

DRAFT RULES PROPOSAL FOR CONSIDERATION AT AUGUST 6th ESINET STEERING COMMITTEE

Purpose.

In the course of providing citizens with their most vital link to emergency response, 9-1-1 public safety answering points ("PSAP's") in the State of Ohio shall comply with technical and operational standards and recognize and promote best practices that will provide consistent, quality service by well trained personnel utilizing a high level of secure technology.

Scope.

These operational standards apply to all public safety answering points (PSAP) eligible to receive disbursements through ORC 128.55.

Definitions.

- (A) Public Safety answering Point (PSAP), as defined in ORC 128.01, means a facility to which 9-1-1 calls for a specific territory are initially routed for response and where personnel respond to specific requests for emergency service by directly dispatching the appropriate emergency service provider, relaying a message to the appropriate provider, or transferring the call to the appropriate provider. For the purposes of these rules, PSAPs are divided into two types, Primary PSAP and Secondary PSAP.
- a. Primary PSAP: An abbreviation for a public safety answering point that operates on a twenty-four (24) hour basis; and whose primary function is to receive incoming wireless and wireline 9-1-1 requests for emergency assistance and relay those requests to an appropriate responding public safety responder or agency.
 - b. Secondary PSAP: A PSAP that operates as a dispatch center for a public safety agency and receives rollover and/or transferred wireless, and direct or rollover and/or transferred wireline 9-1-1 requests.
- (B) Telecommunicator: Anyone who answers 9-1-1 service requests for public safety assistance at both a primary or secondary PSAP.

Periodic Review.

The Office of the 9-1-1 Administrator, in partnership with the local 9-1-1 coordinators and PSAP managers, shall periodically review these standards and make recommendations for addition, deletion and/or revision of these standards to the State ESINet Steering Committee.

Minimum Staffing.

A minimum of two telecommunicators must be on duty and available to receive and process calls at all times. For 9-1-1 systems with automatic rollover to a secondary PSAP, the secondary PSAP fulfills this obligation.

The PSAP shall ensure employment of a sufficient number of telecommunicators to allow for prompt receipt and processing of emergency calls in accordance with established call answering standards. The PSAP may participate in a virtual PSAP system where calls are automatically routed to one of multiple facilities within the system.

Prioritization.

The PSAP shall provide standard operating procedures that ensure telecommunicators prioritize emergency functions over non-emergency functions. Telecommunicators shall not be assigned duties that would prohibit or impede the center's ability to receive and process emergency calls within established standards.

Minimum Training Standards.

The State ESINet Steering Committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators in the State of Ohio.

The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the minimum training requirements established by the committee.

Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within their first six months of employment and before handling such requests without direct oversight.

The minimum training standards should be in accordance with established national standards provided by the National Emergency Number Association, the Association of Public Safety Communications Officials, the Department of Transportation and other standard setting bodies.

Continuing Training Standards.

The State ESINet Steering Committee shall oversee the development, implementation and revision of continuing training standards for telecommunicators in the State of Ohio.

The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the continuing training requirements established by the committee.

Any person working in a PSAP and receiving 9-1-1 requests for service shall be required to meet the continuing training standards.

Emergency Medical Dispatching.

The PSAP is required to adopt an emergency medical dispatching protocol for the purpose of providing pre-arrival medical instructions during a 9-1-1 request for emergency medical services.

All telecommunicators that handle 9-1-1 requests for emergency medical services shall be certified as emergency medical dispatch providers, or through local agreement, immediately transfer the call to a an EMD certified telecommunicator for the purposes of providing pre-arrival medical instructions.

Standards for Pre-Arrival Instructions

The State ESINet Steering Committee will establish minimum standards for emergency medical dispatching protocols and other pre-arrival emergency instructions and will ensure these standards are in accordance with established standards set forth by the National Highway Traffic Safety Administration.

Emergency Power.

The PSAP shall have at minimum one alternate/emergency power supply capable of supporting (maintaining) 9-1-1 call handling/processing equipment and necessary related public safety (communications) services for a minimum of 24 hours.

An uninterruptible power supply (UPS) and battery system shall be installed and sufficient enough to prevent power surges and provide continuous power to essential 9-1-1 equipment until the generator or other backup power source can fully activate.

Security.

9-1-1 personnel and equipment shall be housed in a secure location with appropriate measures taken to allow access to authorized personnel only.

A facility housing a 9-1-1 answering point shall have an Emergency Operation Plan (EOP), Evacuation Plan and a Continuity of Operation Plan (COOP) that includes the 9-1-1 operation and staff.

Minimum Capability.

A 9-1-1 answering point shall have multiple methods of notification to response agencies.

A 9-1-1 answering point shall have a minimum of two 9-1-1 "lines" and two 9-1-1 answering devices in addition to a minimum of one "line" available for outbound dialing only.

Temporary PSAP.

A temporary PSAP is a PSAP that has been established to provide 9-1-1 service for a defined geographic area for a limited time/duration under the following circumstances:

(A) A planned special event with a defined duration. (EX: Convention, sporting event, state/county/local fair)

(B) An unplanned situation requiring the temporary relocation of an existing PSAP

(C) Any natural or man-made disaster or public safety critical incident or special operation requiring localized incident management/command post operation where establishing a temporary PSAP would benefit citizens and/or public safety responders.

When a temporary PSAP is established for an unplanned event/emergency, mandated standards shall become best practices applicable to the temporary PSAP for the duration of the emergency.

Call Processing Software.

The PSAP will provide telecommunicators with software, including mapping, to assist in initiating calls for service, dispatching, and maintaining the status of responding resources in the field and the archiving of incident information.

Logging/Recording.

The PSAP will have the capability of logging/recording all 9-1-1 requests for service including voice, data, video and other media used.

The PSAP will retain recordings in accordance with state law and local records retention requirements.

The PSAP will provide telecommunicators the capability to instantly play back recent 9-1-1 requests.

Graphical Information Systems.

PSAPs should utilize map data that meets or exceeds the Ohio Location Based Response System Data Specification for road centerlines and addressable structures.

GIS data should, at a minimum, include road center lines, emergency service zone and/or responding entity polygons, and PSAP boundary polygons.

The PSAP shall have the ability to automatically accept, display and plot caller location data on an electronic map display. Any application that allows the PSAP to automatically accept, display and plot caller location data on an electronic map display is acceptable.

Statistical Analysis.

The PSAP will collect, analyze and report the following statistics:

(A) Total 9-1-1 call volume

(B) 9-1-1 Calls by hour of day

(C) 9-1-1 Calls by day of week

- (D) 9-1-1 Call ring/answering times
- (E) 9-1-1 Call roll over counts
- (F) 9-1-1 Abandoned call counts
- (G) 9-1-1 Calls by type (wireline/wireless/VoIP/Text/etc)
- (H) All other data as required by the ESINet Steering Committee or the State 9-1-1 Administrator

The PSAP will compile and review this data monthly and report it to their local 9-1-1 Coordinator. The 9-1-1 Coordinator will be responsible for reporting this data on an annual basis to the Office of the State 9-1-1 Administrator, due by no later than February 15th of each year or at other times upon request of the Office of the 9-1-1 Administrator.

Minimum Call Answering Standards.

Ninety percent of 9-1-1 calls/requests received will be answered within ten seconds; with ninety five percent of 9-1-1 calls/requests received being answered within twenty seconds.

Rules Enforcement

- (A) When a PSAP is found out of compliance with any rule contained herein, the Office of the 9-1-1 Administrator will make contact and offer assistance in complying with the rule and establishing a date of compliance.
- (B) When a PSAP or is found not to meet the established rules by the date of compliance set from the Office of the 9-1-1 Administrator in Section (A), the Office of the 9-1-1 Administrator will notify the ESINet Steering Committee and request enforcement action be initiated in the following sequence:
 - (1) When a PSAP does not meet the date of compliance established in section (A), the PSAP will then be placed into Non-Compliance Status and will have 30 days to comply with the rule. Written notification of how the agency is in compliance will be sent to the Office of the 9-1-1 Administrator.
 - (2) When a PSAP does not meet the requirements to meet Compliant Status outlined in section (B)(1), the Office of the 9-1-1 Administrator will then notify the ESINet Steering Committee and request authority to notify the Department of Taxation to withhold fifty percent of the monthly fund disbursements from the wireless fund until the PSAP achieves Compliant Status.
- (C) When a PSAP does not meet the requirement to meet Compliant Status outlined in section (B)(2), the Office of the 9-1-1 Administrator will then notify the ESINet Steering Committee and request authority to notify the Department of Taxation to withhold all funds from the monthly fund disbursements from the wireless fund until the PSAP achieves Compliant Status.
- (D) For the purpose of these rules, the Office of the 9-1-1 Administrator has the exclusive authority to audit and review PSAPs for compliance.