

**7580.0600 OPERATIONAL REQUIREMENTS.**

Subpart 1. **Public information.** 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.

Subp. 2. **Numbers.** 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. 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.

Subp. 3. **Service.** Each PSAP shall provide continuous service to all callers within its service area 24 hours each day, seven days a week. Any calls entering the 911 system not requiring the dispatching of a public safety service unit shall be referred to an administrative number.

Subp. 4. **Referral of calls.** Any public safety agency with jurisdiction shall be notified immediately of any emergency within its jurisdiction.

Subp. 5. **Recording calls.** 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: date and time the call was received; nature of the problem; and action taken by the dispatcher. A magnetic tape recording will satisfy this requirement.

Subp. 6. **Monitoring the service.** The PSAP manager shall monitor the 911 system grade of service so that the requirements as set forth in this part are met, and shall initiate modification of the system consistent with the provisions set forth in part 7580.1000 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 Public Safety shall assume an average call duration time of 70 seconds per 911 call.

Subp. 7. **Raising level of service.** 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:

A. 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.

B. The Department of Public Safety and the Department of Commerce shall be notified as provided in part 7580.1000. If a modification to the system contract is necessary, the provisions in part 7580.0900 shall be satisfied.

Subp. 8. **Maintenance.** 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.

Subp. 9. **Bills and payment.** All telephone companies providing 911 service shall submit separate itemized bills to the Department of Public Safety and the local unit of government operating each PSAP, as specified in the contract for 911 service. The Department of Public Safety 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 part 7580.0500, subpart 1. If a county selects a higher level of 911 telephone service, the costs of this added service shall be billed directly to the PSAP.

Subp. 10. **Tone signals.** All tone signals provided to the 911 calling party shall be identical to tones received when making a regular call.

Subp. 11. **ALI database standards.**

A. A service provider shall provide accurate data to the 911 automatic location identification database with no more than 0.5 percent of all calls received by the 911 network during any calendar year resulting in a no record found (NRF) condition.

(1) If a service provider provides service in areas covered by different 911 service providers, the standard must be applied to each 911 service provider's network separately.

(2) Adjustments to the number of NRF 911 calls attributed to a service provider during a calendar year must be made:

(a) for multiple 911 calls received from the same telephone number over a 24-hour period;

(b) for 911 calls received from a telephone installed less than two full business days, which includes each weekday except a legal holiday, following the date of installation;

(c) for prearranged test calls made to verify the operation of the 911 network;

(d) for manual searches on telephone numbers not received as 911 calls;

(e) for 911 calls received from a location that was referred to the PSAP jurisdiction for addressing while the addressing request is unresolved;

(f) if a telephone number generating the NRF call has been transferred to another service provider or entity, based upon reference to the Number Portability

Administration Center, in which case the incident must be reassigned and reported as a NRF call to the appropriate service provider; and

(g) for one unadjusted NRF 911 call per 911 service provider where the service provider has less than 400 total 911 calls per 911 service provider during the measured calendar year.

(3) A service provider shall submit a written claim for any adjustments to the commissioner within 30 days of the incident.

B. Every 911 service provider:

(1) shall maintain a written procedure defining the 911 service provider's procedure for identifying, reporting, and resolving incidents of NRF, which provides for the timely reporting of each incident and the details of the incident, including the trunk group and trunk the call was received upon if available, to the responsible service provider;

(2) shall report the following information to the commissioner for each service provider within 30 days of the end of each calendar year:

(a) total number of 911 calls;

(b) the total number of NRF 911 calls; and

(c) when requested by the commissioner for any designated NRF 911 call or group of NRF 911 calls:

i. a list of the date, time, and phone number of each call;

ii. brief description of the action taken to prevent a reoccurrence, if known to the 911 service provider; and

iii. the basis for any adjustment requested by the service provider, if known to the 911 service provider; and

(3) who provides reports monthly to the commissioner throughout the calendar year, is not required to submit a year-end report.

C. Every public safety answering point shall adopt a procedure for handling NRF 911 calls, which must include:

(1) a description of the causes for a NRF 911 call from service providers using different technologies, including but not limited to wire line, wireless, and VOIP;

(2) recognition of a NRF 911 call by PSAP personnel;

(3) any attributes of the 911 calls display that might aid in identifying the location of the caller;

(4) the PSAP's procedure for handling the call; and

(5) procedures for reporting the NRF to the 911 service provider.

Subp. 12. **ALI database records.** Each 911 service provider shall report annually, within 30 days of the end of each calendar year, to the commissioner the following information:

A. the total number of records maintained in the ALI database for all areas served by the service provider;

B. the total number of records maintained in the ALI database for each service provider based upon the National Emergency Number Association (NENA) company identification;

C. upon request, the number of records associated with each PSAP based upon emergency service number or other appropriate index for service provider based upon the National Emergency Number Association (NENA) company identification.

A 911 service provider who provides reports monthly to the commissioner is not required to submit a year-end report.

**Statutory Authority:** *MS s 403.01 to 403.12*

**History:** *L 2001 1Sp4 art 6 s 1; 31 SR 1510; L 2003 1Sp1 art 2 s 102 to 110*

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