



General Assembly

January Session, 2015

Raised Bill No. 1071

LCO No. 4638



Referred to Committee on PUBLIC SAFETY AND SECURITY

Introduced by:
(PS)

AN ACT CONCERNING THE DIVISION OF STATE-WIDE EMERGENCY TELECOMMUNICATIONS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 28-24 of the general statutes is repealed and the
2 following is substituted in lieu thereof (*Effective October 1, 2015*):

3 (a) There is established [an Office] a Division of State-Wide
4 Emergency Telecommunications which shall be within the Department
5 of Emergency Services and Public Protection. The [Office] Division of
6 State-Wide Emergency Telecommunications shall be responsible for
7 developing and maintaining a state-wide emergency service
8 telecommunications policy. In connection with said policy, the [office]
9 division shall:

10 (1) Develop a state-wide emergency service telecommunications
11 plan specifying emergency police, fire and medical service
12 telecommunications systems needed to provide coordinated
13 emergency service telecommunications to all state residents, including
14 the physically disabled;

15 (2) Pursuant to the recommendations of the task force established by
16 public act 95-318 to study enhanced 9-1-1 telecommunications services,
17 and in accordance with regulations adopted by the Commissioner of
18 Emergency Services and Public Protection pursuant to subsection (b)
19 of this section, develop and administer, by July 1, 1997, an enhanced
20 emergency 9-1-1 program, which shall provide for: (A) The
21 replacement of existing 9-1-1 terminal equipment for each public safety
22 answering point; (B) the subsidization of regional public safety
23 emergency telecommunications centers, with enhanced subsidization
24 for municipalities with a population in excess of forty thousand; (C)
25 the establishment of a transition grant program to encourage
26 regionalization of public safety telecommunications centers; [and] (D)
27 the establishment of a regional emergency telecommunications service
28 credit in order to support regional dispatch services; and (E) on and
29 after October 1, 2015, the establishment of the next generation 9-1-1
30 telecommunications system;

31 (3) Provide technical telecommunications assistance to state and
32 local police, fire and emergency medical service agencies;

33 (4) Provide frequency coordination for such agencies;

34 (5) Coordinate and assist in state-wide planning for 9-1-1, [and] E 9-
35 1-1 and the next generation 9-1-1 telecommunication systems;

36 (6) Review and make recommendations concerning proposed
37 legislation affecting emergency service telecommunications;

38 (7) Review and make recommendations to the General Assembly
39 concerning emergency service telecommunications funding; and

40 (8) On or before January first of each year, prepare the annual
41 budget for the use of funds from the Enhanced 9-1-1
42 Telecommunications Fund and submit such budget to the Secretary of
43 the Office of Policy and Management for the secretary's review and
44 approval. On or before January fifteenth of each year, said secretary

45 shall submit a report concerning the proposed use of such funds to the
46 joint standing committees of the General Assembly having cognizance
47 of matters relating to appropriations and the budgets of state agencies,
48 finance, revenue and bonding, and public safety in accordance with
49 the provisions of section 11-4a.

50 (b) The Commissioner of Emergency Services and Public Protection
51 shall adopt regulations, in accordance with chapter 54, establishing
52 eligibility standards for state financial assistance to local or regional
53 police, fire and emergency medical service agencies providing
54 emergency service telecommunications. Not later than April 1, 1997,
55 the commissioner shall adopt regulations, in accordance with chapter
56 54, in order to carry out the provisions of subdivision (2) of subsection
57 (a) of this section.

58 (c) Within a time period determined by the commissioner to ensure
59 the availability of funds for the fiscal year beginning July 1, 1997, to the
60 regional public safety emergency telecommunications centers within
61 the state, and not later than April first of each year thereafter, the
62 commissioner shall determine the amount of funding needed for the
63 development and administration of the enhanced emergency 9-1-1
64 program. The commissioner shall specify the expenses associated with
65 (1) the purchase, installation and maintenance of new public safety
66 answering point terminal equipment, (2) the implementation of the
67 subsidy program, as described in subdivision (2) of subsection (a) of
68 this section, (3) the implementation of the transition grant program,
69 described in subdivision (2) of subsection (a) of this section, (4) the
70 implementation of the regional emergency telecommunications service
71 credit, as described in subdivision (2) of subsection (a) of this section,
72 provided, for the fiscal year ending June 30, 2001, and each fiscal year
73 thereafter, such credit for coordinated medical emergency direction
74 services as provided in regulations adopted under this section shall be
75 based upon the factor of thirty cents per capita and shall not be
76 reduced each year, (5) the training of personnel, as necessary, (6)
77 recurring expenses and future capital costs associated with the

78 telecommunications network used to provide emergency 9-1-1 service
79 and the public safety services data networks, (7) for the fiscal year
80 ending June 30, 2001, and each fiscal year thereafter, the collection,
81 maintenance and reporting of emergency medical services data, as
82 required under subparagraph (A) of subdivision (8) of section 19a-177,
83 provided the amount of expenses specified under this subdivision
84 shall not exceed two hundred fifty thousand dollars in any fiscal year,
85 (8) for the fiscal year ending June 30, 2001, and each fiscal year
86 thereafter, the initial training of emergency medical dispatch
87 personnel, the provision of an emergency medical dispatch priority
88 reference card set and emergency medical dispatch training and
89 continuing education pursuant to subdivisions (3) and (4) of
90 subsection (g) of section 28-25b, (9) the administration of the enhanced
91 emergency 9-1-1 program by the [Office] Division of State-Wide
92 Emergency Telecommunications, as the commissioner determines to
93 be reasonably necessary, and (10) the implementation and
94 maintenance of the public safety data network established pursuant to
95 section 29-1j, as amended by this act. The commissioner shall
96 communicate the commissioner's findings to the Public Utilities
97 Regulatory Authority not later than April first of each year.

98 (d) The [office] division may apply for, receive and distribute any
99 federal funds available for emergency service telecommunications. The
100 [office] division shall deposit such federal funds in the Enhanced 9-1-1
101 Telecommunications Fund established by section 28-30a, as amended
102 by this act.

103 (e) The [office] division shall work in cooperation with the Public
104 Utilities Regulatory Authority to carry out the purposes of this section.

105 Sec. 2. Section 28-25 of the general statutes is repealed and the
106 following is substituted in lieu thereof (*Effective October 1, 2015*):

107 As used in this section and sections 28-25a to 28-29b, inclusive, as
108 amended by this act:

109 (1) "Automatic number identification" means an enhanced 9-1-1
110 service and the next generation 9-1-1 telecommunication system
111 capability that enables the automatic display of the telephone number
112 used to place a 9-1-1 call, text message, image or video.

113 (2) "Automatic location identification" means an enhanced 9-1-1
114 service and the next generation 9-1-1 telecommunication system
115 capability that enables the automatic display of information defining
116 the geographical location of the telephone used to place a 9-1-1 call,
117 text message, image or video.

118 (3) ["Office"] "Division" means the [Office] Division of State-Wide
119 Emergency Telecommunications.

120 (4) "Commission" means the E 9-1-1 Commission created by section
121 28-29a, as amended by this act.

122 (5) "Enhanced 9-1-1 service" means a service consisting of telephone
123 network features and public safety answering points provided for
124 users of the public telephone system enabling such users to reach a
125 public safety answering point by dialing the digits "9-1-1". Such service
126 directs 9-1-1 calls to appropriate public safety answering points by
127 selective routing based on the geographical location from which the
128 call originated and provides the capability for automatic number
129 identification and automatic location identification features.

130 (6) "Enhanced 9-1-1 network features" means those features of
131 selective routing which have the capability of automatic number and
132 location identification.

133 (7) "Municipality" means any town, city, borough, consolidated
134 town and city or consolidated town and borough.

135 (8) "Public safety agency" means a functional division of a
136 municipality or the state which provides fire fighting, law
137 enforcement, ambulance, medical or other emergency services.

138 (9) "Private safety agency" means any entity, except a municipality
139 or a public safety agency, providing emergency fire, ambulance or
140 medical services.

141 (10) "Public safety answering point" means a facility, operated on a
142 twenty-four-hour basis, assigned the responsibility of receiving 9-1-1
143 calls, text messages, images or videos and, as appropriate, directly
144 dispatching emergency response services, or transferring or relaying
145 emergency 9-1-1 calls, text messages, images or videos to other public
146 safety agencies. A public safety answering point is the first point of
147 reception by a public safety agency of a 9-1-1 call, text message, image
148 or video and serves the jurisdictions in which it is located or other
149 participating jurisdictions.

150 (11) "Selective routing" means the method employed to direct 9-1-1
151 calls, text messages, images or videos to the appropriate public safety
152 answering point based on the geographical location from which the
153 call originated.

154 (12) "Telephone company" includes every corporation, company,
155 association, joint stock association, partnership or person, or lessee
156 thereof, owning, leasing, maintaining, operating, managing or
157 controlling poles, wires, conduits or other fixtures, in, under or over
158 any public highway or street, for the provision of telephone exchange
159 and other systems and methods of telecommunications and services
160 related thereto in or between any or all of the municipalities of this
161 state.

162 (13) "Private branch exchange" means an electronic telephone
163 exchange installed on the user's premises to allow internal dialing
164 from station to station within such premises and connection to
165 outgoing and incoming lines to the public switched network of a
166 telephone company.

167 (14) "Private safety answering point" means a facility within a
168 private company, corporation or institution, operated on a twenty-

169 four-hour basis, and assigned the responsibility of receiving 9-1-1 calls,
170 text messages, images or videos routed by a private branch exchange
171 and, directly dispatching in-house emergency response services, or
172 transferring or relaying emergency 9-1-1 calls, text messages, images or
173 videos to other public or private safety agencies.

174 (15) "Emergency medical dispatch" means the management of
175 requests for emergency medical assistance by utilizing a system of (A)
176 tiered response or priority dispatching of emergency medical resources
177 based on the level of medical assistance needed by the victim, and (B)
178 prearrival first aid or other medical instructions given by trained
179 personnel who are responsible for receiving 9-1-1 calls, text messages,
180 images or videos and directly dispatching emergency response
181 services.

182 (16) "Emergency notification system" means a service that notifies
183 the public of an emergency.

184 (17) "Subscriber information" means the name, address and
185 telephone number contained in the enhanced 9-1-1 service database or
186 the next generation 9-1-1 system database of any telephone or device
187 used to place a 9-1-1 call, text message, image or video or that is used
188 in connection with an emergency notification system.

189 (18) "Certified telecommunications provider" has the same meaning
190 as provided in section 16-1.

191 (19) "Prepaid wireless telecommunications service" has the same
192 meaning as provided in section 28-30b, as amended by this act.

193 (20) "Next generation 9-1-1 telecommunication system" means a
194 system comprised of managed Internet protocol networks that
195 provides the capabilities of the enhanced 9-1-1 service and enables
196 users to reach a public safety answering point by transmitting a text
197 message, image or video.

198 Sec. 3. Section 28-25a of the general statutes is repealed and the
199 following is substituted in lieu thereof (*Effective October 1, 2015*):

200 (a) In order to establish the state-wide enhanced 9-1-1 [service]
201 program, every telephone company providing service within the state
202 shall provide, not later than December 31, [1989] 2016, selective
203 routing, automatic number identification and automatic location
204 identification [features as a tariffed service] in compliance with a time
205 schedule approved by the [office] division.

206 (b) Each municipality shall, not later than December 31, 1989,
207 establish and operate a public safety answering point which utilizes
208 enhanced 9-1-1 network features.

209 (c) No provision of section 28-25, as amended by this act, this
210 section and sections 28-25b, as amended by this act, 28-26, as amended
211 by this act, 28-27, as amended by this act, 28-27a, as amended by this
212 act, 28-28, as amended by this act, 28-28a, as amended by this act, 28-
213 28b, 28-29, as amended by this act, 28-29a, as amended by this act, and
214 28-29b, as amended by this act, shall be construed to prohibit or
215 discourage in any manner the formation of multiagency,
216 multijurisdictional or regional public safety answering points. Any
217 public safety answering point established pursuant to said sections
218 may serve the jurisdiction of more than one public agency or a
219 segment of the jurisdiction of a municipality.

220 Sec. 4. Section 28-25b of the general statutes is repealed and the
221 following is substituted in lieu thereof (*Effective October 1, 2015*):

222 (a) Each public safety answering point shall be capable of
223 transmitting requests for law enforcement, fire fighting, medical,
224 ambulance or other emergency services to a public or private safety
225 agency that provides the requested services.

226 (b) Each public safety answering point shall be equipped with a
227 system approved by the [office] division for the processing of requests

228 for emergency services from the physically disabled.

229 (c) No person shall connect to a telephone company's network any
230 automatic alarm or other automatic alerting device which causes the
231 number "9-1-1" to be automatically dialed and provides a prerecorded
232 message in order to directly access emergency services, except for a
233 device approved by the [office] division and required by a physically
234 disabled person to access a public safety answering point.

235 (d) Except as provided in subsection (e) of this section, no person,
236 firm or corporation shall program any telephone or associated
237 equipment with outgoing access to the public switched network of a
238 telephone company so as to prevent a 9-1-1 call, text message, image or
239 video from being transmitted from such telephone to a public safety
240 answering point.

241 (e) A private company, corporation or institution which has full-
242 time law enforcement, fire fighting and emergency medical service
243 personnel, with the approval of the [office] division and the
244 municipality in which it is located, may establish 9-1-1 service to
245 enable users of telephones within their private branch exchange to
246 reach a private safety answering point by dialing the digits "9-1-1".
247 Such 9-1-1 service shall provide the capability to deliver and display
248 automatic number identification and automatic location identification
249 by electronic or manual methods approved by the [office] division to
250 the private safety answering point. Prior to the installation and
251 utilization of such 9-1-1 service, each municipality in which it will
252 function, shall submit a private branch exchange 9-1-1 utilization plan
253 to the [office] division in a format approved by the [office] division.
254 Such plan shall be approved by the chief executive officer of such
255 municipality who shall attest that the dispatch of emergency response
256 services from a private safety answering point is equal to, or better
257 than, the emergency response services dispatched from a public safety
258 answering point.

259 (f) On and after January 1, 2001, each public safety answering point
260 shall submit to the [office] division, on a quarterly basis, a report of all
261 calls [for] , text messages, images or videos requesting services
262 received through the 9-1-1 system by the public safety answering
263 point. Such report shall include, but not be limited to, the following
264 information: (1) The number of 9-1-1 calls, text messages, images or
265 videos requesting services during the reporting quarter; and (2) for
266 each such [call] request, the elapsed time period from the time the
267 [call] request was received to the time the [call] request was answered,
268 and the elapsed time period from the time the [call] request was
269 answered to the time the [call] request was transferred or terminated,
270 expressed in time ranges or fractile response times. The information
271 required under this subsection may be submitted in any written or
272 electronic form selected by such public safety answering point and
273 approved by the Commissioner of Emergency Services and Public
274 Protection, provided the commissioner shall take into consideration
275 the needs of such public safety answering point in approving such
276 written or electronic form. On a quarterly basis, the [office] division
277 shall make such information available to the public and shall post such
278 information on its web site on the Internet.

279 (g) (1) Not later than July 1, 2004, each public safety answering point
280 shall provide emergency medical dispatch, or shall arrange for
281 emergency medical dispatch to be provided by a public safety agency,
282 private safety agency or regional emergency telecommunications
283 center, in connection with all 9-1-1 calls, text messages, images or
284 videos received by such public safety answering point for which
285 emergency medical services are required. Any public safety answering
286 point that arranges for emergency medical dispatch to be provided by
287 a public safety agency, private safety agency or regional emergency
288 telecommunications center shall file with the [office] division such
289 documentation as the [office] division may require to demonstrate that
290 such public safety agency, private safety agency or regional emergency
291 telecommunications center satisfies the requirements of subdivisions

292 (2) and (3) of this subsection.

293 (2) Each public safety answering point, public safety agency, private
294 safety agency or regional emergency telecommunications center
295 performing emergency medical dispatch in accordance with
296 subdivision (1) of this subsection shall establish and maintain an
297 emergency medical dispatch program. Such program shall include, but
298 not be limited to, the following elements: (A) Medical interrogation,
299 dispatch prioritization and prearrival instructions in connection with
300 9-1-1 calls, text messages, images or videos requiring emergency
301 medical services shall be provided only by personnel who have been
302 trained in emergency medical dispatch through satisfactory
303 completion of a training course provided or approved by the [office]
304 division under subdivision (3) of this subsection; (B) a medically
305 approved emergency medical dispatch priority reference system shall
306 be utilized by such personnel; (C) emergency medical dispatch
307 continuing education shall be provided for such personnel; (D) a
308 mechanism shall be employed to detect and correct discrepancies
309 between established emergency medical dispatch protocols and actual
310 emergency medical dispatch practice; and (E) a quality assurance
311 component shall be implemented to monitor, at a minimum, (i)
312 emergency medical dispatch time intervals, (ii) the utilization of
313 emergency medical dispatch program components, and (iii) the
314 appropriateness of emergency medical dispatch instructions and
315 dispatch protocols. The quality assurance component shall be prepared
316 with the assistance of a physician licensed in this state who is trained
317 in emergency medicine and shall provide for an ongoing review of the
318 effectiveness of the emergency medical dispatch program.

319 (3) Not later than July 1, 2001, the [office] division shall provide an
320 emergency medical dispatch training course and an emergency
321 medical dispatch continuing education course, or approve any
322 emergency medical dispatch training course and emergency medical
323 dispatch continuing education course offered by other providers, that
324 meets the requirements of the U.S. Department of Transportation,

325 National Highway Traffic Safety Administration, Emergency Medical
326 Dispatch (EMD): National Standard Curriculum, as from time to time
327 amended.

328 (4) The [office] division shall provide each public safety answering
329 point or regional emergency telecommunications center performing
330 emergency medical dispatch in accordance with subdivision (1) of this
331 subsection with initial training of emergency medical dispatch
332 personnel and an emergency medical dispatch priority reference card
333 set.

334 Sec. 5. Section 28-26 of the general statutes is repealed and the
335 following is substituted in lieu thereof (*Effective October 1, 2015*):

336 [As enhanced 9-1-1 service becomes available, each] Each telephone
337 company shall convert, in accordance with an electronic switching
338 systems modernization schedule submitted to and approved by the
339 Public Utilities Regulatory Authority, each coin telephone within areas
340 served by [such] the enhanced 9-1-1 service and the next generation 9-
341 1-1 telecommunication system to dial tone first capability, which shall
342 allow a caller to dial 9-1-1 without first inserting a coin or paying any
343 other charge. Each telephone company shall prominently display
344 instructions on how to access the enhanced 9-1-1 [system] service and
345 the next generation 9-1-1 telecommunication system on those coin
346 telephones which have been converted to dial tone first capability.

347 Sec. 6. Section 28-27 of the general statutes is repealed and the
348 following is substituted in lieu thereof (*Effective October 1, 2015*):

349 (a) The [office] division shall, subject to review by the commission,
350 administer and coordinate the implementation of the enhanced 9-1-1
351 [service] program in the state.

352 (b) The [office] division, in consultation with the Public Utilities
353 Regulatory Authority, telephone companies, municipalities and public
354 safety agencies, and subject to the review and approval of the

355 commission, shall establish technical and operational standards for the
356 establishment of public safety answering points which utilize
357 enhanced 9-1-1 network features in accordance with the provisions of
358 sections 28-25, as amended by this act, 28-25a, as amended by this act,
359 28-25b, as amended by this act, 28-26, as amended by this act, 28-27a,
360 as amended by this act, 28-28, as amended by this act, 28-28a, as
361 amended by this act, 28-28b, 28-29, as amended by this act, 28-29a, as
362 amended by this act, and 28-29b, as amended by this act, on or before
363 June 30, 1985. The [office] division, in consultation with private
364 companies, corporations or institutions, and subject to the review and
365 approval of the commission, shall establish technical and operational
366 standards for the establishment of private safety answering points
367 which utilize enhanced 9-1-1 network features in accordance with the
368 provisions of said sections on or before September 1, 1991, and, at any
369 time, the division may amend such standards. Municipalities shall
370 comply with such standards in the design, implementation and
371 operation of public safety answering points. The [office] division may
372 inspect each public safety answering point and private safety
373 answering point which utilizes enhanced 9-1-1 network features to
374 determine if it meets the requirements of said sections and the
375 technical and operational standards established pursuant to this
376 section.

377 (c) The Commissioner of Emergency Services and Public Protection,
378 in consultation with the commission, shall adopt regulations in
379 accordance with the provisions of chapter 54 concerning the
380 establishment and operation of public safety answering points and
381 private safety answering points.

382 Sec. 7. Section 28-27a of the general statutes is repealed and the
383 following is substituted in lieu thereof (*Effective October 1, 2015*):

384 (a) [On or before December 31, 1985, each] Each municipality
385 proposing the creation of a public safety answering point and a public
386 safety answering point proposing any change to the operation,

387 location, jurisdiction or utilized public safety agencies of an existing
388 public safety answering point shall submit a proposed enhanced 9-1-1
389 service utilization plan to the [office] division for its review and
390 approval prior to implementation. [A copy of each such proposed
391 municipal plan shall be filed with each telephone company providing
392 service in the municipality for which such plan is proposed. The office]
393 The division shall review each proposed plan to determine if it meets
394 the requirements of sections 28-25, as amended by this act, 28-25a, as
395 amended by this act, 28-25b, as amended by this act, 28-26, as
396 amended by this act, 28-27, as amended by this act, 28-28, as amended
397 by this act, 28-28a, as amended by this act, 28-28b, 28-29, as amended
398 by this act, 28-29a, as amended by this act, and 28-29b, as amended by
399 this act, and the technical and operational standards established
400 pursuant to section 28-27, as amended by this act.

401 (b) [On or before December 31, 1986, each municipality shall submit
402 a final enhanced 9-1-1 service utilization plan to the office for its
403 review and approval.] On or before January 1, 2016, and annually
404 thereafter, each public safety answering point shall certify to the
405 division, in such manner and form as prescribed by the division, that
406 the information contained in the enhanced 9-1-1 service utilization
407 plan is accurate.

408 (c) The Commissioner of Emergency Services and Public Protection,
409 in consultation with the commission, shall adopt regulations in
410 accordance with the provisions of chapter 54 concerning the content of
411 [a final] an enhanced 9-1-1 service utilization plan.

412 Sec. 8. Section 28-28 of the general statutes is repealed and the
413 following is substituted in lieu thereof (*Effective October 1, 2015*):

414 (a) A public safety agency which receives a request for emergency
415 service outside of its jurisdiction shall promptly forward the request to
416 the public safety answering point or public safety agency responsible
417 for that geographical area. Any emergency unit dispatched to a

418 location outside its jurisdiction in response to such a request shall
419 render service to the requesting party until relieved by the public
420 safety agency responsible for that geographical area.

421 (b) Municipalities may enter into written cooperative agreements to
422 carry out the provisions of subsection (a) of this section.

423 (c) No public safety agency shall advertise or otherwise promote the
424 use of any telephone number for emergency response services other
425 than "9-1-1", except when enhanced 9-1-1 service or the next generation
426 9-1-1 telecommunication system is not in operation.

427 Sec. 9. Section 28-28a of the general statutes is repealed and the
428 following is substituted in lieu thereof (*Effective October 1, 2015*):

429 (a) A telephone company or voice over Internet protocol service
430 provider, as defined in section 28-30b, as amended by this act, shall
431 forward to any public safety answering point or other answering point
432 equipped for enhanced 9-1-1 service or the next generation 9-1-1
433 telecommunication system the telephone number and street address of
434 any telephone or device used to place a 9-1-1 call, text message, image
435 or video, provided a voice over Internet protocol service provider shall
436 be in compliance with this subsection if the provider complies with the
437 requirements for forwarding such information contained in 47 CFR 9
438 and this chapter, provided the provisions of this chapter are not
439 addressed by, or are not inconsistent with, federal law or regulations
440 regarding the provision of enhanced 9-1-1 service and the next
441 generation 9-1-1 telecommunication system in the state of Connecticut.
442 Subscriber information provided in accordance with this subsection
443 shall be used only for the following purposes: (1) Responding to
444 emergency calls, text messages, images or videos, (2) investigating
445 false or intentionally misleading reports of incidents requiring
446 emergency service, or (3) enabling emergency notification systems.
447 Subscriber information collected in accordance with subdivision (3) of
448 this subsection shall be used only in case of an emergency. Subscriber

449 information provided pursuant to this subsection and any subscriber
450 information or any telephone number, mailing address or electronic
451 mail address provided to the state in order for the state to use such
452 information in connection with an emergency notification system shall
453 be confidential and shall not be subject to disclosure pursuant to the
454 Freedom of Information Act, as defined in section 1-200.

455 (b) Each month, the provider of the enhanced 9-1-1 service database
456 or the next generation 9-1-1 telecommunication system database shall
457 provide to the [Office] Division of State-Wide Emergency
458 Telecommunications an electronic copy of the current subscriber
459 information maintained in the enhanced 9-1-1 service database or the
460 next generation 9-1-1 telecommunication system database. The [office]
461 division shall make such subscriber information available to the
462 Department of Emergency Services and Public Protection and to each
463 public safety answering point pursuant to a memorandum of
464 understanding consistent with the provisions of this section. Each
465 public safety answering point that has entered into such a
466 memorandum of understanding shall make such subscriber
467 information available to one or more of the municipalities within the
468 public safety answering point's jurisdiction at such a municipality's
469 request.

470 (c) On or before [October 1, 2009] January 1, 2016, the enhanced 9-1-
471 1 service database or the next generation 9-1-1 telecommunication
472 system database provider and the [Office] Division of State-Wide
473 Emergency Telecommunications shall enter into an agreement
474 regarding the provision of the enhanced 9-1-1 service database or the
475 next generation 9-1-1 telecommunication system database information
476 in accordance with subsection (b) of this section, including, but not
477 limited to, payment for the costs incurred by the provider of the
478 enhanced 9-1-1 service database or the next generation 9-1-1
479 telecommunication system database in connection with the
480 compilation of the enhanced 9-1-1 service database or the next
481 generation 9-1-1 telecommunication system database information.

482 (d) No telephone company, certified telecommunications provider,
483 provider of wireless telecommunications service pursuant to a license
484 issued by the Federal Communications Commission, provider of
485 prepaid wireless telecommunications service, or the agents of any such
486 company or provider and no voice over Internet protocol service
487 provider or its agents shall be liable to any person or entity for release
488 of the information specified in this section or for any failure of
489 equipment or procedure in connection with the enhanced 9-1-1 service,
490 [or] an emergency notification system, or the next generation 9-1-1
491 telecommunication system established under sections 28-25 to 28-29b,
492 inclusive, as amended by this act.

493 Sec. 10. Section 28-29 of the general statutes is repealed and the
494 following is substituted in lieu thereof (*Effective October 1, 2015*):

495 The Attorney General may, at the request of the [office] division, or
496 on his own initiative, institute civil proceedings against any
497 municipality or telephone company to enforce the provisions of
498 sections 28-25, as amended by this act, 28-25a, as amended by this act,
499 28-25b, as amended by this act, 28-26, as amended by this act, 28-27, as
500 amended by this act, 28-27a, as amended by this act, 28-28, as amended
501 by this act, 28-28a, as amended by this act, 28-28b, 28-29a, as amended
502 by this act, and 28-29b, as amended by this act.

503 Sec. 11. Subsection (a) of section 28-29a of the general statutes is
504 repealed and the following is substituted in lieu thereof (*Effective*
505 *October 1, 2015*):

506 (a) There is established an E 9-1-1 Commission to (1) advise the
507 [office] division in the planning, design, implementation and
508 coordination of the state-wide emergency 9-1-1 telephone system to be
509 created pursuant to sections 28-25 to 28-29b, inclusive, as amended by
510 this act, and (2) in consultation with the Coordinating Advisory Board
511 established pursuant to section 29-1t, as amended by this act, advise
512 the Commissioner of Emergency Services and Public Protection in the

513 planning, design, implementation, coordination and governance of the
514 public safety data network established pursuant to section 29-1j, as
515 amended by this act.

516 Sec. 12. Section 28-29b of the general statutes is repealed and the
517 following is substituted in lieu thereof (*Effective October 1, 2015*):

518 The [office] division, subject to the review and approval of the
519 commission, shall submit a report to the General Assembly, not later
520 than February fifteenth, annually, concerning its progress in carrying
521 out the purposes of sections 28-25, as amended by this act, 28-25a, as
522 amended by this act, 28-25b, as amended by this act, 28-26, as
523 amended by this act, 28-27, as amended by this act, 28-27a, as amended
524 by this act, 28-28, as amended by this act, 28-28a, as amended by this
525 act, 28-28b, 28-29, as amended by this act, and 28-29a, as amended by
526 this act.

527 Sec. 13. Section 28-30 of the general statutes is repealed and the
528 following is substituted in lieu thereof (*Effective October 1, 2015*):

529 (a) For the purposes of this section:

530 (1) "Telecommunications" means any system in which electronic
531 signals are used to transmit information between or among points,
532 including but not limited to, systems transmitting voice, data or video
533 by means of waves in any portion of the electromagnetic spectrum;

534 (2) "Telecommunicator" means any person engaged in or employed
535 as a telecommunications operator by any public safety agency or
536 private safety agency, as defined in section 28-25, as amended by this
537 act, whose primary responsibility is the receipt or processing of calls
538 for emergency assistance or the dispatching of emergency services
539 provided by public safety agencies and who receives or disseminates
540 information relative to emergency assistance by telephone or radio;

541 (3) ["Office"] "Division" means the [Office] Division of State-Wide

542 Emergency Telecommunications established under section 28-24, as
543 amended by this act.

544 (b) The [office] division, in cooperation with public safety agencies,
545 as defined in section 28-25, as amended by this act, may:

546 (1) Establish minimum standards for the training of
547 telecommunicators, provided a public safety agency may establish
548 telecommunicator training standards that exceed the minimum
549 established by the [office] division;

550 (2) Develop and conduct examination programs to certify the
551 successful completion of performance standards;

552 (3) Issue certificates of completion to persons who have successfully
553 completed a telecommunicator training program developed by the
554 [office] division and have demonstrated proficiency in the completion
555 of performance standards;

556 (4) Issue certificates of recognition to persons who, by reason of
557 specialized training, experience or education, are qualified for
558 certification as telecommunicator instructors;

559 (5) Coordinate the delivery of telecommunicator training programs,
560 as required, to the public safety agencies; and

561 (6) Renew the certification of telecommunicators and
562 telecommunicator instructors who have maintained the minimum
563 skills established by regulations adopted in accordance with the
564 provisions of chapter 54.

565 (c) On and after January 1, 1990, no person may be employed as a
566 telecommunicator by any public safety agency or private safety agency
567 for a period exceeding one year unless [he] such person has been
568 certified by the [office] division upon successfully completing a
569 telecommunicator training program and demonstrating proficiency in
570 the performance of telecommunicator training program standards or

571 successfully completing a written or oral examination developed by
572 the [office] division.

573 (d) The [office] division shall issue a written acknowledgment of
574 achievement, without participation in a telecommunicator training
575 program, to any person who, by reason of experience or specialized
576 training demonstrates competence in the performance of
577 telecommunicator training standards as developed by the [office]
578 division.

579 (e) The [office] division may revoke, suspend or refuse to renew any
580 certificate if: (1) The certificate was issued by administrative error, (2)
581 the certificate was obtained through misrepresentation of a material
582 fact or fraud, (3) the holder has failed to perform the duties for which
583 certification was granted or to maintain minimum skills, or (4) the
584 holder has been convicted of a felony. The [office] division shall not
585 revoke, suspend or refuse to renew any certificate except upon notice
586 and hearing in accordance with the provisions of chapter 54.

587 (f) Any telecommunicator employed by a public or private safety
588 agency on a permanent basis on or before January 1, 1990, shall be
589 deemed to have met all certification requirements and shall be
590 automatically certified under the provisions of this section. Such
591 certification shall expire when the person terminates his or her
592 permanent employment with such agency.

593 (g) The state shall save harmless and indemnify any person certified
594 as a telecommunicator instructor by the [office] division under the
595 provisions of this section from financial loss and expense, including
596 legal fees and costs, if any, arising out of any claim, demand, suit or
597 judgment by reason of alleged negligence or alleged deprivation of any
598 person's civil rights or other act resulting in personal injury or
599 property damage, which acts are not wanton, reckless or malicious,
600 provided such person at the time of the acts resulting in such injury or
601 damage was acting in the discharge of his or her duties in providing

602 telecommunicator training and instruction.

603 (h) The [office] division shall adopt regulations in accordance with
604 chapter 54 to implement the provisions of this section.

605 Sec. 14. Subsection (c) of section 28-30a of the general statutes is
606 repealed and the following is substituted in lieu thereof (*Effective*
607 *October 1, 2015*):

608 (c) The resources of the Enhanced 9-1-1 Telecommunications Fund
609 shall be used solely to fund the expenses, as determined by the
610 Commissioner of Emergency Services and Public Protection in
611 accordance with subsection (c) of section 28-24, as amended by this act,
612 associated with the enhanced emergency 9-1-1 program. Any surplus
613 shall be carried forward to successive fiscal years and used for the sole
614 purpose of administering the enhanced emergency 9-1-1 program.

615 Sec. 15. Subdivision (3) of section 28-30b of the general statutes is
616 repealed and the following is substituted in lieu thereof (*Effective*
617 *October 1, 2015*):

618 (3) "Prepaid wireless telecommunications service" means a wireless
619 telephone service that a consumer pays for in advance, that allows the
620 consumer to access the E 9-1-1 system by dialing or texting 9-1-1, and
621 that is sold in predetermined units or dollars and such units or dollars
622 decline with use.

623 Sec. 16. Section 28-30d of the general statutes is repealed and the
624 following is substituted in lieu thereof (*Effective October 1, 2015*):

625 Each VOIP service provider shall assess a monthly fee against each
626 subscriber to fund the enhanced emergency 9-1-1 program in
627 accordance with section 16-256g. Each such provider shall comply with
628 all of the requirements of 47 CFR 9 and this chapter, provided the
629 provisions of this chapter are not addressed by, or not inconsistent
630 with, federal law or regulations, regarding the provision of enhanced

631 9-1-1 services and the next generation 9-1-1 telecommunication system
632 in the state of Connecticut. Such fee shall be collected from the
633 subscriber in any manner consistent with the voice over Internet
634 protocol provider's existing operating or technological abilities and
635 remitted to the office of the State Treasurer for deposit into the
636 Enhanced 9-1-1 Telecommunications Fund established pursuant to
637 section 28-30a, as amended by this act, not later than the fifteenth day
638 of each month.

639 Sec. 17. Section 29-1j of the general statutes is repealed and the
640 following is substituted in lieu thereof (*Effective October 1, 2015*):

641 (a) The Commissioner of Emergency Services and Public Protection,
642 in consultation with the Chief Information Officer of the Division of
643 Information Technology within the Department of Administrative
644 Services, shall establish a public safety data network in an electronic
645 format that allows for the exchange of information among public
646 safety and criminal justice entities.

647 (b) Prior to July 1, 2012, the [Office] Division of State-Wide
648 Emergency Telecommunications shall create technical and operational
649 standards for the establishment of the public safety data network.

650 (c) The commissioner shall ensure that implementation of the public
651 safety data network complies with all state and federal requirements
652 for controlled or limited access data.

653 (d) The commissioner may enter into memoranda of understanding
654 with public safety or criminal justice agencies that are connecting to
655 the public safety data network concerning the use of the network. Such
656 memoranda may address cost-sharing related to such use.

657 (e) Sources of revenue that provide funding for existing networks
658 may be used to fund the use of the public safety data network.

659 Sec. 18. Subsection (b) of section 29-1t of the general statutes is

660 repealed and the following is substituted in lieu thereof (*Effective*
661 *October 1, 2015*):

662 (b) The Commissioner of Emergency Services and Public Protection,
663 or said commissioner's designee, shall serve as the chairperson of the
664 Coordinating Advisory Board. The board shall consist of: (1) The
665 president of the Connecticut State Firefighters Association or a
666 designee, representing volunteer firefighters; (2) the president of the
667 Uniformed Professional Firefighters Association or a designee,
668 representing professional firefighters; (3) the president of the American
669 Federation of State, County and Municipal Employees, Council 15, or a
670 designee, representing municipal police officers; (4) the executive
671 director of the Connecticut Conference of Municipalities or a designee;
672 (5) the executive director of the Connecticut Council of Small Towns or
673 a designee; (6) a member of the Police Officer Standards Training
674 Council, designated by the chairperson of said council; (7) a member of
675 the Commission on Fire Prevention and Control, designated by the
676 chairperson of said commission; (8) the president of the Connecticut
677 Emergency Management Association or a designee; (9) the president of
678 the Connecticut Police Chiefs Association or a designee; (10) the
679 president of the Connecticut Fire Chiefs Association or a designee; (11)
680 the president of the Connecticut Career Fire Chiefs Association or a
681 designee; (12) the Commissioner of Public Health; and (13) one
682 representative, designated by the Commissioner of Emergency
683 Services and Public Protection, from the [Office] Division of State-
684 Wide Emergency Telecommunications and from each of the divisions
685 of Emergency Management and Homeland Security, State Police and
686 Scientific Services within the Department of Emergency Services and
687 Public Protection. Said board shall convene quarterly and at such other
688 times as the chairperson deems necessary.

689 Sec. 19. Subdivision (11) of section 7-425 of the general statutes is
690 repealed and the following is substituted in lieu thereof (*Effective*
691 *October 1, 2015*):

692 (11) "Regional emergency telecommunications center" means any
 693 entity authorized by the Department of Emergency Services and Public
 694 Protection as a public safety answering point responsible for the
 695 receipt and processing of 9-1-1 calls, text messages, images or videos
 696 for at least three municipalities.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2015</i>	28-24
Sec. 2	<i>October 1, 2015</i>	28-25
Sec. 3	<i>October 1, 2015</i>	28-25a
Sec. 4	<i>October 1, 2015</i>	28-25b
Sec. 5	<i>October 1, 2015</i>	28-26
Sec. 6	<i>October 1, 2015</i>	28-27
Sec. 7	<i>October 1, 2015</i>	28-27a
Sec. 8	<i>October 1, 2015</i>	28-28
Sec. 9	<i>October 1, 2015</i>	28-28a
Sec. 10	<i>October 1, 2015</i>	28-29
Sec. 11	<i>October 1, 2015</i>	28-29a(a)
Sec. 12	<i>October 1, 2015</i>	28-29b
Sec. 13	<i>October 1, 2015</i>	28-30
Sec. 14	<i>October 1, 2015</i>	28-30a(c)
Sec. 15	<i>October 1, 2015</i>	28-30b(3)
Sec. 16	<i>October 1, 2015</i>	28-30d
Sec. 17	<i>October 1, 2015</i>	29-1j
Sec. 18	<i>October 1, 2015</i>	29-1t(b)
Sec. 19	<i>October 1, 2015</i>	7-425(11)

Statement of Purpose:

To change the name of the Office of State-Wide Emergency Telecommunications to the Division of State-Wide Emergency Telecommunications and implement the next generation 9-1-1 telecommunication system.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]