

## New York State Interoperable and Emergency Communication Board

### INFORMATION NOTICE

#### Notice of Proposed Amendment to Minimum Standards for Public Safety Answering Points

The New York State Interoperable and Emergency Communication Board, established pursuant to County Law § 326, is charged with assisting local governments, service suppliers, wireless telephone service suppliers and appropriate state agencies by facilitating the most efficient and effective routing of wireless 911 emergency calls; developing minimum standards for public safety answering points; promoting the exchange of information, including emerging technologies; and encouraging the use of best practice standards among the public safety answering point community. The Board is exempt from the requirements of the New York State Administrative Procedure Act, but is required to publish its proposed and final standards pursuant to the provisions of County Law § 327(5). This Notice is published pursuant to those provisions.

Summary of Proposed Amendments: At its meeting on August 14, 2024, the Board proposed a revision to minimum standards in 21 NYCRR Parts 5200, 5201, 5202, 5203, and 5250 regarding direct dispatch of emergency services; training and qualifications; staffing and operations; equipment, facilities, and security; and jurisdictional protocols for public safety answering points. The current standards are to be repealed and replaced with the revised standards. These revisions modernize the existing standards, taking into account changes in practices, expectations, and technologies since the last update to the standards. Additionally, the title of 21 NYCRR Chapter LX would be revised from “New York State 911 Board” to “New York State Interoperable and Emergency Communication Board,” to match the current name of the Board.

Comments: A minimum 45-day comment period follows this Notice, during which all interested persons and organizations are invited to comment. Written comments may be submitted by email to [Rule.Making@dhses.ny.gov](mailto:Rule.Making@dhses.ny.gov) or by U.S. Mail to James Callahan, Division of Homeland Security and Emergency Services, 1220 Washington Ave, Bldg. 7A, Albany, NY 12226.

Text of the proposed amendment is available at the Division of Homeland Security and Emergency Services Website: <https://www.dhses.ny.gov/state-interoperable-and-emergency-communication-siec-board>