



General Assembly

**Raised Bill No. 5407**

February Session, 2016

LCO No. 1993

\* \_\_\_\_\_ HB05407PS \_\_\_\_\_ 031016 \_\_\_\_\_ \*

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 Section 28-24 of the general statutes is repealed and the  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, 2016*):

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

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

34 (4) Provide frequency coordination for such agencies;

35 (5) Coordinate and assist in state-wide planning for 9-1-1, [and] E 9-  
36 1-1 and the next generation 9-1-1 telecommunication systems;

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

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

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

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

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

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

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

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

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

106 Sec. 2. Section 28-25 of the general statutes is repealed and the  
 107 following is substituted in lieu thereof (*Effective October 1, 2016*):

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

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

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

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 and, as appropriate, directly dispatching emergency response  
144 services, or transferring or relaying emergency 9-1-1 calls to other  
145 public safety agencies. A public safety answering point is the first  
146 point of reception by a public safety agency of a 9-1-1 call and serves  
147 the jurisdictions in which it is located or other participating  
148 jurisdictions.

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

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

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

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

170 emergency 9-1-1 calls to other public or private safety agencies.

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

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

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

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

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

188 (20) "Next generation 9-1-1 telecommunication system" means a  
189 system comprised of managed Internet protocol networks that utilizes  
190 enhanced 9-1-1 network features and enables users to reach a public  
191 safety answering point by making a 9-1-1 call.

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

196 Sec. 3. Section 28-25a of the general statutes is repealed and the  
197 following is substituted in lieu thereof (*Effective October 1, 2016*):

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

204 (2) In order to establish the next generation 9-1-1 telecommunication  
205 system, every telephone company providing service within the state  
206 shall provide selective routing, automatic number identification and  
207 automatic location identification, and may provide the latitude and  
208 longitude of any telephone or device used to place a 9-1-1 call, in  
209 compliance with a time schedule approved by the division.

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

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

223 Sec. 4. Section 28-25b of the general statutes is repealed and the  
224 following is substituted in lieu thereof (*Effective October 1, 2016*):

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

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

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

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

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

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

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

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

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

328 amended.

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

335 Sec. 5. Section 28-27 of the general statutes is repealed and the  
336 following is substituted in lieu thereof (*Effective October 1, 2016*):

337 (a) The [office] division shall, subject to review by the commission,  
338 administer and coordinate the implementation of enhanced 9-1-1  
339 service and the next generation 9-1-1 telecommunication system in the  
340 state.

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

360 safety answering points. The [office] division may inspect each public  
361 safety answering point and private safety answering point which  
362 utilizes enhanced 9-1-1 network features to determine if it meets the  
363 requirements of said sections and the technical and operational  
364 standards established pursuant to this section.

365 (c) The Commissioner of Emergency Services and Public Protection,  
366 in consultation with the commission, shall adopt regulations in  
367 accordance with the provisions of chapter 54 concerning the  
368 establishment and operation of public safety answering points and  
369 private safety answering points.

370 Sec. 6. Section 28-27a of the general statutes is repealed and the  
371 following is substituted in lieu thereof (*Effective October 1, 2016*):

372 (a) [On or before December 31, 1985, each] Any municipality  
373 proposing the creation of a public safety answering point or any public  
374 safety answering point proposing any change to the operation,  
375 location, jurisdiction or utilized public safety agencies of such public  
376 safety answering point shall submit a proposed [enhanced] 9-1-1  
377 service utilization plan to the [office. A copy of each such proposed  
378 municipal plan shall be filed with each telephone company providing  
379 service in the municipality for which such plan is proposed. The office]  
380 division for its review and approval prior to implementation. The  
381 division shall review each proposed plan to determine if it meets the  
382 requirements of sections 28-25, as amended by this act, 28-25a, as  
383 amended by this act, 28-25b, as amended by this act, 28-26, 28-27, as  
384 amended by this act, 28-28, as amended by this act, 28-28a, as amended  
385 by this act, 28-28b, 28-29, as amended by this act, 28-29a, as amended  
386 by this act, and 28-29b, as amended by this act, and the technical and  
387 operational standards established pursuant to section 28-27, as  
388 amended by this act.

389 (b) [On or before December 31, 1986, each municipality shall submit  
390 a final enhanced 9-1-1 service utilization plan to the office for its  
391 review and approval.] On or before January 1, 2017, and annually

392 thereafter, each public safety answering point shall certify to the  
393 division, in such manner and form as prescribed by the division, that  
394 the information contained in the 9-1-1 service utilization plan is  
395 accurate.

396 (c) The Commissioner of Emergency Services and Public Protection,  
397 in consultation with the commission, shall adopt regulations in  
398 accordance with the provisions of chapter 54 concerning the content of  
399 a [final] 9-1-1 service utilization plan.

400 Sec. 7. Subsection (c) of section 28-28 of the general statutes is  
401 repealed and the following is substituted in lieu thereof (*Effective*  
402 *October 1, 2016*):

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, 2016*):

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 the enhanced 9-1-1 service or the next generation 9-1-1  
413 telecommunication system the telephone number and street address of  
414 any telephone or device used to place a 9-1-1 call and may forward the  
415 latitude and longitude of any telephone or device used to place a 9-1-1  
416 call, provided a voice over Internet protocol service provider shall be  
417 in compliance with this subsection if the provider complies with the  
418 requirements for forwarding such information [contained in 47 CFR 9]  
419 in accordance with federal regulations and this chapter, provided the  
420 provisions of this chapter are not addressed by, or are not inconsistent  
421 with, federal law or regulations regarding the provision of enhanced 9-  
422 1-1 service and the next generation 9-1-1 telecommunication system in

423 the state of Connecticut. Subscriber information provided in  
424 accordance with this subsection shall be used only for the following  
425 purposes: (1) Responding to [emergency] 9-1-1 calls, (2) investigating  
426 false or intentionally misleading reports of incidents requiring  
427 emergency service, or (3) enabling emergency notification systems.  
428 Subscriber information collected in accordance with subdivision (3) of  
429 this subsection shall be used only in case of an emergency. Subscriber  
430 information provided pursuant to this subsection and any subscriber  
431 information or any telephone number, mailing address or electronic  
432 mail address provided to the state in order for the state to use such  
433 information in connection with an emergency notification system shall  
434 be confidential and shall not be subject to disclosure pursuant to the  
435 Freedom of Information Act, as defined in section 1-200.

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

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

456 the enhanced 9-1-1 service database information.

457 (d) No telephone company, certified telecommunications provider,  
458 provider of wireless telecommunications service, as defined in section  
459 28-30b, as amended by this act, pursuant to a license issued by the  
460 Federal Communications Commission, provider of prepaid wireless  
461 telecommunications service, [or the agents of any such company or  
462 provider and no] voice over Internet protocol service provider or [its  
463 agents] the officers, directors, employees, vendors or agents of any  
464 such company or provider shall be liable to any person or entity for  
465 release of the information specified in this section or for any failure of  
466 equipment or procedure in connection with the enhanced 9-1-1 service,  
467 [or] an emergency notification system, or the next generation 9-1-1  
468 telecommunication system established under sections 28-25 to 28-29b,  
469 inclusive, as amended by this act.

470 Sec. 9. Section 28-29 of the general statutes is repealed and the  
471 following is substituted in lieu thereof (*Effective October 1, 2016*):

472 The Attorney General may, at the request of the [office] division, or  
473 on his or her own initiative, institute civil proceedings against any  
474 municipality or telephone company to enforce the provisions of  
475 sections 28-25, as amended by this act, 28-25a, as amended by this act,  
476 28-25b, as amended by this act, 28-26, 28-27, as amended by this act,  
477 28-27a, as amended by this act, 28-28, as amended by this act, 28-28a,  
478 as amended by this act, 28-28b, 28-29a, as amended by this act, and 28-  
479 29b, as amended by this act.

480 Sec. 10. Subsection (a) of section 28-29a of the general statutes is  
481 repealed and the following is substituted in lieu thereof (*Effective*  
482 *October 1, 2016*):

483 (a) There is established an E 9-1-1 Commission to (1) advise the  
484 [office] division in the planning, design, implementation and  
485 coordination of the state-wide emergency 9-1-1 telephone system to be  
486 created pursuant to sections 28-25 to 28-29b, inclusive, as amended by

487 this act, and (2) in consultation with the Coordinating Advisory Board  
488 established pursuant to section 29-1t, as amended by this act, advise  
489 the Commissioner of Emergency Services and Public Protection in the  
490 planning, design, implementation, coordination and governance of the  
491 public safety data network established pursuant to section 29-1j, as  
492 amended by this act.

493 Sec. 11. Section 28-29b of the general statutes is repealed and the  
494 following is substituted in lieu thereof (*Effective October 1, 2016*):

495 The [office] division, subject to the review and approval of the  
496 commission, shall submit a report to the General Assembly, not later  
497 than February fifteenth, annually, concerning its progress in carrying  
498 out the purposes of sections 28-25, as amended by this act, 28-25a, as  
499 amended by this act, 28-25b, as amended by this act, 28-26, 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, 28-29, as amended  
502 by this act, and 28-29a, as amended by this act.

503 Sec. 12. Section 28-30 of the general statutes is repealed and the  
504 following is substituted in lieu thereof (*Effective October 1, 2016*):

505 (a) For the purposes of this section:

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

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

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

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

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

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

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

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

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

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

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

546 the performance of telecommunicator training program standards or  
547 successfully completing a written or oral examination developed by  
548 the [office] division.

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

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

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

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

578 telecommunicator training and instruction.

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

581 Sec. 13. Subdivision (3) of section 28-30b of the general statutes is  
582 repealed and the following is substituted in lieu thereof (*Effective*  
583 *October 1, 2016*):

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

589 Sec. 14. Section 28-30d of the general statutes is repealed and the  
590 following is substituted in lieu thereof (*Effective October 1, 2016*):

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

604 Sec. 15. Subsection (b) of section 29-1j of the general statutes is  
605 repealed and the following is substituted in lieu thereof (*Effective*  
606 *October 1, 2016*):

607 (b) Prior to July 1, 2012, the [Office] Division of State-Wide

608 Emergency Telecommunications shall create technical and operational  
609 standards for the establishment of the public safety data network.

610 Sec. 16. Subsection (b) of section 29-1t of the general statutes is  
611 repealed and the following is substituted in lieu thereof (*Effective*  
612 *October 1, 2016*):

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

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2016</i>	28-24
Sec. 2	<i>October 1, 2016</i>	28-25
Sec. 3	<i>October 1, 2016</i>	28-25a
Sec. 4	<i>October 1, 2016</i>	28-25b
Sec. 5	<i>October 1, 2016</i>	28-27
Sec. 6	<i>October 1, 2016</i>	28-27a
Sec. 7	<i>October 1, 2016</i>	28-28(c)
Sec. 8	<i>October 1, 2016</i>	28-28a
Sec. 9	<i>October 1, 2016</i>	28-29
Sec. 10	<i>October 1, 2016</i>	28-29a(a)
Sec. 11	<i>October 1, 2016</i>	28-29b
Sec. 12	<i>October 1, 2016</i>	28-30
Sec. 13	<i>October 1, 2016</i>	28-30b(3)
Sec. 14	<i>October 1, 2016</i>	28-30d
Sec. 15	<i>October 1, 2016</i>	29-1j(b)
Sec. 16	<i>October 1, 2016</i>	29-1t(b)

**PS**      *Joint Favorable*