the Division on a quarterly basis. The following information shall be provided:

(1) Grade of service performance of the interconnections between the telecom provider's call routing facilities and the interconnection points designed by the Division; and

(2) For telephone companies and VOIP service providers, the number of subscriber records updated to the State location data management system and the number of days required to perform the updates.

(b) Telecom providers shall submit, on a quarterly basis, network performance reports that measure the number of calls blocked between the telecom provider and the interconnection points designated by the Division as follows:

(1) The report due on January 1 shall cover September, October and November of the previous year;

(2) The report due on April 1 shall cover December of the previous year and January and February of the current year;

(3) The report due on July 1 shall cover March, April and May of the current year; and

(4) The report due on October 1 shall cover June, July and August of the current year.

(NEW) Sec. 28-27-28a. Default routing plans

(a) If the telephone number or location information that is necessary to normally route a 9-1-1 call is unavailable from a telecom provider, then the telecom provider shall forward sufficient information to the 9-1-1 system to allow the call to be routed to a default PSAP.

(1) The telecom provider shall submit for approval to the Division written default routing plans.

(2) Approved default routing plans shall be in place prior to the provision of revenue service by a telecom provider.

(3) The default PSAP selected by the telecom provider for each numbering plan area (area code) shall be the PSAP serving the largest concentration of their subscribers within that numbering plan area once approval is received from the Division.

(b) Default routing plans shall include the following:

(1) Telecom provider name and address;

(2) Telecom provider service area;

(3) Default PSAP selected for the telecom provider service area; and

(4) Telecom provider contact responsible for the default routing plan.

(NEW) Sec. 28-27-29a. Outage notification

If 9-1-1 service is unavailable to a telecom provider's subscribers for a period exceeding two hours, the telecom provider shall notify the Division of the outage, employing notification procedures provided by the Division.

(NEW) Sec. 28-27-30a. Municipalities; responsibility to provide address data

(a) Each municipality shall provide to the Division the street name and address data necessary for the call routing and mapping capability of the 9-1-1 emergency telecommunications system. Within sixty days of receipt of the appropriate map from the Division, each municipality shall:

(1) Correct or verify the accuracy of the street and address information for its local area;

(2) Where necessary, supplement the street and address information; and

(3) Label the map to indicate political boundaries, fire service zones, emergency medical service zones and police service zones.

(b) Following submission of the initial information pursuant to subsection (a) of this section, each municipality shall update the map when there are changes in or the addition of streets and addresses in the municipality.

(c) The municipality shall designate a primary local contact who is responsible for the assignment of street names and number ranges for the municipality. The municipality shall also notify the Division of that designation.

(NEW) Sec. 28-27-31a. Wireless 9-1-1 call routing assignment

The Division shall make wireless 9-1-1 call routing PSAP assignments. Until the capability of delivering latitude and longitude information with sufficient accuracy for call routing is reached, PSAP assignment shall be based upon the cell site sector orientation and radius and cell tower sector coverage maps, which shall be provided by the providers of wireless telecommunications service.

(NEW) Sec. 28-27-32a. VOIP telecom service providers and Connecticut 9-1-1 telecommunications fund surcharge

As provided by section 28-30d of the Connecticut General Statutes, all VOIP service providers shall pay the monthly Connecticut 9-1-1 telecommunications fund surcharge for each of their subscribers. The fee shall be assessed as required by statute and remitted to the E9-1-1 Telecommunications Fund.

Sec. 2. Sections 28-27-1 to 28-27-29, inclusive, of the Regulations of Connecticut State Agencies are repealed.