

Introduced by

Legislative Management

(Public Safety and Transportation Committee)

1 A BILL for an Act to amend and reenact sections 57-40.6-01 and 57-40.6-10 of the North
2 Dakota Century Code, relating to definitions and standards and guidelines for emergency
3 services communication systems.

4 **BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:**

5 **SECTION 1. AMENDMENT.** Section 57-40.6-01 of the North Dakota Century Code is
6 amended and reenacted as follows:

7 **57-40.6-01. Definitions.**

8 In this chapter, unless the context or ~~subject matter~~ otherwise requires:

- 9 1. "Active prepaid wireless service" means a prepaid wireless service that has been used
10 by the customer during the month to complete a telephone call for which the
11 customer's card or balance was decremented.
- 12 2. "Assessed communications service" means a software service, communication
13 connection, cable or broadband transport facilities, or a combination of these facilities,
14 between a billed retail end user and a service provider's network that provides the end
15 user, upon dialing 911, access to a public safety answering point through a permissible
16 interconnection to the dedicated 911 network. The term includes telephone exchange
17 access service, wireless service, active prepaid wireless service, and voice over
18 internet protocol service.
- 19 3. "Automated notification system" means that portion of a telecommunications system
20 that provides rapid notice of emergency situations to the public.
- 21 4. "Communication connection" means a telephone access line, wireless access line,
22 unique voice over internet protocol service connection, or functional equivalent
23 uniquely identifiable by a number, internet address, or other designation.

- 1 5. "Emergency services communication system" means a statewide, countywide, or
2 citywide radio system, land lines communication network, wireless service network, or
3 enhanced 911 (E911) telephone system, which provides rapid public access for
4 coordinated dispatching of services, personnel, equipment, and facilities for law
5 enforcement, fire, medical, or other emergency services.
- 6 6. "FCC order" means federal communications commission order 94-102 [961 Federal
7 Register 40348] and any other FCC order that affects the provision of wireless
8 enhanced 911 service.
- 9 7. "Prepaid wireless service" means wireless service that is activated in advance by
10 payment for a finite dollar amount of service or for a finite set of minutes that
11 terminates either upon use by a customer and delivery by the wireless provider of an
12 agreed-upon amount of service corresponding to the total dollar amount paid in
13 advance or within a certain period of time following the initial purchase or activation,
14 unless the customer makes additional payments.
- 15 8. "Public safety answering point" or "PSAP" means a communications facility or
16 combination of facilities operated on a twenty-four-hour basis which first receives 911
17 calls from persons in a 911 service area and which, as appropriate, may directly
18 dispatch public safety services or extend, transfer, or relay 911 calls to appropriate
19 public safety agencies.
- 20 9. "Public safety answering point service area" means the geographic area for which a
21 public safety answering point has dispatch and emergency communications
22 responsibility.
- 23 10. "Public safety telecommunicator" means an employee of this state or of a political
24 subdivision of this state whose primary full-time or part-time duties are receiving,
25 processing, and transmitting public safety information received through an emergency
26 services communication system.
- 27 11. "Subscriber service address" means, for purposes of wire line subscribers, the
28 address where the telephone subscriber's wire line telephone device is used and, for
29 purposes of wireless subscribers, the place of primary use, as that term is defined in
30 section 57-34.1-02.

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- 1 ~~40~~.12. "Telephone access line" means the principal access to the telephone company's
2 switched network, including an outward dialed trunk or access register.
- 3 ~~44~~.13. "Telephone exchange access service" means service to any wire line telephone
4 access line identified by a unique telephone number that provides local wire line
5 access to the telecommunications network to a service subscriber and which enables
6 the subscriber to access the emergency services communications system by dialing
7 the digits 9-1-1 on the subscriber's telephone device.
- 8 ~~42~~.14. "Unpublished" means information that is not published or available from directory
9 assistance.
- 10 ~~43~~.15. "Voice over internet protocol service" means a service that enables real-time two-way
11 voice communications; requires a broadband connection from the user's location;
12 requires internet protocol-compatible customer premises equipment; and permits
13 users generally to receive calls that originate on the public switched telephone network
14 and to terminate calls to the public switched telephone network.
- 15 ~~44~~.16. "Wireless access line" means each active wireless and prepaid wireless telephone
16 number assigned to a commercial mobile radio service subscriber, including end users
17 of resellers.
- 18 ~~45~~.17. "Wireless enhanced 911 service" means the service required to be provided by
19 wireless service providers pursuant to the FCC order.
- 20 ~~46~~.18. "Wireless service" means commercial mobile radio service as defined in 47 U.S.C.
21 332(d)(1) and includes:
- 22 a. Services commonly referred to as wireless; and
- 23 b. Services provided by any wireless real-time two-way voice communication
24 device, including radio-telephone communications used in:
- 25 (1) Cellular telephone service;
- 26 (2) Personal communications service; or
- 27 (3) The functional or competitive equivalent of a radio-telephone
28 communications line used in cellular telephone service, personal
29 communications service, or a network radio access line.

1 ~~17.19.~~ "Wireless service provider" means any entity authorized by the federal
2 communications commission to provide wireless service within ~~thethis~~ state of North-
3 Dakota.

4 **SECTION 2. AMENDMENT.** Section 57-40.6-10 of the North Dakota Century Code is
5 amended and reenacted as follows:

6 **57-40.6-10. Standards and guidelines.**

- 7 1. The governing body of the local governmental unit with jurisdiction over an emergency
8 911 ~~telephones~~services communication system shall ~~be~~is or shall designate a
9 governing committee ~~of the emergency 911 telephone system which~~that shall:
- 10 a. Designate a ~~911~~an emergency services communication system coordinator.
 - 11 b. Enter written agreements with participating organizations and agencies.
 - 12 c. Designate lines of authority.
 - 13 d. Provide for a written plan for rural addressing, if applicable, which has been
14 coordinated with the local postal authorities. After January 1, 1993, a rural plan
15 must conform to the modified burkle addressing plan. A plan in use before this
16 date does not have to conform with the modified burkle addressing plan. If
17 implemented, all rural addressing signs must comply with the manual on uniform
18 traffic control devices standards.
 - 19 e. ~~Provide for an update of the emergency 911 telephone system's data base~~
20 ~~annually by obtaining current records from the appropriate telecommunications~~
21 ~~company.~~
 - 22 f. Define a records retention plan for all printed, electronic, and recorded records in
23 accordance with state law and jurisdictional requirements.
 - 24 ~~g-f.~~ Encourage that ~~coi~~n-free dialingcost-free connection is available for
25 911emergency calls.
 - 26 h. ~~Define a mechanism to differentiate between emergency 911 telephone calls~~
27 ~~from other calls.~~
 - 28 i. ~~Provide for written operating procedures.~~
 - 29 j. ~~Require the public safety answering point that initially receives an emergency call~~
30 ~~to be responsible for handling that call. If a transfer of an emergency call is made~~
31 ~~to a secondary public safety answering point, the initial public safety answering~~

- 1 point may not disconnect from the three-way call unless mutually agreed upon by
2 the two public safety answering point dispatchers. Upon this agreement, the
3 secondary public safety answering point becomes responsible for the call.
- 4 k. ~~Beginning June 1, 2002, ensure that the closest available emergency medical~~
5 ~~service is dispatched to the scene of medical emergencies regardless of city,~~
6 ~~county, or district boundaries. The state department of health shall provide~~
7 ~~emergency 911 telephone systems with necessary geographical information to~~
8 ~~assist in the implementation of this subdivision.~~
- 9 l.g. Operate or contract for the operation of at least one public safety answering point
10 to manage emergency services communications.
- 11 h. Ensure that fee proceeds collected under this chapter are expended in
12 accordance with guidelines developed pursuant to section 57-40.6-12 and
13 implement an accounting system sufficient to meet the requirements of section
14 57-40.6-05.
- 15 2. The governing committee may:
- 16 a. Require appropriate liability protection.
- 17 b. Create a user advisory board.
- 18 c. Conduct an annual statistical evaluation of services.
- 19 d. Publish an annual financial report in the official county newspaper.
- 20 3. ~~An emergency 911 telephone system must access and dispatch the following services~~
21 communication system coordinator shall:
- 22 a. ~~Law enforcement.~~
- 23 b. ~~Fire service.~~
- 24 c. ~~Emergency medical service.~~
- 25 4. ~~An emergency 911 telephone system may access and dispatch the following services:~~
- 26 a. ~~Poison control.~~
- 27 b. ~~Suicide prevention.~~
- 28 c. ~~Emergency management.~~
- 29 d. ~~Any other related service in subsection 3 or this subsection.~~
- 30 5. ~~The governing committee of an emergency 911 telephone system shall provide that~~
31 ~~that system:~~

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- 1 a. ~~Provides twenty-four hour, seven-day-a-week coverage.~~
- 2 b. ~~Dispatches and communicates with service identified in subsection 3.~~
- 3 c. ~~Records all incoming 911 calls and related radio and telephone communications.~~
- 4 d. ~~Provides alternate measures in the event of an emergency 911 telephone system~~
- 5 ~~failure, including an alternate public safety answering point seven-digit number.~~
- 6 e. ~~Ensures an adequate grade of service that is statistically based by population to~~
- 7 ~~assure access to an emergency 911 telephone system.~~
- 8 f. ~~Does not accept one-way call-in alarms or devices.~~
- 9 g. ~~Provides access to an emergency 911 telephone system through specialized~~
- 10 ~~telecommunications equipment as defined under section 54-44.8-01.~~
- 11 6. ~~An emergency 911 telephone system may:~~
- 12 a. ~~Locate the emergency caller utilizing electronic equipment.~~
- 13 b. ~~Provide a mechanism for investigating false or prank calls.~~
- 14 7. ~~An emergency 911 telephone system must include at least one public safety~~
- 15 ~~answering point.~~
- 16 8. ~~A cellular 911 call must be routed to the appropriate 911 public safety answering point.~~
- 17 9. ~~An emergency 911 telephone call must be answered by a dispatcher who has~~
- 18 ~~completed training through an association of public safety communications officials~~
- 19 ~~course or equivalent course. An emergency 911 dispatch center is required to offer~~
- 20 ~~emergency medical dispatch instructions on all emergency medical calls. Prearrival~~
- 21 ~~instructions must be offered by a dispatcher who has completed an emergency~~
- 22 ~~medical dispatch course approved by the division of emergency health services.~~
- 23 ~~Prearrival medical instructions may be given through a mutual aid agreement.~~
- 24 a. Ensure that address and mapping data is updated in the emergency services
- 25 communication system database and mapping system within thirty days of
- 26 receipt of notice or request for change;
- 27 b. Provide for a complete annual review of the emergency services communication
- 28 system land line database by obtaining current records from the appropriate
- 29 telecommunications companies;
- 30 c. Maintain the law enforcement, fire, and emergency medical service response
- 31 boundaries for the public safety answering point service area; and

- 1 d. Ensure that the dispatch protocols for emergency service notifications are
2 documented and communicated with all law enforcement, fire, and emergency
3 medical services.
- 4 4. A public safety answering point must:
- 5 a. Be operational twenty-four hours a day seven days a week or be capable of
6 transferring emergency calls to another public safety answering point meeting the
7 requirements of this section during times of nonoperation.
- 8 b. No later than July 1, 2013, be staffed continuously with at least one public safety
9 telecommunicator who is on duty at all times of operation and who ~~is dedicated~~
10 ~~to~~has primary responsibility for handling the communications of the public safety
11 answering point.
- 12 c. Have the capability to dispatch law enforcement, fire, and medical responders to
13 calls for service in the public safety answering point's service area.
- 14 d. Have two-way communication with all law enforcement, fire, and medical
15 responder units and operational incident or unified commands in the public safety
16 answering point's service area.
- 17 e. As authorized by the governing committee, access and dispatch poison control,
18 suicide prevention, emergency management, and other public or private services
19 but may not accept one-way private call-in alarms or devices as 911 calls.
- 20 f. Dispatch the emergency medical service that has been determined to be the
21 quickest to arrive to the scene of medical emergencies regardless of city, county,
22 or district boundaries. The state department of health shall provide public safety
23 answering points with the physical locations of the emergency medical services
24 necessary for the implementation of this subdivision.
- 25 g. Be capable of providing emergency medical dispatch prearrival instructions on
26 all emergency medical calls. Prearrival instructions must be offered by a public
27 safety telecommunicator who has completed an emergency medical dispatch
28 course approved by the division of emergency health services. Prearrival medical
29 instructions may be given through a mutual aid agreement.
- 30 h. Have security measures in place to prevent direct physical public access to
31 on-duty public safety telecommunicators and to prevent direct physical public

- 1 access to any room or location where public safety answering point equipment
2 and systems are located.
- 3 i. Have an alternative source of electrical power that is sufficient to ensure at least
4 six hours of continued operation of emergency communication equipment in the
5 event of a commercial power failure. A public safety answering point also must
6 have equipment to protect critical equipment and systems from irregular power
7 conditions, such as power spikes, lightning, and brownouts. Documented testing
8 of backup equipment must be performed each quarter under load.
- 9 j. Maintain a written policy for computer system security and preservation of data.
- 10 k. Have the capability of recording and immediate playback of recorded emergency
11 calls and radio traffic.
- 12 l. Employ a mechanism to differentiate emergency calls from other calls.
- 13 m. Provide assistance for investigating false or prank calls.
- 14 n. Have an alternative method of answering inbound emergency calls at the public
15 safety answering point when its primary emergency services communication
16 system equipment is inoperable.
- 17 o. No later than July 1, 2013, have a written policy, appropriate agreements, and the
18 capability to directly answer emergency calls and dispatch responders from a
19 separate, independent location other than the main public safety answering point
20 or another public safety answering point meeting the requirements of this section,
21 within sixty minutes of an event that renders the main public safety answering
22 point inoperative. This alternative location must have independent access to the
23 public safety answering point's land line database. The capability of transferring
24 emergency calls to this alternative location must be tested and documented
25 annually.
- 26 p. Remain responsible for all emergency calls received, even if a transfer of the call
27 is made to a second public safety answering point. The initial public safety
28 answering point may not disconnect from the three-way call unless mutually
29 agreed by the two public safety telecommunicators. Upon this agreement, the
30 secondary public safety answering point becomes responsible for the call.

- 1 q. Employ the necessary telecommunications network and electronic equipment
2 consistent with the minimum technical standards recommended by the national
3 emergency number association to securely receive and respond to emergency
4 communications.
- 5 r. After July 1, 2013, maintain current, up-to-date mapping of its service area and
6 have the ability to use longitude and latitude to direct responders.
- 7 s. Secure two sets of fingerprints from a law enforcement agency or any other
8 agency authorized to take fingerprints and all other information necessary to
9 obtain state criminal history record information and a nationwide background
10 check under federal law for all public safety telecommunicators.
- 11 t. Have policies to ensure that all public safety telecommunicators:
- 12 (1) Do not have felony convictions;
- 13 (2) Complete preemployment screening for illegal substance use and hearing;
- 14 (3) Complete training through an association of public safety communications
15 officials course or equivalent course;
- 16 (4) Can prioritize appropriately all calls for service; and
- 17 (5) Can determine the appropriate resources to be used in response to all calls
18 for public safety services.
- 19 u. Have written policies establishing procedures for recording and documenting
20 relevant information of every request for service, including:
- 21 (1) Date and time of request for service;
- 22 (2) Name and address of requester, if available;
- 23 (3) Type of incident reported;
- 24 (4) Location of incident reported;
- 25 (5) Description of resources assigned, if any;
- 26 (6) Time of dispatch;
- 27 (7) Time of resource arrival; and
- 28 (8) Time of incident conclusion.
- 29 v. Have written policies establishing dispatch procedures and provide periodic
30 training of public safety telecommunicators on those procedures, including
31 procedures for:

- 1 (1) Standardized call taking and dispatch procedures;
- 2 (2) The prompt handling and appropriate routing of misdirected emergency
- 3 calls;
- 4 (3) The handling of hang-up emergency calls;
- 5 (4) The handling of calls from non-English speaking callers; and
- 6 (5) The handling of calls from ~~hearing-impaired and mute~~ callers ~~with hearing or~~
- 7 speech impairments.