



Senate

General Assembly

File No. 504

January Session, 2015

Substitute Senate Bill No. 1071

Senate, April 7, 2015

The Committee on Public Safety and Security reported through SEN. LARSON of the 3rd Dist., Chairperson of the Committee on the part of the Senate, that the substitute bill ought to pass.

***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 Section 28-24 of the general statutes is repealed and the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.

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

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 Section 28-25 of the general statutes is repealed and the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

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

108 (1) "Automatic number identification" means an enhanced 9-1-1
109 service and the next generation 9-1-1 telecommunication system

110 capability that enables the automatic display of the telephone number
111 used to place a 9-1-1 call.

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

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

118 (4) "Commission" means the E 9-1-1 Commission created by section
119 28-29a, as amended by this act.

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

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

131 (7) "Municipality" means any town, city, borough, consolidated
132 town and city or consolidated town and borough.

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

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

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

147 (11) "Selective routing" means the method employed to direct 9-1-1
148 calls to the appropriate public safety answering point based on the
149 geographical location from which the call originated.

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

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

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

169 (15) "Emergency medical dispatch" means the management of
170 requests for emergency medical assistance by utilizing a system of (A)

171 tiered response or priority dispatching of emergency medical resources
172 based on the level of medical assistance needed by the victim, and (B)
173 prearrival first aid or other medical instructions given by trained
174 personnel who are responsible for receiving 9-1-1 calls and directly
175 dispatching emergency response services.

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

178 (17) "Subscriber information" means the name, address and
179 telephone number contained in the enhanced 9-1-1 service database of
180 any telephone used to place a 9-1-1 call or that is used in connection
181 with an emergency notification system.

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

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

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

191 (21) "9-1-1 call" means a voice, text message, video or image
192 communication that is routed to a public safety answering point or a
193 private safety answering point by dialing or otherwise accessing the
194 digits 9-1-1.

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

197 (a) In order to establish the state-wide enhanced 9-1-1 [service]
198 program, every telephone company providing service within the state
199 shall provide, not later than December 31, [1989] 2016, selective
200 routing, automatic number identification and automatic location

201 identification [features as a tariffed service] in compliance with a time
202 schedule approved by the [office] division.

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

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

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

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

222 (b) Each public safety answering point shall be equipped with a
223 system approved by the [office] division for the processing of requests
224 for emergency services from the physically disabled.

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

231 (d) Except as provided in subsection (e) of this section, no person,

232 firm or corporation shall program any telephone or associated
233 equipment with outgoing access to the public switched network of a
234 telephone company so as to prevent a 9-1-1 call from being transmitted
235 from such telephone to a public safety answering point.

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

254 (f) On and after January 1, 2001, each public safety answering point
255 shall submit to the [office] division, on a quarterly basis, a report of all
256 9-1-1 calls for services received through the [9-1-1] enhanced 9-1-1
257 service and the next generation 9-1-1 telecommunication system by the
258 public safety answering point. Such report shall include, but not be
259 limited to, the following information: (1) The number of 9-1-1 calls
260 during the reporting quarter; and (2) for each such call, the elapsed
261 time period from the time the call was received to the time the call was
262 answered, and the elapsed time period from the time the call was
263 answered to the time the call was transferred or terminated, expressed
264 in time ranges or fractile response times. The information required
265 under this subsection may be submitted in any written or electronic

266 form selected by such public safety answering point and approved by
267 the Commissioner of Emergency Services and Public Protection,
268 provided the commissioner shall take into consideration the needs of
269 such public safety answering point in approving such written or
270 electronic form. On a quarterly basis, the [office] division shall make
271 such information available to the public and shall post such
272 information on its Internet web site. [on the Internet.]

273 (g) (1) Not later than July 1, 2004, each public safety answering point
274 shall provide emergency medical dispatch, or shall arrange for
275 emergency medical dispatch to be provided by a public safety agency,
276 private safety agency or regional emergency telecommunications
277 center, in connection with all 9-1-1 calls received by such public safety
278 answering point for which emergency medical services are required.
279 Any public safety answering point that arranges for emergency
280 medical dispatch to be provided by a public safety agency, private
281 safety agency or regional emergency telecommunications center shall
282 file with the [office] division such documentation as the [office]
283 division may require to demonstrate that such public safety agency,
284 private safety agency or regional emergency telecommunications
285 center satisfies the requirements of subdivisions (2) and (3) of this
286 subsection.

287 (2) Each public safety answering point, public safety agency, private
288 safety agency or regional emergency telecommunications center
289 performing emergency medical dispatch in accordance with
290 subdivision (1) of this subsection shall establish and maintain an
291 emergency medical dispatch program. Such program shall include, but
292 not be limited to, the following elements: (A) Medical interrogation,
293 dispatch prioritization and prearrival instructions in connection with
294 9-1-1 calls requiring emergency medical services shall be provided
295 only by personnel who have been trained in emergency medical
296 dispatch through satisfactory completion of a training course provided
297 or approved by the [office] division under subdivision (3) of this
298 subsection; (B) a medically approved emergency medical dispatch
299 priority reference system shall be utilized by such personnel; (C)

300 emergency medical dispatch continuing education shall be provided
301 for such personnel; (D) a mechanism shall be employed to detect and
302 correct discrepancies between established emergency medical dispatch
303 protocols and actual emergency medical dispatch practice; and (E) a
304 quality assurance component shall be implemented to monitor, at a
305 minimum, (i) emergency medical dispatch time intervals, (ii) the
306 utilization of emergency medical dispatch program components, and
307 (iii) the appropriateness of emergency medical dispatch instructions
308 and dispatch protocols. The quality assurance component shall be
309 prepared with the assistance of a physician licensed in this state who is
310 trained in emergency medicine and shall provide for an ongoing
311 review of the effectiveness of the emergency medical dispatch
312 program.

313 (3) Not later than July 1, 2001, the [office] division shall provide an
314 emergency medical dispatch training course and an emergency
315 medical dispatch continuing education course, or approve any
316 emergency medical dispatch training course and emergency medical
317 dispatch continuing education course offered by other providers, that
318 meets the requirements of the U.S. Department of Transportation,
319 National Highway Traffic Safety Administration, Emergency Medical
320 Dispatch (EMD): National Standard Curriculum, as from time to time
321 amended.

322 (4) The [office] division shall provide each public safety answering
323 point or regional emergency telecommunications center performing
324 emergency medical dispatch in accordance with subdivision (1) of this
325 subsection with initial training of emergency medical dispatch
326 personnel and an emergency medical dispatch priority reference card
327 set.

328 Sec. 5. Section 28-27 of the general statutes is repealed and the
329 following is substituted in lieu thereof (*Effective October 1, 2015*):

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

333 (b) The [office] division, in consultation with the Public Utilities
334 Regulatory Authority, telephone companies, municipalities and public
335 safety agencies, and subject to the review and approval of the
336 commission, shall establish technical and operational standards for the
337 establishment of public safety answering points which utilize
338 enhanced 9-1-1 network features in accordance with the provisions of
339 sections 28-25, as amended by this act, 28-25a, as amended by this act,
340 28-25b, as amended by this act, 28-26, 28-27a, as amended by this act,
341 28-28, as amended by this act, 28-28a, as amended by this act, 28-28b,
342 28-29, as amended by this act, 28-29a, as amended by this act, and 28-
343 29b, as amended by this act, on or before June 30, 1985. The [office]
344 division, in consultation with private companies, corporations or
345 institutions, and subject to the review and approval of the commission,
346 shall establish technical and operational standards for the
347 establishment of private safety answering points which utilize
348 enhanced 9-1-1 network features in accordance with the provisions of
349 said sections on or before September 1, 1991, and, at any time, the
350 division may amend such standards. Municipalities shall comply with
351 such standards in the design, implementation and operation of public
352 safety answering points. The [office] division may inspect each public
353 safety answering point and private safety answering point which
354 utilizes enhanced 9-1-1 network features to determine if it meets the
355 requirements of said sections and the technical and operational
356 standards established pursuant to this section.

357 (c) The Commissioner of Emergency Services and Public Protection,
358 in consultation with the commission, shall adopt regulations in
359 accordance with the provisions of chapter 54 concerning the
360 establishment and operation of public safety answering points and
361 private safety answering points.

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

364 (a) [On or before December 31, 1985, each] Each municipality
365 proposing the creation of a public safety answering point and a public

366 safety answering point proposing any change to the operation,
367 location, jurisdiction or utilized public safety agencies of an existing
368 public safety answering point shall submit a proposed enhanced 9-1-1
369 service utilization plan to the [office. A copy of each such proposed
370 municipal plan shall be filed with each telephone company providing
371 service in the municipality for which such plan is proposed. The office]
372 division for its review and approval prior to implementation. The
373 division shall review each proposed plan to determine if it meets the
374 requirements of sections 28-25, as amended by this act, 28-25a, as
375 amended by this act, 28-25b, as amended by this act, 28-26, 28-27, as
376 amended by this act, 28-28, as amended by this act, 28-28a, as amended
377 by this act, 28-28b, 28-29, as amended by this act, 28-29a, as amended
378 by this act, and 28-29b, as amended by this act, and the technical and
379 operational standards established pursuant to section 28-27, as
380 amended by this act.

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

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

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

394 (a) A public safety agency which receives a request for emergency
395 service outside of its jurisdiction shall promptly forward the request to
396 the public safety answering point or public safety agency responsible
397 for that geographical area. Any emergency unit dispatched to a
398 location outside its jurisdiction in response to such a request shall

399 render service to the requesting party until relieved by the public
400 safety agency responsible for that geographical area.

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

403 (c) No public safety agency shall advertise or otherwise promote the
404 use of any telephone number for emergency response services other
405 than "9-1-1", except when enhanced 9-1-1 service or the next generation
406 9-1-1 telecommunication system is not in operation.

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

409 (a) A telephone company or voice over Internet protocol service
410 provider, as defined in section 28-30b, as amended by this act, shall
411 forward to any public safety answering point or other answering point
412 equipped for enhanced 9-1-1 service or the next generation 9-1-1
413 telecommunication system the telephone number, [and] street address,
414 latitude and longitude of any telephone or device used to place a 9-1-1
415 call, provided a voice over Internet protocol service provider shall be
416 in compliance with this subsection if the provider complies with the
417 requirements for forwarding such information contained in 47 CFR 9
418 and this chapter, provided the provisions of this chapter are not
419 addressed by, or are not inconsistent with, federal law or regulations
420 regarding the provision of enhanced 9-1-1 service and the next
421 generation 9-1-1 telecommunication system in the state of Connecticut.
422 Subscriber information provided in accordance with this subsection
423 shall be used only for the following purposes: (1) Responding to
424 [emergency] 9-1-1 calls, (2) investigating false or intentionally
425 misleading reports of incidents requiring emergency service, or (3)
426 enabling emergency notification systems. Subscriber information
427 collected in accordance with subdivision (3) of this subsection shall be
428 used only in case of an emergency. Subscriber information provided
429 pursuant to this subsection and any subscriber information or any
430 telephone number, mailing address or electronic mail address
431 provided to the state in order for the state to use such information in

432 connection with an emergency notification system shall be confidential
433 and shall not be subject to disclosure pursuant to the Freedom of
434 Information Act, as defined in section 1-200.

435 (b) Each month, the provider of the enhanced 9-1-1 service database
436 shall provide to the [Office] Division of State-Wide Emergency
437 Telecommunications an electronic copy of the current subscriber
438 information maintained in the enhanced 9-1-1 service database. The
439 [office] division shall make such subscriber information available to
440 the Department of Emergency Services and Public Protection and to
441 each public safety answering point pursuant to a memorandum of
442 understanding consistent with the provisions of this section. Each
443 public safety answering point that has entered into such a
444 memorandum of understanding shall make such subscriber
445 information available to one or more of the municipalities within the
446 public safety answering point's jurisdiction at such a municipality's
447 request.

448 (c) On or before October 1, 2009, the enhanced 9-1-1 service database
449 provider and the [Office] Division of State-Wide Emergency
450 Telecommunications shall enter into an agreement regarding the
451 provision of the enhanced 9-1-1 service database information in
452 accordance with subsection (b) of this section, including, but not
453 limited to, payment for the costs incurred by the provider of the
454 enhanced 9-1-1 service database in connection with the compilation of
455 the enhanced 9-1-1 service database information.

456 (d) No telephone company, certified telecommunications provider,
457 provider of wireless telecommunications service pursuant to a license
458 issued by the Federal Communications Commission, provider of
459 prepaid wireless telecommunications service, or the agents of any such
460 company or provider and no voice over Internet protocol service
461 provider or its agents shall be liable to any person or entity for release
462 of the information specified in this section or for any failure of
463 equipment or procedure in connection with the enhanced 9-1-1 service,
464 [or] an emergency notification system, or the next generation 9-1-1

465 telecommunication system established under sections 28-25 to 28-29b,
466 inclusive, as amended by this act.

467 Sec. 9. Section 28-29 of the general statutes is repealed and the
468 following is substituted in lieu thereof (*Effective October 1, 2015*):

469 The Attorney General may, at the request of the [office] division, or
470 on his or her own initiative, institute civil proceedings against any
471 municipality or telephone company to enforce the provisions of
472 sections 28-25, as amended by this act, 28-25a, as amended by this act,
473 28-25b, as amended by this act, 28-26, 28-27, as amended by this act,
474 28-27a, as amended by this act, 28-28, as amended by this act, 28-28a,
475 as amended by this act, 28-28b, 28-29a, as amended by this act, and 28-
476 29b, as amended by this act.

477 Sec. 10. Subsection (a) of section 28-29a of the general statutes is
478 repealed and the following is substituted in lieu thereof (*Effective*
479 *October 1, 2015*):

480 (a) There is established an E 9-1-1 Commission to (1) advise the
481 [office] division in the planning, design, implementation and
482 coordination of the state-wide emergency 9-1-1 telephone system to be
483 created pursuant to sections 28-25 to 28-29b, inclusive, as amended by
484 this act, and (2) in consultation with the Coordinating Advisory Board
485 established pursuant to section 29-1t, as amended by this act, advise
486 the Commissioner of Emergency Services and Public Protection in the
487 planning, design, implementation, coordination and governance of the
488 public safety data network established pursuant to section 29-1j, as
489 amended by this act.

490 Sec. 11. Section 28-29b of the general statutes is repealed and the
491 following is substituted in lieu thereof (*Effective October 1, 2015*):

492 The [office] division, subject to the review and approval of the
493 commission, shall submit a report to the General Assembly, not later
494 than February fifteenth, annually, concerning its progress in carrying
495 out the purposes of sections 28-25, as amended by this act, 28-25a, as

496 amended by this act, 28-25b, as amended by this act, 28-26, 28-27, as
497 amended by this act, 28-27a, as amended by this act, 28-28, as amended
498 by this act, 28-28a, as amended by this act, 28-28b, 28-29, as amended
499 by this act, and 28-29a, as amended by this act.

500 Sec. 12. Section 28-30 of the general statutes is repealed and the
501 following is substituted in lieu thereof (*Effective October 1, 2015*):

502 (a) For the purposes of this section:

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

507 (2) "Telecommunicator" means any person engaged in or employed
508 as a telecommunications operator by any public safety agency or
509 private safety agency, as defined in section 28-25, as amended by this
510 act, whose primary responsibility is the receipt or processing of 9-1-1
511 calls for emergency assistance or the dispatching of emergency services
512 provided by public safety agencies and who receives or disseminates
513 information relative to emergency assistance by telephone or radio;

514 (3) ["Office"] "Division" means the [Office] Division of State-Wide
515 Emergency Telecommunications established under section 28-24, as
516 amended by this act.

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

519 (1) Establish minimum standards for the training of
520 telecommunicators, provided a public safety agency may establish
521 telecommunicator training standards that exceed the minimum
522 established by the [office] division;

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

525 (3) Issue certificates of completion to persons who have successfully
526 completed a telecommunicator training program developed by the
527 [office] division and have demonstrated proficiency in the completion
528 of performance standards;

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

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

534 (6) Renew the certification of telecommunicators and
535 telecommunicator instructors who have maintained the minimum
536 skills established by regulations adopted in accordance with the
537 provisions of chapter 54.

538 (c) On and after January 1, 1990, no person may be employed as a
539 telecommunicator by any public safety agency or private safety agency
540 for a period exceeding one year unless [he] such person has been
541 certified by the [office] division upon successfully completing a
542 telecommunicator training program and demonstrating proficiency in
543 the performance of telecommunicator training program standards or
544 successfully completing a written or oral examination developed by
545 the [office] division.

546 (d) The [office] division shall issue a written acknowledgment of
547 achievement, without participation in a telecommunicator training
548 program, to any person who, by reason of experience or specialized
549 training demonstrates competence in the performance of
550 telecommunicator training standards as developed by the [office]
551 division.

552 (e) The [office] division may revoke, suspend or refuse to renew any
553 certificate if: (1) The certificate was issued by administrative error, (2)
554 the certificate was obtained through misrepresentation of a material
555 fact or fraud, (3) the holder has failed to perform the duties for which

556 certification was granted or to maintain minimum skills, or (4) the
557 holder has been convicted of a felony. The [office] division shall not
558 revoke, suspend or refuse to renew any certificate except upon notice
559 and hearing in accordance with the provisions of chapter 54.

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

566 (g) The state shall save harmless and indemnify any person certified
567 as a telecommunicator instructor by the [office] division under the
568 provisions of this section from financial loss and expense, including
569 legal fees and costs, if any, arising out of any claim, demand, suit or
570 judgment by reason of alleged negligence or alleged deprivation of any
571 person's civil rights or other act resulting in personal injury or
572 property damage, which acts are not wanton, reckless or malicious,
573 provided such person at the time of the acts resulting in such injury or
574 damage was acting in the discharge of his or her duties in providing
575 telecommunicator training and instruction.

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

578 Sec. 13. Subdivision (3) of section 28-30b of the general statutes is
579 repealed and the following is substituted in lieu thereof (*Effective*
580 *October 1, 2015*):

581 (3) "Prepaid wireless telecommunications service" means a wireless
582 telephone service that a consumer pays for in advance, that allows the
583 consumer to access the E 9-1-1 system by dialing or otherwise
584 accessing the digits 9-1-1, and that is sold in predetermined units or
585 dollars and such units or dollars decline with use.

586 Sec. 14. Section 28-30d of the general statutes is repealed and the

587 following is substituted in lieu thereof (*Effective October 1, 2015*):

588 Each VOIP service provider shall assess a monthly fee against each
589 subscriber to fund the enhanced emergency 9-1-1 program in
590 accordance with section 16-256g. Each such provider shall comply with
591 all of the requirements of 47 CFR 9 and this chapter, provided the
592 provisions of this chapter are not addressed by, or not inconsistent
593 with, federal law or regulations, regarding the provision of enhanced
594 9-1-1 services and the next generation 9-1-1 telecommunication system
595 in the state of Connecticut. Such fee shall be collected from the
596 subscriber in any manner consistent with the voice over Internet
597 protocol provider's existing operating or technological abilities and
598 remitted to the office of the State Treasurer for deposit into the
599 Enhanced 9-1-1 Telecommunications Fund established pursuant to
600 section 28-30a not later than the fifteenth day of each month.

601 Sec. 15. Section 29-1j of the general statutes is repealed and the
602 following is substituted in lieu thereof (*Effective October 1, 2015*):

603 (a) The Commissioner of Emergency Services and Public Protection,
604 in consultation with the Chief Information Officer of the Division of
605 Information Technology within the Department of Administrative
606 Services, shall establish a public safety data network in an electronic
607 format that allows for the exchange of information among public
608 safety and criminal justice entities.

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

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

615 (d) The commissioner may enter into memoranda of understanding
616 with public safety or criminal justice agencies that are connecting to
617 the public safety data network concerning the use of the network. Such

618 memoranda may address cost-sharing related to such use.

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

621 Sec. 16. Subsection (b) of section 29-1t of the general statutes is
622 repealed and the following is substituted in lieu thereof (*Effective*
623 *October 1, 2015*):

624 (b) The Commissioner of Emergency Services and Public Protection,
625 or said commissioner's designee, shall serve as the chairperson of the
626 Coordinating Advisory Board. The board shall consist of: (1) The
627 president of the Connecticut State Firefighters Association or a
628 designee, representing volunteer firefighters; (2) the president of the
629 Uniformed Professional Firefighters Association or a designee,
630 representing professional firefighters; (3) the president of the American
631 Federation of State, County and Municipal Employees, Council 15, or a
632 designee, representing municipal police officers; (4) the executive
633 director of the Connecticut Conference of Municipalities or a designee;
634 (5) the executive director of the Connecticut Council of Small Towns or
635 a designee; (6) a member of the Police Officer Standards Training
636 Council, designated by the chairperson of said council; (7) a member of
637 the Commission on Fire Prevention and Control, designated by the
638 chairperson of said commission; (8) the president of the Connecticut
639 Emergency Management Association or a designee; (9) the president of
640 the Connecticut Police Chiefs Association or a designee; (10) the
641 president of the Connecticut Fire Chiefs Association or a designee; (11)
642 the president of the Connecticut Career Fire Chiefs Association or a
643 designee; (12) the Commissioner of Public Health; and (13) one
644 representative, designated by the Commissioner of Emergency
645 Services and Public Protection, from the [Office] Division of State-
646 Wide Emergency Telecommunications and from each of the divisions
647 of Emergency Management and Homeland Security, State Police and
648 Scientific Services within the Department of Emergency Services and
649 Public Protection. Said board shall convene quarterly and at such other
650 times as the chairperson deems necessary.

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

Statement of Legislative Commissioners:

In Section 4(e), "or otherwise accessing" was inserted before "the digits" for clarity and consistency; and in Section 13, "the digits" was inserted before "9-1-1" for statutory consistency.

PS *Joint Favorable Subst.*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

OFA Fiscal Note

State Impact: None

Municipal Impact: None

Explanation

The bill, which makes technical changes to the statutes concerning emergency telecommunications in conjunction with the launch of the next generation 911 system, has no fiscal impact.

The Out Years

State Impact: None

Municipal Impact: None

OLR Bill Analysis**sSB 1071*****AN ACT CONCERNING THE DIVISION OF STATE-WIDE EMERGENCY TELECOMMUNICATIONS.*****SUMMARY:**

This bill requires the Division of State-Wide Emergency Telecommunications (DSET) within the Department of Emergency Services and Public Protection (DESPP) to establish a “next generation 9-1-1 telecommunication system” (“Next Gen. 9-1-1”) as part of the statewide enhanced emergency 9-1-1 program. DSET must also coordinate and assist in statewide planning for the new system, which must (1) have enhanced 9-1-1 (“E 9-1-1,” see BACKGROUND) service capabilities and (2) allow users to reach public safety answering points (PSAP) by transmitting a text message, image, or video. PSAPs are 24-hour facilities that receive 9-1-1 calls and dispatch emergency response services (e.g., fire and police) or transfer the calls to other public safety agencies.

It requires (1) municipalities to submit proposals for new PSAPs, and PSAPs to submit proposals for changes to an existing PSAP, to DSET for approval prior to implementation and (2) each PSAP to begin annually certifying to DSET by January 1, 2016 that the information in the E 9-1-1 service utilization plan is accurate.

Under the bill, telephone companies and certain voice over Internet protocol (VOIP) service providers must provide certain features to implement the Next Gen. 9-1-1 system.

The bill allows DSET to amend the technical and operational standards for private safety answering points that use the E 9-1-1 network. By law, DSET adopts these standards after consulting with private companies, corporations, or institutions, and the standards are

subject to the E 9-1-1 Commission's review and approval.

It requires the DESPP commissioner to adopt regulations concerning the content of an enhanced 9-1-1 service utilization plan.

Finally, the bill (1) replaces obsolete references to "Office of State-Wide Telecommunications" with DSET and (2) makes other technical and conforming changes.

EFFECTIVE DATE: October 1, 2015

NEXT GEN. 9-1-1 TELECOMMUNICATION SYSTEM

Under the bill, a "next generation 9-1-1 telecommunication system" means a system comprised of managed Internet protocol networks that provides E 9-1-1 capabilities and enables users to reach a PSAP by transmitting a text message, image, or video.

It also specifies that a "9-1-1 call" means a voice, text message, video, or image communication that is routed to a PSAP or a private safety answering point by dialing or otherwise accessing 9-1-1.

PSAP SERVICE UTILIZATION PLAN CHANGE APPROVAL

The bill requires each (1) municipality proposing the creation of a PSAP and (2) PSAP proposing a change in its operation, location, jurisdiction, or utilized public safety agencies to submit a proposed E 9-1-1 utilization plan to DSET for review and approval prior to implementation. By law, DSET reviews each proposed utilization plan to determine if it meets statutory requirements and technical and operational standards.

The bill also eliminates a requirement that a copy of the proposed plan also be filed with each telephone company that provides service in the affected municipality.

TELEPHONE COMPANY AND VOIP PROVIDER REQUIREMENTS

In order to implement the new system, the bill requires every telephone company providing service in Connecticut to provide, by December 31, 2016, selective routing (i.e., directing the call to the

appropriate PSAP based on the call's location), automatic number identification, and automatic location identification that complies with a DSET-approved schedule. Unlike the current program, under the new system, the telephone companies must offer these features for free rather than as a tariffed service.

The bill requires a telephone company or VOIP provider to forward to any PSAP or other answering point equipped for E 9-1-1 service the latitude and longitude of any 9-1-1 call. By law, they must already forward the telephone number and street address.

BACKGROUND

E 9-1-1

DSET administers the state's E 9-1-1 program (CGS § 28-29a). By law, E 9-1-1 is a service consisting of telephone network features and PSAPs provided for users of the public telephone system enabling such users to reach a PSAP by dialing the digits "9-1-1." Such service directs 9-1-1 calls to appropriate PSAPs 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. The E 9-1-1 system is funded by fees assessed against subscribers of local telephone and commercial mobile radio services.

DSET

By law, the division is responsible for developing and maintaining a statewide emergency service telecommunications policy that includes administering the state's E 9-1-1 program.

COMMITTEE ACTION

Public Safety and Security Committee

Joint Favorable Substitute

Yea 18 Nay 5 (03/19/2015)