

**STATE OF CONNECTICUT
EMS POLICY AND PROCEDURES MANUAL**

SUBJECT: Emergency Telecommunications Statutes

Reference #201F

CHAPTER 518a*

EMERGENCY TELECOMMUNICATIONS

*Cited. 223 C. 731, 740.

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Sec. 28-24. Office of State-Wide Emergency Telecommunications. Enhanced 9-1-1 system. Funding.

(a) There is established an Office of State-Wide Emergency Telecommunications which shall be in the Division of Fire, Emergency and Building Services within the Department of Public Safety. The Office 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 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 Commissioner of Public Safety pursuant to subsection (b) of this section, 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 seventy thousand;

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- (C) the establishment of a transition grant program to encourage regionalization of public safety telecommunications centers; and
 - (D) the establishment of a regional emergency telecommunications service credit in order to support regional dispatch services;
 - (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 911 and E911 systems;
 - (6) Review and make recommendations concerning proposed legislation affecting emergency service telecommunications; and
 - (7) Review and make recommendations to the General Assembly concerning emergency service telecommunications funding.
- (b) The Commissioner of Public Safety 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 fifteen cents per capita and shall not be reduced each year,
 - (5) the training of personnel, as necessary,
 - (6) recurring expenses and future capital costs associated with the telecommunications network used to provide emergency 9-1-1 service,
 - (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 subparagraphs (A) and (B) 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, and
 - (9) the administration of the enhanced emergency 9-1-1 program by the Office of State-Wide Emergency Telecommunications, as the commissioner determines to be reasonably necessary. The commissioner shall

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communicate the commissioner's findings to the chairperson of the Public Utilities Control Authority not later than April first of each year.

- (d) The office may apply for, receive and distribute any federal funds available for emergency service telecommunications. The office shall deposit such federal funds in the Enhanced 9-1-1 Telecommunications Fund established by section 28-30a.
- (e) The office shall work in cooperation with the Department of Public Utility Control to carry out the purposes of this section.

(P.A. 81-458, S. 1, 4; P.A. 82-87, S. 1, 2; May Sp. Sess. P.A. 92-12, S. 4, 10; P.A. 93-206, S. 5, 16; P.A. 96-150, S. 1, 5; P.A. 00-151, S. 6, 14.)

*Note: P.A. 95-318 is special in nature and therefore has not been codified, but remains in full force and effect according to its terms.

History: P.A. 82-87 amended Subsec. (a) by changing the office of state-wide emergency telecommunications to a bureau within the department of administrative services; May Sp. Sess. P.A. 92-12 amended Subsec. (a) to provide that bureau be within department of public safety in lieu of department of administrative services for administrative purposes only and to eliminate the position of administrator, redesignated Subdiv. (7) of Subsec. (a) as Subsec. (b) and required public safety commissioner to adopt regulations in lieu of administrator, and relettered Subsecs. (b) and (c) as Subsecs. (c) and (d), respectively, substituting bureau for administrator; P.A. 93-206 amended section to substitute office of state-wide emergency telecommunications for bureau and amended Subsec. (a) to require said office to be in division of fire, emergency and building services, effective July 1, 1993; P.A. 96-150 added detailed provisions re implementing enhanced 9-1-1 program in new Subsecs. (a)(2) and (c), renumbering and relettering prior provisions as necessary and added provision in Subsec. (d) re deposit of federal funds in Enhanced 9-1-1 Telecommunications Fund, effective May 31, 1996; P.A. 00-151 amended Subsec. (c) by making technical changes and adding provisions re calculation of coordinated medical emergency direction services credit, funding for emergency medical services data collection and reporting, and funding for emergency medical dispatch, effective July 1, 2000.

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Sec. 28-25. Enhanced 9-1-1 telephone system. Definitions. As used in this section and sections 28-25a, 28-25b, 28-26, 28-27, 28-27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b:

- (1) "Automatic number identification" means an enhanced 9-1-1 service capability that enables the automatic display of the seven digit number used to place a 9-1-1 call.
- (2) "Automatic location identification" means an enhanced 9-1-1 service 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" means the Office of State-Wide Emergency Telecommunications.
- (4) "Commission" means the E 9-1-1 Commission created by section 28-29a.
- (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.
- (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 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

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- (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.

(P.A. 84-416, S. 1, 15; P.A. 90-230, S. 42, 101; P.A. 91-360, S. 1, 4; P.A. 93-206, S. 6, 16; P.A. 00-151, S. 7, 14.)

History: P.A. 90-230 deleted internal reference in opening paragraph; P.A. 91-360 added Subdivs. (13) and (14) defining "private branch exchange" and "private safety answering point"; P.A. 93-206 amended Subdiv. (3) to substitute "office" for "bureau", effective July 1, 1993; (Revisor's note: In 1997 a reference at the beginning of the section to repealed section 16-19y was deleted editorially by the Revisors); P.A. 00-151 added new Subdiv. (15) defining "emergency medical dispatch", effective July 1, 2000. Cited. 223 C. 731, 740. Subdiv. (5): Cited. 223 C. 731, 739. Subdiv. (8): Cited. 223 C. 731, 740. Subdiv. (10): Cited. 223 C. 731, 740.

Sec. 28-25a. Responsibilities of telephone companies and municipalities.

- (a) In order to establish 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.
- (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, this section and sections 28-25b, 28-26, 28-27, 28-27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b 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 pursuant to said sections may serve the jurisdiction of more than one public agency or a segment of the jurisdiction of a municipality.

(P.A. 84-416, S. 2, 15; P.A. 90-230, S. 43, 101; P.A. 93-206, S. 7, 16.)

History: P.A. 90-230 deleted internal references in Subsec. (c); P.A. 93-206 amended Subsec. (a) to substitute "office" for "bureau", effective July 1, 1993. Cited. 223 C. 731, 740. Subsec. (b): Cited. 223 C. 731, 740.

Sec. 28-25b. Public safety answering points. Automatic alarms or alerting devices. Private safety answering points. Report. Emergency medical dispatch.

- (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 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.
- (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 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 the digits "9-1-1". Such 9-1-1 service shall provide the capability to deliver and display automatic number identification and automatic location identification by electronic or manual methods approved by the office 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 in a format approved by the office. 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

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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, on a quarterly basis, a report of the calls for emergency medical services received 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 that involved a medical emergency; 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 emergency response services were dispatched or the call was transferred or relayed to another public safety agency or private safety agency, 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 Public Safety, 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 shall furnish such information to the Commissioner of Public Health, shall make such information available to the public and shall post such information on its web site on the Internet.
- (g) (1) Not later than July 1, 2004, each public safety answering point 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 such documentation as the office 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 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 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.

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- (3) Not later than July 1, 2001, the office 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 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.

(P.A. 84-416, S. 3, 15; P.A. 89-118, S. 1; P.A. 91-360, S. 2, 4; P.A. 93-206, S. 8, 16; P.A. 00-151, S. 8, 14.)

History: P.A. 89-118 added a new Subsec. (d), prohibiting the programming of any telephone so as to prevent the transmission of a 9-1-1 call to a public safety answering point; P.A. 91-360 added a new Subsec. (e), permitting private companies, corporations or institutions which have full-time security, fire and emergency medical service personnel to establish 9-1-1 service to enable users of telephones within such companies or institutions to reach a private safety answering point, and amended Subsec. (d) to add an exception for provisions of Subsec. (e); P.A. 93-206 amended Subsecs. (b), (c) and (e) to substitute "office" for "bureau", effective July 1, 1993; P.A. 00-151 added new Subsecs. (f) and (g) re information reporting and emergency medical dispatch, effective July 1, 2000.

Cited. 223 C. 731, 740.

Sec. 28-26. Conversion of coin telephones for provision of enhanced 9-1-1 service. As enhanced 9-1-1 service becomes available, each telephone company shall convert, in accordance with an electronic switching systems modernization schedule submitted to and approved by the Department of Public Utility Control, each coin telephone within areas served by such enhanced 9-1-1 service to dial tone first capability, which shall allow a caller to dial 9-1-1 without first inserting a coin or paying any other charge. Each telephone company shall prominently display instructions on how to access the enhanced 9-1-1 system on those coin telephones which have been converted to dial tone first capability.

(P.A. 84-416, S. 4, 15.)

Cited. 223 C. 731, 740.

Sec. 28-27. Implementation of enhanced 9-1-1 service. Technical and operational standards. Regulations.

- (a) The office shall, subject to review by the commission, administer and coordinate the implementation of enhanced 9-1-1 service in the state.
- (b) The office, in consultation with the Department of Public Utility Control, 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, 28-25a, 28-25b, 28-26, 28-27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b on or before June 30, 1985. The office, 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. Municipalities shall comply with such standards in the design, implementation and operation of public safety answering points. The office 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 Public Safety, 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.

(P.A. 84-416, S. 5, 15; P.A. 90-230, S. 44, 101; P.A. 91-360, S. 3, 4; May Sp. Sess. P.A. 92-12, S. 5, 10; P.A. 93-206, S. 9, 16.)

History: P.A. 90-230 deleted internal references in Subsec. (b); P.A. 91-360 amended Subsec. (b) to require establishment of technical and operational standards for private safety answering points which utilize enhanced 9-1-1 network features on or before September 1, 1991, and

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added Subsec. (c), requiring adoption of regulations concerning establishment and operation of public safety answering points and private safety answering points; May Sp. Sess. P.A. 92-12 amended Subsec. (c) to require public safety commissioner to adopt regulations, in consultation with commission, in lieu of bureau, subject to review and approval of commission; P.A. 93-206 amended Subsecs. (a) and (b) to substitute "office" for "bureau", effective July 1, 1993. Cited. 223 C. 731, 740.

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Sec. 28-27a. Municipalities to submit utilization plans.

- (a) On or before December 31, 1985, each municipality 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 shall review each proposed plan to determine if it meets the requirements of sections 28-25, 28-25a, 28-25b, 28-26, 28-27, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b and the technical and operational standards established pursuant to section 28-27.
- (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. The Commissioner of Public Safety, in consultation with the commission, shall adopt regulations in accordance with the provisions of chapter 54 concerning the content of a final plan.

(P.A. 84-416, S. 6, 15; P.A. 90-230, S. 45, 101; May Sp. Sess. P.A. 92-12, S. 6, 10; P.A. 93-206, S. 10, 16.)

History: P.A. 90-230 deleted internal references in Subsec. (a); May Sp. Sess. P.A. 92-12 amended Subsec. (b) to require public safety commissioner to adopt regulations, in consultation with commission, in lieu of bureau, subject to review and approval of commission; P.A. 93-206 substituted "office" for "bureau", effective July 1, 1993.

Cited. 223 C. 731, 740.

Sec. 28-28. Emergency service requests from outside of jurisdiction. Advertisement of emergency telephone numbers other than 9-1-1 prohibited.

- (a) A public safety agency which receives a request for emergency service outside of its jurisdiction shall promptly forward the request to the public safety answering point or public safety agency responsible for that geographical area. Any emergency unit dispatched to a location outside its jurisdiction in response to such a request shall render service to the requesting party until relieved by the public safety agency responsible for that geographical area.
- (b) Municipalities may enter into written cooperative agreements to carry out the provisions of subsection (a) of this section.
- (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 is not in operation.

(P.A. 84-416, S. 7, 15; P.A. 89-118, S. 2.)

History: P.A. 89-118 added a new Subsec. (c), prohibiting public safety agencies from advertising or promoting use of any emergency telephone number other than 9-1-1.

Cited. 223 C. 731, 740.

Sec. 28-28a. Telephone company responsibilities. A telephone company shall forward to any public safety answering point or other answering point equipped for enhanced 9-1-1 service the telephone number and street address of any telephone used to place a 9-1-1 call. Subscriber information provided in accordance with this section shall be used only for the purpose of responding to emergency calls or for the investigation of false or intentionally misleading reports of incidents requiring emergency service. No telephone company or agents of a telephone company shall be liable to any person who uses the enhanced 9-1-1 service established under sections 28-25, 28-25a, 28-25b, 28-26, 28-27, 28-27a, and 28-28, this section and sections 28-28b, 28-29, 28-29a and 28-29b for release of the information specified in this section or for any failure of equipment or procedure in connection with enhanced 9-1-1 service.

(P.A. 84-416, S. 8, 15; P.A. 90-230, S. 46, 101.)

History: P.A. 90-230 deleted internal references.

Cited. 223 C. 731, 740.

Sec. 28-28b. Municipal responsibilities. Each municipality shall be responsible for the operation and maintenance of any public service answering point terminal equipment jointly or separately provided to it by the state.

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(P.A. 84-416, S. 10, 15.)

Sec. 28-29. Institution of civil proceedings by Attorney General. The Attorney General may, at the request of the office, or on his own initiative, institute civil proceedings against any municipality or telephone company to enforce the provisions of sections 28-25, 28-25a, 28-25b, 28-26, 28-27, 28-27a, 28-28, 28-28a, 28-28b, 28-29a and 28-29b.

(P.A. 84-416, S. 11, 15; P.A. 90-230, S. 47, 101; P.A. 93-206, S. 11, 16.)

History: P.A. 90-230 deleted internal references; P.A. 93-206 substituted "office" for "bureau", effective July 1, 1993.

Cited. 223 C. 731, 740.

Sec. 28-29a. E 9-1-1 Commission. There is established an E 9-1-1 Commission to advise the office 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, 28-25a, 28-25b, 28-26, 28-27, 28-27a, 28-28, 28-28a, 28-28b, 28-29 and 28-29b. The commission shall be appointed by the Governor on or before October 1, 1984, and shall consist of the following members:

- (1) One representative of the technical support services unit of the Division of State Police within the Department of Public Safety;
- (2) the State Fire Administrator;
- (3) one representative from the Office of Emergency Medical Services;
- (4) one representative from the Office of Emergency Management;
- (5) one municipal police chief;
- (6) one municipal fire chief;
- (7) one volunteer fireman;
- (8) one representative of the Connecticut Conference of Municipalities;
- (9) one representative of the Council of Small Towns;
- (10) one manager or coordinator of 9-1-1 public safety answering points serving areas of differing population concentration; and (
- (11) one representative of providers of commercial mobile radio services, as defined in 47 Code of Federal Regulations 20.3, as amended. Each member shall serve for a term of three years from July 1, 1984, or until a successor has been appointed and qualified. No member of the commission shall receive compensation for such member's services.

(P.A. 84-416, S. 12, 15; P.A. 88-135, S. 8; P.A. 90-230, S. 48, 101; May Sp. Sess. P.A. 92-12, S. 7, 10; P.A. 93-206, S. 12, 16; P.A. 99-92.)

History: P.A. 88-135 substituted office of "emergency management" for office of "civil preparedness" in Subdiv. (4); P.A. 90-230 revised internal section references; May Sp. Sess. P.A. 92-12 required commission to "advise" bureau in lieu of "oversee"; P.A. 93-206 substituted "office" for "bureau", effective July 1, 1993; P.A. 99-92 added one manager or coordinator of 9-1-1 public safety answering point and one representative of providers of commercial mobile radio services as members.

Cited. 223 C. 731, 740.

Sec. 28-29b. Annual report to General Assembly. The office, 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, 28-25a, 28-25b, 28-26, 28-27, 28-27a, 28-28, 28-28a, 28-28b, 28-29 and 28-29a.

(P.A. 84-416, S. 13, 15; P.A. 90-230, S. 49, 101; P.A. 93-206, S. 13, 16.)

History: P.A. 90-230 deleted internal references; P.A. 93-206 substituted "office" for "bureau", effective July 1, 1993.

Cited. 223 C. 731, 740.

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SUBJECT: Emergency Telecommunications Statutes

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Sec. 28-30. Definitions. Certification of telecommunicators and instructors. Revocation, suspension or refusal to renew certification. Automatic certification. Indemnification. Regulations.

- (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, whose primary responsibility is the receipt or processing of 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"** means the Office of State-Wide Emergency Telecommunications established under section 28-24.
- (b) The office, in cooperation with public safety agencies, as defined in section 28-25, may:
- (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;
 - (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 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 has been certified by the office 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.
- (d) The office shall issue a written acknowledgment of 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.
- (e) The office 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 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

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under the provisions of this section. Such certification shall expire when the person terminates his permanent employment with such agency.

- (g) The state shall save harmless and indemnify any person certified as a telecommunicator instructor by the office 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 duties in providing telecommunicator training and instruction.
- (h) The office shall adopt regulations in accordance with chapter 54 to implement the provisions of this section.

(P.A. 89-259, S. 1, 5; P.A. 90-152, S. 1, 2; P.A. 92-28, S. 1, 2; P.A. 93-206, S. 14, 16.)

History: P.A. 90-152 added a new Subsec. (f) re indemnification of certified telecommunicator instructors; P.A. 92-28 amended Subsec. (b) to add new Subdiv. (6), authorizing bureau to renew certification of telecommunicators and telecommunicator instructors, added new language as Subsec. (e), specifying grounds on which the bureau may revoke, suspend or refuse to renew any certificate, relettering remaining Subsecs. accordingly, and added a new Subsec. (h) requiring bureau to adopt regulations; P.A. 93-206 substituted "office" for "bureau", effective July 1, 1993.

Sec. 28-30a. Enhanced 9-1-1 Telecommunications Fund.

- (a) There is established a fund to be known as the "Enhanced 9-1-1 Telecommunications Fund". The fund shall contain any moneys required by law to be deposited in the fund, including, but not limited to, any federal funds collected pursuant to subsection (d) of section 28-24 and fees assessed against subscribers of local telephone service and subscribers of commercial mobile radio services, pursuant to section 16-256g. The Enhanced 9-1-1 Telecommunications Fund shall be held separate and apart from all other moneys, funds and accounts. Interest derived from the investment of the fund shall be credited to the assets of the fund. Any balance remaining in the fund at the end of any fiscal year shall be carried forward in the fund for the fiscal year next succeeding.
- (b) The State Treasurer, in consultation with the Secretary of the Office of Policy and Management, shall invest the moneys deposited in the Enhanced 9-1-1 Telecommunications Fund in the Short-Term Investment Fund authorized under section 3-27a or investments in which the Treasurer may invest assets of the trust funds which are listed in section 3-13c.
- (c) The resources of the Enhanced 9-1-1 Telecommunications Fund shall be used solely to fund the expenses, as determined by the Commissioner of Public Safety in accordance with subsection (c) of section 28-24, associated with the enhanced emergency 9-1-1 program. Any surplus shall be carried forward to successive fiscal years and used for the sole purpose of administering the enhanced emergency 9-1-1 program.

(P.A. 89-259, S. 2, 5; P.A. 96-150, S. 2, 5.)

History: P.A. 96-150 changed "Public Safety Telecommunicator Training Fund" to "Enhanced 9-1-1 Telecommunications Fund" and specified use of fund, effective May 31, 1996.