



NORTH DAKOTA HOUSE OF REPRESENTATIVES

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COMMITTEES:
Appropriations

March 19, 2021

HB 1206 – Emergency Services Communications Coordinating Committee Technical Corrections

Chairman Randy Burckhard and members of the Senate Political Subdivisions Committee,

I'm before you today as chairman of our legislative Information Technology Committee, which received 3 policy requests during our most recent interim. By practice we do not recommend legislation to be introduced by the committee; instead we recommend concepts and invite committee members to work on those proposals in subsequent legislative sessions.

HB 1206 is a technical update to 57-40.6 regarding emergency services communication systems and one of the policy concepts your IT Committee unanimously recommended in September 2020.

The Emergency Services Communications Coordinating Committee (ESC3) was established by state law in 2001, specifically to implement technologies that will efficiently and cost-effectively deliver 911 calls to one of the 21 existing public safety answering points (PSAPs).

As you may know, 911-related services are funded from an emergency services system fee levied on telecommunications services in this state. All 53 counties and 1 city impose this fee. We learned at our September 2020 meeting that 35 jurisdictions charge the maximum \$2.00 fee while the remaining 19 counties charge \$1.50.

The telecommunication fee revenue totaled \$17.7 million in 2019, roughly 64% of the \$27.5 million needed to support North Dakota emergency communication systems. Remaining funds are collected primarily from local property taxes.

ESC3 is composed of two state and two local government representatives. State laws are regularly reviewed by ESC3 to ensure code is consistent with common practices and emerging technology utilized by our emergency responders.

I'll quickly walk through the updates in each section of HB 1206.

Section 1: updates terminology to be consistent with proposed changes throughout the text of the bill. We add "911 system service provider" and modernizes the definition of "subscriber service address" to add new communication technologies.

Section 2: requires, rather than allows, a county or city to use 911-fees in accordance with ESC3 guidelines.

Section 3: updates 911-database requirements to collect physical addresses for all types of communication services (as opposed to just land line services.)

Section 4: changes the word "address" to "location" to accommodate calls of service based on GPS coordinates.

Section 5: technical updates replacing references to land lines with all service providers.

Section 6: amendments to standards and guidelines.

Subsection "e" – removes unnecessary language as authority to dispatch services is already provided within the standards and guidelines;

Subsection "f" – updates emergency service dispatch priority and removes ambiguity with the term "quickest." This requires a PSAP to dispatch the service that can most quickly arrive to the scene, then dispatch secondary responders based on the best information at the time.

Remaining subsections are minor technical corrections, except **subsection "v"** requires PSAPs to have written policies for establishing dispatch procedures for text-initiated communications.

Section 7: ESC3 governance change, amending current reporting requirements from annual to biennial, aligning this provision with their requirement to present information to the legislature.

Note: Page 10 line 6 currently uses the word "biannually", which means twice each year. We noticed the error yesterday and have an amendment to correctly use the word "biennially", which means once every two years. Please consider adopting this amendment to ensure statute aligns with the coordinating council's intent.

Section 8: removes the requirement for BCI to obtain information from wireless providers and distribute that information to each PSAP. Information collected by BCI is not being used by PSAPs and it was recommended we remove this requirement.

Section 9: removes outdated language regarding prepaid wireless fee collections and permits prepaid wireless sellers to retain the existing allowance of 3 percent of the fee.

Ultimately, these changes are intended to improve the coordination and function of our emergency service systems. If enacted, language in HB 1206 should also reduce the likelihood of political subdivisions misinterpreting how 911-fee revenue may be used.

Representatives from the Association of Counties and ESC3 will follow with additional information and can answer technical questions you may have. On behalf of your Information Technology Committee, I encourage your favorable recommendation and ultimate passage of HB 1206.

Thank you again, Chairman Burckhard and members of the committee.

Introduced by

Representatives Mock, Bosch, Dockter, Roers Jones, Vigesaa, Weisz

Senators Davison, Piepkorn, Vedaa, Wanzek

1 A BILL for an Act to amend and reenact sections 57-40.6-01, 57-40.6-05, and 57-40.6-06,
2 subsection 3 of section 57-40.6-07, subsections 3 and 4 of section 57-40.6-10, sections
3 57-40.6-12 and 57-40.6-13, and subdivision c of subsection 8 of section 57-40.6-14 of the North
4 Dakota Century Code, relating to emergency services communication systems.

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

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

8 **57-40.6-01. Definitions.**

9 In this chapter, unless the context otherwise requires:

- 10 1. "911 system" means a set of networks, software applications, databases, call
11 answering components, and operations and management procedures required to
12 provide 911 services.
- 13 2. "911 system service provider" means an entity that provides the systems and support
14 necessary to enable 911 calling for one or more public safety answering points in a
15 specific geographic area. A 911 system service provider may provide the systems and
16 support for either enhanced 911 or next generation 9-1-1.
- 17 3. "Assessed communications service" means a software service, communication
18 connection, cable or broadband transport facilities, or a combination of these facilities,
19 between a billed retail end user and a service provider's network that provides the end
20 user, upon contacting 911, access to a public safety answering point through a
21 permissible interconnection to the dedicated 911 network. The term includes
22 telephone exchange access service, wireless service, and voice over internet protocol
23 service.

Sixty-seventh
Legislative Assembly

- 1 ~~3.4.~~ "Automated notification system" means that portion of a telecommunications system
2 that provides rapid notice of emergency situations to the public.
- 3 ~~4.5.~~ "Commissioner" means the state tax commissioner.
- 4 ~~5.6.~~ "Communication connection" means a telephone access line, wireless access line,
5 unique voice over internet protocol service connection, or functional equivalent
6 uniquely identifiable by a number, internet address, or other designation.
- 7 ~~6.7.~~ "Consumer" means a person who purchases prepaid wireless service in a retail
8 transaction.
- 9 ~~7.8.~~ "Emergency services communication system" means a comprehensive statewide or
10 countywide system, which provides rapid public access for coordinated dispatching of
11 public safety services. The system includes a 911 system or radio system.
- 12 ~~8.9.~~ "FCC order" means federal communications commission order 94-102 [961 Federal
13 Register 40348] and any other FCC order that affects the provision of wireless
14 enhanced 911 service.
- 15 ~~9.10.~~ "Prepaid wireless emergency 911 fee" means the fee that is required to be collected
16 by a seller from a consumer in the amount established under section 57-40.6-14.
- 17 ~~10.11.~~ "Prepaid wireless service" means any telecommunications service that provides the
18 right to use a mobile wireless service as well as other nontelecommunications
19 services, including the download of digital products delivered electronically, content
20 and ancillary services, which are paid for in advance and sold in predetermined units
21 or dollars which decline with use in a known amount.
- 22 ~~11.12.~~ "Prepaid wireless service provider" means any person that provides prepaid wireless
23 telecommunications service pursuant to a license issued by the federal
24 communications commission.
- 25 ~~12.13.~~ "Public safety answering point" or "PSAP" means a communications facility or
26 combination of facilities which first receives 911 calls from persons in a 911 service
27 area and which, as appropriate, may directly dispatch public safety services or extend,
28 transfer, or relay 911 calls to appropriate public safety agencies.
- 29 ~~13.14.~~ "Public safety answering point service area" means the geographic area for which a
30 public safety answering point has dispatch and emergency communications
31 responsibility.

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- 1 ~~14-15.~~ "Public safety services" means personnel, equipment, and facilities used by law
2 enforcement, fire, medical, or other supporting services used in providing a public
3 safety response to an incident.
- 4 ~~15-16.~~ "Public safety telecommunicator" means an individual whose primary full-time or
5 part-time duties are receiving, processing, and transmitting public safety information
6 received through an emergency services communication system.
- 7 ~~16-17.~~ "Radio system" means a set of networks, software applications, databases, radio
8 components and infrastructure, and operations and management procedures required
9 to provide communication services.
- 10 ~~17-18.~~ "Retail transaction" means the purchase of prepaid wireless service from a seller for
11 any purpose other than resale.
- 12 ~~18-19.~~ "Seller" means a person who sells prepaid wireless services to a consumer.
- 13 ~~19-20.~~ "Subscriber service address" means, for purposes of ~~wire line~~telephone exchange
14 access service and voice over internet protocol service subscribers, the address
15 where the ~~telephone~~ subscriber's ~~wire line telephone~~communication device is used
16 and, for purposes of wireless subscribers, the place of primary use, as that term is
17 defined in section 57-34.1-02.
- 18 ~~20-21.~~ "Telephone access line" means the principal access to the telephone company's
19 switched network, including an outward dialed trunk or access register.
- 20 ~~21-22.~~ "Telephone exchange access service" means service to any wire line telephone
21 access line identified by a unique telephone number that provides local wire line
22 access to the telecommunications network to a service subscriber and which enables
23 the subscriber to access the emergency services communications system by dialing
24 the digits 9-1-1 on the subscriber's telephone device.
- 25 ~~22-23.~~ "Unpublished" means information that is not published or available from directory
26 assistance.
- 27 ~~23-24.~~ "Voice over internet protocol service" means a service that enables real-time two-way
28 voice communications; requires a broadband connection from the user's location;
29 requires internet protocol-compatible customer premises equipment; and permits
30 users generally to receive calls that originate on the public switched telephone network
31 and to terminate calls to the public switched telephone network.

1 ~~24-25.~~ "Wireless access line" means each active wireless and prepaid wireless telephone
2 number assigned to a commercial mobile radio service subscriber, including end users
3 of resellers.

4 ~~25-26.~~ "Wireless enhanced 911 service" means the service required to be provided by
5 wireless service providers pursuant to the FCC order.

6 ~~26-27.~~ "Wireless service" means commercial mobile radio service as defined in 47 U.S.C.
7 332(d)(1) and includes:

8 a. Services commonly referred to as wireless; and

9 b. Services provided by any wireless real-time two-way voice communication
10 device, including radio-telephone communications used in:

11 (1) Cellular telephone service;

12 (2) Personal communications service; or

13 (3) The functional or competitive equivalent of a radio-telephone
14 communications line used in cellular telephone service, personal
15 communications service, or a network radio access line.

16 ~~27-28.~~ "Wireless service provider" means any entity authorized by the federal
17 communications commission to provide wireless service within this state.

18 **SECTION 2. AMENDMENT.** Section 57-40.6-05 of the North Dakota Century Code is
19 amended and reenacted as follows:

20 **57-40.6-05. Restriction on use of fee proceeds.**

21 The governing body ~~may~~shall use the proceeds of the fee imposed under section
22 57-40.6-02 ~~solely for implementing, maintaining, or operating the emergency services-~~
23 ~~communication system and may enter into agreements to effectuate the same in~~ accordance
24 with guidelines established by the emergency services communications coordinating committee
25 under duties identified in section 57-40.6-12. The governing body or its designee shall deposit
26 the fee proceeds in a separate fund and keep records to show all expenditures from the fee
27 proceeds.

28 **SECTION 3. AMENDMENT.** Section 57-40.6-06 of the North Dakota Century Code is
29 amended and reenacted as follows:

1 **57-40.6-06. Database.**

2 Any ~~telephone exchange access~~assessed communications service provider providing
3 emergency 911 service and whose subscriber's service addresses are provided to a public
4 safety answering point upon delivery of a 911 call shall provide current customer names,
5 addresses, and telephone numbers to each emergency services communication system
6 coordinator, the coordinator's designee, or public safety answering point within each 911
7 system. Information provided under this section must be provided in accordance with the
8 transactional record disclosure requirements of the federal Electronics Communications Privacy
9 Act of 1986, 18 U.S.C. 2703(c)(1)(B)(iii), and in a manner that identifies the names and
10 telephone numbers that are unpublished. The provider shall report database information
11 regarding new service or a change of service within two business days of the actual service
12 change unless a longer period is permitted by the jurisdiction. The provider shall report
13 database information regarding dropped service at least monthly.

14 **SECTION 4. AMENDMENT.** Subsection 3 of section 57-40.6-07 of the North Dakota
15 Century Code is amended and reenacted as follows:

16 3. A record obtained by a public safety answering point for the purpose of providing
17 services in an emergency which reveals personal information or the identity,
18 addresslocation, or telephone number of a person requesting emergency service or
19 reporting an emergency is exempt from section 44-04-18 and may be redacted from
20 the record before it is released.

21 **SECTION 5. AMENDMENT.** Subsection 3 of section 57-40.6-10 of the North Dakota
22 Century Code is amended and reenacted as follows:

23 3. An emergency services communication system coordinator shall:
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~~911 database by obtaining current records from the appropriate
29 ~~telecommunications companies~~911 system service provider;
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 **SECTION 6. AMENDMENT.** Subsection 4 of section 57-40.6-10 of the North Dakota
5 Century Code is amended and reenacted as follows:

- 6 4. A public safety answering point must:
- 7 a. Be operational twenty-four hours a day seven days a week or be capable of
8 transferring emergency calls to another public safety answering point meeting the
9 requirements of this section during times of nonoperation.
- 10 b. Be staffed continuously with at least one public safety telecommunicator who is
11 on duty at all times of operation and who has primary responsibility for handling
12 the communications of the public safety answering point.
- 13 c. Have the capability to dispatch public safety services to calls for service in the
14 public safety answering point's service area.
- 15 d. Have two-way communication with all public safety services in the public safety
16 answering point's service area.
- 17 e. ~~As authorized by the governing committee, access~~Access and dispatch poison
18 control, suicide prevention, emergency management, and other public or private
19 services but may not accept one-way private call-in alarms or devices as 911
20 calls.
- 21 f. ~~Dispatch the emergency medical service that has been determined to be, when~~
22 available, the quickest to arrive to the scene of medical emergencies regardless
23 of city, county, or district boundaries emergency medical service to arrive to the
24 scene as predetermined by the emergency services communications system
25 coordinator, with the approval of the state department of health. If the
26 predetermined emergency medical service is not available, the public safety
27 answering point shall dispatch a secondary emergency medical service, based
28 on the best available information at the time. The state department of health shall
29 provide public safety answering points with the physical locations of the
30 emergency medical services necessary for the implementation of this
31 subdivision.

- 1 g. Be capable of providing emergency medical dispatch prearrival instructions on all
2 emergency medical calls. Prearrival instructions must be offered by a public
3 safety telecommunicator who has completed an emergency medical dispatch
4 course approved by the division of emergency health services. Prearrival medical
5 instructions may be given through a mutual aid agreement.
- 6 h. Have security measures in place to prevent direct physical public access to
7 on-duty public safety telecommunicators and to prevent direct physical public
8 access to any room or location where public safety answering point equipment
9 and systems are located.
- 10 i. Have an alternative source of electrical power that is sufficient to ensure at least
11 six hours of continued operation of emergency communication equipment in the
12 event of a commercial power failure. A public safety answering point also must
13 have equipment to protect critical equipment and systems from irregular power
14 conditions, such as power spikes, lightning, and brownouts. Documented testing
15 of backup equipment must be performed each quarter under load.
- 16 j. Maintain a written policy for computer system security and preservation of data.
- 17 k. Have the capability of recording and immediate playback of recorded emergency
18 calls and radio traffic.
- 19 l. Employ a mechanism to differentiate emergency calls from other calls.
- 20 m. Provide assistance for investigating false or prank calls.
- 21 n. Have an alternative method of answering inbound emergency calls at the public
22 safety answering point when its primary emergency services communication
23 system equipment is inoperable.
- 24 o. ~~No later than July 1, 2015, have~~Have a written policy, appropriate agreements,
25 and the capability to directly answer emergency calls and dispatch responders
26 from a separate, independent location other than the main public safety
27 answering point or another public safety answering point meeting the
28 requirements of this section, within sixty minutes of an event that renders the
29 main public safety answering point inoperative. This alternative location must
30 have independent access to the public safety answering point's ~~land line~~911

1 system database. The capability of transferring emergency calls to this alternative
2 location must be tested and documented annually.

3 p. Remain responsible for all emergency calls received, even if ~~aduring the initial~~
4 transfer of ~~the~~ call is made to a second public safety answering point. The initial
5 public safety answering point may not disconnect from the three-way call unless
6 mutually agreed by the two public safety telecommunicators. Upon this
7 agreement, the secondary public safety answering point becomes responsible for
8 the call.

9 q. Employ the necessary telecommunications network and electronic equipment
10 consistent with the minimum technical standards recommended by the national
11 emergency number association to securely receive and respond to emergency
12 communications.

13 r. ~~After July 1, 2015, maintain~~ Maintain current, up-to-date mapping of its service
14 area and have the ability to use longitude and latitude to direct responders.

15 s. Secure two sets of fingerprints from a law enforcement agency or any other
16 agency authorized to take fingerprints and all other information necessary to
17 obtain state criminal history record information and a nationwide background
18 check under federal law for all public safety telecommunicators.

19 t. Have policies to ensure that all public safety telecommunicators:

- 20 (1) Do not have a felony conviction, at a minimum consistent with the national
21 crime information center standards;
- 22 (2) Complete pre-employment screening for illegal substance use and hearing;
- 23 (3) Meet and maintain the minimum qualifications and required certifications as
24 established by the emergency services communications coordinating
25 committee;
- 26 (4) Can prioritize appropriately all calls for service; and
- 27 (5) Can determine the appropriate resources to be used in response to all calls
28 for public safety services.

29 u. Have written policies establishing procedures for recording and documenting
30 relevant information of every request for service, including:

- 31 (1) Date and time of request for service;

- 1 (2) Name and address of requester, if available;
 - 2 (3) Type of incident reported;
 - 3 (4) Location of incident reported;
 - 4 (5) Description of resources assigned, if any;
 - 5 (6) Time of dispatch;
 - 6 (7) Time of resource arrival; and
 - 7 (8) Time of incident conclusion.
- 8 v. Have written policies establishing dispatch procedures and provide initial and
- 9 periodic training of public safety telecommunicators on those procedures,
- 10 including procedures for:
- 11 (1) Standardized call taking and dispatch procedures;
 - 12 (2) The prompt handling and appropriate routing of misdirected emergency
 - 13 calls;
 - 14 (3) The handling of hang-up emergency calls;
 - 15 (4) The handling of calls from non-English speaking callers; ~~and~~
 - 16 (5) The handling of calls from callers with hearing or speech impairments; and
 - 17 (6) The handling of text-initiated communications.

18 **SECTION 7. AMENDMENT.** Section 57-40.6-12 of the North Dakota Century Code is
19 amended and reenacted as follows:

20 **57-40.6-12. Emergency services communications coordinating committee -**
21 **Membership - Duties.**

- 22 1. The governing body of a city or county, which adopted a fee on assessed
23 communications services under this chapter, shall make ~~an annual~~ report of the
24 income, expenditures, and status of its emergency services communication system.
25 The ~~annual~~ report must be submitted to the emergency services communications
26 coordinating committee in the format requested by the committee. The committee is
27 composed of four members, one appointed by the North Dakota 911 association, one
28 appointed by the North Dakota association of counties, one appointed by the chief
29 information officer of the state, and one appointed by the adjutant general to represent
30 the division of state radio.
- 31 2. The committee shall:

- 1 a. Recommend to the legislative management changes to the operating standards
2 for emergency services communications, including training or certification
3 standards for dispatchers;
 - 4 b. Develop guidelines regarding the allowable uses of the fee revenue collected
5 under this chapter;
 - 6 c. ~~Request, Biannually~~Biennially, request, receive, and compile reports from each
7 governing body on the use of the proceeds of the fee imposed under this chapter,
8 analyze the reports with respect to the guidelines, file its report with the
9 legislative council by November first of each even-numbered year regarding the
10 use of the fee revenue, and recommend to the legislative assembly the
11 appropriate maximum fee allowed by section 57-40.6-02;
 - 12 d. Periodically evaluate chapter 57-40.6 and recommend changes to the legislative
13 management; and
 - 14 e. Serve as the governmental body to coordinate plans for implementing emergency
15 911 services and internet protocol enabled emergency applications for 911.
- 16 3. The committee may initiate and administer statewide agreements among the
17 governing bodies of the local governmental units with jurisdiction over an
18 emergency 911 telephone system to coordinate the procurement of equipment and
19 services, fund the research, administration, and activities of the committee, and
20 contract for the necessary staff support for committee activities.

21 **SECTION 8. AMENDMENT.** Section 57-40.6-13 of the North Dakota Century Code is
22 amended and reenacted as follows:

23 **57-40.6-13. Provision of call location information by wireless service provider or**
24 **prepaid wireless service provider or seller to law enforcement.**

- 25 1. Upon request of a law enforcement agency or a public safety answering point on
26 behalf of a law enforcement agency, a wireless service provider shall provide call
27 location information concerning the telecommunications device of a user to the
28 requesting law enforcement agency or public safety answering point. A prepaid
29 wireless service provider or seller shall provide such call location information if
30 available. A law enforcement agency or public safety answering point may not request
31 information under this section unless for the purposes of responding to a call for

1 emergency services or in an emergency situation that involves the risk of death or
2 serious physical harm.

3 2. A wireless service provider or prepaid wireless service provider or seller may establish
4 protocols by which the carrier voluntarily discloses call location information.

5 3. A claim for relief may not be brought in any court against any wireless service provider,
6 prepaid wireless service provider or seller, or any other person for providing call
7 location information if acting in good faith and under this section.

8 4. ~~The bureau of criminal investigation shall obtain contact information from all wireless-~~
9 ~~service providers authorized to do business in this state to facilitate a request from a~~
10 ~~law enforcement agency or a public safety answering point on behalf of a law-~~
11 ~~enforcement agency for call location information under this section. The bureau shall~~
12 ~~disseminate the contact information to each public safety answering point in this state.~~

13 **SECTION 9. AMENDMENT.** Subdivision c of subsection 8 of section 57-40.6-14 of the
14 North Dakota Century Code is amended and reenacted as follows:

15 c. The seller required to collect, report, and remit the prepaid wireless
16 emergency 911 fee imposed under this section ~~shall retain one hundred percent~~
17 ~~of the amount of fee due to cover the cost of collecting and transmitting the fee to~~
18 ~~the commissioner beginning with the first three months the seller begins selling~~
19 ~~prepaid wireless service, or for the first three months after January 1, 2014, if the~~
20 ~~seller is making retail sales of prepaid wireless services prior to January 1, 2014,~~
21 ~~and shall thereafter~~may retain three percent of the fee.

21.0193.02001
Title.

Prepared by the Legislative Council staff for
Representative Mock
March 18, 2021

PROPOSED AMENDMENTS TO ENGROSSED HOUSE BILL NO. 1206

Page 10, line 6, replace "Biannually" with "Biennially"

Renumber accordingly