



House of Representatives

General Assembly

File No. 239

February Session, 2016

House Bill No. 5407

House of Representatives, March 29, 2016

The Committee on Public Safety and Security reported through REP. DARGAN of the 115th Dist., Chairperson of the Committee on the part of the House, that the 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 Section 28-24 of the general statutes is repealed and the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, 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 | October 1, 2016 | 28-24 |
| Sec. 2 | October 1, 2016 | 28-25 |
| Sec. 3 | October 1, 2016 | 28-25a |
| Sec. 4 | October 1, 2016 | 28-25b |
| Sec. 5 | October 1, 2016 | 28-27 |
| Sec. 6 | October 1, 2016 | 28-27a |
| Sec. 7 | October 1, 2016 | 28-28(c) |
| Sec. 8 | October 1, 2016 | 28-28a |
| Sec. 9 | October 1, 2016 | 28-29 |
| Sec. 10 | October 1, 2016 | 28-29a(a) |
| Sec. 11 | October 1, 2016 | 28-29b |
| Sec. 12 | October 1, 2016 | 28-30 |
| Sec. 13 | October 1, 2016 | 28-30b(3) |
| Sec. 14 | October 1, 2016 | 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*

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 changes the name of the Office of State-Wide Emergency Telecommunications to the Division of State-Wide Emergency Telecommunications. It also requires the division to implement the "next generation 9-1-1 telecommunication system." This bill has no fiscal impact.

The Out Years***State Impact:*** None***Municipal Impact:*** None

OLR Bill Analysis**HB 5407*****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 implement 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 text messages, images, or videos. 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.

The bill 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, 2017, that the information in the 9-1-1 service utilization plan is accurate. It requires the DESPP commissioner to adopt regulations concerning the content of a 9-1-1 service utilization plan.

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

The bill allows people who are not physically disabled to connect a DSET-approved automatic alarm or other automatic alerting device to a telephone company's network. Under current law, only people who are physically disabled may do so. The alarm or alerting device automatically dials 9-1-1 and provides a prerecorded message to directly access emergency services.

The bill extends current law's immunity for releasing certain subscriber information or equipment failure to more people.

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, 2016

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 utilizes E 9-1-1 network features and enables users to reach a PSAP by making a 9-1-1 call.

The bill also specifies that a "9-1-1 call" means a voice, text message, video, or image communication routed to a PSAP or 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 to create a PSAP and (2) PSAP proposing a change in its operation, location, jurisdiction, or utilized public safety agencies to submit a proposed 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 be filed with each telephone company that provides service in the affected municipality.

TELEPHONE COMPANY AND VOIP PROVIDER REQUIREMENTS

Under current law, as part of the E 9-1-1 service, telephone companies must provide selective routing (i.e., directing the call to the appropriate PSAP based on the call's location), automatic number identification, and automatic location identification as a tariffed service. The bill requires them to provide these features for free.

Additionally, in order to implement the new system, the bill requires every telephone company providing service in Connecticut to provide these E 9-1-1 system features and may provide the latitude and longitude of any telephone or device used to place a 9-1-1 call, in compliance with a DSET-approved time schedule.

The bill allows 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 telephone or device used to place a 9-1-1 call. By law, they must already forward the telephone number and street address.

IMMUNITY

By law, telephone companies and VOIP service providers must forward certain information about the location from which a 9-1-1 call is made to a safety answering point.

Current law immunizes the telephone companies and telecommunications, wireless telecommunications, prepaid wireless telecommunications, and VOIP service providers and their agents from liability for (1) releasing E 9-1-1 subscriber information in accordance with the law or (2) the failure of any equipment or procedure in connection with E 9-1-1 or an emergency notification system. The bill extends this immunity by specifying it also applies to the officers,

directors, employees, or vendors of any such company or provider.

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.

Related Bill

HB 5544, favorably reported by the Public Safety and Security Committee, incentivizes PSAPs serving 40,000 or fewer people to be part of a regionalized PSAP. PSAPS that do not regionalize will not be eligible for certain funding and must reimburse the state for certain equipment and training costs.

COMMITTEE ACTION

Public Safety and Security Committee

Joint Favorable

Yea 25 Nay 0 (03/10/2016)