**65 PUBLIC UTILITY COMMISSION**

**625 EMERGENCY SERVICES COMMUNICATIONS BUREAU**

**Chapter 1: STANDARDS FOR ESTABLISHING A STATEWIDE ENHANCED 9-1-1 SYSTEM**

**SUMMARY:** This chapter outlines the standards, specifications, and procedures to establish a statewide Enhanced 9-1-1 system pursuant to 25 M.R.S.A. §2926.

**§1. Definitions**

 **1. Automatic Location Identification (ALI):** the automatic display at the Public Safety Answering Point (PSAP) of the caller’s telephone number, the address/location of the telephone and supplementary emergency services information.

 **2.** **Automatic Number Identification (ANI):** The telephone number associated with the access line from which a call originates.

 **3.** **Computer-linked Communication Center (CLCC):** A facility equipped, at an agency's own expense, with ALI/ANI display and print out capability. It receives a 9-1-1 call only when it is transferred from a PSAP and dispatches emergency services to the caller.

 **4. Continuous** **Logging Recorder:** A device that records both sides of a conversation on each incoming 9-1-1 call and contemporaneously documents the year, date and time of each recorded event.

 **5.** **Emergency Services Communication Bureau (Bureau):** The Bureau within the Public Utilities Commission authorized to develop, establish and manage the statewide Enhanced 9-1-1 system in Maine, pursuant to 25 M.R.S.A. §2926.

 **6.** **Emergency Service Zone (ESZ):** A defined geographical territory consisting of a specific combination of law enforcement, fire, and emergency medical service coverage areas.

 **7. Enhanced 9-1-1 (E-9-1-1) Service:** An emergency telecommunications service that automatically displays a caller's location and telephone number on a screen at a call answering center. This service uses the caller's location, not telephone exchange, to direct a call to the appropriate Public Safety Answering Point.

 **8.** **Instant Playback Recorder:** A device that allows for the instant playback of the audio portion of the last 9-1-1 call.

 **9.** **Master Street Address Guide (MSAG):** The database of street names and number ranges with their associated communities defining Emergency Service Zones and their associated Emergency Service Numbers (a 3 or 4 digit number used to uniquely identify an Emergency Service Zone).

 **10.** **Public Safety Answering Point (PSAP):** A facility equipped to receive ANI/ALI and assigned the responsibility of initially receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services or transferring the calls to other public or private safety agencies for dispatch.

 **11.** **Service Provider(s):** The vendor or vendors selected by the Emergency Services Communication Bureau to provide the network, routing capabilities, databases, and equipment necessary to operate a statewide E-9-1-1 system.

 **12.** **TTY/TDD:** A telecommunications device for the deaf that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people, including Hearing Carry Over (HCO) and Voice Carry Over (VCO).

 **13. Uninterruptible Power Supply (UPS):** A device designed to provide a continuing source of power without regard to the interruption or loss of commercial power.

 **14.** **Public Safety Dispatcher**: A person who works in a PSAP or other public safety communications or dispatch center and is trained to receive, evaluate and dispatch emergency calls.

 **15.** **Full-time Public Safety Dispatcher**: A person employed as a public safety dispatcher with the reasonable expectation of working at least 1,040 hours in any one calendar or fiscal year.

**§2. Network design specifications. Repealed. See Chapter 2.**

**§3. Minimum Public Safety Answering Point Requirements and Public Safety Dispatcher Requirements**

 **1.** **Call answering and call transfer performance standards**

 **A.** **Call answering.** Ninety percent of all 9-1-1 calls received by a PSAP shall be answered in 10 seconds or less.

 **B.** **Call transfer.** Ninety percent of all transfers from a PSAP to dispatching centers shall be initiated within 15 seconds from receipt of call.

 **2.** **Administration**

 **A. PSAP Coordinator.** Each PSAP shall designate an individual to serve as its PSAP Coordinator for all issues involving E-9-1-1 service and the Bureau.

 **B.** **Call handling procedures.** Each PSAP shall work with the public safety providers served by the PSAP to establish call handling procedures. Each PSAP shall review these procedures regularly with the Bureau.

 **C.** **Back-up arrangements.** Each PSAP shall have written backup arrangements in place, for both its primary and secondary backup PSAP sites, in the event that its dispatch capability is compromised and its calls must be rerouted and handled by either one of these sites.

 **D.** **24-hour operation and staffing.** Each PSAP shall operate and have call answering staff on duty 24 hours per day, seven days per week.

 **E.** **Discrepancies.** Each PSAP shall constantly compare the ALI information from the database with information supplied by the caller to identify discrepancies. Errors shall be documented and forwarded to the Bureau for correction in a manner prescribed by the Bureau.

 **F.** **Seven-digit telephone numbers.** Each PSAP shall maintain, at its own expense, at least one unpublished telephone number to allow for administrative purposes associated with the PSAP. Each PSAP shall also maintain, at Bureau expense, one seven-digit emergency telephone number to be published in the white pages of the telephone book as a backup to dialing 9-1-1. This number will also be used for the receipt of incoming emergency calls transferred to the PSAP by other PSAPs for certain alternate and default routing arrangements.

 **G.** **PSAP security.** All access to a PSAP shall be secured to prevent entry by the public or unauthorized persons.

 **H.** **Data security**

 (1) Caller information provided during a 9-1-1 call shall be used only for the purpose of processing an emergency call and subject to existing statutory limitations on such information.

 (2) The Bureau shall establish personnel security clearance standards for PSAPs to protect the confidentiality of ANI and ALI data. These criteria may include:

 (a) A state and national III record check by fingerprint identification.

 (b) A review of state and national arrest and fugitive files.

 (c) Disqualification for PSAP employment if any criminal record, employment history, or character issue so warrants.

 (3) The physical layout of a PSAP shall insure that no unauthorized individual is able to view ANI/ALI information.

 **I.** **Records retention.** All voice and TDD recordings of incoming 9-1-1 calls shall be retained for a minimum of 30 days. It is recommended that such materials be retained for a minimum of 60 days.

**J. Public comment and complaint process**. Each PSAP shall develop a written procedure for receiving comments and complaints from the public and from public and private safety agencies served by the PSAP. Each PSAP's public comment and complaint documents shall include the name, title and contact information for the person designated by the PASP to receive comments and complaints pursuant to this subsection. The Bureau shall assist each PSAP to develop and publicize these procedures, particularly through training on such procedures.

**K. Quality Assurance (QA) Program**. Each PSAP shall establish a quality assurance program which shall include a process for auditing the performance of each of its public safety dispatchers. The Bureau shall assist each PSAP to develop its Quality Assurance Program, particularly through training on the development of such plans.

**3. Reports and Records**

1. **Annual Report.** Within 30 days of the close of each calendar year, the highest elected official of each political subdivision and the head of each state department and agency employing public safety dispatchers shall provide the Bureau with a report containing a list of the names and dates of employment of all public safety dispatchers.
2. **Report on New Public Safety Dispatchers**. Whenever a public safety dispatcher is newly appointed, the official or department or agency head shall send notice of appointment within 30 days to the Bureau on a form provided for that purpose. The form is deemed an application for admission to the training program or for other certification as required by this chapter.
3. **Report of** **Termination of Public Safety Dispatchers**. Whenever the employment of a public safety dispatcher is terminated, the official or department or agency head shall send notice of the termination within 30 days to the Bureau on a form provided for that purpose.
4. **Reports of Convictions or Misconduct by Public Safety Dispatchers.** In the event that a public safety dispatcher is convicted of a crime or violation or engages in conduct that could result in suspension or revocation of the dispatcher’s certificate pursuant to this chapter, the official department or agency head shall immediately notify the Director of the Bureau with the name of the dispatcher and a brief description of the conviction or conduct.

**E. Maintenance of Training Records.** The official or department or agency head shall maintain records regarding the basic and in-service training of public safety dispatchers as provided in this chapter. Such training records shall document at a minimum, the subject taught, duration of training, instructor(s), test scores as applicable, and signed attendance rosters, and be made available for review as requested by the Bureau.

**3-A. Training**

**A. Basic Public Safety Dispatcher Training; Minimum Mandatory Staff Training Requirements**. All full-time public safety dispatchers must successfully complete, within the first 12 months of initial employment, the Basic Public Safety Dispatcher Training Course at the Maine Criminal Justice Academy approved by the Bureau. All full-time public safety dispatchers must satisfactorily maintain the basic certification by completing any recertification requirements as may be prescribed by the Bureau. The Bureau, for good cause, may extend the 12-month period for not more than 180 days and may waive the Basic Public Safety Dispatcher Training Course requirement when an equivalent course has been successfully completed. This section does not apply to any person employed as a full-time public safety dispatch personnel on or before 1 January, 2008.

**B. Training on PSAP E-9-1-1 Call Answering Technology**. All persons, full or part-time, who are employed as a public safety dispatcher at a PSAP, must within 90 days of assignment, complete a Bureau approved course on the proper operation of Bureau-provided PSAP equipment and on proper call handling and processing of 9-1-1 emergency calls. Such public safety dispatchers may be assigned call taking responsibilities prior to the completion of the approved course when working under the immediate supervision of another certified dispatcher.

**C. Courses**. The Bureau shall provide tuition-free training courses, the successful completion of which meets the basic training requirements in 3-A(A) and (B). The Bureau shall include in the Basic Public Safety Dispatcher Training course, a program a block of instruction aimed specifically at the requirements of the Americans with Disabilities Act (ADA) for direct and equal access to 9-1-1 services for persons with disabilities who communicate via TTY/TDD.

 **D. Continuing Education Public Safety Dispatcher Training as Required**. As a condition of continued employment, each public safety dispatcher must successfully complete continuing education training as prescribed by the Bureau with the advice and comment of the E9-1-1 Council. The minimum continuing education requirements for all public safety dispatchers shall be at least 12 hours of approved education each year. The Bureau, with the advice and comment of the E9-1-1 Council, may establish requirements for specific training topics and hours as a portion of the annual requirements and must include annual refresher training for dispatchers in the recognition and processing of TTY/TDD calls.

 **E.** **Credit for Courses**. The Bureau may grant training credits to be applied to recertification training requirements for courses completed at accredited colleges and universities, through professional journals, audio and visual media, teleconferencing and the Internet. The Bureau shall establish a process for the approval of training courses that may be applied toward annual certification training requirements, coordinate delivery of training with postsecondary schools and other institutions and public safety emergency communications agencies, and administer training programs.

**3-B. Certification**

 **A. Granting of Certification**. The Bureau shall certify each public safety dispatcher who completes the Basic Public Safety Dispatcher Training Course. Such certification shall be granted for two years from date of issuance, upon which time the person must apply for recertification within 90 days prior to expiration to retain certification. All full-time public safety dispatchers must satisfactorily maintain the basic certification by completing any recertification requirements. Courses and certifications attained out of state may be evaluated by the Bureau on a case-by-case basis, comparing them with Bureau-approved courses for possible partial or full credit.

 **B.** **Recertification** The Bureau, with the advice and comment of the E9-1-1 Council, shall establish requirements for the recertification of all public safety dispatchers, to include the timeframe for recertification, the completion of specified in-service training hours, and the application form.

 **C. Revocation of Certificate for Conviction or Misconduct by a Public Safety Dispatcher.** In the event that a public safety dispatcher is convicted of a crime or misdemeanor or engages in unlawful conduct, the Bureau Director, with advice and comment by the E9-1-1 Council, may revoke or suspend the certification of a public safety dispatcher for cause, after affording the person a hearing before the E9-1-1 Council.

 **D.** **Additional certificates**. The Bureau may offer additional certificates to be awarded for completion of additional education, experience and certified Bureau-approved training including, but not limited to, executive, mid-management, instructor and communications specialists certificates.

 **E. Falsification of Application.** Knowing or willful falsification of an application for employment or application for certification or recertification as a public safety dispatcher shall be justification for denying admission to training and/or continued certification as a public safety dispatcher.

 **4.** **Equipment**

 **A.** **Telephone equipment.** Each PSAP shall have telephone equipment that ensures system and functional compatibility with the network. All telephone equipment shall have the following features:

 (1) **Barge-in capability:** To allow a PSAP operator to enter a call without the original call taker having to do anything.

 (2) **Monitoring capability:** To provide for the monitoring of incoming emergency calls for supervisory and training purposes.

 **B.** **Continuous logging equipment.** Each PSAP shall provide and run continuously a logging recorder that will record both sides of a conversation on each incoming 9-1-1 call, and contemporaneously document the year, date and time of each recorded event.

 **C.** **Instant playback recorders.** Each PSAP shall provide and run an instant playback voice recorder capable of recording the voice conversations for each answering position.

 **D.** **Equipment Tests**. PSAPs shall ensure that all call answering and dispatch equipment is maintained in operable working order. All PSAPs shall conduct periodic tests of all call answering workstations that include spare or backup workstations, exercising all critical functions and features, and TTY/TDD call reception and transmission. Equipment checks shall be conducted on a routine basis, but no less than monthly. PSAPs shall complete and maintain records of such tests and make them available for review by the Bureau. The Bureau will assist with the development of equipment test procedures and forms.

 **E.** **TTY/TDD Test Calls**. PSAPs shall conduct internal TTY/TDD test calls in which random test calls are processed at each call answering position. Test calls shall include two types of calls (1) silent, open line calls, and (2) calls that are introduced by transmitting TTY/TDD tones. PSAPs shall require each dispatcher to conduct TTY/TDD test calls, as needed to ensure all dispatchers are able to process both sending and receiving calls, on a routine basis, but no less than every three months. PSAPs shall complete and maintain records of such test calls that identify the dispatcher, date/time of call, call taking position, silent or transmitted tone, and whether the call met standard operating procedures. Such test records shall be made available for review by the Bureau. The Bureau will assist with the development of TTY/TDD test call procedures and forms.

 **5.** **Facilities**

 **A. Emergency power provision.** Each PSAP shall have an emergency power generator capable of providing for the essential power requirements of the facility to ensure continuous operation for a minimum of twenty-four hours during commercial power outages. Sufficient fuel should be available for 12 hours operation at full load, at any time, on two hours notice. If a source of supply is not reliable or readily available, or if special arrangements must be made for refueling as necessary, a supply sufficient for 24 hours operation at full load shall be maintained. (NFPA 1221)

 **B.** **Uninterruptible power supply.** Each PSAP shall provide uninterruptible power supply (UPS) capability on all critical pieces of the system, particularly the telephone system itself. (The Bureau shall provide UPS on all Bureau-provided 9-1-1 equipment.) UPS equipment will ensure that emergency calls in progress and subsequent calls will not be interrupted during commercial power fluctuations and outages. The UPS shall supply uninterruptible power for a minimum of 30 minutes to allow for manual or automatic transfer from the public service AC power to localized auxiliary AC power.

 **6.** **Standards for Computer-linked Communication Centers**

 **A. Computer-linked Communication Center.** A Computer-linked Communication Center (CLCC) shall receive the same caller name, number, and emergency service provider information received at the PSAP as the call is transferred from the PSAP to the CLCC. A CLCC will directly dispatch the appropriate service based on the needs of the caller.

 **B.** **CLCC operating standards**

 (1) **Training.** Call answering personnel shall be trained at CLCC expense in the following areas:

 (a) Training on the proper operation of PSAP equipment purchased at CLCC expense.

 (b) Training on the proper handling of incoming 9-1-1 emergency calls.

 (2) **Data security.** Each CLCC shall provide protection and confidentiality for ANI and ALI data as described under Subsection 2, Paragraphs G and H of this section.

 (3) **Records Retention.** All voice recordings and TDD records of incoming 9-1-1 calls shall be retained for a minimum of 30 days. It is recommended that such materials be retained for a minimum of 60 days.

**§4. Public Safety Answering Point Sites**

 **1. Compliance.** Public Safety Answering Point sites shall comply with the PSAP standards set forth in Section 3, Subsections 1 through 5.

**2. PSAP Sites**

 **A. Minimum PSAP Designation**. There may be at least one PSAP designated in each County.

 **B. Total Number of PSAPs.** As of October 15, 2007, the Bureau will support with funds collected by the surcharge authorized in 25 M.R.S.A. §2927, no more than the following number of PSAPs: 5 in Cumberland County; 3 in York County; 2 in Androscoggin County; 2 in Penobscot County; and 1 each in all other counties in the State. The State Police PSAPs in Gray and Orono shall not be included in these limits.

 **C. Consolidation**

 (1) **Ten calls or Less.** Any municipal PSAP existing as of July 1, 2005 that answered on average less than 10 calls per day for the time period January 1, 2004 – December 31, 2004 must file a plan with the ESCB no later than July 1, 2006 describing how it plans to consolidate with another entity taking greater than 10 calls per day, no later than October 15, 2007, unless it chooses the option in Section 4.2.D.

 (2) **Consolidation in Androscoggin, Cumberland, Hancock, Kennebec, and York Counties.** For those counties in which PSAPs must be consolidated to reach the limits specified in section 4(2)(B) of this rule (Androscoggin, Cumberland, Hancock, Kennebec, and York), plans shall be submitted to the ESCB no later than July 1, 2006 reflecting agreements that have been reached to bring about that consolidation.

 (3) **State Police Consolidation.** The State Police shall file a report no later than July 1, 2006 reflecting agreements that it has reached for consolidating its PSAPs.

 (4) **Use of Consolidation Savings.** The Bureau may dedicate up to 25% of the funds saved from eliminating PSAPs, for use by any PSAP consolidating PSAP and dispatch functions for improved interoperability.

 (5) **Implementation.** The Bureau shall accept any consolidation plans meeting the requirements stated in C (1-3) above. If plans meeting these requirements are not submitted, the Bureau shall determine which PSAPs will continue to receive financial support from the 911 surcharge funds.

 **D. Locally-funded PSAPs.** Any PSAP receiving fewer than 10 calls per day as described in Section 4.2.C (1) or a PSAP no longer receiving surcharge funding as described in 4.2.C(5), may continue to act as a PSAP if it reimburses ESCB all costs associated with PSAP status. Such election must be made no later than July 1, 2006, with reimbursement to begin October 15, 2007.

**§5. Public Safety Answering Point equipment**

 **1.** **Technology for system network**. **Repealed. See Chapter 2.**

 **2.** **Public Safety Answering Point equipment.** The Bureau shall provide each PSAP with the following at no charge:

 **A.** **Equipment.**

 (1) Automatic telephone number identification (ANI) display capability.

 (2) Automatic location identification (ALI) display capability.

 (3) Call detail information reporting capable of identifying, at a minimum, the caller's ANI, the trunk number to the PSAP, the call taker position at the PSAP, the time the call is answered, transferred or terminated, and the duration of the call.

 (4) Call record management system.

 (5) Printer for call detail information.

 (6) 30-minute uninterruptible power supply (UPS) on Bureau-provided equipment.

 (7) TDD communications capability with record printout.

 **B.** **Interface capabilities.** Essential Bureau-provided equipment shall have the capability to interface with existing call logging and instant playback recording devices.

 **C.** **Maintenance.** The Bureau shall provide ongoing maintenance on all Bureau-provided equipment.

**§6. Procedures for developing and maintaining address and routing databases**

 **1.** **Address and Routing Database Development**

 **A.** **Physical addresses.** Each municipality participating in the E-9-1-1 system shall provide the Bureau with a list of accurate physical addresses for all published residential and business telephone subscribers and coin-telephones within its municipal boundaries. These addresses shall be linked with corresponding telephone numbers in telephone companies' customer service databases.

 **B.** **Master Street Address Guide.** Each municipality participating in the E-9-1-1 system shall provide the Bureau with accurate road names, number ranges, and emergency service zones (ESZ) for the purpose of creating the Master Street Address Guide (MSAG). The MSAG shall be used to route 9-1-1 calls to the proper PSAP and display the correct ANI/ALI information.

 **2.** **Address and routing database maintenance**

 **A.** **Municipal maintenance.** After establishment of the MSAG, each municipality participating in the E-9-1-1 system shall continue to verify the accuracy of the routing information contained in the MSAG and to advise the Bureau, on an as-occurred basis, of any changes in road names, the establishment of new roads, changes in address numbers used on existing roads, closing and abandonment of roads, changes in police, fire, emergency medical service or other appropriate agencies, jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new communities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.

**§7. Procedures for cooperation and coordination with telephone utilities and municipalities for implementation**

 **1.** **Municipal Coordinator.** Each municipality participating in the E-9-1-1 system shall designate an individual to serve as their Municipal Coordinator for all issues involving the development and maintenance of address information for the E-9-1-1 addressing and routing databases.

 **2.** **Database maintenance.** Each Municipal Coordinator shall notify the Bureau and Service Provider of any changes, deletions and additions to the MSAG on an as-occurred basis. The Service Provider shall update the MSAG within 24 hours of notification by a municipality. Each municipality shall review the MSAG yearly, at a minimum, to ensure accuracy of the data and the emergency service zones.

 **3.** **Discrepancy reporting.** **Repealed. See Chapter 2.**

 **4.** **Trouble reporting.** Each PSAP call taker shall fill out a trouble report when a call is found to have erroneous database information. The information shall be forwarded through the PSAP Coordinator to the Bureau, the Service Provider, and the telephone companies in a format established by the Bureau.

STATUTORY AUTHORITY: 35-A M.R.S.A. §§ 104, 111, and 25 M.R.S.A. §2926

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