



INSTRUCTIONS TO REQUEST VARIANCE(S) OF WIRELESS PSAP STANDARDS

The minimum standards for public safety answering points include a process for requesting variances based on unnecessary hardship, provided that alternative measures to meet the objectives of the standards are implemented. This document is guidance for entities requesting a variance(s).

1. Please write a letter on your authority's letterhead, explaining the nature of your variance request. In your letter, be sure to address the following:
 - a. Identify the entity applying for the variance(s).
 - b. Confirm that the entity is designated to receive and answer emergency calls from wireless telephone service providers (i.e. cell phone 911 calls), including calls received by means of rerouting.
(If NO, the entity does not need to comply with the PSAP standards. No variance is necessary)
 - c. Identify the sections for which are you seeking a variance(s).
 - i. The following Parts of the standards can have variances granted:
 - Part 5201: Minimum Standards Regarding Public Safety Telecommunicator Training
 - Part 5202: Minimum Standards Regarding the Staffing and Operation of Public Safety Answering Points
 - Part 5203: Minimum Standards Regarding Equipment, Facilities and Security for Public Safety Answering Points.
 - ii. Please also identify pertinent the subsections.
 - d. Explain how compliance with the standard(s) will create an unnecessary hardship.
 - e. Explain the alternative measures or method that will be used to still achieve the overall objectives of the standard(s).
 - f. Define for what period of time is the variance being requested?
(Indefinite variances are prohibited)
 - g. Include any attachments you believe are relevant to your request.
2. Submit your request to DHSES.OIEC@dhses.ny.gov
3. NYS DHSES OIEC will review your request and may have follow-up questions for verification and/or clarification of your request. OIEC will reach out to the submitter of the variance document.
4. After OIEC review, your request and a recommendation will be provided to the SIEC Board for consideration at the next practical Board meeting. The Board will determine the sufficiency of the request and whether to grant a variance(s).
5. NYS DHSES OIEC will inform the submitter of the SIEC Board's determination.

If the submitting agency has any questions, please email DHSES.OIEC@dhses.ny.gov.

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