

7580.0500 DESIGN STANDARDS.

Subpart 1. **Load.** The 911 system must 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.

Subp. 2. **Emergency services included.** Where such services are available within a 911 service area, the 911 system must include the following services:

- A. police services, which includes police, sheriff's departments, and state patrol;
- B. firefighting services; and
- C. emergency medical services, which includes ambulance service and first aid or other immediate response service provided directly to the caller.

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

Subp. 3. **Hold.** PSAP answering equipment must enable answering personnel to place the 911 call on hold.

Subp. 4. **Nonemergency number.** Each PSAP and each participating agency shall have at least one published telephone number to call for nonemergency services. One number may be shared by two or more participating agencies provided there is a cooperative agreement for call-answering responsibility.

Subp. 5. **Automatic alarms.** Remote automatic alarm systems and other related devices must not be installed in such a manner that an automatic alarm signal is connected to the 911 trunks.

Subp. 6. **Default routing.** The commissioner shall determine the number of trunked circuits and the designated default PSAP for routing 911 calls from each service provider.

A. The basic level of default routing coordination must be at the level of the selective router. The affected 911 service provider and representatives of the public safety answering points associated with the selective router shall recommend the default routing plan to the commissioner.

B. In determining the number of trunked circuits and in designating a primary default PSAP for a service provider, the commissioner shall:

(1) consider the default routing plan recommended by the affected 911 service provider and representatives of the public safety answering points associated with the selective router;

(2) provide for default routing to at least one PSAP in each area code;

(3) if a primary service area can be identified for a service provider, require the primary default PSAP to be the PSAP jurisdiction where the service provider's primary service area is located;

(4) consider whether additional default routing may be provided to a PSAP if:

(a) the service provider is a competitive local exchange carrier (CLEC) capable of providing class marking for trunk assignment; and

(b) the service provider has a substantial number of customers within the PSAP's jurisdiction; and

(5) consider the PSAP's ability to deal with default calls originating for another jurisdiction.

Statutory Authority: *MS s 403.01 to 403.12*

History: *31 SR 1510; L 2003 1Sp1 art 2 s 102 to 110*

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