

HOUSE BILL NO. 1027

Introduced by

Legislative Management

(Economic Impact Committee)

1 A BILL for an Act to amend and reenact subsection 2 of section 57-40.6-01, section 57-40.6-04,
2 and subsection 4 of 57-40.6-10 of the North Dakota Century Code, relating to the standards and
3 guidelines for emergency services communications systems; and to repeal section 57-40.6-03.1
4 of the North Dakota Century Code, relating to 911 database management charges.

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

6 **SECTION 1. AMENDMENT.** Subsection 2 of section 57-40.6-01 of the North Dakota
7 Century Code is amended and reenacted as follows:

8 2. "Assessed communications service" means a software service, communication
9 connection, cable or broadband transport facilities, or a combination of these facilities,
10 between a billed retail end user and a service provider's network that provides the end
11 user, upon ~~dialing~~contacting 911, access to a public safety answering point through a
12 permissible interconnection to the dedicated 911 network. The term includes
13 telephone exchange access service, wireless service, and voice over internet protocol
14 service.

15 **SECTION 2. AMENDMENT.** Section 57-40.6-04 of the North Dakota Century Code is
16 amended and reenacted as follows:

17 **57-40.6-04. Fee collection procedure.**

18 An assessed communications service provider may retain the actual costs of administration
19 in collection of the fee and any telephone exchange access service provider charges for 911
20 database management, not to exceed five percent of the ~~first one dollar of the~~ fee collected.
21 The fee proceeds must be paid by the assessed communications service provider within thirty
22 days after it is collected from the subscriber or customer unless the provider has fewer than ten
23 subscribers or customers in a jurisdiction, in which case the provider may pay the proceeds
24 quarterly.

1 **SECTION 3. AMENDMENT.** Subsection 4 of section 57-40.6-10 of the North Dakota
2 Century Code is amended and reenacted as follows:

- 3 4. A public safety answering point must:
- 4 a. Be operational twenty-four hours a day seven days a week or be capable of
5 transferring emergency calls to another public safety answering point meeting the
6 requirements of this section during times of nonoperation.
 - 7 b. Be staffed continuously with at least one public safety telecommunicator who is
8 on duty at all times of operation and who has primary responsibility for handling
9 the communications of the public safety answering point.
 - 10 c. Have the capability to dispatch public safety services to calls for service in the
11 public safety answering point's service area.
 - 12 d. Have two-way communication with all public safety services in the public safety
13 answering point's service area.
 - 14 e. As authorized by the governing committee, access and dispatch poison control,
15 suicide prevention, emergency management, and other public or private services
16 but may not accept one-way private call-in alarms or devices as 911 calls.
 - 17 f. Dispatch the emergency medical service that has been determined to be the
18 quickest to arrive to the scene of medical emergencies regardless of city, county,
19 or district boundaries. The state department of health shall provide public safety
20 answering points with the physical locations of the emergency medical services
21 necessary for the implementation of this subdivision.
 - 22 g. Be capable of providing emergency medical dispatch prearrival instructions on all
23 emergency medical calls. Prearrival instructions must be offered by a public
24 safety telecommunicator who has completed an emergency medical dispatch
25 course approved by the division of emergency health services. Prearrival medical
26 instructions may be given through a mutual aid agreement.
 - 27 h. Have security measures in place to prevent direct physical public access to
28 on-duty public safety telecommunicators and to prevent direct physical public
29 access to any room or location where public safety answering point equipment
30 and systems are located.

- 1 i. Have an alternative source of electrical power that is sufficient to ensure at least
- 2 six hours of continued operation of emergency communication equipment in the
- 3 event of a commercial power failure. A public safety answering point also must
- 4 have equipment to protect critical equipment and systems from irregular power
- 5 conditions, such as power spikes, lightning, and brownouts. Documented testing
- 6 of backup equipment must be performed each quarter under load.
- 7 j. Maintain a written policy for computer system security and preservation of data.
- 8 k. Have the capability of recording and immediate playback of recorded emergency
- 9 calls and radio traffic.
- 10 l. Employ a mechanism to differentiate emergency calls from other calls.
- 11 m. Provide assistance for investigating false or prank calls.
- 12 n. Have an alternative method of answering inbound emergency calls at the public
- 13 safety answering point when its primary emergency services communication
- 14 system equipment is inoperable.
- 15 o. No later than July 1, 2015, have a written policy, appropriate agreements, and the
- 16 capability to directly answer emergency calls and dispatch responders from a
- 17 separate, independent location other than the main public safety answering point
- 18 or another public safety answering point meeting the requirements of this section,
- 19 within sixty minutes of an event that renders the main public safety answering
- 20 point inoperative. This alternative location must have independent access to the
- 21 public safety answering point's land line database. The capability of transferring
- 22 emergency calls to this alternative location must be tested and documented
- 23 annually.
- 24 p. Remain responsible for all emergency calls received, even if a transfer of the call
- 25 is made to a second public safety answering point. The initial public safety
- 26 answering point may not disconnect from the three-way call unless mutually
- 27 agreed by the two public safety telecommunicators. Upon this agreement, the
- 28 secondary public safety answering point becomes responsible for the call.
- 29 q. Employ the necessary telecommunications network and electronic equipment
- 30 consistent with the minimum technical standards recommended by the national

- 1 emergency number association to securely receive and respond to emergency
2 communications.
- 3 r. After July 1, 2015, maintain current, up-to-date mapping of its service area and
4 have the ability to use longitude and latitude to direct responders.
- 5 s. Secure two sets of fingerprints from a law enforcement agency or any other
6 agency authorized to take fingerprints and all other information necessary to
7 obtain state criminal history record information and a nationwide background
8 check under federal law for all public safety telecommunicators.
- 9 t. Have policies to ensure that all public safety telecommunicators:
- 10 (1) Do not have ~~a felony conviction~~conviction, at a minimum consistent with
11 the national crime information center standards;
- 12 (2) Complete preemployment screening for illegal substance use and hearing;
- 13 (3) ~~Complete training through an association of public safety communications~~
14 ~~officials course or equivalent course~~Meet and maintain the minimum
15 qualifications and required certifications as established by the emergency
16 services communications coordinating committee;
- 17 (4) Can prioritize appropriately all calls for service; and
- 18 (5) Can determine the appropriate resources to be used in response to all calls
19 for public safety services.
- 20 u. Have written policies establishing procedures for recording and documenting
21 relevant information of every request for service, including:
- 22 (1) Date and time of request for service;
- 23 (2) Name and address of requester, if available;
- 24 (3) Type of incident reported;
- 25 (4) Location of incident reported;
- 26 (5) Description of resources assigned, if any;
- 27 (6) Time of dispatch;
- 28 (7) Time of resource arrival; and
- 29 (8) Time of incident conclusion.

- 1 v. Have written policies establishing dispatch procedures and provide initial and
2 periodic training of public safety telecommunicators on those procedures,
3 including procedures for:
- 4 (1) Standardized call taking and dispatch procedures;
5 (2) The prompt handling and appropriate routing of misdirected emergency
6 calls;
7 (3) The handling of hang-up emergency calls;
8 (4) The handling of calls from non-English speaking callers; and
9 (5) The handling of calls from callers with hearing or speech impairments.

10 **SECTION 4. REPEAL.** Section 57-40.6-03.1 of the North Dakota Century Code is repealed.