

Chapter Adm 15

EMERGENCY NUMBER SYSTEMS

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Adm 15.01 Authority and purpose. Section 146.70, Stats., authorizes the department to establish operational standards for public agencies or groups of public agencies operating basic and sophisticated 911 systems. The purpose of this chapter is to effectuate the necessary operational standards.

History: Cr. Register, July, 1982, No. 319, eff. 8-1-82.

Adm 15.02 Definitions. (1) "Busy hour" means the 60-minute period having the highest usage measured during those days of the year when the greatest volume of calling traffic is handled on the telephone lines incoming to the PSAP.

(2) "Direct trunk" means a telephone line connection which is not switched before reaching the PSAP.

(3) "Department" means the department of administration.

(4) "Grade of service" means the measurement of the busy hour traffic capacity stated in terms of the ratio of the number of calls encountering an all-trunk-busy condition to the total number of calls during the busy hour. A grade of service of $P=.01$ means that 1% of the busy hour calls encounter an all-trunk-busy condition.

(5) "Public safety answering point (PSAP)" means the initial answering location of a 911 call.

(6) "Trunk" means any communications path used for connecting a customer in the smallest subdivisions (a central office) of a telephone utility to any other services.

History: Cr. Register, July, 1982, No. 319, eff. 8-1-82.

Adm 15.03 Standards. The following operational standards shall apply:

(1) **EMERGENCY NUMBER.** The primary published emergency number shall be "911." The PSAP shall have a separate 7-digit administrative number.

(2) **MAINTENANCE.** The PSAP's shall make provision with serving telephone utilities for telephone maintenance service on a 24-hour per day, 7-days per week basis.

(3) **SERVICES DISPATCH.** All public safety agencies providing services within the boundaries of the 911 system shall be included in the 911 system. These agencies shall determine the type of 911 call handling method desired and establish written procedures for dispatch of public safety services.

(4) **OPERATION.** The PSAP shall operate 24 hours a day, 7 days a week.

(5) **GRADE OF SERVICE.** A sufficient number of incoming 911 lines, but not less than two (excluding the 7-digit administrative number), shall be provided between the smallest subdivisions (a central office) of the telephone utility and the PSAP to supply at least a grade of service of P=.01, if direct trunks are used.

(6) **TRAFFIC STUDY.** On request from any public safety agency, the PSAP shall request its telephone utility to conduct a traffic study of its 911 lines to determine if the required grade of service is being maintained. The department shall determine, if there is disagreement, who shall pay the cost of any such traffic study.

(7) **TRUNKS.** If direct trunks are used, there shall be at least two 911 trunks between the PSAP and each of the smallest subdivisions (a central office) of the telephone utility in the PSAP's service area. If direct trunks are not used, the grade of service provided over the intermediate connecting trunks shall be at least the same level as exists for direct dialing of long distance calls.

(8) **AUTOMATICALLY DIALED EMERGENCY ALARMS.** Access to the 911 system shall not be permitted with automatically dialed emergency alarms.

(9) **ANSWERING POSITION.** Each 911 call answering position shall have access to all incoming 911 lines and all outgoing public safety agency lines.

(10) **INDICATION OF INCOMING CALLS.** The 911 call answerers shall receive both an audible and a visual indication of the incoming 911 calls.

(11) **INCOMING CALLS RECORDED.** All incoming 911 calls shall be recorded on a recorder suitable for the purpose of immediate follow-up clarification of emergency calls, and the date and time of receipt of each call shall be written or tape recorded.

(12) **ALL ANSWERING POSITIONS BUSY.** If all 911 answering positions are busy, the calls waiting shall receive a busy signal or a recorded message informing the caller that the PSAP has been reached, and a call answerer will respond as soon as possible. In the event of a major emergency, the caller shall be informed that action has been taken. The caller shall be advised to remain on the line if the call is not related to this major emergency.

(13) **TRANSFERS.** When the PSAP transfers calls to a public safety agency, these calls shall be transferred without putting the calling party on hold and shall be monitored by the call answerer to ensure the call has been properly transferred and answered. The secondary circuits used when transferring calls shall be capable of successfully transferring 99 calls out of each 100 calls received.

(14) **WRITTEN PROCEDURES FOR PSAP.** Written procedures for PSAP operations shall be prepared by PSAP management and furnished to all PSAP personnel.

(15) **EQUIPMENT TRAINING.** Training of PSAP personnel shall be obtained from the vendor to ensure proper operation of telephone equipment.

(16) **SAFEGUARDS.** The PSAP personnel shall assure that all 911 equipment is physically secure, and that exposed 911 circuit facilities

are safeguarded from accidental contact. Authorized personnel and other persons associated with 911 service shall be familiar with procedures for safeguarding facilities.

(17) **PERMISSION FOR MAINTENANCE ON CIRCUITS.** Each PSAP shall enter into an agreement with the telephone utility which installed its telephone circuits. The agreement shall provide that no special or routine maintenance shall be performed on the telephone circuits of any 911 system until permission is obtained from the PSAP director or his or her designee. A waiver of this requirement may be obtained from the department if a showing can be made by the PSAP that a good faith effort was made to obtain the agreement.

(18) **CALL REGISTERS.** The PSAP shall have call registers to accurately monitor the quantity of calls on the incoming 911 lines.

(19) **EMERGENCY ELECTRICAL POWER.** The PSAP shall have standby emergency electrical power capability to ensure continuous operation and communication in the event of a commercial power failure.

(20) **APPROVAL BY THE DEPARTMENT.** All 911 emergency number systems shall be approved by the department before implementation.

History: Cr. Register, July, 1982, No. 319, eff. 8-1-82.