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Public Warning of Official State Civil Defense Operation or Test Operation and Taking of Cover

Sec. 28-5-1. Public warning signals

The public warning signals for an official state civil defense operation or test operation conducted pursuant to Chapter 517 of the general statutes are: (1) Alert signal: A steady blast of three to five minutes on sirens, whistles, horns, or similar devices; (2) Take cover signal: A wailing tone or short blasts for three minutes on sirens, whistles, horns or similar devices.

Sec. 28-5-2. Cover defined

Cover is defined as a place of shelter from bombs or shellfire, or atomic, radiological, chemical, biological or bacteriological weapons or processes, including but not restricted to designated civil defense shelter areas.

Sec. 28-5-3. Requirement on take cover signal

Upon the sounding of the take cover signal, all persons except authorized civil defense personnel and other duly constituted authority mobilized for purposes of civil defense shall take cover.

Sec. 28-5-4. Taking cover in absence of signal

In the event of the failure of or absence of the take cover signal in an area subject to an official state civil defense operation or test operation, all persons except authorized civil defense personnel and other duly constituted authority mobilized for purposes of civil defense shall take cover when so directed by authorized civil defense personnel or other duly constituted authority mobilized for purposes of civil defense.

Sec. 28-5-5. Authority of personnel

During an official state civil defense operation or test operation, authorized civil defense personnel or other duly constituted authority mobilized for purposes of civil defense may direct any person to cover and from any one place of cover to another place of cover.

Sec. 28-5-6. Leaving cover prohibited, when

No person other than authorized civil defense personnel and other duly constituted authority mobilized for purposes of civil defense shall leave a place of cover during an official state civil defense operation or test operation unless permitted or directed to leave such place of cover by authorized civil defense personnel or other duly constituted authority mobilized for purposes of civil defense.

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Enhanced 9-1-1 Telecommunications Fund Regulations

Sec. 28-24-1. Definitions

(a) Those definitions set forth in Sections 28-25 and 28-30 of the Connecticut General Statutes shall govern the provisions of Sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies, in addition to definitions set forth in subsection (b) of this section.

(b) As used in Sections 28-24-1 to 28-24-14, inclusive:

(1) “Regional emergency telecommunications center” means an entity, authorized by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, as the public safety answering point responsible for the receipt and processing of 9-1-1 calls for at least three municipalities.

(2) “Public safety answering point,” “or PSAP,” means a facility, authorized by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, in accordance with section 28-27(b) of the Connecticut General Statutes, operated on a twenty-four hour basis, assigned the responsibility of receiving 9-1-1 calls and, as appropriate, directly dispatching emergency response services, or transferring or relaying emergency 9-1-1 calls to other public safety agencies. A public safety answering point is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located or other participating jurisdictions.

(3) “Private safety answering point” means a facility within a private company, corporation or institution, operated on a twenty-four hour basis, and assigned the responsibility of receiving 9-1-1 calls routed by a private branch exchange and, directly dispatching in-house emergency response services, or transferring or relaying emergency 9-1-1 calls to other public or private safety agencies.

(4) “Municipality” means any town, city, borough, consolidated town and city or consolidated town and borough.

(5) “Public safety agency” means a functional division of a municipality or the state, which provides fire fighting, law enforcement or emergency medical services.

(6) “Secondary answering point” means a facility to which a Public Safety Answering Point transfers a 9-1-1 call.

(7) “Enhanced 9-1-1 network” means the arrangement of channels, loops, trunks, paths and associated switching devices, nodes, interconnections, data management equipment and station equipment designed to handle enhanced 9-1-1 calls.

(8) “Subscriber assessment” means the monthly telephone subscriber assessment as determined by the Department of Public Utility Control. Such assessment is collected from subscribers of local telephone service by telephone or telecommunications companies providing such service and by each provider of commercial mobile radio service, pursuant to Section 16-256g of the Connecticut General Statutes, and deposited in the Enhanced 9-1-1 Telecommunications Fund.

(9) “Multi-town PSAP” means an entity authorized by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, as the Public Safety answering point responsible for the receipt and processing of 9-1-1 calls for two municipalities.

(10) “Capital expenditure” means any single non-recurring acquisition in excess of \$5,000 for durable goods, information technology or related services in a single budget cycle.

(11) “Funded municipality” means a city that receives a subsidy from the enhanced 9-1-1 telecommunications fund.

(12) “Unconsolidated funded city” means a city receiving a subsidy from the enhanced 9-1-1 telecommunications fund that operates a secondary answering point for the purpose of transferring a 9-1-1 call.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-2. Public safety answering point terminal equipment

Public Safety Answering Points with enhanced 9-1-1 service utilization plans approved by and on file with the Office of State-Wide Emergency Telecommunications, in accordance with the provisions of Section 28-27a of the Connecticut General Statutes, are eligible for 9-1-1 terminal equipment. Public safety answering points which receive new 9-1-1 terminal equipment and subsequently join regional emergency telecommunications centers shall return 9-1-1 terminal equipment received in accordance with this provision to the Office of State-Wide Emergency Telecommunications. Funding for secondary answering points shall not be provided.

(Adopted effective January 24, 1997)

Sec. 28-24-3. Subsidization of regional public safety emergency telecommunications centers, multi-town PSAPS and eligible municipalities

Regional Emergency Telecommunications Centers, multi-town PSAPS and eligible municipalities requesting subsidies shall submit to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, evidence of the following in order to be eligible for receipt of funding:

(a) Regional emergency telecommunications centers and multi-town PSAPS shall provide for representative boards with voting by members. Each regional Emergency Telecommunications Center and multi-town PSAP shall have a contract with each member municipality. Such contracts shall provide for the appointment of voting members of the representative board during the term of the contract.

(b) Regional emergency telecommunications centers, multi-town PSAPS and eligible municipalities shall provide annual reports to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, no later than January 31st of each year. The report shall set forth, in a form prescribed by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, a detailed statement of:

(1) The proposed annual operating budget for the fiscal year starting the following July 1st;

(2) Expenditures of state funds provided under Sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies during the previous fiscal year ending June 30th;

(3) Documentation of any 9-1-1 failures during the previous fiscal year;

(4) Documentation of the total number of requests for emergency assistance received by the public safety answering point during the previous fiscal year by the 9-1-1 system; and

(5) Documentation of the performance of a quality assurance program for the processing of emergency medical dispatch.

(c) Each regional emergency telecommunications center and multi-town PSAP shall have a chief administrative officer and a chief financial officer. The chief financial officer shall give a surety bond in the amount of five hundred thousand dollars.

(d) All public safety answering points shall submit an updated enhanced 9-1-1 service utilization plan in accordance with the provisions of Section 28-27a of the Connecticut General Statutes.

(e) Payment of subsidies shall be made in equal quarterly payments, no later than thirty days prior to the start of the quarter. Payments shall be made in accordance with the funding formula established in subsection (j) of this section. No later than sixty days after the end of each quarter, the regional emergency telecommunications center, multi-town PSAP or eligible municipality shall submit a financial report of the expenses of the previous quarter to the Department of Public Safety, Office of State-Wide Emergency Telecommunications. The Office of State-Wide Emergency Telecommunications may withhold quarterly payments if financial reports are not submitted.

(f) Except as provided in subsection (h) of this section, any funds issued at the beginning of a quarter, and not expended by a regional emergency telecommunications center, multi-town PSAP or eligible municipality during that quarter shall be applied toward future allocations.

(g) Funds provided to regional emergency telecommunications centers, multi-town PSAPs or eligible municipalities shall be used exclusively for the purpose of providing emergency telecommunications services. Funds shall not be used for the following purposes:

- (1) Purchase or leasing of real estate or vehicles; or
- (2) Operational expenditures not related to public safety emergency telecommunications.

(h) In no case shall the state provide funding in excess of one hundred percent of the operational requirements of a regional emergency telecommunications center, multi-town PSAP or an eligible municipality. Any subsidy in excess of one hundred percent of operational requirements, provided in any given fiscal year, shall be refunded to the State of Connecticut, Office of the State Treasurer, for deposit in the Enhanced 9-1-1 Telecommunications Fund.

(i) Any entity provided with subsidy or grant funds shall be audited in accordance with the provisions of Sections 4-230 through 4-236 of the Connecticut General Statutes.

(j) The formula for the calculation of the subsidies to regional emergency telecommunications centers, multi-town PSAPs and for municipalities with a population in excess of forty thousand is based upon the following variables:

(1) Aggregate population (*variable p*) of the municipalities served based upon the most recent population figures from the Department of Public Health.

(2) The calculation of variable *n* is based upon the percent above the state median number of 9-1-1 calls received. Variable *n* shall not be less than 1. In the event that the calculated number is less than 1, the number utilized shall be 1. The number of 9-1-1 calls received by the regional communications center, multi-town PSAP or eligible municipality shall be provided on an annual basis. For the purposes of calculation, data for the previous calendar year of the total count of actual 9-1-1 calls, as recorded by each telephone or telecommunications company providing local telephone service and each provider of commercial mobile radio service, shall be utilized. The number of inquiries to the Automatic Location Identification (ALI) data base for each public safety answering point is not to be utilized in the calculation of the number of 9-1-1 calls.

(3) (A) The emergency telecommunications service count (*variable c₁*) is based upon the sum of the emergency telecommunications service counts for the municipality or municipalities served. For each municipality served, the factors of .025 for one emergency service dispatched, .05 for two emergency services dispatched and .1 for three emergency services dispatched shall be utilized. For each municipality, the variable *c₁* shall not exceed .1.

(B) The emergency telecommunications service count shall be increased for regional emergency telecommunications centers and multi-town PSAPs by a factor of .02 each year, starting with the second year, until a maximum of .2 is achieved.

(C) Those municipalities exclusively served by the Connecticut State Police for law enforcement purposes and participating in a regional emergency telecommunications center or multi-town PSAP shall be credited with one additional dispatch service in the calculation of the service count variable c_1 .

(4) (A) The number of full service dispatch centers (*variable* c_2) shall not exceed the value of 1.0. Municipalities with populations in excess of forty thousand and funded under the subsidy program that continue to utilize secondary answering points for emergency telecommunications services shall be subject to a reduction in the value of 1.0 by .25 for each year of continued utilization of secondary public safety answering points, starting in the second year.

(B) Funds withheld as a result of the operation of a secondary PSAP shall be held by the Office of State-Wide Emergency Telecommunications for a period of three years. If PSAP consolidation does not occur during the three-year period, the withheld funds shall be reallocated for use by the Enhanced 9-1-1 Telecommunications Fund.

(5) The funding base variable (*variable* b) is one dollar and fifty cents in year one. In subsequent years, the funding base variable shall be one dollar and fifty cents plus the average growth rate of the Consumer Price Index, as recorded by the United States Department of Labor, Bureau of Labor Statistics, over the previous three calendar years. In subsequent years, *variable* b shall increase by .1 each year until *variable* b equals 2.0. The calculation of the base variable shall be performed prior to January 31st of each year.

(6) The funding formula shall be as follows: subsidy payment t equals the total of *variable* p times *variable* n multiplied by the sum of *variable* c_1 and *variable* c_2 times *variable* b . Therefore $t = ((p*n) * (\sum c_1, c_2))*b$.

Example 1: City "A" has a population (p) of 140,000 and 2.2 (n) value for percent above the state median of 9-1-1 calls. City "A" dispatches the three emergency services ($c_1=0.1$) and serves only one city ($c_2 = 1$). The funding base value is \$1.50. The calculated subsidy to City "A" would be:

$$(140,000*2.2)*(0.1+1) * \$1.50 = \$508,200$$

Example 2: Regional Emergency Telecommunications Center "X" has a population of 90,000 and a value of 1 (n) for percent above the state median of 9-1-1 calls. Regional Emergency Telecommunications Center "X" provides dispatch service for fire and emergency medical services to ten towns. All ten towns are exclusively served by the Connecticut State Police. Therefore, *variable* c_1 equals ten times 0.1 (1.0). *Variable* c_2 equals the maximum value of 1.0. The funding base value is \$1.50. The calculated subsidy to Regional Emergency Telecommunications Center "X" would be:

$$(90,000*1)*(1+1)* \$1.50 = \$270,000$$

(k) A new multi-town PSAP, formed by two towns that are part of an existing Regional Emergency Telecommunications Center, shall be eligible for enhanced 9-1-1 funding after a three-year period. Such three-year-period shall commence on the date that the Department of Public Safety, Office of State-Wide Emergency Telecommunications, first authorizes the establishment of such new multi-town PSAP.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-4. Subsidization of municipalities with populations in excess of 40,000

(a) The formula detailed in subsection (j) of Section 28-24-3 of sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies shall be used for calculation of the subsidy for municipalities with populations in excess of forty thousand.

(b) The subsidy for municipalities utilizing secondary answering points for emergency telecommunications services shall be reduced annually, as calculated in *variable c₂*, which is defined in subsection (j)(4) of Section 28-24-3 of the Regulations of Connecticut State Agencies. In the event that a municipality with a reduced subsidy reorganizes its emergency telecommunications operations in a manner that eliminates the secondary operation, the funding level of that municipality shall be restored to the level calculated under the formula for a full service emergency telecommunications center. Requests to restore funding must be submitted to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, no later than sixty days prior to the start of the quarter.

(c) Subsidies to municipalities with populations in excess of forty thousand shall be given either as an eligible municipality, as a regional emergency telecommunications center or as a multi-town PSAP.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-5. Implementation of a transition grant program

(a) On or after January 1, 2006, municipalities may apply for regional emergency telecommunications center or multi-town PSAP transition grants for the purpose of reimbursing such municipalities' expenses related to the transition of existing emergency telecommunications services to an approved multi-jurisdictional emergency telecommunications center. Such reimbursable expenses, which shall be limited to costs associated with the relocation of existing emergency telecommunications systems and non-recurring costs associated with providing for additional functional capacity at the regional emergency telecommunications center, shall not exceed two hundred fifty thousand dollars. Transition grants are limited by the availability of funds and shall be subject to the approval of the Department of Public Safety, Office of State-Wide Emergency Telecommunications. Reimbursable expenses include the following:

(1) Moving telephone lines related to emergency telecommunications radio systems;

(2) Changes to existing radio systems of the affected parties that are required by the move;

(3) Emergency telecommunications equipment required by the regional telecommunications center to facilitate the incorporation of another municipality; and

(4) Analysis, design or planning of a new regional emergency telecommunications center or multi-town PSAP. Municipalities are eligible for analysis, design and planning costs, allocated on a one-time basis, for new regional centers at the rate of fifteen thousand dollars for the first two member municipalities plus an additional five thousand dollars for each additional member municipality.

(b) Any entity provided with transition grant funds shall be audited in accordance with the provisions of Sections 4-230 to 4-236 of the Connecticut General Statutes.

(c) Transition grant requests shall contain the following information and documentation:

(1) Detailed description of the current emergency telecommunications services offered by the participating municipalities that will be relocated to the regional center or multi-town PSAP;

(2) Detailed listing of the expenses related to transition of the existing center to the regional center or multi-town PSAP;

(3) Certification by the legislative body having jurisdiction over the existing municipal emergency telecommunications center or multi-town PSAP that the move to the regional center or multi-town PSAP is authorized, including the date of the effective change; and

(4) Certification by the regional emergency telecommunications center or multi-town PSAP regarding the participation of an additional member municipality.

(d) Transition grant requests shall be submitted to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, not less than six months prior to the effective date of the move. The Department of Public Safety, Office of State-Wide Emergency Telecommunications, shall act on transition grant requests no later than ninety days after its receipt of the grant application.

(e) Municipalities receiving transition grants for reimbursable expenses under the provisions of this section shall not be eligible for transition grants for a period of five years from the date of the award of the original transition grant.

(f) A municipality or group of municipalities that receives a transition grant and that relocates to a stand-alone operation, another regional emergency telecommunications center or to a multi-town PSAP within two years of receipt of a transition grant shall refund the amount of such grant to the State of Connecticut, Office of the State Treasurer, for deposit in the Enhanced 9-1-1 Telecommunications Fund.

(g) Unconsolidated funded cities are eligible for transition grants for the purpose of consolidation of 9-1-1 services.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-6. Application procedures

Applications for regional emergency telecommunications center or multi-town PSAP transition grants shall be made on forms furnished by and filed with the Department of Public Safety, Office of State-Wide Emergency Telecommunications, 1111 Country Club Road, Middletown, CT 06457-2389.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-7. Implementation of a regional emergency telecommunications service credit

(a) Every municipality shall be eligible for a regional emergency telecommunications service credit for coordinated medical emergency direction (CMED) services. This service credit shall be based upon the factor of thirty cents per capita, utilizing the most recent Department of Public Health population data. Only those entities approved by the Department of Public Health, Office of Emergency Medical Services, as CMEDs, and which operate under approved plans for communications systems developed by emergency medical services councils under the provisions of Section 19a-182 of the Connecticut General Statutes, shall be eligible to receive the regional emergency telecommunications service credit. Municipalities shall designate the recipient of their CMED credit and notify the Department of Public Safety, Office of State-Wide Emergency Telecommunications, prior to April 1st of each year of said designation.

(b) The regional emergency telecommunications service credit is calculated with the formula of *variable r* (service credit value) equals *variable p* (population) times .30.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-8. Training of public safety telecommunicators

(a) Funds from the Enhanced 9-1-1 Telecommunications Fund shall be utilized for the presentation of telecommunicator training programs and expenses related to the development of training pursuant to Sections 28-30-1 to 28-30-10, inclusive, of the Regulations of Connecticut State Agencies.

(b) The Department of Public Safety, Office of State-Wide Emergency Telecommunications, shall establish a training fund to be used exclusively for the purpose of providing ongoing training for Public Safety telecommunicators. Each public safety answering point shall be eligible for reimbursement of the expenses of training telecommunicators, in accordance with the provisions of section 28-30 of the Connecticut General Statutes and regulations adopted thereunder. Reimbursement shall be limited to an amount equal to ten cents per capita, utilizing the most recent Department of Public Health population data. Requests for funding shall be submitted to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, and shall be subject to approval of the Department of Public Safety, Office of State-Wide Emergency Telecommunications.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-9. Recurring expenses and capital costs of the 9-1-1 network

(a) By February 1st of each year, each enhanced 9-1-1 network provider shall present evidence to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, regarding the recurring expenses and future capital costs associated with the telecommunications network used to provide emergency 9-1-1 service.

(b) Enhanced 9-1-1 network providers shall adhere to the following network diversity standards:

(1) All transport facilities shall be either geographically diverse or have automatic reroute capabilities. Within each circuit group, fifty percent of the circuits shall travel a different route and utilize different equipment from the other portion of the group or the entire group shall be assigned to automatic reroute capabilities;

(2) There shall be diversity of trunk groups from each central office to the enhanced 9-1-1 tandem switch; from the enhanced 9-1-1 tandem switch to the public safety answering point serving central office; from the public safety answering point serving central office to the concentrator nodes; and from the concentrator nodes to the Automatic Location Identification (ALI) database. Automatic reroute capability shall be provided from the serving central office to the public safety answering point up to the point where alternative routes are available. There shall be at least two paths from the serving central office to the public safety answering point to receive 9-1-1 calls. If two cables are routed in the same conduit, it shall be considered to be one path, except where two cables are routed in two separate tubes within the conduit, which shall be considered two separate paths; and

(3) All central office facilities including carrier systems, digital channels, digital interfaces and power equipment shall be diverse. Within each group, fifty percent of the circuits shall utilize one set of carriers, digital channels, digital interfaces and power equipment, with the remaining fifty percent utilizing a different set of carriers, digital channels, digital interfaces and power equipment.

(Adopted effective January 24, 1997)

Sec. 28-24-10. Administration of enhanced 9-1-1 program

(a) Each telephone and telecommunications company providing local telephone service and each provider of commercial mobile radio service, as defined in the Code of Federal Regulations, Title 47, Part 20, § 20.3, shall assess against each subscriber a fee established by the Department of Public Utility Control. The annual fee shall be determined at a proceeding, conducted by the Department of Public Utility Control, on or before June 1st of each year, based upon an annual operating budget developed by the Commissioner of Public Safety on or before April 1st of each year.

(b) Any Enhanced 9-1-1 Telecommunications Fund surplus shall be carried forward to successive fiscal years and used for the sole purpose of administering the Enhanced 9-1-1 Program.

(c) For the purpose of assessment of customer accounts with multiple lines, the monthly 9-1-1 assessment shall be determined in accordance with the progressive wire line inclusion schedule as follows:

(1) If the number of access wire lines equals one, then the assessment factor shall be 1.0;

(2) If the number of access wire lines equals two, then the assessment factor shall be .75;

(3) If the number of access wire lines equals three, then the assessment factor shall be .67;

(4) If the number of access wire lines equals four or five, then the assessment factor shall be .6;

(5) If the number of access wire lines is six, seven, eight, nine or ten, then the assessment factor shall be .5;

(6) If the number of access wire lines is equal to or greater than eleven but less than 26, then the assessment factor shall be .4;

(7) If the number of access wire lines is equal to or greater than 26, but less than 51, then the assessment factor shall be .33;

(8) If the number of access wire lines is equal to or greater than 51, but less than 100, then the assessment factor shall be .25; and

(9) If the number of access wire lines is equal to or greater than 100, then the assessment factor shall be .2.

(d) All access line assessments collected each month by telephone or telecommunications companies providing local telephone service and providers of commercial mobile radio service shall be remitted to the Office of the State Treasurer for deposit into the Enhanced 9-1-1 Telecommunications Fund no later than the fifteenth day of each month.

(e) No later than February 1st of each year, each telephone or telecommunications company providing local telephone service and each provider of commercial mobile radio service shall submit to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, the number of Connecticut subscribers on record as of January 1st of each year.

(f) The monthly subscriber fee shall not exceed fifty cents per month.

(g) Prior to April 1st of each year, the Department of Public Safety, Office of State-Wide Emergency Telecommunications, shall calculate the amount of funding required to implement the provisions of Sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies. This amount shall be adjusted annually to reflect the projected amount needed to implement the provisions of Sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies.

(h) An annual operating budget for the Office of State-Wide Emergency Telecommunications shall be prepared, detailing projected expenditures for the administration of the Enhanced 9-1-1 Program. This budget shall be submitted to the Department of Public Utility Control as part of the proceeding to determine the monthly fee to be assessed against each subscriber of local telephone service and each subscriber of commercial mobile radio service.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-11. Administration of the enhanced 9-1-1 program by the office of state-wide emergency telecommunications

Funds from the Enhanced 9-1-1 Telecommunications Fund shall be used to pay for the administration of the Enhanced 9-1-1 Program by the Department of Public Safety, Office of State-Wide Emergency Telecommunications. To ensure compliance with the provisions of Sections 28-24-1 to 28-24-14, inclusive, of the Regulations of Connecticut State Agencies, representatives of the Department of Public Safety, Office of State-Wide Emergency Telecommunications, are authorized to enter upon and inspect public or private safety answering points receiving funding from the Enhanced 9-1-1 Telecommunications Fund.

(Adopted effective January 24, 1997; amended March 3, 2006)

Sec. 28-24-12. Capital expense account

(a) On or after January 1, 2006, regional emergency telecommunications centers and funded municipalities may apply for funding for the purpose of reimbursing such entities for capital expenditures as defined in section 28-24-1(b)(10) of the Regulations of Connecticut State Agencies. The Department of Public Safety, Office of State-Wide Emergency Telecommunications, may create a capital expense account for the purpose of providing reimbursement of capital expenditures as defined in section 28-24-1(b)(10) of the Regulations of Connecticut State Agencies. The Department of Public Safety, Office of State-Wide Emergency Telecommunications, shall reserve 12.5% of the regional emergency telecommunications center or funded municipality's annual subsidy, with a 25% cap in year two. Capital expenditure funds shall not be used for real estate and building purchases. Architectural services, building materials, restoration services and labor needed to accommodate new equipment in existing buildings shall be eligible for funding. Capital expenditure funds shall be subject to the requirement of matching funds by the municipality served by the public safety answering point applying for funding. Documentation of the availability of matching funds shall be provided by the chief executive officer of the municipality or the representative board of the regional emergency telecommunications center or multi-town PSAP to the Department of Public Safety, Office of State-Wide Emergency Telecommunications. Capital expenditure reimbursements are limited by the availability of funds and subject to the approval of the Department of Public Safety, Office of State-Wide Emergency Telecommunications.

(b) Funded municipalities and regional emergency telecommunications centers may use up to 50% of their enhanced 9-1-1 funding subsidy for capital expenditures.

(c) Requests for capital expense funds shall be submitted to the Office of State-Wide Emergency Telecommunications no less than 90 days prior to the anticipated expenditure.

(d) Capital expense funds for a regional emergency telecommunications center or a funded municipality may be held for a period of seven years. Funds not used within the seven-year period shall be returned to the Enhanced 9-1-1 Telecommunications Fund for reallocation.

(Adopted effective March 3, 2006)

Sec. 28-24-13. Funding for public safety answering points operated by Connecticut state police

Public safety answering points operated by Connecticut State Police shall be subsidized at the rate of \$1 per 9-1-1 call as calculated by the Office of State-Wide Emergency Telecommunications utilizing call counts for the previous calendar year. Funding shall be used exclusively for the purpose of providing enhanced 9-1-1 services.

(Adopted effective March 3, 2006)

Sec. 28-24-14. Public safety service data network

The Office of State-Wide Emergency Telecommunications shall provide funding for a public safety service data network on an annual basis. Funding shall be determined by the availability of funds and shall be subject to approval by the Office of State-Wide Emergency Telecommunications.

(Adopted effective March 3, 2006)

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Establishment and Operation of Public Safety Answering Points and Private Safety Answering Points

Sec. 28-27-1. Designated emergency number

The digits “9-1-1” shall be the only emergency number advertised for use at the company, corporation or institution served by the private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-2. Answering point coordinators

Each public safety answering point and private safety answering point providing enhanced 9-1-1 service shall designate a person to serve as the contact person with the municipality, the Office of Statewide Emergency Telecommunications, and the telephone company for all issues regarding 9-1-1 service.

(Effective August 2, 1993)

Sec. 28-27-3. Hours of operation

Public safety answering points and private safety answering points shall operate on a twenty-four hour, seven day a week basis.

(Effective August 2, 1993)

Sec. 28-27-4. Seven digit telephone lines

Each public safety answering point and private safety answering point shall maintain at least one published seven digit number to be used to communicate with local public safety agencies and for receipt of incoming emergency calls transferred to the public or private safety answering point by telephone company operators.

(Effective August 2, 1993)

Sec. 28-27-5. Physical security

All entrance ways to public safety answering points and private safety answering points shall be locked to prevent entry by unauthorized personnel. Entry shall be gained only by authorized key holders or by lock release initiated by public/private safety answering point personnel.

(Effective August 2, 1993)

Sec. 28-27-6. Security clearance

Each public safety answering point and private safety answering point shall establish personnel security clearance standards that are acceptable to the municipality and local public safety agencies in whose jurisdiction the facility is located.

(Effective August 2, 1993)

Sec. 28-27-7. Call handling procedures

(a) Each public safety answering point shall have the ability to respond to all 9-1-1 calls received from its service area by dispatching appropriate private or public safety agencies to the emergency or through the transfer of the call to a secondary, dispatch point, having the required dispatching capability.

(b) Each private safety answering point shall have the ability to transfer 9-1-1 calls to public safety answering points or secondary dispatch points, relay information to a public safety agency, or, as appropriate, directly dispatch private safety services.

(Effective August 2, 1993)

Sec. 28-27-8. Emergency power source

Each public safety answering point and private safety answering point shall be equipped with 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.

(Effective August 2, 1993)

Sec. 28-27-9. Training

(a) The company, corporation or institution shall provide training on all 9-1-1 equipment and systems installed by the company for all private safety answering point personnel directly involved in the operation of 9-1-1 equipment and functions.

(b) Public safety answering point and private safety answering point dispatchers shall be subject to the state requirements for telecommunicator training as specified in section 28-30 of the Connecticut General Statutes.

(Effective August 2, 1993)

Sec. 28-27-10. Call answer threshold

Each public safety answering point and private safety answering point shall have sufficient 9-1-1 equipped answering positions and staff to ensure that ninety percent of all 9-1-1 calls are answered in no more than ten seconds during normal peak operating periods.

(Effective August 2, 1993)

Sec. 28-27-11. Enhanced 9-1-1 answering positions

There shall be, at a minimum, two enhanced 9-1-1 equipped answering positions established at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-12. Grade of service

The number of incoming enhanced 9-1-1 trunk lines to each public safety answering point and private safety answering point shall be based upon a grade of service of P.O1. A P.O1 grade of service means that not more than one 9-1-1 call in 100 will receive a busy signal during the average busiest hour. The service population and the call volumes experienced by the public or private safety answering point shall determine actual trunking levels.

(Effective August 2, 1993)

Sec. 28-27-13. Minimum trunking requirements

There shall be a minimum of two incoming 9-1-1 lines at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-14. Call status indicators

Each 9-1-1 trunk line terminating at a public safety answering point or private safety answering point shall indicate incoming emergency calls by both audible and visual indicators.

(Effective August 2, 1993)

Sec. 28-27-15. 9-1-1 terminal equipment

(a) Public safety answering point and private safety answering point 9-1-1 terminal equipment shall:

(1) electronically display the automatic number identification (ANI) of the calling party.

(2) electronically display the automatic location identification (ALI) of the calling party or provide for the electronic or, if approved by the Office for private safety

answering points, the manual retrieval of location information from an in-house data base,

(3) provide a hard copy printout of the ANI, time of 9-1-1 trunk seizure, time the call was answered, time the call was transferred, time the call was terminated, trunk identification and answering position identification.

(b) Public safety answering points and private safety answering points that interface with the established enhanced 9-1-1 network shall utilize enhanced 9-1-1 equipment compatible with said network and approved by the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-16. Equipment safeguards

(a) Service entrances at public safety answering points and private safety answering points for commercial power and telephone service shall be underground for all such facilities constructed after July 1, 1993. 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.

(Effective August 2, 1993)

Sec. 28-27-17. Private safety answering point ALI and location data base updates

(a) Private safety answering points that utilize the established Southern New England Telephone (SNET) ALI data base shall transmit updates to SNET data management system on a daily basis in a manner prescribed by tariff. The SNET ALI data base and data management system provide the ALI functions of enhanced 9-1-1 service and is updated by SNET on a daily basis.

(b) Private safety answering points that utilize an in-house location data base shall make updates daily with all updates completed within two days of any change. Private safety answering points shall maintain a record of all updates to the in-house data base.

(Effective August 2, 1993)

Sec. 28-27-18. Contingency re-route plans

All private safety answering points shall have back-up routing capability that provides backup for the re-routing of 9-1-1 calls to the local public safety answering point when all lines to the intended private safety answering point are out of service.

(Effective August 2, 1993)

Sec. 28-27-19. Public and private safety answering point inspections

The Office of Statewide Emergency Telecommunications may inspect each public safety answering point and private safety answering point that utilizes enhanced 9-1-1 network features to determine if it meets the standards for public and private safety answering points.

(Effective August 2, 1993)

Sec. 28-27-20. 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 respective law enforcement, fire or emergency medical service (EMS) department

or provider for the transfer of 9-1-1 calls relating to law enforcement, fire and EMS incidents and/or to relay information relating to law enforcement, fire and EMS incidents in accordance with criteria established by the municipality.

(b) The plan for transferring and/or reporting law enforcement, fire and EMS incidents shall be submitted as part of the private branch exchange utilization plan submitted to the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-21. Private safety answering point decertification

The Office 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.

(Effective August 2, 1993)

Sec. 28-27-22. 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 a TDD to be in compliance with Title 28, Section 35.162 of the Code of Federal Regulations.

(Effective August 2, 1993)

Requirements Relating to Competitive Local Exchange Carriers

Sec. 28-27-23. Definition

For the purposes of sections 28-27-23 to 28-27-29, inclusive, of the Regulations of Connecticut State Agencies, Competitive Local Exchange Carrier (CLEC) means an entity that competes for local exchange service, as well as long distance, international, Internet access, and entertainment with the incumbent local exchange carrier. A local exchange is the telephone company exchange where subscriber lines are terminated. A local exchange carrier is a local telephone company. A facilities-based CLEC owns switching equipment and telephone lines.

(Adopted effective April 1, 2002)

Sec. 28-27-24. Emergency call traces

(a) Each CLEC shall identify how emergency call traces shall be initiated by Enhanced 9-1-1 (E9-1-1) public safety answering points (PSAPs) when an E9-1-1 call from a CLEC subscriber is received and the address cannot be determined. Each CLEC shall identify call trace contacts with telephone numbers so that call traces may be initiated at the request of a PSAP and completed in a timely manner. Such contacts shall be available at all times.

(b) CLECs shall update call trace contacts as changes occur and shall promptly provide such updated contact lists to the Office of Statewide Emergency Telecommunications (OSET) so that OSET may distribute the information to PSAPs.

(Adopted effective April 1, 2002)

Sec. 28-27-25. Subscriber updates

(a) Each CLEC shall transmit subscriber telephone number and address records to the E9-1-1 database provider as provided by NENA-02-011, Recommended Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions. Each CLEC shall cooperate with the E9-1-1 database provider to ensure prompt correction of data management system errors.

(b) Upon receipt of a complaint regarding a database error, OSET may request that the CLEC responsible for the error provide a written analysis of the circumstances of

the error and corrective action plan. The analysis and plan shall be submitted to OSET within five days or such other period of time as OSET deems appropriate given the circumstances.

(Adopted effective April 1, 2002)

Sec. 28-27-26. Tandem connection

Each facilities-based CLEC shall connect each telephone switching facility responsible for delivering E9-1-1 calls to both E9-1-1 selective routing tandems and, as required by Section 28-27-12 of the Regulations of Connecticut State Agencies, maintain a grade of service of P.01.

(Adopted effective April 1, 2002)

Sec. 28-27-27. Performance reports

(a) Facilities-based CLECs shall submit a written grade of service network performance report and E9-1-1 database update report to OSET on a quarterly basis. The following information shall be provided:

(1) Grade of service performance of the interconnections between the telephone switching offices of facilities-based CLECs and both E9-1-1 selective routing tandems; and

(2) Number of subscriber records updated to the E9-1-1 database and the number of days required to perform the updates.

(b) Quarterly network performance reports, which measure the number of calls blocked between the CLEC and E9-1-1 tandems, shall be provided 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.

(Adopted effective April 1, 2002)

Sec. 28-27-28. Default routing plans

(a) Facilities-based CLECs shall route E9-1-1 calls to a default PSAP during automatic number identification failure or other event when the process of selective routing of E9-1-1 calls cannot occur.

(1) Written CLEC default routing plans shall be submitted to OSET for approval.

(2) Approved default routing plans shall be in place prior to the provision of local telephone service by a CLEC.

(3) The default PSAP selected for each numbering plan area (area code) should be the PSAP serving the largest CLEC subscriber base within the numbering plan area or area code.

(b) Default routing plans shall include the following:

(1) CLEC name and address;

(2) CLEC service area;

(3) Default PSAP selected for CLEC service area; and

(4) CLEC contact responsible for the default routing plan.

(Adopted effective April 1, 2002)

Sec. 28-27-29. Outage notification

If E9-1-1 service is unavailable to facilities-based CLEC subscribers for a period exceeding two (2) hours, the CLEC shall notify OSET of the outage employing notification procedures provided by OSET.

(Adopted effective April 1, 2002)

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Final Enhanced 9-1-1 Service Utilization Plan

Sec. 28-27a-1. Definitions

For the purposes of sections 28-27a-1 to 28-27a-7 inclusive the following definitions shall apply.

(a) "Alternate Answering Point" means an optional pre-designated answering point that will automatically receive 9-1-1 calls intended for the PSAP when all 9-1-1 lines at the PSAP are busy.

(b) "Answering Position" means a work station at the public safety answering point where trained personnel process 9-1-1 calls. Includes a telephone key set, call transfer console, and an automatic location identification display unit.

(c) "Automatic Location Identification (ALI)" means the Enhanced 9-1-1 service capability that enables the electronic display of information that includes the subscriber name and address of the telephone used to place a 9-1-1 call.

(d) "Automatic Number Identification (ANI)" means the Enhanced 9-1-1 service capability enabling the electronic display of the seven digit number of the telephone that is used to place a 9-1-1 call.

(e) "Call-Answerer" means the public safety answering point personnel responsible for the processing of 9-1-1 calls.

(f) "Default Answering Point" means a pre-designated answering point that will automatically receive 9-1-1 calls intended for the PSAP when the normal selective routing process can not occur due to a loss of ANI.

(g) "Enhanced 9-1-1 Terminal Equipment" means the ANI and ALI Controller Units, Call Transfer Console, ALI Display Unit or other devices that interact with the Enhanced 9-1-1 system. This equipment will be located at the PSAP and does not include telephones, printers, or computer aided dispatch equipment.

(h) "Municipality" means any town, city or borough, consolidated town and city or consolidated town and borough.

(i) "Private Safety Agency" means any entity, except a municipality or a public safety agency, providing emergency fire, ambulance or medical services.

(j) "Public Safety Agency" means a functional division of a municipality or the state which provides fire fighting, law enforcement, ambulance, medical or other emergency services.

(k) "Public Safety Answering Point (PSAP)" means a facility, operated on a twenty-four hour basis, designated as the first point of reception for 9-1-1 calls and, as appropriate, directly dispatching emergency response services, or transferring or relaying emergency 9-1-1 calls to other public safety agencies.

(l) "Secondary PSAP/Secondary Dispatch Location" means a facility operated on a twenty-four hour basis that receives 9-1-1 calls including ANI and ALI if equipped to receive this data, from one or more PSAPs by call transfer or other means, and dispatches the appropriate public safety agency.

(Effective December 19, 1985)

Sec. 28-27a-2. Plan part I

The following information shall be listed in part I of the final plan: The name of the municipality submitting the plan; the names, addresses and telephone numbers of the Enhanced 9-1-1/PSAP coordinators; the name and location of the municipality's PSAP; the number of answering positions required at the PSAP; an indication of whether the PSAP shall serve as secondary PSAP/secondary dispatch location, alternate answering point or default answering point.

(Effective December 19, 1985)

Sec. 28-27a-3. Plan part II

The public and private safety agencies served by the PSAP and the method of dispatch for each shall be described in part II of the final plan.

(Effective December 19, 1985)

Sec. 28-27a-4. Plan part III

Municipalities must indicate the PSAP's compliance with the following technical and operational standards in part III of the final plan.

(a) The published emergency telephone number for every municipality will be "9-1-1."

(b) PSAPs must be operated twenty-four (24) hours a day, seven (7) days a week.

(c) All entry ways to the PSAP must be secured to prevent entry by unauthorized persons.

(d) PSAPs must maintain an emergency power source to ensure continuous operation for a minimum of twenty-four (24) hours during power outages.

(e) PSAPs must maintain at least one seven digit number for emergency calls transferred to the PSAP by telephone company operators or under certain speed call arrangements.

(f) Each PSAP must have the ability to respond to all 9-1-1 calls received from its service area by dispatching the appropriate private/public safety agency to the emergency or through the transfer of the call to the secondary answering point having the required dispatching capability.

(g) PSAP call answers must be adequately trained in the use of Enhanced 9-1-1 terminal equipment.

(h) PSAPs shall establish personnel security clearance standards which are acceptable to the municipal and State agencies they serve.

(i) PSAPs must establish a method to allow persons with speech and/or hearing disabilities to communicate by using a Telecommunications Device for the Deaf (TDD). When a TDD indicator appears on the ALI screen and/or the tones are heard, the 9-1-1 call must be connected to a TDD at the PSAP or transferred to an answering point equipped to process TDD calls. PSAPs may develop regional arrangements rather than purchase their own TDD equipment.

(j) Enhanced 9-1-1 terminal equipment utilized at the PSAP must conform to specifications established by BSET and the Enhanced 9-1-1 Commission. The PSAP must be equipped to serve at least two answering positions.

(Effective December 19, 1985)

Sec. 28-27a-5. Plan part IV

All secondary PSAPs/secondary dispatch locations that will receive 9-1-1 calls transferred from the PSAP shall be identified in part IV of the final plan.

(Effective December 19, 1985)

Sec. 28-27a-6. Plan part V

The default answering points and optional alternate answering points that will serve the municipality shall be identified in part V of the final plan.

(Effective December 19, 1985)

Sec. 28-27a-7. Plan part VI

The plan shall be certified by the Chief Executive Officer of the municipality and the Enhanced 9-1-1 and PSAP coordinators.

(Effective December 19, 1985)

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Emergency Telecommunicator Training and Certification

Sec. 28-30-1. Public safety telecommunicator instructors certification definitions

Those definitions set forth in C.G.S. Sec. 28-25 and C.G.S. Sec. 28-30 shall govern the provisions of Sections 28-30-1 through 28-30-10, inclusive, in addition to the following:

Functional Areas. Functional areas of emergency telecommunications shall include but not be limited to the following:

1. Interpersonal Communications;
2. Organization of the Communications Function and the telecommunicator role in public safety;
3. Public Safety Telecommunications Systems;
4. Basics of Radio Broadcasting;
5. Public safety telecommunications record systems;
6. Broadcast Rules and Procedures;
7. Telephone Techniques
8. Enhanced 9-1-1 Systems and Operating Procedures;
9. Overview of the police function, Telephone complaint or Report Processing Procedures and pre-arrival instructions;
10. Overview of the fire function, Telephone Complaint or Report Processing Procedures and pre-arrival instructions;
11. Overview of the EMS function, emergency medical dispatch and pre-arrival instructions;
12. Telecommunicator Legal Issues; and
13. Hazardous materials awareness.

(Effective June 28, 1990; amended October 21, 1996)

Sec. 28-30-2. Requirements for public safety telecommunicator instructor certification

(a) **Persons Required to Hold Certificates.** Any person holding the position of public safety telecommunicator instructor in Connecticut shall hold a valid certificate for such position.

(b) **Application Procedures.** Applications for public safety telecommunicator instructor certification shall be on forms furnished by, and filed with the Office of State-Wide Emergency Telecommunications, P.O. Box 2794, 1111 Country Club Road, Middletown, CT 06457-9294.

(c) **Documents Required of Applicants.** To apply for certification as a public safety telecommunicator instructor, an applicant shall submit the following documents to the Office of State-Wide Emergency Telecommunications at the address listed in section (b) above:

- (1) A completed application form (available from the Office of State-wide Emergency Telecommunications); and
- (2) Written documentation of the applicant's telecommunications, communication, or public safety work experience.

(Effective June 28, 1990; amended October 21, 1996)

Sec. 28-30-3. Types of certificates and requirements

Two types of public safety telecommunicator instructor certificates are issued by the Office of State-Wide Emergency Telecommunications: Public Safety Telecommunicator Instructor Level I and Public Safety Telecommunicator Instructor Level

II. The Public Safety Telecommunicator Instructor Level I certificate shall be valid for a period of one year. The Public Safety Telecommunicator Instructor Level II certificate shall be valid for a period of three years. An applicant who has met the minimum requirements shall be entitled to receive one of the following certificates:

(a) **Public Safety Telecommunicator Instructor - Level I.** To receive a Public Safety Telecommunicator Instructor Level I certificate, an applicant shall present evidence of meeting the following minimum requirements:

(1) A High School Diploma or equivalent or a waiver of such requirement based upon experience or training, by the Office of State-Wide Emergency Telecommunications;

(2) Evidence of successful completion of a Teaching or Instructors Methods Course or its equivalent as approved by the Office of State-Wide Emergency Telecommunications; and

(3) No less than two (2) years experience in emergency telecommunications or an area of telecommunications or communications which has a direct bearing on emergency telecommunications principles or practices. Specialized or advanced training in a functional area of telecommunications or communications may be substituted for experience on the basis of fifteen (15) college semester hours equalling one-half (1/2) year of experience to a maximum of one (1) year.

(b) **Public Safety Telecommunicator Instructor - Level II.** To receive a Public Safety Telecommunicator Instructor Level II certificate, an applicant shall present evidence of meeting the following minimum requirements:

(1) A High School Diploma or equivalent or a waiver of such requirement based upon experience or training by the Office of State-Wide Emergency Telecommunications; and

(2) Evidence of successful completion of a Teaching or Instructors Methods Course or its equivalent as approved by the Office of State-Wide Emergency Telecommunications; and

(3) No less than five (5) years of experience in a public safety (law enforcement, fire fighting, emergency medical service, or emergency telecommunications) capacity, of which no less than two (2) years of experience shall be in emergency telecommunications. Experience in emergency telecommunications is defined as having primary responsibility for emergency telecommunications operations, or emergency telecommunications training; or performance of the duties of a telecommunicator, or as a public safety emergency communications center supervisor, or chief dispatcher, and at least one (1) year of experience in a training capacity (training officer or instructor). Experience requirements may be fulfilled with equivalent part time experience.

(Effective June 28, 1990; amended October 21, 1996)

Sec. 28-30-4. Re-certification of public safety telecommunicator instructors

Certified Level I or II Public Safety Telecommunicator Instructors shall apply to the Office of State-Wide Emergency Telecommunications of the Department of Public Safety for re-certification thirty (30) days prior to the expiration of their current certification term.

(Adopted, effective October 21, 1996)

Sec. 28-30-5. Telecommunicator training and certification definitions

As used in sections 28-30-5 to 28-30-10, inclusive, of these regulations:

(a) "Certificate of completion" means certification issued by the Office of State-Wide Emergency Telecommunications of the Department of Public Safety to a public

safety telecommunicator or private safety telecommunicator upon the successful completion of a state-approved telecommunicator training program and the receipt of a passing grade on the state telecommunicator exam.

(b) “Enhanced 9-1-1 telephone system” means a system consisting of enhanced 9-1-1 telephone network features and public safety answering points equipped with enhanced 9-1-1 terminal equipment, provided for users of the public telephone system to reach public safety answering points by dialing the digits “9-1-1.” Such a system directs 9-1-1 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated and provides the capability for automatic number identification and automatic location identification features.

(c) “Successful completion of a state-approved telecommunicator training program” means submission of evidence of completion of a telecommunicator training program which is in conformance with Section 28-30-7 of this regulation.

(d) “Written acknowledgement of achievement” means recognition of experience or specialized training and competence in the performance of training standards set forth in section 28-30-7 of this regulation.

(Adopted, effective October 21, 1996)

Sec. 28-30-6. Employment and certification status

(a) Any individual seeking certification who is currently employed as a public safety telecommunicator or private safety telecommunicator shall be certified by the Office of State-Wide Emergency Telecommunications upon successful completion of a state-approved telecommunicator training program and the successful completion of a probationary work period as verified by the agency having jurisdiction.

(b) Any individual not currently employed as a public safety telecommunicator or private safety telecommunicator shall be certified by the Office of State-Wide Emergency Telecommunications upon his or her appointment as a public safety telecommunicator or private safety telecommunicator up to one (1) year after successful completion of a state-approved telecommunicator training program.

(Adopted, effective October 21, 1996)

Sec. 28-30-7. Public safety telecommunicator and private safety telecommunicator training standards

Any individual requiring certification as a public safety telecommunicator or a private safety telecommunicator in accordance with Connecticut General Statutes subsection (c) of section 28-30 shall successfully complete a state-approved telecommunicator training program in which:

(a) The telecommunicator shall demonstrate an understanding of interpersonal communications, to include:

- (1) The forms of communication;
- (2) The factors that influence and complicate communications;
- (3) SMCR (Sender or Source, Message or Method, Channel, Receiver) concept of communications;
- (4) Loop of understanding and feedback;
- (5) Barriers to effective communications;
- (6) Communication symbols and the social environment; and
- (7) Stress Management.

(b) The telecommunicator shall demonstrate an understanding of the organization of the public or private safety communications function, to include:

(1) The organizational structure of police, fire and EMS public or private safety telecommunications centers;

(2) Interrelation of the communications unit with other functional units within the parent organization, with other departments and with the public; and

(3) Basic operational requirements of a public or private safety telecommunications system and the vital services provided.

(c) The telecommunicator shall demonstrate an understanding of public or private safety telecommunications systems, to include:

(1) The components that make up a telecommunications system including, but not limited to, the use of repeater base stations, satellite receivers, voting comparators, mobile repeaters, mobile data terminals and control consoles;

(2) Commonly encountered malfunctions in radio telecommunications systems, the corrective actions that may be taken to re-establish communications and the ability to communicate the nature of malfunctions to a radio technician; and

(3) Electromagnetic spectrum and spectrum management by the Federal Communications Commission (FCC).

(d) The telecommunicator shall demonstrate an understanding of the basic fundamentals of public safety radio broadcasting.

(e) The telecommunicator shall demonstrate a proficiency in the basics of public safety radio broadcasting, to include:

(1) Effective transmission of information and descriptive data to field units or other public or private safety agencies;

(2) Theory and use of radio signal codes;

(3) Use of aural brevity codes and the phonic alphabet;

(4) Use of 2400 hour time in broadcasting; and

(5) Correct procedures for broadcasting including the following: street address numbers, vehicle identification numbers, registration numbers, serial numbers or model numbers and descriptive data concerning persons, property and vehicles.

(f) The telecommunicator shall demonstrate an understanding of public safety telecommunications record systems, to include:

(1) The various types of records that shall be maintained within a public safety telecommunications center including, but not limited to, status records, dispatch records, daily logs, daily bulletins, and supervisor's daily log;

(2) Records retention schedules; and

(3) Laws associated with the taping of telephone calls and radio transmissions.

(g) The telecommunicator shall demonstrate an understanding of standard universally accepted broadcast rules and procedures, to include:

(1) The need for standardization of broadcast procedures;

(2) Technique for choosing appropriate words and rate of speech for broadcast messages;

(3) Logical sequencing of information, echo procedures, impersonal dispatching, concept of never guessing the content of written messages, and courtesy;

(4) Styles of call-up procedure;

(5) Clipping;

(6) Acknowledging calls from mobile units or other stations;

(7) Terminating calls;

(8) Use of alert tones; and

(9) The parts of a dispatch message.

(h) The telecommunicator shall demonstrate understanding of telephone techniques, to include:

- (1) Basic principles for handling calls from the general public and calls from other emergency service agencies;
- (2) General telephone techniques, including clarity of speech, avoidance of the use of jargon or slang, explanation of waits and telephone courtesy;
- (3) Specific telephone techniques, including taking charge of the conversation when dealing with the public, personality projection, repetitive persistence, obtaining pertinent information, classifying the nature of a complaint or report, and following through on information obtained;
- (4) Procedures for handling multiple calls;
- (5) Dealing with third party callers;
- (6) Dealing with calls from children, the elderly, and non-English speaking persons;
- (7) Dealing with calls involving violent crimes;
- (8) Dealing with calls involving anonymous callers;
- (9) Correct procedures for taking and recording telephone messages, including general message taking, dealing with confidential informants, procedures for relaying routine and urgent messages, and radio paging of undercover operatives;
- (10) Procedures for overcoming the hysteria threshold of distraught callers; and
- (11) The key questions that shall be asked of a caller reporting an incident (who, where, what, when and why).
 - (i) The telecommunicator shall demonstrate an understanding of the enhanced 9-1-1 emergency telephone system, to include:
 - (1) Components and functions of the enhanced 9-1-1 telephone system network and the dynamics of 9-1-1 call flow and address information transmission;
 - (2) Enhanced 9-1-1 features, including, but not limited to, automatic number identification (ANI), automatic location identification (ALI) and selective routing, as defined in Connecticut General Statutes section 28-25; and default routing, alternate routing, selective call transfer, fixed call transfer, manual call transfer, disaster routing, 9-1-1 data management system, and 9-1-1 printouts;
 - (3) Components and functions of enhanced 9-1-1 terminal equipment;
 - (4) Types of automatic location identification and trouble displays;
 - (5) Recognizing and reacting to conditions of 9-1-1 failure or equipment malfunction; and
 - (6) Completion of inquiry forms.
 - (j) Using a telecommunications device for the deaf (TDD) the telecommunicator shall demonstrate a proficiency in the processing of requests for assistance from the deaf and the hearing impaired, to include:
 - (1) Effective usage of language conventions and abbreviations typically used by the deaf and hearing impaired; and
 - (2) Appropriate procedures for establishing communications with the deaf and hearing impaired.
 - (k) The telecommunicator shall demonstrate an understanding of the functions of a law enforcement agency and law enforcement dispatch procedures, to include:
 - (1) Roles of field personnel and objectives of a law enforcement agency;
 - (2) Working relationship between law enforcement field personnel and telecommunicators;
 - (3) Proper classification and processing of the basic types of law enforcement emergency calls utilizing telephone complaint and report processing procedures; and
 - (4) Application of appropriate procedures for the processing of calls for emergency assistance related to law enforcement, including pre-arrival instructions.

(l) The telecommunicator shall demonstrate an understanding of the functions of a fire department and fire dispatch procedures, to include:

(1) Roles of field personnel and objectives of a fire and rescue operation agency;

(2) Working relationship between fire and rescue operation field personnel and telecommunicators;

(3) Proper classification and processing of the basic types of fire and rescue emergency calls utilizing telephone complaint and report processing procedures; and

(4) Application of appropriate procedures for the processing of calls for emergency assistance related to fire and rescue operations, including pre-arrival instructions.

(m) The telecommunicator shall demonstrate an understanding of emergency medical dispatch procedures, to include:

(1) Proper classification and processing of the basic types of emergency medical service calls utilizing telephone complaint and report processing procedures; and

(2) Application of appropriate procedures for pre-arrival instructions pertaining to emergency medical service operations or emergency medical dispatch cards as contained in the current U.S. Department of Transportation - National Highway Traffic Safety Administration Emergency Medical Dispatcher's Call Guides available through the U. S. Department of Transportation, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590; and in accordance with the Standard Practice for Emergency Medical Dispatch ASTM Standard F1258-90, available from ASTM, 1916 Race Street, Philadelphia, PA 19103-1187.

(n) The telecommunicator shall demonstrate an understanding of public or private safety telecommunicator liability issues, to include:

(1) Liability issues associated with each phase of the dispatch function with a review of appropriate court cases;

(2) Local government tort liability as it applies to the dispatch function; and

(3) Liability protection offered by standard operating procedures and call guides.

(o) The telecommunicator shall demonstrate an understanding of hazardous materials awareness training consistent with ANSI/NFPA 472, Chapter 2, Standard for Professional Competence of Responders to Hazardous Materials Incidents, available through the National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02269-9101.

(Adopted, effective October 21, 1996)

Sec. 28-30-8. Repeat examinations

(a) Any individual who fails to achieve a passing grade on the written examination may retake the examination after a waiting period of thirty (30) days, commencing from the date notification is mailed.

(b) Any individual who fails to achieve a passing grade on the written examination after three attempts may be required to repeat his or her attendance at sections of the training program, as determined by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, prior to taking the examination again.

(Adopted, effective October 21, 1996)

Sec. 28-30-9. Certification of individuals who have been issued a written acknowledgement of achievement

(a) Individuals who have been issued a written acknowledgement of achievement under the provisions of Connecticut General Statutes subsection (d) of section 28-30 shall be eligible to take the written examination for certification conducted by the Office of State-Wide Emergency Telecommunications.

(b) Issuance of a written acknowledgement of achievement is contingent upon presentation of evidence of experience as a public safety telecommunicator or successful completion of specialized training in the area of public safety telecommunications to the Office of State-Wide Emergency Telecommunications.

(Adopted, effective October 21, 1996)

Sec. 28-30-10. Maintaining certification

(a) All certified public safety telecommunicators or private safety telecommunicators, except those automatically certified under the provisions of Connecticut General Statutes subsection (f) of section 28-30, shall renew their certification every five (5) years.

(b) The Department of Public Safety, Office of State-Wide Emergency Telecommunications shall renew the certification of a public safety telecommunicator or private safety telecommunicator who has performed the duties for which certification was granted, has maintained minimum skills and documents employment in good standing as a public safety telecommunicator or private safety telecommunicator for no less than four (4) years over the five (5) year period.

(c) Public safety telecommunicators and private safety telecommunicators seeking renewal of certification shall submit documented proof of employment in good standing to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, 1111 Country Club Road, P.O. Box 2794, Middletown, Connecticut 06457- 9294, one (1) month prior to the expiration of their current certification.

(d) Public or private safety telecommunicators who fail to meet requirements for recertification, under subsection (b) of this section, must retake the written examination and achieve a passing grade in order to be recertified. Public and private safety telecommunicators seeking recertification, who are not currently employed as public or private safety telecommunicators, are subject to the provisions of subsection (b) of section 28-30-6 of these regulations.

(Adopted, effective October 21, 1996)