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ADMINISTRATIVE  
HEARINGS

1 **Department of Public Safety**

2 **Adopted Permanent Rules Relating to 911 Emergency Communication Systems**

3 **1215.0200 DEFINITIONS.**

4 [For text of subpart 1, see M.R.]

5 Subp. 1a. **Automatic location identification (ALI).** "Automatic location  
6 identification" or "ALI" means the process of electronically identifying and displaying  
7 the name of the subscriber and the location, where available, of the calling telephone  
8 number to a person answering a 911 emergency call.

9 Subp. 1b. **Automatic location identification (ALI) database.** "Automatic location  
10 identification database" or "ALI database" means the set of ALI records residing on a  
11 computer system.

12 Subp. 2. **Automatic number identification (ANI).** "Automatic number identification"  
13 or "ANI" means the process of electronically identifying and displaying on a special  
14 viewing screen the telephone number of the calling party's telephone to a 911 answering  
15 person as the call is being answered.

16 [For text of subp 3, see M.R.]

17 Subp. 3a. **Default routing.** "Default routing" means the capability to route a 911 call  
18 to a PSAP designated as the default PSAP when the incoming 911 call cannot be  
19 selectively routed due to ANI failure or other cause.

20 Subp. 4. **Busy hour; busy month.** "Busy hour" means a one-hour period during a  
21 24-hour day where the number of 911 calls to the public safety answering point is  
22 usually a maximum. Similarly, "busy month" means the busiest month during a  
23 12-month period.

24 Subp. 4a. **911 service provider.** "911 service provider" means a 911 emergency  
25 telecommunications service provider that provides selective routing and ALI database  
26 services.



1 Subp. 4b. **No record found (NRF).** "No record found" or "NRF" means a condition  
2 where no ALI information is available for display at the PSAP.

3 Subp. 5. **Public agency.** "Public agency" means any unit of local government or  
4 special purpose district located in whole or part within this state that provides or has  
5 authority to provide fire fighting, police, ambulance, medical, or other emergency  
6 services.

7 Subp. 6. **PSAP or public safety answering point.** "PSAP" or "public safety answering  
8 point" means a communications facility operated on a 24-hour basis that first receives  
9 911 calls from persons in a 911 service area and that may, as appropriate, directly  
10 dispatch public safety services or extend, transfer, or relay 911 calls to appropriate  
11 public safety agencies.

12 [For text of subps 7 and 8, see M.R.]

13 Subp. 8a. **Service provider.** "Service provider" means a wire-line service provider,  
14 wireless service provider, packet-based service provider, or any other  
15 telecommunications or data service provider that directly accesses the 911 network  
16 through a selective router through dedicated trunk circuits or that accesses the 911  
17 network under an arrangement with another service provider having direct access.

18 Subp. 9. **Telephone exchange area.** "Telephone exchange area" means a specific  
19 geographic area designated by the Department of Commerce, which is served by one or  
20 more central offices.

21 [For text of subp 10, see M.R.]

22 **1215.0800 DESIGN STANDARDS.**

23 Subpart 1. **Load.** The 911 system must be designed and operated to maintain a grade  
24 of service such that no more than one call out of 100 incoming calls will receive a busy  
25 signal on the first dialing attempt during the busy hour of an average week during the  
26 busy month.

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

3 A. police services, which includes police, sheriff's departments, and state patrol;

4 B. firefighting services; and

5 C. emergency medical services, which includes ambulance service and first aid or  
6 other immediate response service provided directly to the caller.

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

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

11 [For text of subp 4, see M.R.]

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

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

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

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

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

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

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

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

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

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

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

12 **1215.0900 OPERATIONAL REQUIREMENTS.**

13 [For text of subs 1 to 10, see M.R.]

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

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

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

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

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

25 (b) for 911 calls received from a telephone installed less than ~~one~~ two full

1 business ~~day~~ days, which includes each weekday except a legal holiday, following the  
2 date of installation;

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

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

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

7 (f) if a telephone number generating the NRF call has been transferred to  
8 another service provider or entity, based upon reference to the Number Portability  
9 Administration Center, in which case the incident must be reassigned and reported as a  
10 NRF call to the appropriate service provider; and

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

14 (3) A service provider ~~shall submit a claim for an adjustment to a NRF 911 call~~  
15 ~~to the 911 service provider as part of its resolution of the incident and~~ shall submit a  
16 written claim for any adjustments to the commissioner within 30 days of the incident.

17 B. Every 911 service provider shall:

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

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

25 (a) total number of 911 calls;

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

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

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

(ii) a 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:

(1) the total number of records maintained in the ALI database for all areas served by the service provider;

(2) the total number of records maintained in the ALI database for each service

1 provider based upon the National Emergency Number Association (NENA) company  
2 identification; and

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

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