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## RULES GOVERNING MINIMUM STANDARDS AND ADMINISTRATION

OF MINNESOTA 911 EMERGENCY  
TELEPHONE SERVICE MAY 5 1980  
(MINN. STAT. §§ 403.01-403.12)

### ACQUISITIONS

2 MCAR § 1.6101 Purpose of rules. It is the purpose of these rules to give effect to Minn. Stat. § 403.01 et seq. which requires each county within the Twin Cities Metropolitan Area to establish a 911 emergency telephone system on or before December 15, 1982, and each remaining county within the state to establish a 911 system on or before December 15, 1986.

2 MCAR § 1.6102 Definitions. For the purpose of these rules, the terms defined in this section shall have the meanings given them.

A. "Automatic Number Identification (ANI)" means the process of electronically identifying and displaying on a special viewing screen the telephone number of the calling party's telephone to a 911 answering person as the call is being answered.

B. "Dedicated 911 trunk" means a telephone circuit which is used exclusively for the purpose of transmitting 911 calls.

C. "Busy Hour" means a one hour period during a 24 hour day where the number of 911 calls to the Public Safety Answering Point is usually a maximum. Similarly, "Busy Month" means the busiest month during a 12 month period.

D. "Public Agency" means any unit of local government or special purpose district located in whole or part within this state which provides or has authority to provide fire fighting, police, ambulance, medical or other emergency services.

E. "PSAP" or "Public Safety Answering Point" means a communications facility operated on a 24-hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies.

F. "PSAP Manager" means the person having day-to-day responsibility for the operation of the public safety answering point.

G. "Selective Routing" means a process through which a 911 call is routed by means of a special telephone trunking and electronic equipment configuration to a predesignated public safety answering point.

H. "Telephone Exchange Area" means a specific geographic area designated by the Department of Public Service which is served by one or more central offices.

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I. "Telephone Exchange Area Central Office" or simply "Central Office" means the site of the telephone switching equipment and the switching equipment itself for a specific telephone exchange area.

**2 MCAR § 1.6103 Establishment of County 911 Planning Committee.**

A. Each County Board of Commissioners in the State of Minnesota shall establish a committee to develop 911 emergency telephone service plans for the county. The committee so established shall be known as the "County 911 Planning Committee". Members on this committee shall not be considered public officers or employees by virtue of their membership on the committee.

B. The County 911 Planning Committee shall include representation by emergency service providers and shall be responsible for developing the 911 telephone system plan as required by these rules.

**2 MCAR § 1.6104 Submission of tentative plans.** Each county shall submit a tentative 911 emergency telephone service plan to the Department of Administration and the Department of Public Service before December 15, 1978, and shall include the following information:

A. The mailing address of the county, the names of the members of the County 911 Planning Committee, the date the plan is submitted to the Department of Administration, the date 911 telephone service is proposed to be implemented and the signature of the person authorized to submit the county 911 plan.

B. A map showing the boundaries of telephone exchanges included in the proposed system area, telephone central office locations, and the proposed PSAP location(s).

C. A list of all participating agencies whose services will be available by dialing 911.

D. A list of proposed system hardware, trunking and features showing respective installation, and recurring costs. Budgetary estimates as provided by the serving telephone companies are acceptable.

**2 MCAR § 1.6105 Submission of final plans.** Each county shall submit a final plan to the Department of Administration and the Department of Public Service before December 15, 1979, and shall include the following information:

A. The mailing address of the county, the names of the members of the County 911 Planning Committee, the date the plan is submitted to the Department of Administration, the scheduled implementation date of 911 telephone service, and the signature of the person authorized to submit the county 911 plan.

B. A map of the county which shows the telephone exchange boundaries, and the PSAP location(s), and any other pertinent jurisdictional boundaries.

C. The name and mailing address of the agency operating each PSAP and the name and telephone number of the PSAP manager.

D. A description of the procedures and agreements for responding to 911 calls which are routed to a PSAP other than the one which serves the area from which the call originates.

E. A description of the 911 system routing and switching configuration with pertinent technical equipment specifications.

F. A description of the trunk routing, a description of the central office equipment to be used, and the trunk mileage computations if the proposed 911 system included selective routing.

G. An itemized list of estimated recurring and installation costs for all proposed telephone equipment and service. These estimates shall be provided by the telephone companies at no charge and shall be signed by an authorized telephone company employee.

H. A certification from the county board that the plan meets the requirements of those public service agencies whose services will be available by dialing 911.

I. A list of all participating agencies whose services will be available by dialing 911 with the following information for each listed agency:

1. agency name;
2. agency mailing address;
3. name and telephone number of the agency head;
4. a brief description of the services to be provided;
5. a description of current and proposed dispatching procedures.

J. A description of the secondary means of providing service in the event of the failure of either or both of the following:

1. All or a portion of the 911 emergency telephone system.
2. Failure of PSAP primary electrical power.

2 MCAR § 1.6106 Certificate of plan approval.

A. Following review and comment on the plan, the Department of Administration shall base acceptance of the final plan upon compliance with no provisions contained in these rules. The Department shall notify in writing the designated county official of the acceptance of the plan and shall include an itemization of those costs which will be eligible for payment by the state. This approval shall be in the form of a "Certificate of 911 Plan Approval".

B. If a final plan is disapproved, the Department of Administration shall issue a "Notice of Rejection" to the designated county official within six months from the date of submission, which notice shall set forth the reasons for disapproval.

2 MCAR § 1.6107 Resubmission of plans. If a final plan is disapproved by the Department of Administration, a revised plan shall be resubmitted by the designated official within 90 days of the notice of rejection. The state shall review the revised plan and issue its approval or disapproval on the same basis as its consideration of the initial plan within 30 days following receipt of the revised plan.

2 MCAR § 1.6108 Design standards.

A. The 911 system shall be designed and operated to maintain a grade of service such that no more than one call out of 100 incoming calls will receive a busy signal on the first dialing attempt during the busy hour of an average week during the busy month.

B. Where such services are available within a 911 service area, the 911 system shall include the following:

1. Police services. This term includes police, sheriff's departments and state patrol.
2. Fire fighting services.
3. Emergency medical services. This term includes ambulance service and first aid or other immediate response service provided directly to the caller.

C. Other public safety and civil defense services may be included in the 911 system at the discretion of the public agency operating the PSAP.

D. PSAP answering equipment shall permit answering personnel to place the 911 call on hold.

E. Each PSAP and each participating agency shall have at least one published telephone number to call for non-emergency services. One number may be shared by two or more participating agencies provided there is a cooperative agreement for call answering responsibility.

F. Remote automatic alarm systems and other related devices shall not be installed in such a manner that an automatic alarm signal is connected to the 911 trunks.

2 MCAR § 1.6109 Operational requirements.

A. 911 shall be the number published in the telephone directory to call in order to receive emergency assistance within the area served by each 911 system.

B. The PSAP manager shall monitor the 911 system grade of service so that the requirements as set forth in this section are met, and shall initiate modification of the system consistent with the provisions set forth in 2 MCAR § 1.6113 of these rules if they are not met. Telephone companies providing 911 telephone service shall measure and prepare a report regarding the 911 grade of service at the request of the PSAP manager. For operational purposes, the Department of Administration shall assume an average call duration time of 70 seconds per 911 call.

If the measurement provided by the telephone company as set forth above indicates that the required level of service is not being met, the following steps shall be taken:

1. The serving telephone company shall prepare plans, specifications and cost estimates to raise the level of service to the required level, and such information shall be provided to the PSAP manager.

2. The Department of Administration and the Department of Public Service shall be notified as provided in 2 MCAR § 1.6113 of these rules. If a modification to the system contract is necessary, the provisions in 2 MCAR § 1.6112 of these rules shall be satisfied.

C. Any public safety agency with jurisdiction shall be notified immediately of any emergency within its jurisdiction.

D. Each PSAP shall provide continuous service to all callers within its service area 24 hours each day, seven days a week.

E. Any calls entering the 911 system not requiring the dispatching of a public safety service unit shall be referred to an administrative number.

F. The PSAP manager may maintain a telephone number other than 911 as a backup number to call should the 911 system fail. If such backup service is provided, the designated number shall be published in the telephone directory as the alternate number to call to receive emergency assistance only when the 911 call cannot be completed.

G. The PSAP manager shall develop and maintain a system for recording 911 calls received by the PSAP. The records shall be retained for a period of at least 31 days from the date of the call and shall include the following information:

1. Date and time the call was received.
2. Nature of the problem.
3. Action taken by the dispatcher.

A magnetic tape recording will satisfy this requirement.

H. The PSAP manager and/or other designee of the county board shall prepare and implement a program of public information regarding 911 service prior to system implementation.

I. All tone signals provided to the 911 calling party shall be identical to tones received when making a regular call.

J. Telephone exchanges adjacent to a 911 service area, but not equipped for 911, shall provide intercept service for persons dialing 911.

K. The PSAP shall be notified in advance by an authorized telephone company representative of any routine maintenance work to be performed which may affect the 911 system reliability or capacity. Any such work shall be performed during PSAP off-peak hours.

L. All telephone companies providing 911 service shall submit separate itemized bills to the Department of Administration and the local unit of government operating each PSAP, as specified in the contract for 911 service.

M. The Department of Administration shall pay only those recurring charges incurred by a PSAP which has been issued a certificate of plan approval which represent the actual service provided by the telephone company to achieve the level of service as specified in 2 MCAR § 1.6108 A. of these rules. If a county selects a higher level of 911 telephone service, the costs of this added service shall be billed directly to the PSAP.

2 MCAR § 1.6110 Variance from design standards.

A. All requests for a variance shall be submitted to the Department of Administration and the Department of Public Service in written form and shall contain the following information:

1. A description of the variance which is requested.
2. A specific reference to the section of the standard which is applicable.
3. A narrative explanation of the reason the variance is requested.
4. A resolution or copy of minutes of the County Board which authorizes the application for a variance.
5. The signature of the person authorized by the county to make application for the variance.

B. A clear showing of either of the following shall serve as just cause for the granting of a variance:

1. The equipment of the serving telephone utility(ies) is of such design or state of repair that it is not possible or practical to design a 911 telephone

system that conforms with established design standards. Application for variance based upon the above shall include a written statement from an officer of the serving utility(ies) setting forth the reasons the design standards cannot be met by the company.

2. The costs to local government of implementing a 911 telephone system in conformance with these standards would require a tax levy which would exceed the statutory local levy limit.

C. Upon receipt of a request for a variance, the Department of Administration and, as appropriate, the Department of Public Service, shall evaluate the request and schedule an administrative review within 30 days of the date of receipt of the request for a variance.

D. The administrative review shall be informal and the petitioner may present materials, documents, and testimony in support of its request. The Department of Administration shall determine if the request meets the criteria established for granting a variance, and issue its decision within 30 days of the date of review.

E. If the finding of the Department of Administration is that the request meets established criteria, a variance shall be granted and a Notice of Variance shall be issued.

F. If the finding of the Department of Administration is that the request for variance does not meet established criteria, no variance shall be granted and written notice shall be issued setting forth the reasons for denial.

**2 MCAR § 1.6111 Waivers from the requirements of Minn. Stat. §§ 403.01-403.08.**

A. A waiver from the requirements of Minn. Stat. §§ 403.01-403.08, may be requested by a county, if federal or state financial assistance is not available to pay necessary costs as specified in 2 MCAR §§ 1.6114-1.6115 of these rules and Minn. Stat. § 403.08.

B. All requests for a waiver shall be submitted to the Department of Administration in written form and shall contain the following information:

1. A narrative explanation with cost figures of the reason the waiver is requested.

2. A resolution or copy of minutes of the County Board which authorizes the application for waiver.

C. The waiver, if granted, shall be conditioned on the continued non-availability of state and/or federal assistance. Once a waiver has been granted, the county shall file an annual statement with the Department of Administration certifying the continued non-availability of federal and/or state assistance. When assistance becomes available, the waiver shall extinguish and the



2 MCAR § 1.6111

Department of Administration

county shall submit, within 6 months, a new implementation schedule, and if necessary, a revised final plan, to the Department of Administration.

2 MCAR § 1.6112 System contracts.

A. When ordering a 911 system or modifying an existing system, each county, together with the Department of Administration and the local government units operating the public safety answering points shall contract with the appropriate public utilities providing telephone service for implementation of the certified 911 system plan.

B. The contract to implement a 911 system shall include an itemized list showing installation and recurring costs for all system features and hardware.

C. Counties with 911 systems designed, contracted for or implemented before December 15, 1978, shall submit one copy of the 911 contract(s) to the Department of Administration and to the Department of Public Service.

2 MCAR § 1.6113 Modification to plan.

A. The PSAP manager through the local unit of government responsible for the operation of the PSAP, shall notify the Department of Administration 30 days in advance of any proposed modification to the 911 system which would modify the plan as certified consistent with the provisions of 2 MCAR § 1.6105.

B. Within 30 days of receipt of such proposed modification, the Department of Administration shall review it for consistency with the requirements of funding eligibility set forth in 2 MCAR §§ 1.6114-1.6115, and issue its approval or disapproval. If the modifications are disapproved, such proposed changes shall be ineligible for funding assistance.

2 MCAR § 1.6114 Funding eligibility/payment of recurring costs.

A. Recurring costs of providing minimum 911 telephone service shall be paid by the state, as described herein, consistent with available funding, provided an approved final plan is on file with the Department of Administration and a Certificate of Plan Approval has been issued.

B. The following recurring costs shall be paid by the state:

1. The recurring costs associated with trunks and dial access trunk equipment necessary to provide the minimum grade of service as defined in 2 MCAR § 1.6108 A. Additionally, in those exchange areas where the minimum grade of service can be achieved with only one trunk due to extremely low population density, a second trunk is eligible if call-extending features are provided by the PSAP and 600 or more main stations are located in the exchange area. If call-extending is not provided from the PSAP, a second trunk is eligible if 1000 or more main stations are located in the exchange area.

2. The recurring equipment and trunking costs associated with providing selective routing service for all exchanges that, without selective routing, would generate at least five redirected 911 calls per day. Should the number of redirected 911 calls be impossible to define by measurement, the following formula shall be used:

$$\frac{A \times B \times C}{1000} = \text{Number of redirected calls per day.}$$

a. "A" equals the population living in that part of a telephone exchange geographic area not normally served by communications personnel at the public safety answering point. (This figure can be determined by using census tract data or other appropriate means.)

b. "B" equals the number of 911 telephone calls per 1,000 population per day in the geographic area of the telephone exchange. If that number is not available, the following method shall be used for estimating that number:

(1) Three (3) for all cities of the first class (as defined in Minn. Stat. § 410.01), or if the telephone exchange is located within ten air miles of the corporate boundaries of a city of the first class.

(2) Two (2) for an exchange located within a city containing a population of 25,000 or more, but not a city within ten air miles of a city of the first class; for an exchange located within five air miles of the corporate boundaries of a city with a population of 25,000 or greater, or for those exchanges located more than ten but less than fifteen air miles from the corporate boundaries of a city of a first class. Determination of population shall be based upon the most current estimates of the State Demographer. If such estimates are not available, population shall be based upon the latest federal or special census.

(3) One (1) for exchanges in those areas of the state not falling within the above classification.

c. "C" equals the ratio of the number of 911 calls that will require redirection to the total number of 911 calls originating from that part of the telephone exchange geographic area not normally served by communications personnel at the PSAP.

3. A county may petition the Department of Administration for state payment of selective routing costs for those exchanges which do not qualify for funding under 2 MCAR § 1.6114 B. 2. Such petition will be considered as an application for variance and shall comply with the provisions contained in 2 MCAR § 1.6110 A. The Department of Administration shall evaluate such a request pursuant to the provisions of 2 MCAR §§ 1.6110 C-F. and shall grant a variance upon a clear showing by the petitioner of the following factors:

a. Extraordinary circumstances affecting the provisions of emergency services such as the following:

(1) Land use characteristics including, but not limited to residential, commercial, and industrial uses, the assessed valuation of the area, and reasonable population projections for a five year period.

(2) Population characteristics including, but not limited to, population densities by discreet period of time per day and by season of the year.

(3) Public Safety factors causing unique or unusual problems including, but not limited to, natural and transportation barriers to effective service, the legal service boundaries of public safety agencies; and facilities or sites with unusual or potential high-risk public safety hazards.

b. The Department of Administration's assumption of such payments results in a clear and significant improvement in public safety.

C. In any telephone exchange having the technological capacity for generating ANI information, the cost of transmitting such information from the originating exchange to the primary PSAP shall be eligible for state payment.

2 MCAR § 1.6115 Funding eligibility/payment of central office modification costs. The state shall pay the capital and installation costs associated with modification of telephone company central office switching equipment necessary to properly route a call that was placed by dialing 911. Payment shall be subject to the following provisions:

A. Sufficient documentation shall be furnished by the telephone companies to provide for certification by the Department of Public Service that the modifications and the costs therefore are reasonable.

B. Payment shall be made in accordance with Minn. Stat. § 403.11.

**END**