

Proposal for Updated PSAP Minimum Standards

**OFFICIAL COMPILATION OF CODES, RULES & REGULATIONS
OF THE STATE OF NEW YORK
TITLE 21 MISCELLANEOUS
CHAPTER LX NEW YORK STATE INTEROPERABLE AND EMERGENCY COMMUNICATION BOARD**

PART 5200. MINIMUM STANDARDS REGARDING DIRECT DISPATCH OF ALL EMERGENCY SERVICES

Section 5200.1 Purpose

Many emergencies require immediate response from an emergency service provider, whether police, fire, or emergency medical service. This need requires that 911 facilities must be able to dispatch or effect the dispatch of any and all of such providers to ensure the highest level of service and protection to the community.

Section 5200.2 Definition

Direct dispatch means that the Public Safety Answering Point (PSAP) can alert the responding agency without having to relay or reroute 911 requests for service unless the request for service originates outside the jurisdiction. All PSAPs subject to New York State Interoperable and Emergency Communication Board's minimum standards for the direct dispatch of emergency services shall have the capability of direct dispatch as so defined.

Section 5200.3 Transfer of 911 requests for service.

A PSAP shall transfer all 911 requests for service originating outside its jurisdiction to the appropriate agencies pursuant to existing local practice.

PART 5201 MINIMUM STANDARDS REGARDING PUBLIC SAFETY TELECOMMUNICATOR TRAINING

Section 5201.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) Public Safety Telecommunicator means any person employed by or in any State or local PSAP either full- or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency services personnel.
- (d) Communications Training Officer means any individual designated by the authority to train public safety telecommunicators.
- (e) Trainee means a public safety telecommunicator who is currently being trained.
- (f) Supervisor or equivalent(s) means any person employed by the PSAP who is regularly responsible for the supervision of PSAP operations during the assigned shift in accordance with the authority's policies and procedures.

- (g) PSAP Director, Deputy Director, or equivalent(s) means any person employed by the PSAP who is regularly responsible for the day-to-day oversight and operations of the PSAP in accordance with the authority's policies and procedures.
- (h) Authority means the governmental entity operating the PSAP.

Section 5201.2 Personnel Qualifications

- (a) A public safety telecommunicator shall have obtained a high school diploma evidencing completion of a course of study at an accredited high school or secondary school. Alternatively, they shall have obtained a General Equivalency Diploma or its equivalent. Any public safety telecommunicator who commences employment in such capacity prior to January 1, 2004, shall not be required to meet this qualification.
- (b) A candidate for employment as a public safety telecommunicator shall show proof of the qualification set forth in subdivision (a) of this section in a form satisfactory to the hiring authority.
- (c) All candidates for employment as public safety telecommunicators shall be subject to a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law).
- (d) Candidates for public safety telecommunicator positions must be of good moral character. The criminal history of a candidate must be assessed in accordance with applicable federal and State requirements, including New York Executive Law article 15 (Human Rights Law) and the access requirements of necessary crime information systems.

Section 5201.3 Public Safety Telecommunicator Entry Level Training Standards

- (a) Classroom and related instruction.
 - (1) All public safety telecommunicators shall complete a course of classroom instruction consisting of a public safety telecommunicator course that meets or exceeds the standards set forth in this subdivision.
 - (2) Every public safety telecommunicator subject to the training requirements of this section shall satisfactorily complete the classroom and related instruction training set forth in this subdivision within 12 months of the date of initial appointment.
 - (3) A minimum of 40 hours of public safety telecommunicator classroom training shall be provided, using a course listed in **section 5201.7(a)** of this Part or a course which has been approved by the board, which shall include the following at a minimum:
 - (i) authority's policy, procedures, rules, and regulations;
 - (ii) customer service and interpersonal communications;
 - (iii) technologies to include customer premise equipment, computer aided dispatch system, radio system(s), and Telecommunications Device for the Deaf/TeleTypewriter (TDD/TTY) operations and testing;
 - (iv) call taking and dispatch procedures;
 - (v) handling requests for service from persons who speak a language other than English, are children or elderly, are difficult or abusive, are emotionally disturbed, are impaired or subject to an altered mental state, or are suffering from a mental illness or handicap;

- (vi) handling requests for service involving lost, missing, abducted, abused, or exploited children or adults;
 - (vii) if the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, EMD and cardio-pulmonary resuscitation (CPR);
 - (viii) criminal justice information system(s), if use of said system(s) is within the public safety telecommunicator's assigned duties;
 - (ix) homeland security awareness; and
 - (x) legal aspects of public safety telecommunicator's role.
- (4) All public safety telecommunicators shall complete the following courses designed by the Federal Emergency Management Agency within 12 months of appointment:
- (i) IS-100, or the equivalent;
 - (ii) IS-200, or the equivalent;
 - (iii) IS-700, or the equivalent; and
 - (iv) IS-800, or the equivalent.
- (5) Administrative requirements. The authority shall:
- (i) maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program; and
 - (ii) maintain, in accordance with New York State records retention laws and regulations, training records of all trainees including daily written evaluations.
- (b) Public Safety Telecommunicator Entry Level Training Evaluation Program.
- (1) The authority shall have in place for each PSAP an Emergency Services Dispatch Training and Evaluation Program (ESDTEP) that meets or exceeds the standards set forth in this subdivision.
- (2) All public safety telecommunicators, except for those commencing employment in such capacity prior to January 1, 2004, must satisfactorily demonstrate competency in the performance criteria established in this subdivision.
- (3) Every public safety telecommunicator subject to the training requirements of this subdivision shall satisfactorily complete the ESDTEP training program prior to completion of the initial appointment probationary period.
- (4) The ESDTEP shall consist of a minimum of 240 hours of training, including, but not limited to:
- (i) specific performance criteria;
 - (ii) daily written evaluations; and
 - (iii) observation of the trainee while interacting with the public and all relevant public safety agencies and organizations serviced by the PSAP.
- (5) Supervision.
- (i) The ESDTEP program training shall occur under the immediate supervision of a qualified communications training officer.
 - (ii) Public safety telecommunicators shall not be assigned to unsupervised duty until the training is satisfactorily completed.
- (6) A public safety telecommunicator who is otherwise subject to the training requirements set forth in this subdivision, but who has been previously employed in such capacity, may, in lieu of completing the training requirements, show competency in specific performance areas pursuant to a protocol established by the employing authority.

- (c) Extensions of time.
 - (1) An extension of time for completion of the training required under subdivision (a) of this section may be granted on the basis of:
 - (i) illness;
 - (ii) injury;
 - (iii) military service;
 - (iv) special duty assignment required and performed in the public interest;
 - (v) administrative leave involving the determination of workers' compensation or disability retirement issues, or suspension pending investigation or adjudication of an offense; or
 - (vi) any other reason documented by the authority, which reason shall be specifically described.
 - (2) The authority granting the extension shall document the reason for the extension and shall retain said documentation in the employee's file.

Section 5201.4 Annual in-service training standards

- (a) All public safety telecommunicators shall, within each calendar year:
 - (1) complete a minimum of 21 hours of in-service training, which must include, at a minimum, the following:
 - (i) TDD/TTY devices (twice per year);
 - (ii) acute traumatic and chronic stress management;
 - (iii) homeland security awareness;
 - (iv) customer service;
 - (v) legal updates;
 - (vi) review of authority's policies and procedures;
 - (vii) emergency operations/continuity of operations training;
 - (viii) handling requests for service; and
 - (2) satisfy any and all applicable mandatory re-certifications, including, but not limited to:
 - (i) if the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, emergency medical dispatching and CPR refresher as required;
 - (ii) requirements for access to criminal justice information systems, if use of said system is within the public safety telecommunicator's assigned duties; and
 - (iii) any other certifications associated with required training courses.
- (b) A public safety telecommunicator who has failed to satisfy the annual in-service training standards set forth in this section for any calendar year shall not be eligible for, or be assigned to, duty until such time as the training is successfully completed.
- (c) The annual in-service training standards set forth in this rule shall be met through attendance at the applicable training programs associated with the courses listed in section 5201.7(a) of this Part or a course approved by the board.
- (d) Administrative requirements. The authority shall:
 - (1) maintain accurate and current copies of curricula consisting of course outlines, descriptions and specific lesson plans for all training courses that are completed through an in-house training program;

- (2) maintain, in accordance with the records retention laws and regulations, training records of all trainees, including daily written training evaluations.

Section 5201.5 Specialty training

- (a) The authority may identify positions for which specialized technical and job-specific training is to be required, and the authority shall require completion of such training pursuant to the protocol established within that job specialty.
- (b) If the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, such program shall include and require instruction which meets or exceeds the Standard Practice for EMD of the EMD program adopted by the authority. All public safety telecommunicators employed therein shall complete training for such program, using a course listed in section 5201.7(b) of this Part or a course which has been approved by the board, within 12 months of the date of appointment. Certifications associated with the course must be maintained thereafter.
- (c) PSAP personnel assigned to conduct quality assurance and improvement (QA/QI) reviews shall have successfully completed training described in section 5201.3 of this Part and receive training in performance measures and conducting such reviews prior to conducting QA/QI reviews, using a course listed in section 5201.7(c) of this Part or a course which has been approved by the board. Certifications associated with the course must be maintained thereafter.
- (d) PSAP personnel who are assigned as communications training officers (CTOs) shall have successfully completed training described in section 5201.3 of this Part and receive training to become familiar with the techniques, requirements and evaluation forms used in conducting on-the-job training, using a course listed in **section 5201.7(d)** of this Part or a course which has been approved by the board. CTOs shall be required to do periodic in-service and/or self-study training sufficient to maintain proficiency and maintain relevant certifications, using a course listed in **section 5201.7(d)** of this Part or a course which has been approved by the board.
- (e) PSAP personnel appointed as supervisors or equivalent(s) shall have successfully completed training described in section 5201.3 of this Part and a supervisory training class, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board, within 12 months of appointment. Certifications associated with the course must be maintained thereafter.
- (f) Persons appointed as a PSAP Director, Deputy Director, or equivalent(s) shall be knowledgeable of the substance of the training set forth in section 5201.3(a) of this Part and shall complete ICS-300 (or an equivalent course) and ICS-400 (or an equivalent course) within 12 months of appointment. If their duties include answering of 911 requests for service and/or the dispatching of emergency services personnel, they must also comply with all public safety telecommunicator requirements.
- (g) The PSAP Director or equivalent shall certify to the board compliance with all training requirements as identified in section 5201.3 of this Part, subdivisions (a) through (f) of this section, and all other courses deemed necessary by the employing jurisdiction.

Section 5201.6 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

Section 5201.7 Courses of Instruction

- (a) The following courses of instruction meet or exceed the classroom instruction requirements set forth in section 5201.3(a)(3) of this Part and the annual in-service training standards set forth in section 5201.4 of this Part:
 - (1) Association of Public Safety Communications Officials (APCO) Public Safety Telecommunicator I Course.
 - (2) PowerPhone Public Safety Telecommunicator Course.
 - (3) International Academies of Emergency Dispatch (IAED), Emergency Telecommunicator Course.
 - (4) National Emergency Communications Institute (NECI) Basic 911 Certification Course.
- (b) The following courses of instruction meet or exceed the instruction requirements set forth in section 5201.5(b) of this Part:
 - (1) IAED Emergency Medical Dispatcher Course.
 - (2) APCO Emergency Medical Dispatcher Course.
 - (3) PowerPhone Emergency Medical Dispatcher Course.
 - (4) NECI Emergency Medical Dispatcher Course.
- (c) The following courses of instruction meet or exceed the additional training requirements set forth in section 5201.5(c) of this Part:
 - (1) APCO Comprehensive Quality Course.
 - (2) IAED Emergency Dispatch Quality Assurance Courses (EMD-Q, EPD-Q, EFD-Q).
 - (3) PowerPhone Call Assessment Certification Course.
- (d) The following courses of instruction meet or exceed the training requirements set forth in section 5201.5(d) of this Part:
 - (1) APCO Communications Training Officer Course.
 - (2) NENA Center Training Officer Program.
 - (3) NECI Certified Training Officer Course.
- (e) The following courses of instruction meet or exceed the supervisory training class requirements set forth in section 5201.5(e) of this Part:
 - (1) APCO Communications Supervisor.
 - (2) NENA 911 Center Supervisor Program.
- (f) Courses not included in this section may be used if approved by the board.

**PART 5202 MINIMUM STANDARDS REGARDING THE STAFFING AND OPERATION OF PUBLIC SAFETY
ANSWERING POINTS**

Section 5202.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) Public safety telecommunicator means any person employed by or in a PSAP either full- or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency services personnel.
- (d) Certified means having a formal program of related instruction and testing as provided either by an organization listed in section 5202.4 of this Part or by the authority having jurisdiction over the PSAP.
- (e) GIS means Geographic Information Systems
- (f) Qualified means that the employee has been properly trained and credentialed pursuant to all applicable laws and regulations.

Section 5202.2 Standards

- (a) All PSAPs shall be staffed 24 hours a day, seven days a week, by a minimum of two qualified, certified public safety telecommunicators with at least one person located within the PSAP designated as in charge.
- (b) All PSAPs shall have staffing adequate to answer 90 percent of all incoming 911 requests for service within 10 seconds of connection each month.
- (c) All 911 requests shall be dispatched immediately, or as soon thereafter as possible within the practicalities of responding to other 911 requests for service, in accordance with the PSAP's written policies and procedures for prioritizing service needs.
- (d) All PSAPs shall maintain a written directives system available to all employees that at a minimum includes:
 - (1) job description for each job title staffed by the PSAP;
 - (2) procedure for the emergency recall of off-duty employees;
 - (3) procedure for quality control of services;
 - (4) policy and procedure, or equivalent measures, to assess employee performance;
 - (5) policy and procedure for handling requests for service involving missing vulnerable adults, missing children, runaways, victims of domestic violence, elder abuse, and AMBER alerts;
 - (6) policy and procedure for transferring misdirected or misrouted 911 requests for service;
 - (7) policy and procedure for handling silent, misdialed, prank, abandoned and disconnected 911 requests for service;
 - (8) policy and procedure regarding employee access, referral, and participation in critical incident stress management and employee assistance programs;
 - (9) policy that governs communications interoperability between disparate emergency services (police/fire/emergency medical services), neighboring communications centers, neighboring emergency services, and federal/State agencies;

- (10) policy and procedure governing the use and dissemination of information and the security and confidentiality of PSAP records, information, and computer systems; as required by applicable criminal justice information system regulations;
 - (11) policy and procedure for the handling of customer, personnel, and agency complaints; and
 - (12) procedure for public safety telecommunicator applicants to be subject of a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment.
- (e) All PSAPs shall have on file an organizational chart that is current and available to all personnel. The chart shall reflect the chain of command and lines of authority for communications within the PSAP and shall be organized in a hierarchy.
 - (f) All PSAPs shall have on file a written policy that requires personnel to obey any lawful order of a superior transmitted by any duly authorized agent of that superior, regardless of rank involved, and which establishes procedures to be followed when a conflicting order or directive is received.
 - (g) All PSAPs shall have the ability to communicate expeditiously with callers who do not speak English (e.g., via language interpreter services).
 - (h) All PSAPs shall maintain a process devoted to quality assurance and improvement (QA/QI). The QA/QI process shall include a review of call-taking and dispatch performance, behavior, and outcomes against agency and industry established performance standards to ensure compliance, consistency, and accuracy in the delivery of public safety communications service. The industry established performance standards are the pertinent standards established by any of the organizations listed in section 5202.4 of this Part.
 - (i) If the PSAP is responsible for the dispatch of emergency medical service requests for service, the PSAP must establish an Emergency Medical Dispatch (EMD) Program. If not, the PSAP must have an agreement in place to transfer emergency medical service requests for service to an entity with an EMD Program that complies with the EMD requirements of this Chapter.
 - (j) All PSAPs, in coordination with their GIS providers, shall participate in the State of New York GIS program and provide updates to the State of New York as necessary but not less than monthly.

Section 5202.3 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

Section 5202.4 Industry Performance Standards

- (a) The following organizations are recognized as establishing industry performance standards:
 - (1) Association of Public Safety Communications Officials (APCO).
 - (2) PowerPhone.

- (3) International Academies of Emergency Dispatch (IAED).
- (4) National Emergency Communications Institute (NECI).
- (b) Industry performance standards from other sources may be used if approved by the board.

PART 5203 MINIMUM STANDARDS REGARDING EQUIPMENT, FACILITIES AND SECURITY FOR PUBLIC SAFETY ANSWERING POINTS

Section 5203.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) IWS means intelligent work station.
- (d) CAD means computer aided dispatch.
- (e) ANI means automatic number identification.
- (f) ALI means automatic location identification.
- (g) OSP means originating service provider.
- (h) ACDR means automatic call detail record.
- (i) Authority means the governmental authority operating the PSAP.
- (j) TDD means telecommunication device for the deaf.
- (k) TTY means teletypewriters.
- (l) GIS means Geographic Information Systems
- (m) Re-bid means the ability to request updated ALI information for wireless calls as needed to receive current positioning information.
- (n) Criminal justice information system means the EJusticeNY Integrated Justice Portal or a similar application for access to criminal justice information systems in New York State.
- (o) Next Generation 911 (NG-911) means 911 systems including call routing, Session Initiation Protocol (SIP) trunking and items such as telematics, Incident related imagery, etc.
- (p) Text to 911 means the ability to send a text message to reach 911 from a mobile phone or device.
- (q) ESINet means an emergency service internet protocol network used for emergency service telecommunications.

Section 5203.2 Equipment

- (a) Intelligent workstations (IWS).
 - (1) All PSAPs shall have the ability to integrate multiple systems (CAD, IWS, and Mapping) into one operational system.
 - (2) All PSAPs shall have the ability to accept and process 10 digits of ANI information (or IP session identification when available), 20 digits (10 ANI and 10 pseudo-ANI) of ALI information, and Z (elevation) information when available.
 - (3) All PSAPs shall have the ability to receive text-to-911.
 - (4) When available, all PSAPs shall connect and interoperate to the State of New York ESINet in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications.
 - (5) The authority shall have a written procedure for the use of a manual backup system.

- (b) Computer aided dispatch (CAD) system.
- (1) A PSAP's CAD system shall accommodate call volumes and other sizing parameters as required by the authority.
 - (2) A PSAP's computer system shall provide operational capabilities as required by the authority.
 - (3) A PSAP's CAD system shall have the capabilities of displaying the location of all 911 requests for services using X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP), if a CAD based mapping solution is used.
 - (4) All CAD mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area if a CAD based mapping solution is used.
 - (5) If a CAD based mapping solution is used, a PSAP's CAD shall be capable of maintaining GIS data in the NG-911 format as specified by the National Emergency Number Association (NENA) standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226.
- (c) Mapping program (other than CAD based).
- (1) All mapping programs shall be compatible with the IWS system.
 - (2) All mapping programs shall be able to plot and X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP).
 - (3) All mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area.
 - (4) All mapping systems shall display a map display which can be navigated based on address and location coordinates provided from the PSAP's ALI system.
 - (5) A PSAP's mapping program, if separate from CAD, shall be capable of maintaining GIS data in the NG-911 format as specified by the NENA standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226.
- (d) Automatic Number Identification (ANI) / Automatic Location Identification (ALI) operations.
- All PSAPs shall have the ability to accept and process requests for emergency assistance from both voice and non-voice devices. The PSAP shall be able to accept and process a unique device identifier that is delivered with a request for emergency assistance and use that identifier to query the delivering system for device location both upon receipt of the original request for service and to request periodic device location updates as necessary. Identification and location capabilities shall include, but are not limited to, the following:
- (1) have enhanced 911 capability, including ANI (or IP Session Identification) and ALI;
 - (2) can receive 20-digit ANI/ALI and elevation (when available) data from all OSPs;
 - (3) have dedicated redundant data links to the designated ALI/ANI database or ESINET providers;
 - (4) have the capability to receive the ANI/ALI information as soon as the call is answered by a public safety telecommunicator

- (5) have the ability to re-bid for ALL information; and
 - (6) when available, all PSAPs shall connect and interoperate to the State of New York ESINET in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications.
 - (7) Systems and processes shall be implemented and tested to provide for automatic immediate re-routing of traffic should a PSAP become unable to receive and process requests for emergency assistance.
- (e) Recorder system. The authority shall:
- (1) ensure that all emergency communications to and from all PSAPs shall be recorded;
 - (2) have a written policy establishing procedures for the playback and/or retrieval of emergency communications;
 - (3) have a written policy for the securing and storage of recordings;
 - (4) establish criteria, and have a written policy for, access to recordings;
 - (5) retain PSAP recordings for a minimum of 90 days or in accordance with applicable state or federal laws (whichever is longer); and
 - (6) ensure that instant playback units are located at all public safety telecommunicator positions.
- (f) Call detail record. All PSAPs shall have the capability to provide an automatic call detail record (ACDR) of every emergency call received, either by recording equipment, information database, or CAD log.
- (g) Telecommunications devices for the deaf (TDD).
- (1) All PSAPs shall have sufficient equipment and capability for:
 - (i) direct access for all teletypewriters (TTY); and
 - (ii) equipping of each call-taking position with a TTY or TTY-compatible device, software, or service.
 - (2) The authority shall have a written procedure for the handling of text, silent, or open line TDD requests for service.
- (h) Criminal justice information system.
- (1) All PSAPs that dispatch law enforcement shall have access to a criminal justice information system.
 - (2) The authority shall have a written procedure for participation in the criminal justice information system or systems the PSAP utilizes.
- (i) System service. The authority shall have a plan to ensure the timely repair of PSAP equipment.
- (j) System clock.
- (1) All PSAPs shall have a time synchronization package for the purpose of coordinating system-wide timing among the various 911 systems and support systems.
 - (2) The time synchronization package shall provide the means for 911 systems, CAD systems, recorders, display clocks, and all other automated systems containing clocks to operate on the same time source.
 - (3) All system clocks shall automatically adjust for daylight savings time and leap second and shall have a time zone offset for UTC (universal time coordinated).

Section 5203.3 Building

- (a) Fire protection. All PSAPs shall comply with the New York State Uniform Fire Prevention and Building Code.
- (b) Facility power.
 - (1) All PSAPs, back-up PSAPs, and critical 911 system infrastructure, shall maintain a standby electrical power source capable of ensuring uninterrupted and continuous operation of the PSAP and critical systems in the event of the failure of the primary power source. The authority shall have a written procedure for the testing of standby power sources.
 - (2) The authority shall conduct documented inspections and preventative maintenance of standby power sources in accordance with the manufacturer's recommendations and shall conduct documented testing of standby power sources at least monthly.
 - (3) Adequate electrical power systems protection shall be employed so that power problems, such as fluctuations in voltage levels, do not adversely affect sensitive electronic equipment.
 - (4) Proper electrical and communications equipment grounding and lightning protection systems shall be employed at PSAP and associated communications tower sites that are electrically or conductively connected to the PSAP to protect personnel and equipment.
- (c) Climate Control. Heating, ventilating, and air conditioning equipment (HVAC) systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturers of the equipment critical to the operation as determined by the authority.

Section 5203.4 Security

- (a) Facility access and security.
 - (1) All PSAPs and backup PSAPs shall be locked and secured from intrusion.
 - (2) Access to a PSAP shall be restricted to authorized persons only.
 - (3) Power sources, utility feeds and standby power sources shall be protected to prevent tampering or intrusion.
 - (4) Public safety communications towers, equipment shelters, and other such facilities, within the control of the PSAP and used to transport 911 requests for service between the originating party and the PSAP shall be protected from tampering and shall include, at a minimum: security fencing, hardening of potential points of access, adequate lighting, and intrusion alarms.
- (b) Computer system protection.
 - (1) All PSAPs shall be equipped with software protection as required by the authority including a means of access that requires each authorized user to utilize unique identifiers to enter the systems. An annual audit of system users shall be conducted.
 - (2) The authority shall have a policy prohibiting introduction of unauthorized media or storage devices and installation of unauthorized software on PSAP computers.
 - (3) The authority shall have a procedure to ensure the back-up of critical computer files and the security and storage of back-up media.

Section 5203.5 General

- (a) Backup site. The authority shall:
 - (1) maintain backup PSAP site capability, adequately sized, equipped, and ready with the ability to receive and dispatch 911 requests for services in accordance with the operational standards promulgated in Part 5202 of this Title, for use in case of the necessity to vacate the original PSAP; and
 - (2) conduct and document no less than one exercise per year that utilizes the continuity of operations plan.
- (b) Overflow 911 requests for service. The authority shall have a written policy to handle overflow of 911 requests for service.
- (c) Another PSAP may serve as a backup site and handle overflow of 911 requests for service. The backup PSAP must meet all standards that would apply to the original PSAP.
- (d) The PSAP shall maintain a written continuity of operations plan (COOP) for the PSAP that provides policy, guidance, and procedures for maintaining mission critical call-taking and dispatch operations, ensures the safety of personnel, protects equipment and facilities during natural or man-made disasters or PSAP system failures, and addresses the evacuation of the original PSAP and transfer of operations to the backup site.

Section 5203.6 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

PART 5250 MINIMUM STANDARDS REGARDING LAW ENFORCEMENT JURISDICTIONAL PROTOCOLS

Section 5250.1 Purpose

All law enforcement agencies have a common goal of providing the highest level of police protection to the communities they serve. Fulfilling that goal requires the coordination and cooperation of all law enforcement agencies at the local, county and State levels. In the interest of providing the highest levels of law enforcement services and protection to the public, the Legislature has therefore required the New York State Interoperable and Emergency Communication Board to adopt minimum standards for jurisdictional protocols.

Section 5250.2 Definitions

- (a) AVL means Automatic Vehicle Locator.
- (b) CAD means Computer Aided Dispatch.

- (c) Jurisdictional protocol is a written agreement entered into by two or more law enforcement agencies setting forth procedures to ensure the organized, coordinated, and prompt mobilization of personnel, equipment, services, or facilities in order to achieve the fastest response to a 911 request for service.

Section 5250.3 Contents

The jurisdictional protocols utilized by the law enforcement agencies shall be in the form of a written agreement that, at a minimum, includes or provides for the following:

- (a) A list of all participating law enforcement agencies.
- (b) If the PSAP has the authority to do so, a method of providing for the dispatch of the closest police unit, which may be via any of the following:
 - (1) AVL (CAD mapping).
 - (2) Indirect polling (asking for any unit in the area).
 - (3) Direct polling (determining the location of a unit by its number).
- (c) A method of transferring 911 requests for service to the proper agency or jurisdiction.
- (d) That the methods provided for pursuant to subdivisions (b) and (c) of this section shall be used in the case of all 911 requests for service, and all emergency requests for service received by any other means, dispatched for service.
- (e) That the agreement shall be reviewed at least annually to ensure that the most efficient procedures are being used.
- (f) That all investigative duties shall be conducted by a law enforcement agency having ordinary investigative jurisdiction in any area, regardless of initial response to an emergency, provided, that no law enforcement agency shall be prohibited from requesting assistance from any other agency as may be provided under current law or regulation; and
- (g) A procedure for resolving all disputes among the parties relating to the operation of the protocol, which may include referral of such disputes to a body designated by agreement among the parties.