



**House Bill No. 5407**

**Public Act No. 16-150**

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

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

Section 1. Section 28-24 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2016*):

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

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

(2) [Pursuant to the recommendations of the task force established by public act 95-318 to study enhanced 9-1-1 telecommunications services, and in accordance with regulations adopted by the

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Commissioner of Emergency Services and Public Protection pursuant to subsection (b) of this section, develop] Develop and administer [, by July 1, 1997,] an enhanced emergency 9-1-1 program, which shall provide for: (A) The replacement of existing 9-1-1 terminal equipment for each public safety answering point; (B) the subsidization of regional public safety emergency telecommunications centers, with enhanced subsidization for municipalities with a population [in excess] of forty thousand or more; (C) the establishment of a transition grant program to encourage regionalization of public safety [telecommunications centers] answering points; [and] (D) the establishment of a regional emergency telecommunications service credit in order to support regional dispatch services; and (E) the implementation of the next generation 9-1-1 telecommunication system;

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

(4) Provide frequency coordination for such agencies;

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

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

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

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

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joint standing committees of the General Assembly having cognizance of matters relating to appropriations and the budgets of state agencies, finance, revenue and bonding, and public safety in accordance with the provisions of section 11-4a.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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telephone company.

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

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

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

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

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

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

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

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

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

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

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

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

(c) No provision of section 28-25, as amended by this act, this section and sections 28-25b, as amended by this act, 28-26, 28-27, as amended by this act, 28-27a, as amended by this act, 28-28, as amended by this act, 28-28a, as amended by this act, 28-28b, 28-29, as amended by this act, 28-29a, as amended by this act, and 28-29b, as amended by this act, shall be construed to prohibit or discourage in any manner the formation of multiagency, multijurisdictional or regional public safety answering points. Any public safety answering point established

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pursuant to said sections may serve the jurisdiction of more than one public agency or a segment of the jurisdiction of a municipality.

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

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

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

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

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

(e) A private company, corporation or institution which has full-time law enforcement, fire fighting and emergency medical service personnel, with the approval of the [office] division and the municipality in which it is located, may establish 9-1-1 service to enable users of telephones within their private branch exchange to reach a private safety answering point by dialing or otherwise accessing the digits "9-1-1". Such 9-1-1 service shall provide the

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capability to deliver and display automatic number identification and automatic location identification by electronic or manual methods approved by the [office] division to the private safety answering point. Prior to the installation and utilization of such 9-1-1 service, each municipality in which it will function, shall submit a private branch exchange 9-1-1 utilization plan to the [office] division in a format approved by the [office] division. Such plan shall be approved by the chief executive officer of such municipality who shall attest that the dispatch of emergency response services from a private safety answering point is equal to, or better than, the emergency response services dispatched from a public safety answering point.

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

(g) (1) Not later than July 1, 2004, each public safety answering point

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shall provide emergency medical dispatch, or shall arrange for emergency medical dispatch to be provided by a public safety agency, private safety agency or regional emergency telecommunications center, in connection with all 9-1-1 calls received by such public safety answering point for which emergency medical services are required. Any public safety answering point that arranges for emergency medical dispatch to be provided by a public safety agency, private safety agency or regional emergency telecommunications center shall file with the [office] division such documentation as the [office] division may require to demonstrate that such public safety agency, private safety agency or regional emergency telecommunications center satisfies the requirements of subdivisions (2) and (3) of this subsection.

(2) Each public safety answering point, public safety agency, private safety agency or regional emergency telecommunications center performing emergency medical dispatch in accordance with subdivision (1) of this subsection shall establish and maintain an emergency medical dispatch program. Such program shall include, but not be limited to, the following elements: (A) Medical interrogation, dispatch prioritization and prearrival instructions in connection with 9-1-1 calls requiring emergency medical services shall be provided only by personnel who have been trained in emergency medical dispatch through satisfactory completion of a training course provided or approved by the [office] division under subdivision (3) of this subsection; (B) a medically approved emergency medical dispatch priority reference system shall be utilized by such personnel; (C) emergency medical dispatch continuing education shall be provided for such personnel; (D) a mechanism shall be employed to detect and correct discrepancies between established emergency medical dispatch protocols and actual emergency medical dispatch practice; and (E) a quality assurance component shall be implemented to monitor, at a minimum, (i) emergency medical dispatch time intervals, (ii) the

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utilization of emergency medical dispatch program components, and (iii) the appropriateness of emergency medical dispatch instructions and dispatch protocols. The quality assurance component shall be prepared with the assistance of a physician licensed in this state who is trained in emergency medicine and shall provide for an ongoing review of the effectiveness of the emergency medical dispatch program.

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

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

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

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

(b) The [office] division, in consultation with the Public Utilities

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Regulatory Authority, telephone companies, municipalities and public safety agencies, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of public safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of sections 28-25, as amended by this act, 28-25a, as amended by this act, 28-25b, as amended by this act, 28-26, 28-27a, as amended by this act, 28-28, as amended by this act, 28-28a, as amended by this act, 28-28b, 28-29, as amended by this act, 28-29a, as amended by this act, and 28-29b, as amended by this act, on or before June 30, 1985. The [office] division, in consultation with private companies, corporations or institutions, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of private safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of said sections on or before September 1, 1991, and at any time the division may amend such standards. Municipalities shall comply with such standards in the design, implementation and operation of public safety answering points. The [office] division may inspect each public safety answering point and private safety answering point which utilizes enhanced 9-1-1 network features to determine if it meets the requirements of said sections and the technical and operational standards established pursuant to this section.

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

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

(a) [On or before December 31, 1985, each] Any municipality

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

(b) [On or before December 31, 1986, each municipality shall submit a final enhanced 9-1-1 service utilization plan to the office for its review and approval.] On or before January 1, 2017, and annually thereafter, each public safety answering point shall certify to the division, in such manner and form as prescribed by the division, that the information contained in the 9-1-1 service utilization plan is accurate.

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

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

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

Sec. 8. Section 28-28a of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2016*):

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

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be confidential and shall not be subject to disclosure pursuant to the Freedom of Information Act, as defined in section 1-200.

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

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

(d) No telephone company, certified telecommunications provider, provider of wireless telecommunications service, as defined in section 28-30b, as amended by this act, pursuant to a license issued by the Federal Communications Commission, provider of prepaid wireless telecommunications service, [or the agents of any such company or provider and no] voice over Internet protocol service provider or [its agents] the officers, directors, employees, vendors or agents of any such company or provider shall be liable to any person or entity for

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release of the information specified in this section or for any failure of equipment or procedure in connection with the enhanced 9-1-1 service, [or] an emergency notification system, or the next generation 9-1-1 telecommunication system established under sections 28-25 to 28-29b, inclusive, as amended by this act.

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

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

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

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

Sec. 11. Section 28-29b of the general statutes is repealed and the

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following is substituted in lieu thereof (*Effective October 1, 2016*):

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

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

(a) For the purposes of this section:

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

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

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

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

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

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

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

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

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

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

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

(d) The [office] division shall issue a written acknowledgment of

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achievement, without participation in a telecommunicator training program, to any person who, by reason of experience or specialized training demonstrates competence in the performance of telecommunicator training standards as developed by the [office] division.

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

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

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

(h) The [office] division shall adopt regulations in accordance with

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chapter 54 to implement the provisions of this section.

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

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

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

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

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

(b) Prior to July 1, 2012, the [Office] Division of State-Wide Emergency Telecommunications shall create technical and operational

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standards for the establishment of the public safety data network.

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

(b) The Commissioner of Emergency Services and Public Protection, or said commissioner's designee, shall serve as the chairperson of the Coordinating Advisory Board. The board shall consist of: (1) The president of the Connecticut State Firefighters Association or a designee, representing volunteer firefighters; (2) the president of the Uniformed Professional Firefighters Association or a designee, representing professional firefighters; (3) the president of the American Federation of State, County and Municipal Employees, [Council 15,] or a designee, representing municipal police officers; (4) the executive director of the Connecticut Conference of Municipalities or a designee; (5) the executive director of the Connecticut Council of Small Towns or a designee; (6) a member of the Police Officer Standards Training Council, designated by the chairperson of said council; (7) a member of the Commission on Fire Prevention and Control, designated by the chairperson of said commission; (8) the president of the Connecticut Emergency Management Association or a designee; (9) the president of the Connecticut Police Chiefs Association or a designee; (10) the president of the Connecticut Fire Chiefs Association or a designee; (11) the president of the Connecticut Career Fire Chiefs Association or a designee; (12) the Commissioner of Public Health; and (13) one representative, designated by the Commissioner of Emergency Services and Public Protection, [from the Office of State-Wide Emergency Telecommunications and] from each of the divisions of Emergency Management and Homeland Security, State Police, [and] Scientific Services and State-Wide Emergency Telecommunications within the Department of Emergency Services and Public Protection. Said board shall convene quarterly and at such other times as the

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chairperson deems necessary.

Approved June 9, 2016