



Agency Legislative Proposal - 2016 Session

Document Name (e.g. OPM1016Budget.doc; OTG1016Policy.doc):

DESPP_DSET2016.docx

(If submitting an electronically, please label with date, agency, and title of proposal – 092611_SDE_TechRevisions)

State Agency:

DESPP / DSET

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Lead agency division requesting this proposal:

DESPP-Division of Statewide Emergency Telecommunications

Agency Analyst/Drafter of Proposal:

Scott DeVico

Title of Proposal

AAC the Division of Statewide Emergency Telecommunications

Statutory Reference: C.G.S. Chapter 518a, Section 28-24 through 28-30

Proposal Summary

Change all references from "Office of State-wide Emergency Telecommunications" to "Division of Statewide Emergency Telecommunications":

Please attach a copy of fully drafted bill (required for review)

PROPOSAL BACKGROUND

- **Reason for Proposal**

Since the 2011 creation of DESPP, the Division within which the unit formerly known as the Office of State-wide Emergency Telecommunications was placed (the Division of Fire Investigation and Statewide Emergency Telecommunications) no longer exists. The director of the unit responsible for the Division of Statewide Emergency Telecommunications now reports directly to the Commissioner of DESPP.

- **Origin of Proposal** **New Proposal** **Resubmission**

No opposition last year. Because of a last minute technical amendment in the House, the Senate ran out of time to take it up.

PROPOSAL IMPACT



- **Agencies Affected** (please list for each affected agency)

Agency Name: None Agency Contact (name, title, phone): Date Contacted: Approve of Proposal ___ YES ___ NO ___ Talks Ongoing
Summary of Affected Agency's Comments
Will there need to be further negotiation? ___ YES ___ NO

- **Fiscal Impact** (please include the proposal section that causes the fiscal impact and the anticipated impact)

Municipal (please include any municipal mandate that can be found within legislation) None
State None
Federal None
Additional notes on fiscal impact

- **Policy and Programmatic Impacts**

None

Insert fully drafted bill here



Sec. 28-24. Office Division of State-Wide Statewide Emergency Telecommunications. Enhanced 9-1-1 system. Funding. (a) There is established an Office Division of State-Wide Statewide Emergency Telecommunications which shall be within the Department of Emergency Services and Public Protection. The Office Division of State-Wide Statewide Emergency Telecommunications shall be responsible for developing and maintaining a state-wide emergency service telecommunications policy. In connection with said policy, the office division shall:

Sec. 28-24. (b) (c) (9) the administration of the enhanced emergency 9-1-1 program by Office Division of State-Wide Statewide Emergency Telecommunications, as the commissioner determines to be reasonably necessary,

Sec. 28-24. (d) The office division may apply for, receive and distribute any federal funds available for emergency service telecommunications. The office division shall deposit such federal funds in the Enhanced 9-1-1 Telecommunications Fund established by section 28-30a.

Sec. 28-24. (e) The office division shall work in cooperation with the Public Utilities Regulatory Authority to carry out the purposes of this section.

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

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

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 division for the processing of requests for emergency services from the physically disabled.

(c) No person shall connect to a telephone company's network any automatic alarm or other automatic alerting device which causes the number "9-1-1" to be automatically dialed and provides a prerecorded message in order to directly access emergency services, except for a device approved by the office division 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 division and the municipality in which it is located, may establish 9-1-1 service to enable users of telephones within their private branch exchange to reach a private safety answering point by dialing 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 division to the private safety answering point. Prior to the installation and utilization of such 9-1-1 service, each municipality in which it will function, shall submit a private branch exchange 9-1-1 utilization plan to the office division in a format approved by the office division. Such plan shall be approved by the chief executive officer of such municipality who shall attest that the dispatch of emergency response services from a private safety answering point is equal to, or better than, the emergency response services dispatched from a public safety answering point.

(f) On and after January 1, 2001, each public safety answering point shall submit to the office division, on a quarterly basis, a report of all calls for services received through the 9-1-1 system by the public safety answering point. Such report shall include, but not be limited to, the following information: (1) The number of 9-1-1 calls during the reporting quarter; and (2) for each such call, the elapsed time period from the time the call was received to the time the call was answered, and the elapsed time period from the time the call was answered to the time the call was transferred or terminated, expressed in time ranges or fractile response times. The information required under this subsection may be submitted in any written or electronic form selected by such public safety answering point and approved by the Commissioner of Emergency Services and Public Protection, provided the commissioner shall take into consideration the needs of such public safety answering point in approving such written or electronic form. On a quarterly basis, the office division shall make such information available to the public and shall post such information on its 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 division such documentation as the office division may require to demonstrate that such public safety agency, private safety agency or regional emergency telecommunications center satisfies the requirements of subdivisions (2) and (3) of this subsection.

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

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

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

Sec. 28-27. Implementation of enhanced 9-1-1 service. Technical and operational standards. Regulations. (a) The office division shall, subject to review by the commission, administer and coordinate the implementation of enhanced 9-1-1 service in the state.

(b) The office division, in consultation with the Public Utilities Regulatory Authority, telephone companies, municipalities and public safety agencies, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of public safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of sections 28-25, 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 division, in consultation with private companies, corporations or institutions, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of private safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of said sections on or before September 1, 1991. Municipalities shall comply with such standards in the design, implementation and operation of public safety answering points. The office division may inspect each public safety answering point and private safety answering point which utilizes enhanced 9-1-1 network features to determine if it meets the requirements of said sections and the technical and operational standards established pursuant to this section.

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

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

[This section addressed in DESPP/DSET Policy "Item A" Document]

Sec. 28-28a. Provision of subscriber information: Permitted purposes; confidentiality; agreement. Immunity from liability.

(b) Each month, the provider of the enhanced 9-1-1 service database shall provide to the Office Division of State-Wide Statewide Emergency Telecommunications an electronic copy of the current subscriber information maintained in the enhanced 9-1-1



service database. The office division shall make such subscriber information available to the Department of Emergency Services and Public Protection and to each public safety answering point pursuant to a memorandum of understanding consistent with the provisions of this section. Each public safety answering point that has entered into such a memorandum of understanding shall make such subscriber information available to one or more of the municipalities within the public safety answering point's jurisdiction at such a municipality's request.

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

Sec. 28-29. Institution of civil proceedings by Attorney General. The Attorney General may, at the request of the office division, 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.

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

(b) The commission shall be appointed by the Governor and shall consist of the following members: (1) One representative from the technical support services unit of the Division of State Police within the Department of Emergency Services and Public Protection; (2) the State Fire Administrator; (3) one representative from the Office of Emergency Medical Services; (4) one representative from the Division of Emergency Management and Homeland Security within the Department of Emergency Services and Public Protection; (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 representative of telecommunicators, as defined in section 28-30; (11) one representative of the public; (12) one manager or coordinator of 9-1-1 public safety answering points serving areas of differing population concentration; and (13) 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 the date of his or her appointment or until a successor has been appointed and qualified. No member of the commission shall receive compensation for such member's services.

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

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" "Division" means the Office Division of State-Wide Statewide Emergency Telecommunications established under section 28-24.

(b) The office division, 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 division;

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

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



- (4) Issue certificates of recognition to persons who, by reason of specialized training, experience or education, are qualified for certification as telecommunicator instructors;
- (5) Coordinate the delivery of telecommunicator training programs, as required, to the public safety agencies; and
- (6) Renew the certification of telecommunicators and telecommunicator instructors who have maintained the minimum skills established by regulations adopted in accordance with the provisions of chapter 54.
- (c) On and after January 1, 1990, no person may be employed as a telecommunicator by any public safety agency or private safety agency for a period exceeding one year unless he has been certified by the office division upon successfully completing a telecommunicator training program and demonstrating proficiency in the performance of telecommunicator training program standards or successfully completing a written or oral examination developed by the office division.
- (d) The office division shall issue a written acknowledgment of achievement, without participation in a telecommunicator training program, to any person who, by reason of experience or specialized training demonstrates competence in the performance of telecommunicator training standards as developed by the office division.
- (e) The office division may revoke, suspend or refuse to renew any certificate if: (1) The certificate was issued by administrative error, (2) the certificate was obtained through misrepresentation of a material fact or fraud, (3) the holder has failed to perform the duties for which certification was granted or to maintain minimum skills, or (4) the holder has been convicted of a felony. The office division shall not revoke, suspend or refuse to renew any certificate except upon notice and hearing in accordance with the provisions of chapter 54.
- (f) Any telecommunicator employed by a public or private safety agency on a permanent basis on or before January 1, 1990, shall be deemed to have met all certification requirements and shall be automatically certified under the provisions of this section. Such certification shall expire when the person terminates his permanent employment with such agency.
- (g) The state shall save harmless and indemnify any person certified as a telecommunicator instructor by the office division under the provisions of this section from financial loss and expense, including legal fees and costs, if any, arising out of any claim, demand, suit or judgment by reason of alleged negligence or alleged deprivation of any person's civil rights or other act resulting in personal injury or property damage, which acts are not wanton, reckless or malicious, provided such person at the time of the acts resulting in such injury or damage was acting in the discharge of his duties in providing telecommunicator training and instruction.
- (h) The office division shall adopt regulations in accordance with chapter 54 to implement the provisions of this section.



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State Agency:

DESPP / DSET

Liaison: Devico, Scott

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E-mail: Scott.Devico@ct.gov

Lead agency division requesting this proposal:

Division of Statewide Emergency Telecommunications

Agency Analyst/Drafter of Proposal:

Stephen Verbil

Title of Proposal

“AAC Next Generation 911”

Statutory Reference: C.G.S. Chapter 518a, Section 28-27a

Proposal Summary

- 1) Re-write the foundational language of §28-27a to require the maintenance and update of PSAP plans filed with DSET.
- 2a) and 2b) Update and add changes to the definitions sections in §28-30b and §28-25.
- 3) Add Next-Generation 9-1-1 (NG911) language and requirements to the section.

Please attach a copy of fully drafted bill (required for review)

PROPOSAL BACKGROUND

- **Reason for Proposal**

These are technical and generic updates to the 9-1-1 statutes required to bring the law into alignment with national standards for 9-1-1 today, particularly “Next-Generation 9-1-1”; to update foundational language dating from the beginning of 9-1-1 in our state; and to update the duties of DSET to reflect the deregulation of the telecommunications industry as well as the technological changes that have occurred. Specific reason for each listed proposal are shown by number below and match the proposal summary above as well as the statutory language at the end of this document.

1) The existing statutory language is foundational (1984), and was required to start up the first enhanced 9-1-1 system. These existing requirements do not take into account that: PSAP coverage areas have changed and will change over time; towns will join together into regional PSAPs as they see the value of such arrangements; and towns and regional PSAPs re-arrange themselves as and when they see the need. Because these changes have cost and quality of service implications for the state and the system we provide for all of the PSAPs in the state, it is necessary for PSAPs to notify DSET and get approval for any planned significant change to their operation which could be service-affecting or budget-affecting.

2a) and 2b) Update definitions language to clarify the meaning of Voice over Internet Protocol (VoIP) service, which is the technology used by the Next-Generation 9-1-1 system as well as many competitive local access providers; and update definitions to include Next-Generation 9-1-1 concepts and requirements. In addition, references to “office” (Office of State-



wide Emergency Telecommunications) are changed throughout to “division” (Division of statewide Emergency Telecommunications), in compliance with a separate proposed change.

3) Update the requirements language for DSET to include implementing Next-Generation 9-1-1

- **Origin of Proposal** **New Proposal** **Resubmission**

No opposition last year. Because of a last minute technical amendment in the House, the Senate ran out of time to take it up.

PROPOSAL IMPACT

- **Agencies Affected** (please list for each affected agency)

Agency Name: N/A

Agency Contact (name, title, phone):

Date Contacted:

Approve of Proposal YES NO Talks Ongoing

Summary of Affected Agency's Comments

Will there need to be further negotiation? YES NO

- **Fiscal Impact** (please include the proposal section that causes the fiscal impact and the anticipated impact)

Municipal (please include any municipal mandate that can be found within legislation)

- 1) Reporting mandate occurs only when a significant change is planned which would affect a PSAP's enhanced 9-1-1 utilization plan. Paperwork impact that results would have a minimal impact on the work involved in actually making the changes envisioned, so the fiscal impact is minimal to none.

2a) and 2b) None

State

- 1) None
- 2a) and 2b) None
- 3) None

Federal

None



Additional notes on fiscal impact

• **Policy and Programmatic Impacts**

1) New regulations to be written to implement this change. For almost all PSAPs, the impact will be a once-yearly certification to DSET that they have not changed their operation, service area, etc. DSET will need to monitor to ensure that all certifications are received each year.

2a, 2b, 3) None

1) Strike the language of §28-27a (a) and (b) in its entirety and substitute the following:

Sec. 28-27a. Municipalities to submit utilization plans. (a) Prior to the creation of, or any change to the operation, location, service area, or specific public safety agencies serviced by any public safety answering point, a proposed enhanced 9-1-1 service utilization plan shall be submitted to the division for its review and approval. The division 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) Each public safety answering point shall certify once each year that the utilization plan on file, and the service details contained within it, has not changed.

(c) The Commissioner of Emergency Services and Public Protection, in consultation with the commission, shall adopt regulations in accordance with the provisions of chapter 54 concerning the content, maintenance and certification of utilization plans.

2a) Replace and update definitions language as noted below, renumber as appropriate. Deleted portions below are struck through; added portions are underlined:

Sec. 28-30b. Definitions. As used in sections 28-30a, 28-30b, 28-30d, 28-30e and 28-30f:

(7) "Voice over Internet Protocol Service" or "VoIP" means a service that has the following characteristics: (A) Enables real-time, two-way voice communication; (B) requires a broadband connection from the users' locations; (C) requires IP-compatible customer premises equipment; and (D) allows subscribers generally to ~~receive calls that originate on the public switched telephone network and to calls which terminate calls on the public switched telephone network, or on a private network from which the call may be transferred to the 9-1-1 network, or both.~~ receive calls that originate on the public switched telephone network, or on a private network from which the call may be transferred to the 9-1-1 network, or both.

2b) Replace, update and reorder the definitions noted below, renumber as appropriate. Deleted portions below are struck through; added portions are underlined:

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

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



- (2) "Automatic location identification" means an enhanced 9-1-1 service capability that enables the automatic display of information defining the geographical location of the telephone used to place a 9-1-1 call.
- (3) "Certified telecommunications provider" has the same meaning as provided in section 16-1.
- (4) "Division" "~~Office~~" means the Division ~~Office~~ of Statewide ~~State-Wide~~ Emergency Telecommunications.
- (5) "Commission" means the E 9-1-1 Commission created by section 28-29a.
- (6) "Emergency medical dispatch" means the management of requests for emergency medical assistance by utilizing a system of (A) tiered response or priority dispatching of emergency medical resources based on the level of medical assistance needed by the victim, and (B) prearrival first aid or other medical instructions given by trained personnel who are responsible for receiving 9-1-1 calls and directly dispatching emergency response services.
- (7) "Emergency notification system" means a service that notifies the public of an emergency.
- (8) "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.
- (9) "Enhanced 9-1-1 network features" means those features of selective routing which have the capability of automatic number and location identification.
- (10) "Location Information Server" or "LIS" means a functional entity external to the Next-Generation 9-1-1 system, provided by telecommunications carriers, telephone companies, commercial mobile radio services and third parties which provide location information to the Next-Generation 9-1-1 system at the time of an emergency call.
- (11) "Municipality" means any town, city, borough, consolidated town and city or consolidated town and borough.
- (12) "Next-Generation 9-1-1" or "NG911" means a service or system which supports end-to-end IP connectivity and utilizes an Emergency Services IP network (ESInet), to deliver emergency calls and emergency text messages to public safety answering points which are conformant to the National Emergency Number Association i3 standard. It also includes support for all of the capabilities of enhanced 9-1-1 service.
- (13) "Prepaid wireless telecommunications service" has the same meaning as provided in section 28-30b.
- (14) "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.
- (15) "Private safety agency" means any entity, except a municipality or a public safety agency, providing emergency fire, ambulance or medical services.
- (16) "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.



- (17) "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.
- (18) "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.
- (19) "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.
- (20) "Subscriber information" means the name, address and telephone number contained in the enhanced 9-1-1 service database of any telephone used to place a 9-1-1 call or that is used in connection with an emergency notification system.
- (21) "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.

3) Insert the underlined language into §28-27:

Sec. 28-27. Implementation of enhanced 9-1-1 service. Technical and operational standards. Regulations. (a) The office division shall, subject to review by the commission, administer and coordinate the implementation of enhanced 9-1-1 service and Next-Generation 9-1-1 service in the state.
