

# OREGON MILITARY DEPARTMENT, OFFICE OF EMERGENCY MANAGEMENT

## DIVISION 80

### 9-1-1 EMERGENCY COMMUNICATIONS SYSTEM PROGRAM

~~104-080-0000~~

#### **Purpose**

The purpose of the ~~State of Oregon's 9-1-1 Emergency Communication System Program~~ program in establishing the emergency communication system is:

~~(1) To provide uniform the continued operation of 9-1-1 and emergency communications services statewide.~~

~~(a) To provide consistent statewide access to police, fire, or emergency medical service through the emergency communication/communications system utilizing when an emergency call is made to 9-1-1.~~

~~(2) To provide the continued operation of 9-1-1 communications service statewide.~~

~~(b) To support 9-1-1 jurisdictions by continuing to pursue technologies and solutions that improve levels of service and promotes efficiencies in the statewide emergency communications system.~~

~~(2) To ensure reliable statewide operation and maintenance of the emergency communication system by providing a PSAP with:~~

~~(a) Access to the emergency communications system and network for use by the primary PSAP;~~

~~(b) Customer premises equipment with comparable functionality; and~~

~~(c) A mapping platform to assist with locating an emergency caller.~~

~~(3) To providedistribute and monitor the distribution and expenditure of 9-1-1 tax funds in all accounts to 9-1-1 jurisdictions who provide including the tax funds distributed to 9-1-1 emergency communication system services in Oregon, jurisdictions.~~

~~(4) To study monitor, review and assess the efficiency of 9-1-1 the emergency communication services throughout the State of Oregon.~~

~~(5) To implement the requirements of ORS 403.105 to 403.165 and ORS 403.235 to 403.250.~~

Stat. Auth.: ORS 403.120(1)(a)

Stats. Implemented: ORS 403.105 - 403.165

Hist.: EMD 2-1992, f. & cert. ef. 4-17-92; EMD 3-1992(Temp), f. & cert. ef. 7-15-92; EMD 3-1993(Temp), f. & cert. ef. 1-15-93; EMD 1-1997, f. & cert. ef. 8-15-97; OEM 1-2003, f. & cert. ef. 1-15-03; OEM 2-2010, f. & cert. ef. 2-5-10; OEM 1-2015(Temp), f. & cert. ef. 6-5-15 thru 12-1-15

~~104-080-0010~~

#### **Definitions**

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- ~~(1) "Enhanced 9-1-1 (E9-1-1)" means the delivery of automatic number and location identification of a 9-1-1 call for service.~~
- ~~(2) "Automatic Location Identification (ALI)" means the automatic display at a public safety answering point of the subscriber telephone number, the service address for the telephone and supplementary information.~~
- ~~(3) "Automatic Number Identification (ANI)" means the automatic display at a public safety answering point of the subscriber telephone number. "Pseudo-ANI (pANI)" means the number assigned to a wireless 9-1-1 call identifying the tower or sector from which the call originated. It is used for the routing of 9-1-1 Wireless calls to the designated E9-1-1 Primary PSAP.~~
- ~~(4) "CAD" includes Computer Aided Dispatch; Computer Assisted Dispatch.~~
- ~~(5) "Geographic Information Systems" (GIS) means a mapping system utilized in support of 9-1-1 for the manipulation and display of mapping data at the PSAP.~~
- ~~(6) "Data Base" includes:~~
- ~~(a) The data required to direct network routing of an emergency call to the primary public safety answering point responsible for the emergency service zone of the calling party;~~
- ~~(b) The data used to identify the jurisdictional boundaries within a 9-1-1 service area for each associated public or private safety agency;~~
- ~~(c) The data required to transfer an emergency call from a primary public safety answering point to either another primary public safety answering point or a secondary public safety answering point; and~~
- ~~(d) The data required to assign default routing within Oregon to a designated public safety answering point at times of network routing failure.~~
- ~~(7) "Data Management System" means the combination of manual procedures and computer programs used to create, store, manipulate and update data required to provide selective routing and ALI/GALI.~~
- ~~(8) "Primary public safety answering point (PSAP)" means a 24-hour public safety answering point that receives emergency calls directly from members of the public.~~
- ~~(9) "Emergency Service Zone" means a defined geographical territory consisting of a specific combination of law enforcement, fire and EMS coverage areas.~~
- ~~(10) "Geographic Automatic Location Identification (GALI)" means the automatic display at a primary public safety answering point of the positional location of the subscriber, ten-digit ANI for the device and supplementary information.~~
- ~~(11) "Interoperability" means deployment of E9-1-1 technologies having been engineered to allow full functionality when providers' resources are shared by two or more PSAPs or where a PSAPs' E9-1-1 telecommunications service is derived from two or more utilities regardless of whether the call is received directly from the calling party or by transfer from a contiguous PSAP.~~
- ~~(12) "Master Street Address Guide (MSAG)" means a database of street names containing address ranges with their associated communities that denotes emergency service numbers for E9-1-1 purposes.~~

~~(13) "Network" includes:~~

~~(a) A series of connecting points which can be joined to create communications channels intended to allow public access into the emergency communications system;~~

~~(b) Connecting points which include all Oregon providers, facility and services required to complete the emergency call; and~~

~~(c) Provider based connection of both switched and dedicated channels ultimately terminating upon station terminal equipment within each primary public safety answering point.~~

~~(14) "Network Exchange Services" includes:~~

~~(a) Intrastate telecommunications services required to deliver E9-1-1;~~

~~(b) Any telecommunications service in which the information transmitted originates and terminates within the boundaries of the State of Oregon.~~

~~(15) "On-Premises Equipment (Also referred to as Customer Premise Equipment or CPE)" includes:~~

~~(a) Those devices required to decode network signaling allowing the display of ALI/GALI;~~

~~(b) The station terminal equipment required for display of decoded signaling and voice contact with the calling party in a synchronous manner.~~

~~(16) "Open Systems" includes but is not limited to:~~

~~(a) System Application Program Interface (ISO/IEC 9945-1:1990);~~

~~(b) Information technology Portable Operating System Interface (POSIX) (IEEE Std1003.1-1990).~~

~~(17) "P.01 Grade of Service" means emergency telecommunications service in which no more than one call in 100 attempts will receive a busy signal on the first attempt during the average busiest hour.~~

~~(18) "Positional Location" means:~~

~~(a) The means by which to describe a point on the surface of the Earth usually termed an "x, y" coordinate;~~

~~(b) "x, y" coordinate information will be provided in decimal degrees with six places of accuracy based on the North American datum (NAD) 83-94;~~

~~(c) "x, y" shall also include a "z" element when available. "z" is intended to reflect elevation in feet from Mean Sea Level.~~

~~(19) "Primary Utility" means:~~

~~(a) A utility having an exchange boundary that contains a primary PSAP point and is therefore responsible for providing network access;~~

~~(b) The utility responsible as the first point of contact for coordination of network maintenance and repair.~~

~~(20) "Provisioning" means the process of providing or obtaining needed equipment or services.~~

~~(21) "Selective Routing" means the capability of routing an E9-1-1 call from a central office to a designated PSAP based upon the telephone number and/or the location of the calling party.~~

~~(22) "Automatic Telephone Number Identification (ATNI)" means:~~

~~(a) All forms of Automatic Number Identification (ANI), Automatic Location Identification (ALI), and database information used in the processing of an E9-1-1 emergency telephone call;~~

~~(b) ATNI refers to the utility customer's telephone number, the customer's main telephone service location and the name of the utility customer required pursuant to OAR 104-080-0050(14)(a) to be supplied to the primary PSAP or E9-1-1 jurisdiction through an E9-1-1 telephone system. This reference to ATNI does not include Wireless E9-1-1 services;~~

~~(c) ATNI information may be displayed either on a video monitor or hard copy printer.~~

~~(23) "Private Switch ALI (PS/ALI)" means a service option which provides E9-1-1 features for telephone stations behind private switches, e.g. PBXs.~~

~~(24) "DMS" means Data Management System as defined in OAR 104-080-0010 (7).~~

~~(25) "Official Report" means:~~

~~(a) A final document, created by a PSAP or other public safety agency, for incident reporting purposes;~~

~~(b) After all confidential data received from the (NP) or (NL) data source are edited or deleted in compliance with ORS 403.135(2) and this rule; and~~

~~(c) Which is incident specific and is not co-mingled with other related incidents.~~

~~(26) "Official report" does not mean:~~

~~(a) An intermediate or temporary record;~~

~~(b) An automatic electronic display, and hard copy or electronic storage of ATNI;~~

~~(c) Call logs, either manual or automated, unless separated by incident;~~

~~(d) Computer Aided Dispatch records, unless separated by incident;~~

~~(e) Call detail voice and log recorders;~~

~~(f) ATNI, ANI, or ALI display units and printers.~~

~~**NOTE:** Unless otherwise noted above, terms used in these rules are defined in ORS 403.105(1) through (18), and OAR 104-080-0010(1) through (26)~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented: ORS 403.105—403.165~~

~~Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 3-1992 (Temp), f. & cert. of. 7-15-92; EMD 3-1993(Temp);~~

~~f. & cert. of. 1-15-93; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15~~

~~104-080-0020~~

### ~~Planning Considerations~~

~~(1) The Office shall maintain a file of PSAP disaster recovery plans for each 9-1-1 jurisdiction per ORS 403.150. Annual review of plans will be conducted by the 9-1-1 jurisdiction responsible for each plan. Revisions shall be submitted to the Office immediately upon completion.~~

~~(2) The Office shall maintain a file of the description and/or documentation from the primary utility that the 9-1-1 system within the jurisdiction is designed to a P-01 grade of service. A plan to monitor and maintain this grade of service must be included by the primary utility and reviewed annually by the Office.~~

~~(3) The Office shall maintain a listing of the non-emergency 24-hour published number for each PSAP or 9-1-1 jurisdiction and each participating Public and Private Safety Agency.~~

~~(4) The Office shall maintain a listing of primary and secondary PSAP(e) 10-digit 24-hour emergency numbers.~~

~~(5) The Office shall maintain an itemized listing of the primary PSAP(e) on-premise equipment that is necessary to maintain the 9-1-1 emergency communication system. The listing shall include the appropriate equipment lifespan and update schedule.~~

~~(6) The Office shall maintain a list of costs of the Network Exchange Services necessary to provide the minimum of P-01 grade of service, provided by the serving Utility and approved within a tariff schedule by the Oregon PUC.~~

~~{Publications: Publications referenced are available from the agency.}~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented: ORS 403.105—403.165~~

~~Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 3-1992(Temp), f. & cert. of. 7-15-92; EMD 3-1993(Temp), f. & cert. of. 1-15-93; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15~~

### ~~9-1-1 Automatic Telephone Number Identifications~~

~~104-080-0021~~

#### ~~Purpose~~

~~The standards and procedures set out in this rule will be followed to insure the calling party's right to confidentiality is not breached in violation of ORS 403.135(2).~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10~~

~~104-080-0022~~

## Definitions

(1) "Automatic Telephone Number Identifications (ATNI)" means:

(a) All forms of Automatic Number Identification (ANI), Automatic Location Identification (ALI), and database information used in the processing of an E9-1-1 emergency telephone call.

(b) ATNI refers to the utility customer's telephone number, the customer's main telephone service location and the name of the utility customer required pursuant to OAR 104-080-0050(11)(a) to be supplied to the primary PSAP or E9-1-1 jurisdiction through an E9-1-1 telephone system. This reference to ATNI does not include Wireless 9-1-1 service.

(c) ATNI information may be displayed either on a video monitor or hard copy printer.

(2) "DMS" means Data Management System as defined in OAR 104-080-0010(7).

(3) "Official Report" means a final document, created by a PSAP or other public safety agency, for incident reporting purposes:

(a) After all confidential data received from the (NP) or (NL) data source are edited or deleted in compliance with ORS 403.135(2), this rule; and

(b) Which is incident specific and is not co-mingled with other unrelated incidents.

(4) "Official Report" does not mean:

(a) An intermediate or temporary record;

(b) An automatic electronic display, and hard copy or electronic storage of ATNI;

(c) Call logs, either manual or automated, unless separated by incident;

(d) Computer Aided Dispatch records, unless separated by incident;

(e) Call detail voice and log recorders;

(f) ATNI, ANI or ALI display units and printers.

**NOTE:** Unless otherwise noted above, terms used in these rules are defined in ORS 403.105(1) through (18), and OAR 104-080-0010(1) through (26).

Stat. Auth.: ORS 403.120(1)(a)

Stats. Implemented:

Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10

## 104-080-0023

### Use of 9-1-1 ATNI Information

(1) All telecommunicators, as defined in OAR 104-060-0010, shall not rely solely on the automatic display of ATNI information to determine the location of the call unless no other information is available.

~~(2) The telecommunicator, to the extent practicable under the circumstances existing at the time of the call, shall confirm the accuracy of ATNI information, and the identity of the calling party because the calling party and the utility customer whose name is displayed may not be presumed to be one in the same person.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03~~

~~104-080-0024~~

#### ~~Use of Non-Published or Non-Listed ATNI Information~~

~~(1) When a telecommunicator has determined that the automatic display ATNI is derived from a non-published (NP) or non-listed (NL) data source, the telecommunicator shall obtain from the calling party permission to disclose the information to the general public before it is used in an official report. Permission shall be deemed to have been granted only if the calling party identifies him or herself as the person listed in the NP or NL data source and indicates that it is acceptable that the NP or NL ATNI information may be disclosed to the general public. However, any information obtained from a calling party in a 9-1-1 call may be used for emergency dispatch purposes without restriction. The utilities shall provide a NP or NL designation with the ID in their data sources and shall notify their customers of privacy limitations associated with calls placed to 9-1-1.~~

~~(2) All records and reports relating to the call shall be reviewed for confidential information prior to public release and disclosure. Upon determination that confidential information exists, disclosure shall take place only after all data received from the (NP) or (NL) data source are edited or deleted in compliance with ORS 403.135(2).~~

~~(3) Upon receipt of ID with a (NP) or (NL) designation, when transferring the ID to the dispatcher or a public or private safety agency, the PSAP operator or E9-1-1 jurisdiction telecommunicator shall identify the information as having been received from a non-published or non-listed data source.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10~~

~~104-080-0025~~

#### ~~Official Reports~~

~~(1) A PSAP is not required to write an official report. Should an E9-1-1 jurisdiction or primary PSAP choose not to write an official report, all of its records must be kept confidential and are not subject to disclosure until an official report is written by another public or private safety agency.~~

~~(2) As defined in the Oregon Public Records Law, ORS 192.430, all records of a public body including PSAPs are "public records" and are subject to public disclosure unless otherwise expressly prohibited by law or withheld from disclosure in whole or in part by an agency pursuant to an express exemption from the Oregon Public Records Law. ORS 403.135(2) establishes an exception.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10

#### ~~104-080-0026~~

##### ~~DMS~~

~~The DMS used by the PSAP or E9-1-1 jurisdiction must be approved as part of the primary PSAP's final plan.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10~~

#### ~~104-080-0027~~

##### ~~Reverse Query Without 9-1-1 Activation~~

~~(1) Nothing in these rules shall be interpreted as allowing "reverse query" of any utility-supplied Automatic Location Information DMS unless and until a primary PSAP has received a live 9-1-1 call from the public or received a 9-1-1 call from the public providing a telephone number to an unknown location where threat to life or property is eminent, and then only for the purpose of identifying the customer name, address and phone number of the phone from which the call was made or where the threat is located.~~

~~(2) Reverse query includes any ability to search the utility DMS regardless of the technological ability of the Customer Premises Equipment.~~

~~(3) Reverse query may be conducted at the discretion of the PSAP management for the purpose of testing equipment, connection, and training of personnel only.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10~~

#### ~~104-080-0028~~

##### ~~Procedures for Obtaining ATNI Information Without 9-1-1 Activation~~

~~(1) Each primary PSAP shall establish policy and procedures to allow the prompt acquisition of ATNI information through a Utility's DMS in the absence of a 9-1-1 activation.~~

~~(2) Procedures shall include agreements with each utility(s) security system and be subject to periodic testing to assure accuracy.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented:~~

~~Hist.: EMD 1-1993, f. & cert. of. 1-15-93; OEM 1-2003, f. & cert. of. 1-15-03~~

#### ~~104-080-0030~~

## **Administrative Considerations**

~~(1) Except as otherwise provided by local agreement that has been approved by the Office, 9-1-1 callers shall first be routed to the primary PSAP serving the caller's primary law enforcement agency.~~

~~(2) Transfers shall be kept to an absolute minimum. As a standard, a 9-1-1 call should not be transferred more than once. 9-1-1 calls subject to multiple transfers shall be allowed only when absolutely necessary. Any deviation from this section shall be subject to Office approval.~~

~~(3) Auto-dialing alarms and/or automated voice announcers shall not be allowed to access 9-1-1 telephone lines unless utilized to meet the requirements of the Americans with Disabilities Act.~~

~~(4) All 9-1-1 calls generated within the State of Oregon, shall be answered in the State of Oregon, to the extent telecommunications technology will allow. Exceptions to this rule shall be granted subject to conditions in 104-080-0070(2).~~

~~(5) No E9-1-1 emergency communications system shall use on-premises equipment designed to offer a 9-1-1 caller a choice of options for determining the disposition of their 9-1-1 call without the assistance of a 9-1-1 call taker. Devices specifically prohibited are known generically as "Automated Call Attendant" or "Voice Mail". The use of unintended/overload cell call screening systems may be utilized with prior approval from the Office.~~

~~(6) Allowable devices are limited to pre-recorded messages informing the 9-1-1 caller that all call taking positions are currently busy and to remain on the line. These "queue" devices shall be capable of sequencing calls in a manner that forces the oldest call in the queue to be answered first by the next available call taker.~~

~~(7) All telecommunicators, as defined in OAR 104-060-0010, should not rely solely on the automatic display of ATNI information to determine the location of the call unless no other information is available.~~

~~(8) The telecommunicator, to the extent practicable under the circumstances existing at the time of the call, should confirm the accuracy of the ATNI information, and the identity of the calling party because the calling party and the utility customer whose name is displayed may not be presumed to be the one in the same person.~~

~~(9) A PSAP replacing E9-1-1 call taking equipment will only be authorized E9-1-1 telephone positions equal to those currently in use. A PSAP may request an increase of E9-1-1 telephone positions subject to approval of the Office. All requests shall be in writing and based on the following criteria:~~

~~(a) Population increase of PSAP service area;~~

~~(b) Increased 9-1-1 call volume;~~

~~(c) PSAP consolidation.~~

Stat. Auth.: ORS 403.120(1)(a)

Stats. Implemented: ORS 403.105 – 403.165

Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 3-1992(Temp), f. & cert. of. 7-15-92; EMD 3-1993(Temp), f. & cert. of. 1-15-93; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15

**104-080-0040**

## Operations

(1) The 9-1-1 emergency communications system must include:

(a) A primary public safety answering point that is automatically accessible anywhere in the 9-1-1 jurisdiction service area by placing an emergency call to 9-1-1;

(b) Central dispatch of public and private safety services in the 9-1-1 service area or relay or transfer of 9-1-1 calls to an appropriate public or private safety agency;

(c) Two 9-1-1 circuits from each central office to each primary public safety answering point;

(d) Two call taker stations and staffing for at least one of the stations at all times;

(e) Automatic display of the incoming telephone number and address in the designated public safety answering point at the time of receiving an incoming emergency call;

(f) A network developed to transport address and telephone number information to the designated public safety answering point automatically when an emergency call is placed to 9-1-1; and

(g) Emergency telephone service in which one or fewer calls in 100 attempts receive a busy signal on the first attempt during the average busiest hour. A public safety answering point may not have fewer than two 9-1-1 circuits.

(2) TTY equipment required. Each PSAP shall be equipped with a Telephone Typewriter (TTY) for which it is possible to connect an incoming TTY call on any line to the TTY. TTY access shall meet all Federal requirements outlined in the American Disabilities Act of 1990.

(3) Logging recorder equipment is recommended:

(a) It is recommended each PSAP have a logging recorder in operation equipped to record all voice conversations of each call as well as the date and time of each call;

(b) It is recommended each call taker station be equipped with an instant playback type of recorder to record each incoming 9-1-1 call. At least 10 minutes of storage capacity should be included. It is highly recommended that the recorder be of a digital voice storage type with no moving parts.

(4) Back-up power equipment is recommended:

(a) It is recommended each primary PSAP have a gasoline, diesel, propane or other powered motor generator set for powering the primary PSAP during long term power outages;

(b) Each primary public safety answering point shall have a battery powered Uninterruptible Power Supply (UPS) which should be capable of powering the essential customer premise equipment at the primary PSAP for a period sufficiently long to enable the motor generator recommended in subsection (3)(a) of this rule to start and stabilize. No calls shall be lost during the transition to the UPS.

(5) Each primary PSAP shall have building security to restrict intentional disruption of operations. All 9-1-1 processing and control equipment shall be accessible only to authorized personnel. Display and printing equipment shall be located so that the information is limited to those with a need to know.

~~(6) All exposed 9-1-1 circuit facilities and E9-1-1 customer premise equipment (CPE) rooms at the primary PSAP shall be protected and internally marked to prevent accidental damage or tampering. For this section "protected" includes maintaining the ambient room temperature per the CPE manufacturers' requirements.~~

~~(7) A primary PSAP call taker station shall consist of an operator position equipped with (minimum):~~

~~(a) Telephone device;~~

~~(b) ANI display; and~~

~~(c) ALI display.~~

~~(8) Any equipment, supplies and services purchased from the Enhanced 9-1-1 Subaccount shall be for the provisioning of Enhanced 9-1-1 telecommunications services.~~

Stat. Auth.: ORS 403.120(1)(a)

Stats. Implemented: ORS 403.105 – 403.165

Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 3-1992(Temp), f. & cert. of. 7-15-92; EMD 3-1993(Temp), f. & cert. of. 1-15-93; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15

**104-080-0050**

#### **Technical**

~~(1) All plans or contracts submitted for State review will be approved by the Office on the basis of service and cost for the E9-1-1 service area impacted.~~

~~(2) Subscriber information data shall be the responsibility of the providers and made available through a Data Management System (DMS) to the requesting primary PSAP at time of receipt of an Enhanced 9-1-1 call.~~

~~(3) Unless approved by the Office no primary utility shall require any primary PSAP to query more than one Data Management System for all E9-1-1 calls.~~

~~(4) The primary PSAP, primary utility, and the Office shall mutually identify the need for selective routing and the associated devices through which all calls for service are to be processed.~~

~~(5) Where interoperability requires the affected telephone utility to share its automatic location identification, an Office approved method shall be implemented.~~

~~(6) Provisioning on-premise equipment is subject to approval by the Office and must meet open systems requirements:~~

~~(a) Two methods of provisioning on-premise equipment will be considered by the Office:~~

~~(A) Provided by the primary utility and billed as non-recurring charges with monthly maintenance included; and~~

~~(B) Customer Owned and Maintained.~~

~~(b) On-premises equipment shall perform the following minimal functions:~~

~~(A) Line hold and line indicator for E9-1-1 service;~~

~~(B) Common control equipment and, when determined necessary by the Office, Automatic Call Distribution equipment and call sequencers;~~

~~(C) Telephone sets as indicated for primary interrogation and dispatch positions only;~~

~~(D) Automatic Number Identification controller(s) and associated display(s) as indicated for primary interrogation and dispatch positions only;~~

~~(E) Automatic Location Identification controller(s), data device(s), data channel(s) and display(s) as indicated for primary interrogation and dispatch positions only;~~

~~(F) Call detail recorder defined as a character print device;~~

~~(G) Holdover battery supply for paragraphs (A) through (E) of this subsection;~~

~~(H) An Uninterrupted Power Supply (UPS) shall be allowed in lieu of battery holdover when prior approval is received from the Office. Any allowed UPS device shall be only for the purpose of supporting a PSAP's E9-1-1 CPE.~~

~~(c) When a primary PSAP elects to purchase CPE that is intended to be Customer Owned and Maintained the primary PSAP shall comply with the following:~~

~~(A) The equipment must be compatible with and functionally equivalent to the primary utility provided E9-1-1 network;~~

~~(B) Mean time to repair must be equal or better to that provided by the primary utility;~~

~~(C) Equipment must be FCC approved and provide noiseless supervised transfer and conferencing.~~

~~(d) All Customer Owned and Maintained equipment is the responsibility of the primary PSAP regarding maintenance and provisioning of these standards.~~

~~(9) All installations shall be capable of both analog and digital receipt of incoming E9-1-1 calls. Digital compatibility for voice includes, but is not limited to, Signaling System 7, Feature group "X" and ISDN. Digital compatibility for data includes the ability to accept location information on a single digital transport provided by the prime utility.~~

~~(10) Every utility providing Automatic Location Identification shall present uniform data streams as required for contiguous primary PSAP operations. Such data streams may be transmitted in such a manner to allow each primary PSAP's station terminal equipment to display automatic location identification in a predetermined manner. Unless otherwise approved by the Office, every provider will adhere to the statewide data format. Any vendor supplied data management system shall search other vendors' data management system to respond to an ALI request from a PSAP when the requested data does not reside on the vendors' system.~~

~~(11) Each Automatic Location Identification data set shall include at a minimum:~~

~~(a) Area Code and Telephone number, ten digit ANI when available;~~

~~(b) Class of service;~~

~~(c) Time in 24-hour format;~~

~~(d) Date;~~

~~(e) Subscriber name or non-published;~~

~~(f) House number;~~

~~(g) House number suffix;~~

~~(h) Prefix and or Post directional;~~

~~(i) Street name including type;~~

~~(j) Emergency Service Number location;~~

~~(k) Postal community;~~

~~(l) State;~~

~~(m) Emergency Service Number;~~

~~(n) Pilot number;~~

~~(o) Emergency Service Number translation;~~

~~(p) Latitude & Longitude of wireless caller location for Phase II wireless, or that of the cell tower for Phase I.~~

~~(12) Each utility shall provide to the primary PSAP a Master Street Address Guide in either printed or electronic format as agreed to within the plan.~~

~~(13) Ownership of the Master Street Address Guide shall be jointly held between the primary PSAP, the utility, and Office.~~

~~(14) Each utility shall provide an updated Master Street Address Guide to the primary PSAP on a quarterly basis or as agreed upon within the contract for service upon each primary PSAP's installation and thereafter at intervals agreed upon between the Office and providers.~~

~~(15) The provider of each Data Management System shall be responsible for the provider-based Master Street Address Guide process including compilation and continued maintenance. Submitted changes from a primary PSAP shall be incorporated into the MSAG within 72 hours of such change. Exception may be granted by the Office with proper justification.~~

~~(16) The selective routing database contained within each approved selective routing device shall be maintained by the vendor(s) of such selective routers in such a manner as to accurately reflect the most recent issuance or change of address, service or service account datum within 48 hours of such change.~~

~~(17) The Office shall approve all Emergency Service Numbers assigned by a primary PSAP and primary utility. The Office will make a reasonable attempt to prevent duplication of these Emergency Service~~

~~Numbers. The Office may, as required, assign or direct reassignment of Emergency Service Numbers to prevent unnecessary duplication or confusion. All geographic information data provided or produced from Enhanced 9-1-1 Sub-Account funding shall be jointly owned between the primary PSAP and the Office.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented: ORS 403.105—403.165~~

~~Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15~~

~~104-080-0060~~

### ~~Funding Considerations~~

~~(1) Emergency Communications Account:~~

~~(a) Telephone tax funds shall be distributed in January, April, July and October of each year;~~

~~(b) Cities and Counties shall determine the appropriate E9-1-1 jurisdiction to which their distribution shall be directed;~~

~~(c) E9-1-1 jurisdictions shall receive telephone tax funds directly from their respective city(s) and county(s) within 45 days from the date city(s) and county(s) receive tax funds from the Office unless prior arrangements have been made and approved by the Office;~~

~~(d) The Office shall maintain a current listing of recognized E9-1-1 jurisdictions eligible to receive and expend E9-1-1 telephone tax funds;~~

~~(e) Allowable Emergency Communications Account expenditures at the primary PSAP include only:~~

~~(A) E9-1-1 call taking personnel;~~

~~(B) E9-1-1 telephone line charges;~~

~~(C) E9-1-1 telephone system for call processing of 9-1-1 calls;~~

~~(D) Transfer and relay telephone line charges to secondary PSAPs;~~

~~(E) Fifty percent funding of radio base stations necessary to notify responders of a 9-1-1 call for service;~~

~~(F) E9-1-1 telephone system maintenance costs;~~

~~(G) Receive only pagers if this is primary means of notifying responders of 9-1-1 call for service;~~

~~(H) Fifty percent funding of transmit/receive pagers, portable or mobile radios and repeater stations when used as primary means of notification of responding agencies of a 9-1-1 call for service;~~

~~(I) Training expenses for E9-1-1 call takers;~~

~~(J) 9-1-1 answering contracts for primary PSAPs;~~

~~(K) Telephone and radio recording equipment used to record 9-1-1 telephone calls and notifications of responding agencies of 9-1-1 calls for service;~~

~~(L) Uninterruptible power supply systems for E9-1-1 telephone systems;~~

~~(M) Plotters and encoders if this is the primary means of notifying responding agencies of a 9-1-1 call for service;~~

~~(N) Public education regarding 9-1-1 use and availability;~~

~~(O) Computer data links to responding agencies if this is the means used to notify responding agencies of 9-1-1 calls for service;~~

~~(P) Rural addressing;~~

~~(Q) Base rate charges for seven or ten digit emergency and non-emergency PSAP reporting numbers.~~

~~(R) Emergency Notification System or "reverse 9-1-1 systems".~~

~~(f) The following items are allowed on a percentage basis of funding with Emergency Communications Account funds with prior approval of the Office as to the percentage allowed:~~

~~(A) Computer aided dispatch systems that handle E9-1-1 call processing and notification of responding agencies of 9-1-1 calls for service;~~

~~(B) Telephone and radio consoles;~~

~~(C) Administration and overhead (rent, utilities, and maintenance) of a multi-use PSAP that includes dispatching of public safety services;~~

~~(D) Backup power systems (generators);~~

~~(E) Alternate PSAP sites and circuit routing when used for disaster recovery;~~

~~(F) Planning costs for the preliminary and final plan preparation for E9-1-1 Plans required in Section 6 and 7, chapter 743, Oregon Laws 1991.~~

~~(g) Any other items not covered by these rules that after application by the primary PSAP and concurrence of the Office are necessary in providing E9-1-1 services in the primary PSAP service area;~~

~~(h) Secondary PSAPs are not eligible for funding from this account.~~

~~(2) Enhanced 9-1-1 Sub-Account: The following costs of providing E9-1-1 telephone service shall be reimbursed from the Enhanced 9-1-1 Sub-Account of the Emergency Communications Account, subject to available funds and the following requirements, to those 9-1-1 Planning Committees that have been issued an E9-1-1 Service Plan Approval by the Office:~~

~~(a) Costs of the Network Exchange Services necessary to provide the minimum grade of service defined in ORS 403.115(5)(d);~~

~~(b) Costs for on-premises equipment:~~

~~(A) Allowances for Customer Owned and Maintained on-premises equipment will be limited to the estimated cost of the primary utility supplied solution or actual costs, whichever is less;~~

~~(B) Integration of Automatic Number Identification and Automatic Location Identification into a Computer Aided Dispatch system in use by a primary PSAP may be compensated in lieu of on-premise display equipment with the exception that one Automatic Number Identification display and one Automatic Location Identification display must be actively in use on-site. Compensation will be limited to the cost of such displays as provided by the primary utility;~~

~~(C) On-going maintenance costs following the warranty period, if any, for on-premises equipment;~~

~~(D) Payment of costs for on-going maintenance of the on-premises equipment following the expiration of the warranty period for the equipment shall be made by submitting a copy of the maintenance contract with an itemized listing of hourly labor rates and equipment costs to the Office for approval;~~

~~(E) The Office shall make payment directly to the vendor upon verification that the charges are for the E9-1-1 on-premises equipment and services originally contracted for and that the vendor's hourly labor rate does not exceed the prevailing labor rate for similar communication equipment and services.~~

~~(c) Database, MSAG, GIS development and maintenance based on the hourly wage including benefits of employee(s) doing this work for the primary PSAP and the number of hours the employee(s) devotes to this process as approved by the Office;~~

~~(d) Payment of costs for consulting related to E9-1-1 shall be made by the Office directly to the consultant, but only after verification that:~~

~~(A) The need and proposed cost of consulting services were identified in either the original E9-1-1 Service Plan; and~~

~~(B) A copy of the consultant's contract and fees have been submitted and approved by the Office.~~

~~(C) Units of local government not directly providing PSAP operation and having investments as defined in Chapter 533, Section 20(2) of Oregon Laws 1981 as amended shall first expend such investments.~~

~~(3) Equipment Replacement Sub-Account: The Equipment Replacement Sub-Account was established to replace E9-1-1 customer premises equipment currently in service that does not accomplish the functional requirements for processing E9-1-1 calls as determined by the Office and may include:~~

~~(a) Maintenance issues based on the age of the equipment, and the availability of the parts;~~

~~(b) Ability to meet open systems requirements of the State of Oregon;~~

~~(c) Ability to migrate to new technologies developed for E9-1-1 services.~~

~~(4) The Office shall work with a PSAP that has requested CPE replacement to determine the need for equipment replacement and will make the final determination whether or not to replace the CPE.~~

~~(5) The process for provisioning replacement CPE will follow the same process outlined in OAR 104-080-0050(6), and is required to have Office approval.~~

~~(6) Funding from the Equipment Replacement Sub-Account will only be authorized for those PSAPs that comply with these rules.~~

~~(7) A PSAP's 9-1-1 final plan on file with the Office may serve as the 9-1-1 jurisdiction plan if the plan meets the requirements of ORS 403.130.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented: ORS 403.105–403.165~~

~~Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15~~

#### ~~104-080-0070~~

##### ~~Variance~~

~~(1) The mediation of disputes between a governing body, E9-1-1 jurisdiction and public or private safety agency regarding an E9-1-1 system, not otherwise resolved in accordance with a written agreement, shall be undertaken as provided in ORS 403.160.~~

~~(2) Any deviation from these guidelines is subject to approval by the Office. Requests for deviation shall identify which section(s) are affected and include supporting documentation of the device or process involved. The Office may require additional clarification at its discretion.~~

~~(3) Primary PSAPs geographically situated in such a manner that interoperability with another primary PSAP is believed to be an unreasonable goal, shall request a variance from the applicable provisions of these rules.~~

~~Stat. Auth.: ORS 403.120(1)(a)~~

~~Stats. Implemented: ORS 403.105–403.165~~

~~Hist.: EMD 2-1992, f. & cert. of. 4-17-92; EMD 1-1997, f. & cert. of. 8-15-97; OEM 1-2003, f. & cert. of. 1-15-03; OEM 2-2010, f. & cert. of. 2-5-10; OEM 1-2015(Temp), f. & cert. of. 6-5-15 thru 12-1-15~~

#### ~~104-080-0100~~

##### ~~Definitions~~

~~The definitions in ORS 403.105 and the following definitions apply to all Oregon Administrative Rules contained in OAR chapter 104, division 80:~~

~~(1) "Automatic Location Identification" (ALI) has the meaning set forth in ORS 403.105.~~

~~(2) "Automatic Number Identification" (ANI) has the meaning set forth in ORS 403.105.~~

~~(3) "Computer Aided Dispatch" (CAD) means a computer based system, which aids the primary PSAP telecommunicators by automating selected dispatching and record keeping activities.~~

~~(4) "Customer premises equipment" means 9-1-1 jurisdiction equipment located at the primary PSAP and includes:~~

~~(a) Equipment required to process data traveling on the network allowing the display of ANI and ALI;~~

~~(b) Communication and workstation equipment required for displaying ANI and ALI information while enabling contact with the caller in a synchronous manner.~~

~~(5) "Database Management System" (DBMS) means the combination of manual procedures and computer programs used to create, store, manipulate and update data.~~

~~(6) "Emergency Service Number" (ESN) means a 3 to 5 digit number that represents one or more ESZs.~~

~~(7) "Emergency Service Zone" (ESZ) means a defined geographical territory consisting of a specific combination of law enforcement, fire and emergency medical services coverage areas represented by an ESN.~~

~~(8) "Enhanced 9-1-1 telephone service" (E9-1-1) has the meaning set forth in ORS 403.105.~~

(9) "Geographic Information System" (GIS) means a combination of data, hardware, software, personnel, and procedures used for the development, maintenance, manipulation, and display of 9-1-1 mapping data at the primary PSAP for both current 9-1-1 operations and in preparation for future 9-1-1 functions and technologies.

(10) "Interoperability" means the capability for full functionality when two or more primary PSAPs share resources received by a provider or when a primary PSAP obtains services from two or more utilities.

(11) "Master Street Address Guide" (MSAG) means a database of street names containing address ranges with their associated communities that denotes emergency service numbers for the emergency communications system.

(12) "Network" includes:

(a) A system of interconnected equipment used to transmit or receive information;

(b) A series of connecting points that may be joined to create communications pathways intended to allow access into the emergency communications system;

(c) Connecting points which include all Oregon providers, facilities and services required to complete the emergency call and deliver data between points on the network.; and

(d) Provider-based connections terminating on customer premises equipment within each primary PSAP.

(13) "Network Exchange Services" includes:

(a) Intrastate communications services required to deliver E9-1-1; and

(b) Any communications service in which the information transmitted originates and terminates within the boundaries of the State of Oregon.

(14) (a) "Official Report" means a final document, created by a primary PSAP or other public safety agency, for incident reporting purposes that are incident-specific and not combined with any other related or unrelated incident and after all confidential data received from the non-published data source are edited or deleted in compliance with ORS 403.135(2) and this rule.

(b) "Official report" does not mean:

(A) An intermediate or temporary record;

(B) An automatic electronic display, and hard copy or electronic storage of ANI and ALI;

(C) Call logs, either manual or automated, unless separated by incident;

(D) CAD records, unless separated by incident;

(E) Call detail voice and log recorders; or

(F) ANI and ALI display.

(15) "P.01 Grade of Service" means emergency communications service in which no more than one call in 100 attempts will receive a busy signal on the first attempt during the average busiest hour.

(16) "Position Location" means a point on the surface of the Earth described as "x, y" coordinates, and may also include a "z" coordinate, when available, that describes elevation in feet from Mean Sea Level.

(17) "Primary Utility" means:

(a) A utility having an exchange boundary that contains a primary PSAP point and is responsible for providing network access; and

(b) The primary utility responsible as the first point of contact for coordination of network maintenance and repair.

(18) "Provisioning" means the process of providing or obtaining needed equipment or services.

(19) "Selective Routing" means the process of routing an emergency call to a primary PSAP based on the caller's location information and may also be impacted by other factors, such as time of day, call type, etc.

(20) "Telecommunicator" means a person employed by a 9-1-1 jurisdiction whose primary duties are receiving, processing and transmitting public safety information received by an emergency call delivered through the emergency communication system as defined in ORS 403.105.

#### **104-080-0110**

##### **Requirements of entities involved with the emergency communications system**

##### **Requirements of the Office**

(1) Upon written notice to the 9-1-1 jurisdiction and the primary PSAP, the Office may audit the 9-1-1 jurisdiction or the primary PSAP for compliance with the 9-1-1 jurisdiction plan and these rules.

(2) The Office shall collect and maintain a list of contact information for each primary and secondary PSAP and make the list available on the Office's website at [http://www.oregon.gov/OMD/OEM/or911/docs/psap\\_directory.pdf](http://www.oregon.gov/OMD/OEM/or911/docs/psap_directory.pdf). The list will include:

(a) PSAP name;

(b) Physical address, or mailing address if physical address is not available;

(c) 10-digit 24-hour emergency number;

(d) 10-digit 24 hour non-emergency number; and

(e) Name(s) and title of primary point of contact.

(3) The Office shall collect and maintain an itemized list of customer premises equipment necessary to maintain the 9-1-1 emergency communication system, including the appropriate equipment lifespan, update and maintenance schedule.

(4) The Office shall be the primary point of contact for any 9-1-1 GIS, MSAG, or ALI data requests. A third party agency or provider seeking data that has a direct connection to the emergency communications system must make a request for the data in writing to the Office.

(5) The Office shall approve or reject all Emergency Service Numbers assigned by a primary PSAP and provider detailed in the 9-1-1 GIS, MSAG and ALI databases. The Office will make a reasonable attempt to prevent duplication of these Emergency Service Numbers. The Office may, as required, assign or direct reassignment of Emergency Service Numbers to prevent unnecessary duplication or confusion or misrouting of emergency calls.

(6) The Office shall coordinate and oversee the implementation of 9-1-1 GIS in Oregon, which may include the following specific activities:

(a) Identify and adopt technical standards and requirements;

(b) Identify and establish procedures for 9-1-1 GIS data maintenance;

(c) Identify and establish development of critical GIS data layers for use in current and future mapping systems and 9-1-1 functional elements; and

(d) Define and establish a standard GIS data model to be used for the development, transfer, and storage of critical GIS data layers.

#### **104-080-0120**

##### **Requirements of a 9-1-1 jurisdiction in operation of a primary PSAP:**

(1) All emergency calls received in the State of Oregon must be answered by a telecommunicator.

(2) A telecommunicator at a primary PSAP must attempt to avoid multiple call transfers and must transfer an emergency call only when necessary.

(3) A telecommunicator at a primary PSAP must attempt to obtain the following information from the caller and not rely solely on the automatic display of ANI and ALI information, unless the information is not available at the time of the call:

(a) Location of caller;

(b) Location of the emergency;

(c) Nature of emergency;

(d) The call back number of the device from which the caller is placing the call.

(4) A primary PSAP may not receive an emergency call by any automated device which attempts to access the emergency communications system upon activation and does not provide for two-way communications.

(5) Except as described in this rule, a primary PSAP may not use a device, or program its customer premises equipment to offer an emergency caller using the emergency communications system a choice of options without the assistance of a telecommunicator, including "Automatic Call Attendant" or "Voice Mail".

(6) A primary PSAP may:

(a) Use a queue device with a pre-recorded message informing the caller that all telecommunicators are currently busy and to remain on the line. These "queue" devices must be capable of sequencing calls in a manner that forces the oldest call in the queue to be answered first by the next available telecommunicator.

(b) Use an unintended wireless call screening system with prior written approval from the Office.

(7) A primary PSAP may request additional workstation(s) to their current number of workstations by submitting a written request to OEM. A request must demonstrate a need for the increase based on work load, work flow or other efficiency gains that benefit the citizens of, and visitors to the 9-1-1 jurisdiction. The written request must include the following:

(a) The specific equipment, hardware and software, required for the functionality of the workstation requested by the primary PSAP;

(b) Description of how the request will meet the specific needs of the primary PSAP;

(c) A quantified description of the expected outcomes;

(d) A staffing plan that describes how the additional workstation will be used by the primary PSAP

(e) The signature of the primary PSAP's Governing Authority on the written request indicating approval of the request; and

(f) Supporting documentation that describes the need for additional workstation(s), the cause for the request for additional workstation(s) and the effect the additional workstation(s) will have on the functional ability of the primary PSAP. The supporting documentation must describe the cause of the sustained change at the PSAP level and not be based on a single occurrence and may include, but is not limited to, an increase in work load, increase in service population, opportunity to leverage equipment or processes towards an efficiency gain.

(8) A 9-1-1 jurisdiction may request reimbursement for MSAG coordination and update services and GIS data layer development and maintenance providing requirements are met. The necessary requirements to receive reimbursement are:

(a) A GIS or MSAG service provider must have a current, approved agreement on-file with the Office, which covers the payment or reimbursement for GIS or MSAG services.

(b) Documentation of billing rates is required for each GIS and MSAG service provider that will be working on and submitting hours for reimbursement.

(c) Each 9-1-1 jurisdiction will need to complete signature cards for up to two (2) individuals that are authorized to request and approve the request for reimbursement on behalf of the 9-1-1 jurisdiction.

#### **104-080-0125**

##### **Procedures for Obtaining ANI and ALI Information without an Emergency Call and performing a reverse lookup**

(1) Each primary PSAP shall establish policies and procedures to allow the prompt acquisition of ANI and ALI information through a provider's ALI database in the absence of an emergency call. These policies and procedures must include automated or manual reverse lookup, ANI and ALI dip, and the pinging of wireless devices. These acquisitions will only be done in order to locate a person who may be in immediate danger, poll records to ensure accuracy, or verify MSAG, ANI and ALI data.

(2) Each Primary PSAP will have procedures in place for periodic testing of the acquisition of ANI and ALI information to ensure accuracy of the information from the service provider.

(3) Access to ALI data shall be made available by the ALI provider to the primary PSAP upon request.

#### **104-080-0130**

##### **Official Reports**

(1) A primary PSAP is not required to write an official report. If a 9-1-1 jurisdiction or primary PSAP chooses not to write an official report, all of its records must be kept confidential and are not subject to disclosure until an official report is written by another public or private safety agency.

#### **104-080-0135**

##### **Use of Non-Published ANI and ALI Information**

(1) When a telecommunicator has determined that the automatic display ANI and ALI is identified as non-published (NP), the telecommunicator shall obtain from the caller permission to disclose the information to the general public before it is used in an official report. A caller grants permission only if the caller identifies him or herself as the person listed in the NP data source and indicates that the NP ANI and ALI information may be disclosed to the public. However, any information obtained from a caller in an emergency call may be used for emergency dispatch purposes without permission or restriction. The provider of ANI and ALI shall provide a NP designation in its data sources and shall notify the customers of privacy limitations associated with calls placed to the emergency communications system.

(2) All records and reports relating to an emergency call must be reviewed for confidential information prior to public disclosure. Upon determination that confidential information exists, disclosure may take place only after all data received from the NP data source is redacted in compliance with ORS 403.135(2).

(3) Upon receipt of ANI and ALI with a NP designation, the telecommunicator shall indicate that the information is from a non-published data source when transferring the ANI and ALI to the dispatcher or a public or private safety agency.

#### **104-080-0140**

##### **Requirements of the utilities or communications providers:**

(1) Emergency calls must first be routed to the primary PSAP serving the 9-1-1 service area where the call originates.

(2) The utility or communications provider must provide to the Office a description and documentation that demonstrates that the P.01 grade of service is met for each primary PSAP.

(3) The utility or communications provider must provide annually a list of prices of the network exchange services necessary to provide the minimum P.01 grade of service and approved within a tariff schedule by the Oregon PUC.

(4) Each utility or communications provider shall maintain a plan to monitor and maintain the quality of its services. On an annual basis or as requested by the Office or 9-1-1 jurisdiction, each utility or network communications provider shall provide documentation to the Office or 9-1-1 jurisdiction that its network is designed to a P.01 grade of service.

(5) Every utility or communications provider providing ALI information must present uniform data streams as identified in the Oregon ALI Format available at [http://www.oregon.gov/OMD/OEM/or911/docs/2004\\_02\\_19\\_oregonali\\_aliaqr1.pdf](http://www.oregon.gov/OMD/OEM/or911/docs/2004_02_19_oregonali_aliaqr1.pdf) as required for primary PSAP operations. Such data streams must be transmitted in such a manner to allow each primary PSAP's station terminal equipment to display ALI information in a predetermined manner. Unless otherwise approved by the Office, every provider will adhere to the Oregon ALI Format. Any ALI database provider shall search other vendors' ALI databases to respond to an ALI request from a primary PSAP when the requested data does not reside on the providers ALI database system.

(6) Each utility or communications provider providing ALI information shall provide a complete copy of the ALI database to the primary PSAP, or their authorized MSAG Coordinator, on an annual basis or as agreed upon within the contract for service.

(a) This copy of the ALI information data shall be distributed to the Office and to all approved GIS coordinators of the primary PSAP for the express purposes of performing data validation processes.

(7) Each utility or communications provider shall provide an updated Master Street Address Guide to the designated MSAG coordinator for each primary PSAP on a quarterly basis or as agreed upon within the contract for service upon each primary PSAP's installation and thereafter at intervals agreed upon between the Office and providers.

(a) Each utility or communications provider shall provide access to the Master Street Address Guide to the MSAG Coordinator of each primary PSAP, with full editing permissions to the MSAG database.

(b) Each utility or communications provider shall provide access to the Master Street Address Guide to the Office, with full viewing rights to the MSAG database.

#### **104-080-0150**

##### **9-1-1 Jurisdiction Plan**

(1) 9-1-1 Jurisdiction Plan. A 9-1-1 jurisdiction shall prepare and maintain a 9-1-1 Jurisdiction Plan.

(2) Requirements of a 9-1-1 Jurisdiction Plan. The 9-1-1 Jurisdiction plan must meet the requirements of ORS 403.130 and include:

(a) Name and contact information for the 9-1-1 Jurisdiction, including the physical and mailing addresses;

(b) A description of the 9-1-1 service area served by the 9-1-1 jurisdiction, including a map of the geographical area served and the current total population;

(c) 9-1-1 jurisdiction's governing authority, copies of documents forming the 9-1-1 jurisdiction and a copy of acknowledgement letter from the governing authority adopting the 9-1-1 jurisdiction plan;

(d) Name and location of the primary PSAP serving the 9-1-1 jurisdiction, including the physical and mailing addresses, 10-digit emergency phone number, 10-digit non-emergency phone number, and the name and contact information for the PSAP primary point of contact(s);

(e) Name and location of the secondary PSAP(s) serving the 9-1-1 Jurisdiction, including the physical and mailing addresses, 10-digit non-emergency phone number, contact information, name and contact information for the secondary PSAP primary point of contact(s);

(f) Identification of each primary PSAP personnel position classifications, including description of duties, and the number of positions in each classification as funded in the most recent adopted budget. Provide the total number of full and part time employees, their title, and their roles and responsibilities.

(g) Identification of all non-primary PSAP personnel or contractor(s) supporting the 9-1-1 jurisdiction and primary PSAP. Include a description of their roles and responsibilities for those performing work directly for the 9-1-1 jurisdiction and the percentage of time spent on 9-1-1 responsibilities including:

(A) MSAG Coordinator;

(B) GIS developer(s); and

(C) GIS maintainer(s).

(h) Name, address and contact information for all public and private safety agencies serving the 9-1-1 jurisdiction and primary PSAP. Include a copy of any agreement for service between the 9-1-1 jurisdiction and the public and private safety agencies.

(i) Identification of and contact information for all communications services providers having a direct contract for service with the 9-1-1 jurisdiction.

(j) Number of 9-1-1 workstations;

(k) Description of the primary PSAP's hardware, software and other equipment necessary for receiving and dispatching emergency calls including, but not limited to: CPE, TTY or other device for assisting the sight and hearing impaired, mapping software, CAD, radios, logging recorder(s);

(l) Copies of contracts related to the acquisition and maintenance of the PSAP's hardware, software and other equipment;

(m) Copy of the primary PSAP's directives and policies and procedures for handling an emergency call;

(n) Copy of the approved standard operating procedures (SOPs) used in the primary PSAP for the operation of text-to-9-1-1 when text-to-9-1-1 has been deployed to the primary PSAP;

(o) Copy of the adopted annual budget. Copy of the most recent years expenses including all capital costs, operational expenses, and non-recurring and recurring charges for equipment and services. Provide a detailed list of expenditures specifically using the Emergency Communications Account distributed tax funds;

(p) A disaster recovery plan, including:

(A) Recovery procedures;

(B) Backup center designation; and

(C) Testing procedures of disaster recovery plan.

(3) Submittal and Review of 9-1-1 Jurisdiction Plans. The 9-1-1 Jurisdiction must submit the approved completed 9-1-1 jurisdiction plan to:

(a) The Office;

(b) All public and private safety agencies within the 9-1-1 service area if requested; and

(c) Any other public or private entities within the 9-1-1 service area that may be affected by the 9-1-1 jurisdiction plan, including all secondary responders if requested.

(d) Within 90 days of the Effective Date of these Rules or within 90 days of its formation, a 9-1-1 jurisdiction must complete and submit to the Office its 9-1-1 jurisdiction plan, in writing, signed by the primary point of contact for the 9-1-1 jurisdiction.

(e) The Office will review the 9-1-1 jurisdiction plan for completeness and compliance with these rules. If the 9-1-1 jurisdiction plan is approved, the Office will notify the 9-1-1 jurisdiction that the plan is approved. The Office will keep the 9-1-1 jurisdiction plan on file and review it on an annual basis or as otherwise deemed necessary by the Office;

(f) If the Office rejects the initial 9-1-1 jurisdiction plan, the Office will send the 9-1-1 Jurisdiction written notice of the rejection, detailing the deficiencies in the plan. The 9-1-1 jurisdiction will have 30 days following receipt of the rejection to submit a revised 9-1-1 jurisdiction plan for review.

**(4) Annual Review: Amendment of the 9-1-1 Jurisdiction Plan.**

(a) Each 9-1-1 Jurisdiction shall review its 9-1-1 jurisdiction plan in January of each year, at the same time as the budget report, and if the 9-1-1 Jurisdiction anticipates any changing in the upcoming year, submit an amended plan in the event of such anticipated change, or send the Office a notice certifying that the plan has been reviewed for the year and no changes have been made.

(b) The 9-1-1 jurisdiction shall submit an amended plan to the Office 30 days prior to any consolidation, colocation, or physical move and within 30 days of any other change in the information included in the 9-1-1 jurisdiction plan.

(c) In addition, if any change to the 9-1-1 jurisdiction plan affects the public and private safety agencies listed within the 9-1-1 Jurisdiction plan, the 9-1-1 jurisdiction must notify those public and private safety agencies of the change and obtain those public and private safety agencies' approval of the change. The public and private safety agencies within the 9-1-1 service area must sign a new acknowledgement letter. The 9-1-1 jurisdiction shall submit the acknowledgement letter to the Office along with the revised 9-1-1 jurisdiction plan.

**104-080-0160**

**The Emergency Communications System**

(1) The Office shall coordinate with all parties to ensure effective delivery of the emergency call using the emergency communications system, including the providers, utilities, 9-1-1 Jurisdictions and primary PSAP staff.

(2) The delivery of an emergency call requires:

(a) A secure network for delivery of ALL;

(b) The secure delivery of ANI by the utility or provider;

(c) Customer premises equipment at each PSAP for emergency call processing and display;

(d) Mapping software and hardware showing the caller's location;

(e) Equipment allowing direct communication with the caller.

**104-080-0165**

**Requirements of the Emergency Communications System:** The emergency communications system must include:

(1) Basic 9-1-1: The basic emergency communications system must include:

(a) A primary public safety answering point that is automatically accessible anywhere in the 9-1-1 jurisdiction service area by calling 9-1-1;

(b) Central dispatch of public and private safety services in the 9-1-1 service area or relay or transfer of emergency calls to an appropriate public or private safety agency; and

(c) Two 9-1-1 circuits from each central office to each primary PSAP.

(2) Enhanced 9-1-1: In addition to the requirements for Basic 9-1-1 set forth in OAR 104-080-XXXX (3), Enhanced 9-1-1 emergency communications system must provide at a minimum:

(a) A minimum of two call-taker stations and staffing for at least one of the stations at all times;

(b) Automatic display of the incoming telephone number and address in the designated primary public safety answering point at the time of receiving an incoming emergency call;

(c) A network developed to transport address and telephone number information to the designated primary PSAP automatically when an emergency call is placed to 9-1-1; and

(d) Emergency telephone service that provides a P.01 grade of service or better. A primary public safety answering point may not have fewer than two 9-1-1 circuits.

(3) The emergency communications system also must include:

(a) Each primary PSAP shall have building security to restrict intentional disruption of operations. All emergency communications system equipment shall be accessible only to authorized personnel. Display and printing equipment shall be located so that the information is limited to those authorized.

(b) All emergency communications system components and customer premises equipment rooms at the primary PSAP must be protected and internally marked to prevent damage or tampering. For this section "protected" includes maintaining the ambient room temperature per the CPE manufacturers' requirements.

(c) Each primary PSAP shall have all telecommunicators trained through the Basic Telecommunications Academy at the Department of Public Safety Standards and Training, at a minimum.

(d) Each primary PSAP shall have a battery powered Uninterruptible Power Supply (UPS) or holdover battery supply which must be capable of powering the essential customer premises equipment at the primary PSAP for a period sufficiently long to enable the motor back-up power equipment recommended in OAR 104-080-XXXX (X) of this rule to start and stabilize. No calls shall be lost during the transition to the motor back-up power equipment.

(e) Each primary PSAP shall be equipped with a Telephone Typewriter (TTY) or other device capable of receiving an emergency call from individuals with hearing or speech impairments, and must comply with Americans with Disabilities Act (ADA) TITLE II, 28 CFR, Part 35, Subpart E, Section 35.161, 35.162.

(f) In addition to TTY, a primary PSAP may provide text to 9-1-1 emergency services, as follows:

(A) Text-to-9-1-1 is a system commonly used to communicate with the deaf or hard of hearing and speech impaired communities as well as individuals who are unable to make a voice call to 9-1-1.

(B) Any 9-1-1 jurisdiction that provides text-to-9-1-1 service shall be capable of receiving SMS emergency messages.

(C) When a 9-1-1 jurisdiction provides text-to-9-1-1 services:

(i) A Text Control Center (TCC) shall provide automatic location information (ALI) in a uniform data stream along with the text-to-9-1-1 SMS emergency message to the primary PSAP serving the 9-1-1 jurisdiction;

(ii) The primary PSAP shall develop and utilize written text-to-9-1-1 standard operating procedures (SOPs) of its operations for use by its telecommunicators. The SOPs must be approved by the 9-1-1 jurisdiction and shall be kept on file at each primary PSAP;

(iii) The 9-1-1 jurisdiction shall ensure that each text-to-9-1-1 SMS emergency message is handled according to the requirements stated in ORS 403.130;

(iv) In instances in which a primary PSAP refuses a text-to-9-1-1 SMS emergency message request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to determine the appropriate responding agency and complete the disposition of the emergency request; and

(v) Regular testing of text-to-9-1-1 SMS messaging shall be completed to ensure that equipment and services function properly.

(g) Workstations. A primary PSAP telecommunicator workstation must be approved by the Office and shall consist of (minimum):

(A) Emergency call answering device;

(B) ANI display;

(C) ALI display;

(D) Mapping display; and

(E) CAD interface for ALI.

(h) Recommended Equipment. The Office recommends that each primary PSAP have the following equipment including:

(A) Logging recorder equipment in operation equipped to record the emergency call as well as the date and time of each call;

(B) An instant playback recorder to record each incoming emergency call. It is highly recommended that the recorder be of a digital voice storage type with no moving parts and capable of storing at least 10 minutes of emergency calls;

(C) Back-up power equipment such as a gasoline, diesel, propane or other powered motor generator set for powering the primary PSAP during long term power outages.

(i) Transport. Upon completion of the migration from the Frame Relay network, the delivery of ALI data to a primary PSAP will be over a secure internet protocol (IP) network, at OSI Layer-3 for the delivery of data between points on the network. The network will deliver data from any network IP address to any other network IP address among all connected sites.

(A) The IP network provider will support standard security practices and protocols that include:

(i) The use of anti-virus software;

(ii) Virtual local area networks (VLANs);

(iii) Virtual routing and forwarding (VRF) functionality;

(iv) Secure File Transfer Protocol (SFTP);

(v) Transport Layer Security (TLS);

(vi) Virtual Private Network (VPN); and

(vii) Secure sockets layer protocols (SSL).

(B) The IP network routing protocol used will support the delivery of data from any system to any other system within the emergency communications system. The data delivery will be compatible with the existing CODEC requirements, which provides the conversion of binary signals transmitted on a digital network to analog signals converted on an analog network.

(C) The IP network will be a closed system.

(D) The IP network and supporting equipment will be scalable with respect to bandwidth, additional sites, advancing technologies, interconnections with other network and changing business needs.

(E) The IP network will be scalable in order to provide the bandwidth necessary to support delivery of all data, including:

(i) ALI delivery;

(ii) Primary PSAP mapping data;

(iii) Management information systems (MIS); and

(iv) Netclock synchronization.

**104-080-0170**

**Databases**

(1) Where interoperability requires a utility or other communications provider to share its ALI information or any other database information, the utility or other communications provider shall do so, subject to an Office approved implementation method.

(2) The selective routing database contained within each approved selective routing device shall be maintained by the provider(s) of such selective routers in such a manner as to accurately reflect the most recent issuance or change of address, service or service account datum within 48 hours of such change.

(3) The providers are responsible for making subscriber information data available through an ALI database query to the requesting primary PSAP at the time the primary PSAP receives an emergency call.

(4) Unless approved by the Office, a utility or provider may not require any primary PSAP to query more than one ALI database for all emergency calls.

(5) The provider of each ALI database is responsible for the provider based Master Street Address Guide process including compilation and continued maintenance. Submitted changes from a primary PSAP shall be incorporated into the MSAG within 72 hours of such change. Exception may be granted by the Office with proper justification, as defined by the Office.

(6) ALL information must be available to all primary PSAPs upon receipt of an emergency call and will not be controlled or limited by a utility or provider.

(7) All ALI information must include the following, if available:

(a) Area code and ANI information of caller;

(b) Date;

(c) Time in 24-hour format;

(d) Non published designation when requested by the customer;

(e) Subscriber name;

(f) House number;

(g) House number suffix;

(h) Pilot or P-ANI number (if wireless);

(i) Prefix or post directional;

(j) Street name including type;

(k) Location information;

(l) Emergency service number;

(m) Community name;

(n) State;

(o) Office approved class of service;

(p) Caller's service provider;

(q) Latitude and longitude information of wireless caller location for Phase II wireless, or that of the cell tower for Phase I;

(r) Wireless confidence intervals and reliability factors;

(s) Caller's elevation, speed, and direction of travel if available;

(t) PSAP name;

(u) Emergency service number English translation.

(8) Ownership of the Master Street Address Guide will be jointly held between the primary PSAP, the utility or provider, and Office.

(9) The MSAG Coordinator in each 9-1-1 jurisdiction will work with the ALI database provider and the utility for MSAG updates into the ALI database. MSAG updates may be made as frequently as necessary for the 9-1-1 jurisdiction, but no less frequently than monthly.

(10) All geographic information data will be jointly owned between the primary PSAP and the Office. The Office shall have the authority to manipulate, process, and store all 9-1-1 GIS data according to industry best practices and state agency technology standards. The Office may distribute 9-1-1 GIS data layers to any primary PSAP, private sector 9-1-1 vendor, or any public agency approved by the Office.

(11) All GIS data shall be delivered to the Office in a standard data model, format, and method as defined by the Office.

#### **104-080-0180**

#### **Customer Premises Equipment**

(1) Provisioning customer premises equipment is subject to approval by the Office and must meet interoperability requirements:

(a) Two methods of provisioning customer premises equipment will be considered by the Office:

(A) Provided by the primary utility and billed as non-recurring charges with monthly maintenance included; or

(B) Customer Owned and Maintained.

(2) Customer premises equipment must include, at a minimum:

(a) Line hold and line indicators for emergency calls;

(b) Common control equipment and, when approved by the Office, Automatic Call Distribution equipment and call sequencers;

(c) Telephone sets as indicated for primary interrogation;

(d) Automatic Number Identification and associated display(s);

(e) Automatic Location Identification uniform data stream, data device(s), data channel(s) and display(s) as indicated for primary interrogation;

(3) When a primary PSAP elects to purchase CPE that is intended to be customer owned and maintained premises equipment, the primary PSAP must comply with the following:

(a) The equipment must be compatible with and functionally equivalent to the primary utility provided E9-1-1 network;

(b) Mean time to repair must be equal or better to that provided by the primary utility;

(c) Equipment must provide noiseless supervised transfer and conferencing.

(4) All customer premises equipment is the responsibility of the primary PSAP regarding maintenance and provisioning of these standards.

(5) All customer premises equipment installations shall be capable of both analog and digital receipt of incoming emergency calls including the ability to accept location information on a single digital transport.

(6) The Office shall work with a primary PSAP that has requested CPE replacement to determine the need for equipment replacement and the Office makes the final determination whether or not to replace the CPE.

**104-080-0190**

**Funding of the Emergency Communications System**

(1) The Emergency Communications Account monies are distributed quarterly throughout the year to a 9-1-1 jurisdiction, pursuant to ORS 403.240.

(2) The Office shall maintain a current listing of recognized 9-1-1 jurisdictions eligible to receive and expend distributed 9-1-1 tax funds from the Emergency Communications Account.

**104-080-0195**

**Authorized Expenditures from the Emergency Communications Account by the primary PSAP**

(1) Telecommunicators salaries;

(2) E9-1-1 telephone line charges;

(3) Components of the emergency communications system used in processing emergency calls;

(4) Transfer and relay telephone line charges to secondary PSAPs;

(5) Emergency Communications System maintenance costs;

(6) Receive only pagers if this is the primary means of notifying responders of an emergency call for service;

(7) Training expenses for telecommunicators;

(8) Recording equipment used to record emergency calls and notifications of responding agencies of emergency calls for service;

(9) Uninterruptible power supply systems for the components of an emergency communications system in the primary PSAP;

(10) Public education regarding 9-1-1 use and availability;

(11) Computer data links to responding agencies if this is the means used to notify responding agencies of emergency calls for service;

(12) Base rate charges for ten digit emergency and non-emergency primary PSAP reporting numbers;

(13) Emergency Notification System;

(14) Radio base stations necessary to notify responders of an emergency call for service;

(15) Computer aided dispatch systems that handle emergency call processing and notification of responding agencies of emergency calls for service;

(16) Telephone and radio equipment;

(17) Administration and overhead (rent, utilities, and maintenance) of a multi-use primary PSAP that includes dispatching of public safety services;

(18) Backup power systems (generators);

(19) Alternate primary PSAP sites and circuit routing when used for disaster recovery;

(20) Planning and development costs for the 9-1-1 jurisdiction plan;

(21) Transmit and receive pagers, portable or mobile radios and repeater stations when used as primary means of notification of responding agencies of an emergency call for service;

(22) Any other items not covered by these rules that after application by the primary PSAP and concurrence of the Office are necessary in providing emergency communication services in the primary PSAP service area;

(23) Secondary PSAPs are not eligible for funding from this account.

#### **104-080-0200**

##### **Authorized expenditures from the 9-1-1 Subaccount**

Authorized expenditures from the 9-1-1 Subaccount shall be made on behalf of a 9-1-1- jurisdiction or made through reimbursement to the 9-1-1 jurisdiction. Authorized expenditures include:

(1) The secure network and associated components that deliver an emergency call from the caller to the primary PSAP with corresponding ALI information;

(2) Customer premises equipment for emergency call processing and display;

(3) Mapping software and hardware for showing the caller's location;

(4) Equipment allowing direct communication with the caller; and

(5) Text-to-9-1-1 solutions upon prior approval by the Office.

(6) The Office will oversee reimbursement from the 9-1-1 subaccount for work associated with GIS and MSAG maintenance.

(7) Subject to approval by the Office, reimbursement will be made available for MSAG coordination and update services, GIS data layer development and maintenance, and additional tasks associated with the support of GIS data needed for the mapping display in a primary PSAP, as defined by the Office.

(a) The Office will be responsible for setting the funding levels and distribution model for GIS and MSAG reimbursement.

(b) The direct pay or reimbursement rate will be determined by the Office and shall incorporate the hourly wage, direct and indirect benefits, overhead costs of the employee(s), and (in the case of private vendors) a reasonable profit mark-up as agreed upon in a service contract.

(c) Any agency seeking reimbursement for MSAG or GIS work must first meet the following requirements:

(A) Any agency must have a signed IGA or Contract with the Office;

(B) The agency must submit the employee billing rate information to the Office; and

(C) The agency must provide the Office with authorized signature cards.

(d) All requests for reimbursement must be made using Office defined process and will be subject to Office review for completeness, accuracy, and applicability.

(e) Failure to meet prerequisites or submit requests for direct payment or reimbursement in a manner proscribed by the Office may result in delay or denial of payment.

(8) The following costs of providing emergency communications service are paid directly or reimbursed from the 9-1-1 Subaccount of the Emergency Communications Account, subject to available funds:

(a) Costs of the Network Exchange Services necessary to provide the minimum grade of service defined in ORS 403.115(5) (d);

(b) Costs for customer premises equipment;

(A) Payment or reimbursement for customer premises equipment that is customer owned and maintained are limited to the estimated cost of the primary utility supplied solution or actual costs, whichever is less;

(B) Integration of ANI and ALI into a CAD system in use by a primary PSAP may be compensated in lieu of customer premises equipment with the exception that one ANI display and one ALI display must be actively in use on-site. Compensation will be limited to the cost of such displays as provided by the primary utility;

(C) On-going maintenance costs following the warranty period, if any, for customer premises equipment;

(D) Payment of costs for on-going maintenance of the customer premises equipment following the expiration of the warranty period for the equipment shall be made by submitting a copy of the maintenance contract with an itemized listing of hourly labor rates and equipment costs to the Office for approval; and

(E) The Office shall make payment directly to the vendor upon verification that the charges are for the E9-1-1 customer premises equipment and services originally contracted for and that the vendor's hourly labor rate does not exceed the prevailing labor rate for similar communication equipment and services.

(c) Costs for consulting related to the emergency communications system. Consulting costs are paid by the Office directly to the consultant, only after verification that a copy of the consultant's contract and fees have been submitted and approved prior by the Office.

#### **104-080-0210**

##### **Variance**

(1) Any deviation from these rules, chapter 104, division 80, is subject to approval by the Office. Requests for a deviation shall identify which subsection(s) within the division 80 rules are affected and include supporting documentation of the equipment or services involved. The Office may require additional clarification at its discretion.

(2) The Office will have 90 days to review the request for a variance from these rules. The request for a variance must demonstrate how the equipment or services involved creates efficiency in business processes for the primary PSAP. The Office will notify the 9-1-1 jurisdiction in writing if the request for a variance is approved or rejected detailing the reasons for the approval or rejection.