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*** THIS DOCUMENT IS CURRENT THROUGH THE SEPTEMBER 2008 SUPPLEMENT ***
*** Changes effective through 38 Pa.B. 3960 (July 19, 2008) ***

TITLE 4. ADMINISTRATION
PART V. EMERGENCY MANAGEMENT AGENCY
CHAPTER 120B. PUBLIC SAFETY EMERGENCY TELEPHONE PROGRAM

4 Pa. Code § 120b.101 (2008)

§ 120b.101. Purpose

The act is designed to provide a toll-free telephone number 911 for individuals within this Commonwealth to gain rapid, direct access to emergency aid. The number shall be provided with the objective of reducing response time to situations requiring law enforcement, fire, medical, rescue or other emergency service. The authority and responsibility for the creation and implementation of a plan establishing, operating and maintaining adequate facilities for answering emergency calls and dispatching a proper response to a caller's needs shall be vested in the county government. County governments are encouraged to develop and implement a 911 emergency communication system that will meet the specific needs of the county and take maximum advantage of the integration of communications equipment and personnel to minimize costs and effect a more rapid response to emergency situations. County governments are encouraged to develop enhanced 911 system plans to the greatest extent possible. The development of county plans that limit the number of PSAPs and dispatch centers to the minimum necessary to meet the guideline requirements and to minimize costs to the public shall be encouraged.

SOURCE:

The provisions of this § 120b.101 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

HIERARCHY NOTES:

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4 Pa. Code § 120b.102 (2008)

§ 120b.102. Definitions

The following words and terms, when used in this chapter, have the following meanings, unless the context clearly indicates otherwise:

Act -- The Public Safety Emergency Telephone Act (35 P. S. §§ 7011 -- 7021).

Agency -- The Pennsylvania Emergency Management Agency.

COCOT -- Customer-Owned Coin Operated Telephone.

CPE -- customer premises equipment -- Telecommunications and associated terminal equipment that is located at the PSAP or dispatch point and has capabilities for handling or dispatching, or both, 911 calls. This equipment may be provided all or in part by the telephone company or by another supplier.

Central office/end central office -- A local telephone company switching system where telephone exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks. The term applies for purposes of the contribution rate.

Central office upgrades -- The replacement of central office equipment with more advanced technology for the purpose of making available more 911 features.

Commission -- The Pennsylvania Public Utility Commission.

Contribution rate -- A county fee that is assessed against a telephone subscriber and collected by the telephone company for the nonrecurring, maintenance and operational costs of a 911 system. The fee may be used for expenses incurred in implementing, expanding or upgrading a 911 system. Once a plan and contribution rate has been established, the contribution rate shall remain fixed for at least 3 years. The contribution rate on each local exchange access line may not exceed the following amounts:

- (i) First through second class A counties, a contribution rate not to exceed \$ 1/line/month.
- (ii) Third through fifth class counties, a contribution rate not to exceed \$ 1.25/line/month.
- (iii) Sixth through eighth class counties, a contribution rate not to exceed \$ 1.50/line/month.

Control office -- The central office which provides switching capability for selectively routed 911 calls and terminates 911 dedicated lines from a central office or PSAP, or both. It controls the switching of the automatic number identification (ANI) and selective routing information to the PSAPs.

Council -- The Pennsylvania Emergency Management Council.

County -- The term includes a city of the first class coterminous with a county.

County plan -- An emergency communications plan developed by a county or two or more counties in concert and submitted to the Agency on a triennial basis outlining the county's 911 system, including the contribution rate. The plan shall be unique to the county to meet the individual needs of the county, the local governments and emergency service providers within the county.

Data base -- The collection of information necessary for a 911 emergency communications system. This information may include street files, geographic files, subscriber names, telephone number, street address or location and other files necessary for the proper and prompt handling of 911 calls.

Dedicated line -- A communication path connecting a PSAP to one or more locations through other than exchange access lines. The term includes private lines, tie lines and on-premises channels.

Dial line -- A communication path connecting a PSAP to various other points by dialing a numeric code. The term includes exchange access lines, private branch exchange lines, centrex lines and intercommunication lines.

Directly related personnel salary and benefit costs -- Wage, salary and benefit costs for personnel responsible for provision of 911 services. The term may include PSAP personnel at telephone answering or dispatch stations, or both, and 911 supervisory personnel. The amount of the contribution rate dedicated to salary, training and benefit costs may not exceed 70% of the total surcharge, subscriber fee, collected during each county's fiscal year.

Emergency services -- The term includes services, including firefighting, law enforcement, ambulance and medical, provided for the protection or preservation of persons or property in circumstances of immediate and significant threat of injury or harm.

Equipment costs -- The costs of customer premises and microwave equipment purchased by the county that is directly related to the 911 system.

Equipment lease charges -- Charges for customer premises and microwave equipment leased by the county that is directly related to the 911 system.

Local exchange telephone service -- The provision of telephonic message transmission within an exchange, as it is defined and described in tariffs filed with and approved by the Commission.

Local government -- A county, city, borough, town, first class township, second class township or home rule municipality.

Mobile communications equipment -- Cellular telephones, improved mobile telephone service or a system which provides voice telephone service to a mobile station. The term includes mobile radio equipment that is affixed to a vehicle or other mobile station or equipment designed to be carried by an individual.

Network changes -- Central office changes required to be made by a telephone company, so that when 911 is dialed the call is directed to the proper trunk circuits, including selective routing but not including central office upgrades.

911 emergency communications system -- A system which permits a person dialing 911 by telephone to be connected to a PSAP, via telephone facilities, for the reporting of police, fire, medical or other emergency services.

Nonswitched call -- A telephone call carried over exchange facilities from the calling party, originating station, to the called party, terminating station, via a directly routed circuit.

PBX -- Private Branch Exchange.

PSAP -- *Public safety answering point* -- The first point at which calls placed by individuals for emergency assistance are answered, 24 hours/day. It may be the same location that dispatches emergency assistance but does not necessarily need to be the same.

Person -- In addition to a natural person, the term includes a corporation, a partnership, an association, the Federal government, the State government, a political subdivision, and a municipal or other local authority.

Public agency -- The Commonwealth or a political subdivision, public authority, municipal authority or an organization located in whole or in part within this Commonwealth which provides or has the authority to provide firefighting, law enforcement, ambulance, emergency medical or other emergency services.

Public pay stations -- Telephones owned or operated by a regulated public utility which require coin insertion, use of credit card or third-party billing for call placement. The term does not include COCOTS and semipublic pay stations.

Public safety agency -- A functional division of a public agency which provides firefighting, law enforcement, ambulance, medical or other emergency services.

Semipublic pay stations -- A pay telephone which is used by both the customer (owner) and the public in locations that are public in character and which is installed at the customer's initiative and billed to the customer. The term includes stations owned by the telephone company.

Telephone subscriber -- A person who contracts with a telephone company within this Commonwealth for local exchange telephone service, either residential or commercial, but not including public pay stations. Each dial tone access line or PBX trunk group member shall constitute a separate subscription.

Telephone terminal equipment -- Customer premises equipment that is located at the PSAP and is provided by a telephone company or other vendor; for example, telephone answering positions, display terminals, printers and call recording equipment.

Trunk line service -- 911 telephone trunks from the telephone company central office where the 911 calls originate, to the control central office and from the control central office to the PSAP.

Utility -- A public utility or a municipality, subject to Commission jurisdiction, which provides electric, gas, steam heat, sewer or water service.

AUTHORITY:

The provisions of this § 120b.2 amended under the Emergency Management Service Code, 35 Pa.C.S. § 7313.

SOURCE:

The provisions of this § 120b.102 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended October 29, 1993, effective October 30, 1993, 23 Pa.B. 5133; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226. Immediately preceding text appears at serial pages (229924) to (229927).

HIERARCHY NOTES:

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CHAPTER 120B. PUBLIC SAFETY EMERGENCY TELEPHONE PROGRAM

4 Pa. Code § 120b.103 (2008)

§ 120b.103. Development of county plan

Upon the agreement of the governing authority of a county to establish a 911 system, a plan shall be drafted which meets, at least, the minimum technical standards promulgated by the Agency. The formation of multi-jurisdictional or regional 911 systems is authorized.

(1) In counties which currently have a 911 system in operation, if a contribution rate is to be established, a 911 coordinator shall be appointed and a plan shall be developed that meets the minimum technical standards promulgated by the Agency.

(2) In counties which currently do not have an operational system, if a system is to be developed and a contribution rate is to be established, a 911 coordinator shall be appointed and a county plan shall be developed that meets the minimum technical standards as promulgated by the Agency.

(3) Compilation and preparation of the county plan shall be the responsibility of the designated county 911 coordinator.

(4) Each county 911 plan shall be designed to meet the individual circumstances of each county and the public agencies participating in the 911 system. The plan shall coordinate with surrounding counties to deal with circumstances unique to the fringe areas of the county to assure that the appropriate emergency response is provided. If a telephone exchange (a group of telephone subscribers served from the same central office) extends over two or more counties, the plan shall provide for disposition of the calls from that exchange. Use of the selective routing feature by one or more of the counties is adequate to designate the county to receive the calls from the various telephone subscribers. In the absence of the selective routing feature, 911 calls from that exchange shall be directed to the county in which the central office is located.

(5) Upon completion of the county plan, and prior to its submission to the Agency, the county shall hold a public meeting to obtain the comments of its residents. Notice of the meeting shall be advertised in a newspaper of general circulation at least 10 days in advance of the meeting. The meeting shall commence between the hours of 6 p.m. and 9 p.m. and shall be held in a central location in the county. As a minimum, the notice shall indicate that one purpose of the meeting is to fix the proposed contribution rate. The precise amount of the proposed contribution shall be included in the notice.

(6) Following the meeting, if a 911 system is to be established, the county shall make changes to the plan as deemed appropriate and take official action by resolution to approve the county plan, including the proposed contribution rate and to authorize its filing with the Agency. The proposed contribution rate for nonrecurring and recurring costs cannot be considered to be established until public comment regarding it has been received.

(7) At a minimum, each county 911 plan shall contain the following information:

(i) A description of the current or proposed geographic area to be served by the system and a list of local governments, participating telephone companies and their respective exchange areas that are in the 911 system.

(ii) A map that corresponds to the written description of the service area.

(iii) A description of the operational plan for the system, including the technical components as required by the Agency and as outlined in § 120a.104 (relating to technical standards for plans) in sufficient detail to describe the operational aspects of the system, including staffing, supervision, training, interrelationship with public agencies, daily operations, emergency operations and equipment requirements.

(iv) The proposed contribution rate and supporting documentation for the rate to be established for subscribers within the 911 service area as provided for in § 120b.105 (relating to contribution rate).

(v) The supplementary plan information as provided for in the supplementary plan information forms provided by the Agency.

(vi) A comprehensive plan and time schedule for the implementation, upgrading or expansion of 911 services.

(vii) Copies of contracts, agreements or receipts for equipment, services or other recurring or nonrecurring costs eligible for reimbursement as determined by the Council, Commission or Agency.

(viii) Proof of publication of the public meeting required by the act, including the date, time and location of the hearing.

(ix) A stenographic record of comments made at the public meeting.

(x) A resolution, properly attested, approving the plan including the proposed contribution rate and authorizing the filing of the plan with the Agency.

(xi) The county plan shall bear the signature of the chairperson or president of the appropriate governing body and the 911 coordinator, and shall bear the official seal of the county.

(xii) A county that receives a notice of intent from a city of the second class, second class A or third class to proceed with the development of a 911 plan shall respond as provided in § 120b.107(d) (relating to authority of cities). Evidence of this notice and response, in the form of copies of correspondence, shall be filed with the plan.

(8) Updating and expanding the present system shall require an amended plan to be filed with the Agency. A public meeting is not required for the amended plan unless the county proposes to change the contribution rate established in the existing county plan. An amended plan shall contain the following information:

(i) Include specific information concerning the changes to the original plan made by the amended plan.

(ii) Specifically indicate the actions taken and modifications made to the original plan as a result of comments made by the Agency, the Commission and the Council as a part of the approval of the plan.

(iii) Provide a 911 fund balance summary statement indicating, by year, revenues accrued and expenditures totals for personnel, training, equipment and other eligible cost categories together with the current fund balance.

(9) Request for contribution rate changes shall be submitted to the Agency for approval by the Commission. A rate change that is part of an amendment to update or expand a system or do both shall satisfy the requirements for an amended plan. Contribution rate changes are not permitted more often than every 3 years and may not take effect unless approved by the Commission.

(10) A request solely to change a contribution rate shall comply with:

(i) Paragraphs (5) and (6) with respect to holding of a public meeting and the actions to be taken as a result thereof.

(ii) Paragraph (7)(vii) -- (xi).

(iii) Section 120b.105 (relating to contribution rate).

(11) A county plan shall be considered a public record under the act of June 21, 1957 (P. L. 390, No. 212), known as the Right-to-Know Law (65 P. S. §§ 66.1 -- 66.4).

AUTHORITY:

The provisions of this § 120b.103 amended under the Emergency Management Service Code, *35 Pa.C.S. § 7313*.

SOURCE:

The provisions of this § 120b.103 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended January 7, 1994, effective January 8, 1994, 24 Pa.B. 143; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4426. Immediately preceding text appears at serial pages (229927) to (229929).

NOTES:

Cross References

This section cited in *4 Pa. Code § 120b.107* (relating to authority of cities); and *4 Pa. Code § 120b.108* (relating to review and approval of plans).

HIERARCHY NOTES:

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4 Pa. Code § 120b.104 (2008)

§ 120b.104. Technical standards for plans

(a) *Glossary of terms for technical standards.* The following words and terms, when used in this section, have the following meanings, unless the context clearly indicates otherwise:

ALI -- Automatic Location Identification -- A feature which displays a name and address associated with the telephone number from which the call originated to the PSAP on customer premises equipment.

ANI -- Automatic Number Identification -- A feature by which the telephone number from which the call originated is forwarded to the compatible customer premises equipment.

APCO -- Associated Public Safety Communicate Officers, Inc. -- A not-for-profit organization incorporated to develop and foster the progress of the art of public safety communications whose sole purpose is to promote greater correlation of the communications activities of towns, cities, counties, State and Federal agencies, and represent the agencies before the Federal Communications Commission and other regulatory bodies.

Alternative routing -- A feature of the CPE that allows the 911 calls to be routed to a designated alternate location if the following conditions exist:

- (i) The 911 service lines to the primary PSAP are busy.
- (ii) The primary PSAP closes down for a period of time.

Answering position -- An appropriately equipped location within a PSAP that is used to receive incoming 911 calls.

Audible signal -- A sound that indicates an incoming 911 call.

Average busy hour -- The 1-hour period during the day statistically shown over time to be the hour in which the most emergency telephone calls are received.

Called party hold -- A feature where the attendant retains control of the circuit despite the switchhook condition of the originating station. By remaining off-hook or placing the call on hold, control of the circuit is maintained.

Call party trunk hold -- A feature designed to manage multiple calls where the answering point has the capability to place the calls on hold. This feature is required only where CPE is utilized.

Call-progress -- An audible (ringing) or visual (lighted) indication of the 911 call status to the call taker.

Central office transfer --

(i) Manual central office transfer enables the PSAP to transfer an incoming call by depressing the switchhook or button on compatible customer premises equipment and dialing either a 7-digit or 10-digit telephone number or a 2-digit speed calling code.

(ii) Fixed control office transfer enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on compatible customer premises equipment.

Emergency ringback -- A feature that if a 911 caller abandons a call, before information necessary to provide aid is received, the PSAP attendant can activate this central office feature and ring the "on-hook" station which originated the call.

Forced disconnect -- A circuit that is automatically disconnected at the central office despite the switchhook condition of the calling party.

Idle circuit tone application -- An audible signal that informs the PSAP attendant of the status of the line being monitored. Two types of tones are applied to a line under the following conditions:

(i) If a call is abandoned prior to completion of a report to the PSAP, tone consisting of 60 interruptions per minute, busy tone, is applied to the line.

(ii) If the PSAP attendant seizes an idle 911 circuit, or a caller abandons a 911 call before it is answered, a tone consisting of 120 interruptions per minute, reorder tone, is applied to the line.

Immediate/splash ringing -- A feature whereby incoming 911 calls are automatically directed to the first available answering position. This allows the caller access to the first available operator and prevents in most cases a busy signal or call hold. Incoming calls may be transferred from station to station within a PSAP, or may be transferred from PSAP to PSAP.

Routing profiles -- A set of procedures that details how PSAPs are notified in the event of circuit disruptions so corrective actions can be taken in a timely manner. Network providers should maintain current routing profiles and ensure that disruption of any circuit element which involves 911 trunking is detected within a reasonable amount of time.

Selective routing/transfer -- A feature that routes a 911 call to the predesignated PSAP based upon the identified number of the calling party. Selective transfer provides the PSAP with the ability to transfer an incoming call to another responding agency by depressing a single button labeled with the type of agency; for example, "FIRE," on the associated customer premises equipment.

Switchhook status -- A feature that indicates an audible or visual, or both, signal if the station originating the 911 call returns to an off-hook status.

Tandem trunking -- An arrangement where a telephone line connection has one or more intermediate switching points which are required or permitted before reaching the final destination. This usually occurs on a controlled dial pulse basis.

TDD/TTY -- A telecommunication device for the hearing and speech impaired.

(b) *Minimum standards for PSAPs.*

(1) To maximize efficiencies of communications and minimize operations/capital expenditures, PSAPs and dispatch centers shall be limited to one per county plan, unless geographical and technological considerations require otherwise. Counties shall provide supporting justification for additional PSAPs and dispatch centers included in the county plan. PSAPs and dispatch centers may be reduced over a multi-year period to minimize disruptions of existing communications systems.

(2) At a minimum, a 911 PSAP established within this Commonwealth shall possess the following capabilities:

(i) The law enforcement, fire protection, emergency medical services, rescue services and advanced life support services within the boundaries of the political subdivision shall be included.

(ii) The system shall operate on a 24-hours a day, 7-days per week basis.

(iii) 911 related calls shall be answered by trained operators dedicated to 911 operations.

(iv) Ninety percent of 911 calls shall be answered within 10 seconds.

(v) Incoming 911 calls shall be recorded via a multi-track voice recorder.

(vi) 911 operators shall record incoming calls at their respective answering station to allow for instant playback.

(vii) Voice recorded 911 information shall be archived for at least 30 days.

(viii) A PSAP shall have stand-by emergency electrical power generation equipment and sufficient fuel supply to sustain operation for a minimum of 7 days. PSAPs Federally funded under civil defense/emergency management shall maintain a 14-day fuel supply.

(ix) A minimum of two lines for each established exchange or central office shall be provided for incoming 911 calls.

(x) A minimum of two administrative lines shall be provided for nonemergency or routine, or both, calls.

(xi) Each 911 PSAP shall have the ability to force a disconnect with a calling party.

(xii) Public pay stations, semipublic pay stations and COCOTs shall have access to 911 without coin insertion or other charge.

(xiii) If no local address is available, the county or PSAP shall adopt a grid system, zip code identifier or other acceptable identifier method for support of dispatch and emergency service response to rural locations. The predicted number of addresses not in the data base shall be listed as well as a description of the identifying method chosen.

(xiv) If ANI and ALI or computer aided dispatch equipment is utilized, an uninterruptable power supply shall be employed. This is in addition to the required standby electrical power generator.

(xv) If ANI and ALI are employed, the following minimum data shall be displayed except in the case of party lines or mobile lines:

(A) The telephone number of the calling party.

(B) The name of the calling line party.

(C) The address or identifier of the calling phone party.

(xvi) Adjacent PSAPs in contiguous counties and all PSAPs within the county shall be connected via private dedicated lines. These lines are an eligible cost. Mutual aid agreements required for sharing and dispatching emergency services shall be executed under *35 Pa.C.S. § 7504* (relating to coordination, assistance and mutual aid) to enhance emergency response capability. Procedures shall be developed with adjacent counties, if appropriate, to provide for emergency responses to fringe areas of the county and calls received over foreign exchange lines.

(xvii) The 911 access shall be provided to cellular telephone, improved mobile telephone service or a system which provides voice telephone service to a mobile station.

(xviii) All PSAP call takers, emergency dispatchers and supervisors shall comply with the training and certification standards contained in Chapter 120c (relating to training and certification standards for 911 emergency communications personnel).

(xix) Arrangements for bilingual support or subscription to AT&T's language line or similar service shall be provided.

(xx) TDD/TTY service shall be provided.

(xxi) The primary PSAP shall have the capability to receive and transmit watches and warnings from the Agency warning network and function according to the standards of the network.

(xxii) The PSAP shall provide an interconnect to the Statewide radio system (800 Mhz) or other systems prescribed by the Agency.

(xxiii) Incoming 911 calls to a PSAP shall generate an audible signal.

(xxiv) The PSAP shall provide identification and explanation of routing profiles.

(xxv) The PSAP shall have a minimum of two answering positions.

(xxvi) The PSAP shall provide call-progress signals.

(xxvii) The PSAP shall possess immediate/splash ringing.

(xxviii) The primary PSAP senior supervisor/manager shall be designated as the county warning and communications officer.

(xxix) The appointed county 911 coordinator may not be in conflict with duties of the county emergency management coordinator. See *35 Pa.C.S. § 7502(b)* (relating to local coordinator of emergency management).

(xxx) Supporting documentation describing the geographical location and special relationships of the 911 Primary PSAP (county/city) to the emergency operations center shall be provided in the application.

(xxxi) Supporting documentation describing the organizational structure, message handling process between PSAPs and emergency operations center during emergencies, and supporting communications between the PSAPs and emergency operations center during emergencies shall be provided in the application.

(c) *911 minimum requirements for existing, proposed or new services.*

(1) Incoming 911 calls shall be received by a PSAP in a manner similar to a normal exchange telephone network call.

(2) The 911 minimum services provided in this Commonwealth are identified by two categories consisting of existing 911 services and proposed or new 911 services. These categories of service are comprised of minimum requirements as follows:

(i) *Existing 911 service; minimum requirements.*

(A) Forced disconnect.

(B) Idle circuit tone application.

(C) Mobile telephone access. See subsection (b)(2)(xvii).

(D) TDD/TTY. See subsection (b)(2)(xx).

(ii) *Proposed or new 911 service; minimum requirements.*

(A) Forced disconnect.

(B) Idle circuit tone application.

(C) Called party trunk hold.

(D) Switchhook status.

(E) Emergency ring back.

(F) Mobile telephone access.

(G) TDD/TTY (see subsection (b)(2)(xx)).

(3) The provisions in paragraph (2)(i) and (ii)(B) -- (E) may require CPE. These features may be waived if tandem trunking is employed.

(d) *Trunk capacity requirements.*

(1) *County plans.* County plans shall include trunk identification and trunk calculations derived via the trunk capacity formula provided.

(2) *Trunk identification.* The number of trunks required to provide adequate 911 service for a given population shall be determined. To establish a reasonable number of trunks, agencies shall provide, at a minimum, a level or grade of service that would result in no more than one busy signal in 1,000 first attempts during the average busy hour.

(3) *Trunk calculations.* In calculating a grade of service for a telecommunication system, information regarding the number of calls and the average call duration shall be determined. The trunk capacity calculation is based on the operational experience of 911 systems. Local jurisdictional requirements shall be considered when using these calculations.

(i) Trunks from the end central offices to the control central office and the control central office to the PSAP shall be provided on a one delay in 1,000 call basis.

(ii) The length of the average 911 call is 90 seconds, measured from the time of trunk seizure to the time of call termination. Ninety seconds is allowed to provide for difference in technology, training and operations. Special call handling techniques, such as pre-arrival instructions, hostage negotiations or other extenuating circumstances may not be considered in this calculation.

(iii) The busy hour 911 traffic shall be assumed to be no less than 10% and no greater than 15% of the total day, 24 hour, traffic.

(iv) The number of 911 calls per 1,000 access lines shall be assumed to be 2.5 calls/day.

(v) The general assumptions in this subsection shall be adjusted to meet local conditions. It is the responsibility of the county to justify the actual quantities used in the calculations. Assumptions and calculations shall be included in the county plan.

(vi) The degree of loading on a network is measured in hundred calling seconds -- commonly referred to as CCS. The CCS data is used to determine the number of trunks required in paragraph (1).

(vii) CCS quantities from an end central office to the control central office, can be calculated using the following formula:

Number of Access Lines in End Central Office
 Divided by 1,000
 Multiplied By
 Length of the Average 911 Call in Seconds (90)
 Multiplied By
 Busy Hour Traffic (Range 10% -- 15%)
 Multiplied By
 Calls per 1,000 Access Lines (2.5)
 Divided By

100 (to convert Calling Seconds to CCS)

Equals
 $AL \times ACL \times BHT \times CPT$

$1,000 \times 100$

- AL -- Access Lines -- Obtained from telephone company
- ACL -- Average Call Length -- Assume 90 seconds
- BHT -- Busy Hour Traffic -- Assume Range of between 10% -- 15%
- CPT -- Calls per 1,000 access lines per day -- Assume 2.5
- CCS -- Hundred calling seconds

Using the formula in this subparagraph, CCS data determines the number of trunks from the following table with each end office having a minimum of two 911 trunks to the control central office.

TRUNK LOADING CAPACITY
 Grade of Service 1 delay in 1,000

Trunks	Will Carry CCS
2	1.6
3	6.9
4	15
5	27

6	40
7	55
8	71
9	88
10	107

(e) *911 enhanced options.*

(1) Optional features for 911 service may be incorporated into an existing or new 911 system.

(2) The following list of 911 optional features if employed shall meet the requirements described:

(i) *Manual transfer.* Manual transfer shall allow transfer of a received 911 call to a dialed number.

(ii) *Default routing.* The capability to route a 911 call to a designated-default-PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.

(iii) *Alternate routing.* The capability of routing 911 calls to a designated alternate location if all the 911 trunks to the primary PSAP are busy. It may also be activated upon request when 911 equipment fails or the PSAP itself is disabled.

(iv) *Selective routing.* Selective routing is directed by selected routing tables which are defined by local jurisdictions. The selective routing file resides in the control office or the CPE.

(v) *Automatic call distributor (ACD).* Equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received or holds calls until a call attendant becomes available.

(vi) *Computer aided dispatch (CAD) interface option.* The means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.

(vii) *CPE.* Terminal equipment at a PSAP or secondary answering location.

(viii) *Conferencing.* The capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency.

(ix) *ALI.* The ALI, when employed, shall have the capability to display the correct PSAP and responsible law enforcement, fire, emergency medical services and other public safety agencies. The ALI shall be operated and maintained at a level sufficient to ensure that the ALI display will be retrieved in less than 5 seconds for 95 out of 100 attempts during the average busy hour.

(x) *ANI/ALI.* ANI/ALI shall follow the call to each position which picks up a call even if simultaneous pickup occurs and on transfers to other 911 equipped PSAPs and on transfers of 911 calls.

(xi) *ALI features.* The following features are required if ALI is employed:

(A) The ALI file will be accessed from the PSAP when ANI data associated with the call is identified.

(B) ALI will display the name and address associated with the dialing telephone number once the PSAP receives the 911 call.

(C) ALI identifies the type of telephone services; that is, coin phone, residence or business.

(D) ALI identifies the emergency service number of the location of the emergency services requestor which, in turn, identifies the law enforcement, fire, emergency medical services and other emergency responders for the calling address.

(E) ALI data is retained and redisplayed when a call placed on hold is retrieved by the PSAP call attendants.

(F) An address that does not have a telephone service will not have a file in the ALI database. However, it shall be identified in the accepted grid base, zip code identifier or other approved system.

(xii) *ALI/ANI transfer.* If ALI/ANI is employed, transfer capabilities shall be consistent and reliable. Transfers between appropriately equipped PSAPs shall include full ANI and ALI capabilities even if a cross tandem transfer is involved. If ALI transfer is not technically possible, access via a secondary inquiry is permissible.

4 Pa. Code § 120b.104

(xiii) *Conference release*. If three-way conferencing is employed, release of the call shall allow the transferring PSAP to leave the call without disrupting the connection between the 911 caller and the agency the call was transferred to.

(xiv) *Three-way conferencing*. Three-way calling among the 911 caller, the transferring agency, and the transferred to agency, shall be initiated with the operation of an add-on button to obtain dial tone and the dialing of that agency's number.

(xv) *Selective transfer*. Selective transfer shall automatically transfer or receive a 911 call to an agency providing the service required as designated by the emergency service number.

(xvi) *Emergency broadcast interconnection*. Automatic ring down or tie line interconnect between the primary PSAP and the operational area emergency broadcast station common primary control station is an eligible enhancement feature.

AUTHORITY:

The provisions of this § 120b.104 amended under the Emergency Management Service Code, 35 Pa.C.S. § 7313.

SOURCE:

The provisions of this § 120b.104 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226. Immediately preceding text appears at serial pages (229929) to (229937).

NOTES:

Cross References

This section cited in 4 Pa. Code § 120b.103 (relating to development of county plan); and 4 Pa. Code § 120c.112 (relating to right to enter and inspect).

HIERARCHY NOTES:

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4 Pa. Code § 120b.105 (2008)

§ 120b.105. Contribution rate

Counties that presently have 911 systems may establish a contribution rate to cover nonrecurring and operating costs of an existing system by using the same contribution rate approval mechanisms as a new 911 system. A county which did not have a 911 system in operation on September 9, 1990, but which awarded a contract for a 911 system prior to September 9, 1990, shall be considered to have a present system. For the Commission to review the contribution rate requested by the county, the data called for in this chapter, as appropriate, shall be included in the county plan. The plan shall include:

(1) A narrative setting forth the development of the system including the bids and other alternatives studied and the reasons for the proposed system designed.

(2) A diagram detailing the components of the 911 system which shall include the quantities, ownership or the company that owns the lease of those components. A list of eligible component expenses shall be shown on the diagram or accompany the diagram. A sample diagram is provided at the end of this section.

(3) The estimated nonrecurring and recurring costs, if applicable, for each component of the 911 system for which the county is eligible for reimbursement, the costs may include the following:

- (i) Power supply.
- (ii) Telephone answering positions.
- (iii) Automatic number identification.
- (iv) Controller common equipment.
- (v) Automatic location identification controller.
- (vi) Common equipment display terminals.
- (vii) Printers.
- (viii) TDD terminal equipment.
- (ix) Call recording equipment.
- (x) Radio equipment.
- (xi) Geographic file.
- (xii) Personnel salary, training and benefits.
- (xiii) Geographic file maintenance.

- (xiv) Cable.
- (xv) Diverse routing.
- (xvi) 911 trunks.
- (xvii) Administrative telephone radio circuits.
- (xviii) Alarm circuits.
- (xix) Private line circuits.
- (xx) Ring down circuits.
- (xxi) Audit expenses and administrative costs.

(4) The total number of personnel who are directly related to the provision of 911 services and the title or position, salary and benefits.

(5) The expected dates, and annual amounts, of salary increases for the personnel in paragraph (4) during the 3-year contribution rate period.

(6) A detailed list of the benefits for the personnel in paragraph (4) and the specific cost of each benefit.

(7) The amortization period for each nonrecurring expense during the 3-year contribution rate period.

(8) The total number of access lines, in service, in each exchange to be covered by the 911 system on the effective date of the contribution rate. The telephone company shall complete the 911 access line summary report for each exchange included in the county plan.

(9) Each regulated telephone charge that is in the county plan shall be referenced to the appropriate tariff section, paragraph or subparagraph, or the telephone company shall document the rate by giving the basis for the charge, the service or equipment that is in the county plan.

(10) The total number of access lines in any other 911 system within the county not included in the county plan.

(11) The estimated number of 911 calls per year for the 3-year period covered by the contribution rate. For existing 911 systems and systems seeking expansion or upgrade, provide the current number of calls and the estimated number of calls per year for the 3-year period covered by the contribution rate shall be provided.

(12) The call volume of the current system and the estimated call volume of the proposed system.

(13) A listing of the telephone exchanges that are part of the county plan. If selective routing is included, a listing of the telephone exchanges providing this service shall be provided.

(14) A schedule showing the effective date of the 911 contribution rate and the in-service date of the 911 system or each section if the system is cutover in sections.

(15) A cost breakdown for the administrative costs of the telephone company to establish and maintain the contribution rate billing system and for the administrative costs of the county to administer the special fund as provided in § 120b.111 (relating to administration of contribution rate).

(16) The reimbursable expenses included in the contribution rate, nonrecurring and recurring. The expenses shall be summarized in a form with detailed schedules attached, when necessary, to explain and justify the items summarized on the form. The summary form shall include the expense items on an annual basis, used in the calculation of the 911 contribution rate. A division of the total expense on the summary form by the present number of access lines, adjusted for Centrex, excluding public pay stations, shall result in the proposed annual 911 contribution rate per access line. The annual 911 contribution rate shall then be divided by 12 months to obtain the monthly 911 contribution rate that will appear on telephone bills. The summary expense forms and other required forms are standardized for consistency in plan submissions. These forms and worksheet will be supplied by the Agency.

(17) In the case of Centrex or similar multiple line subscribers, except PBX subscribers, the following multipliers shall be applied to determine the contribution rate of each subscriber:

- (i) For the first 25 lines, each line shall be billed at the approved contribution rate.

4 Pa. Code § 120b.105

- (ii) For lines 26 through 100, each line shall be billed at 0.75 of the approved contribution rate.
- (iii) For lines 101 through 250, each line shall be billed at 0.50 of the approved contribution rate.
- (iv) For lines 251 through 500, each line shall be billed at 0.20 of the approved contribution rate.
- (v) For lines 501 or more, each line shall be billed at 0.172 of the approved contribution rate.

(18) A sample diagram of a typical 911 network follows. The county shall modify the diagram for the plan they are actually submitting. The following are offered as examples of changes the county might make.

- (i) Instead of "end central office" the name of each end central office shall be shown.
- (ii) If no selective routing is provided, delete subparagraph (vi).
- (iii) Add any microwave link.
- (iv) Show the location of the public agency or PSAP.
- (v) Show the location of the tandem or control central office.

(vi) The size of the drawing may be increased but a maximum size of 11 [Prime] x 17 [Prime] is suggested. <see the book> Typical 911

AUTHORITY:

The provisions of this § 120b.15 amended under the Emergency Management Service Code, *35 Pa.C.S. § 7313*.

SOURCE:

The provisions of this § 120b.105 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226. Immediately preceding text appears at serial pages (229937) to (229942).

HIERARCHY NOTES:

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4 Pa. Code § 120b.106 (2008)

§ 120b.106. Eligible costs

(a) The contribution rate may be used for recurring and nonrecurring costs associated with implementing, expanding, upgrading and operating a 911 emergency communications system.

(b) The costs may include the following items:

(1) *Nonrecurring costs.*

(i) Telephone terminal equipment or switching equipment.

(ii) Trunk line service installation.

(iii) Network changes.

(iv) Building of data base including individual number or location identification, or both, and mapping of the 911 service area.

(v) Microwave equipment.

(vi) Consultant fees associated with the development of county 911 plans.

(vii) Fixed radio equipment that is an integral part of a 911 system.

(viii) Purchase and installation costs of emergency power generating equipment.

(ix) Telephone company costs associated with the development of the contribution rate billing system.

(x) Moving costs for consolidation of answering centers.

(xi) Capital costs for systems in-place, installed and functional on September 7, 1990.

(xii) Stenographer recording costs for the required public meeting.

(xiii) Mobile communications equipment.

(xiv) Development and maintenance of a master street address guide.

(xv) Erection of street signs on State and local highways.

(xvi) Other nonrecurring costs as deemed eligible by the Agency.

(2) *Recurring costs.*

(i) Telephone company charges.

- (ii) Telephone company administrative costs for billing and collection of the contribution rate to a maximum of 2% of the contribution rate moneys collected.
 - (iii) County costs for the administration of the contribution rate to a maximum of 1% of the gross receipts collected.
 - (iv) Communication equipment lease charges excluding mobile communications equipment.
 - (v) Repairs and maintenance cost for 911 related equipment.
 - (vi) Data base maintenance costs.
 - (vii) Personnel salary, training and benefit costs directly related to the provision of 911 services subject to a maximum of 70% of the contribution rate revenue.
 - (viii) Audit costs.
 - (ix) Carryover costs.
 - (x) Public education costs.
- (c) The following costs are deemed to be ineligible costs:
- (1) Costs necessary to house a 911 system.
 - (2) Purchase of real estate.
 - (3) Cosmetic remodeling.
 - (4) Central office upgrading.
 - (5) Recruitment of dispatchers, call takers or telecommunications officers or operators.
 - (6) Ambulances, fire engines, emergency equipment or vehicles of any kind.
 - (7) Utilities including electric, gas, oil, water, sewer and solid waste.
 - (8) Telephone costs not directly associated with the provision of 911 services.
 - (9) Taxes or other expenses deemed ineligible by the Agency.
- (d) An applicant is encouraged to inquire of the Agency as to expenses which may not be eligible prior to submission of a plan.

AUTHORITY:

The provisions of this § 120b.106 amended under the Emergency Management Service Code, *35 Pa.C.S. § 7313*.

SOURCE:

The provisions of this § 120b.106 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226. Immediately preceding text appears at serial pages (229942) to (229943).

HIERARCHY NOTES:

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4 Pa. Code § 120b.107 (2008)

§ 120b.107. Authority of cities

(a) A city of the second class, second class A or third class that established a 911 system prior to September 7, 1990 may exercise the powers and duties of counties under the act.

(b) The procedure for filing a 911 plan shall be the same as for counties and as outlined in § 120b.103 (relating to development of county plan).

(c) A city of the second class, second class A or third class may establish a 911 system if the county in which it is located elects not to exercise their respective powers and duties as provided for under the act.

(d) For a city of the second class, second class A or third class to exercise the authority as provided for in subsection (c), the city shall first file a written notice of intent by registered mail with the county indicating the city's intention to proceed with the development of a 911 plan. The county shall provide the city with a response within 60 days as to whether the county plans to proceed with the establishment of a 911 plan. If the county fails to respond to the city within the 60-day time period or if the county indicates that it does not plan to initiate a 911 system for at least 2 years, the city may proceed with the development of its own plan. Documentation of failure to respond by the county or evidence that the county will not develop a 911 system within 2 years shall be provided by the city as part of the plan.

(e) A city of the second class, second class A or third class that has an existing 911 system or establishes a 911 system in the future shall do so only within the geographic boundaries unless the county and city agree that the city system shall become a component of the county plan.

(f) A contribution rate that is levied by a city of the second class, second class A or third class by authority of the act shall only be imposed upon and collected from the subscribers within the municipal boundaries of the city.

SOURCE:

The provisions of this § 120b.107 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

NOTES:

Cross References

This section cited in *4 Pa. Code § 120b.103* (relating to development of county plan).

HIERARCHY NOTES:

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4 Pa. Code § 120b.108 (2008)

§ 120b.108. Review and approval of plans

(a) Upon completion and adoption of the plan by the appropriate governing body, an original and three copies of the plan shall be forwarded to the Agency. An additional copy of the plan shall be forwarded to all telephone companies affected by the plan.

(b) The plans shall be submitted to the Agency and shall be addressed to: 911 Coordinator, Pennsylvania Emergency Management Agency, P. O. Box 3321, Harrisburg, Pennsylvania 17105.

(c) Within 30 days after receipt of the plan, the Agency will review it for completeness. If deficiencies are found, the Agency will contact the 911 coordinator, in writing, explain the deficiencies and request additional information necessary to complete the application. A plan found to be deficient may not be forwarded to the Commission or Council until it is complete.

(d) After Agency review, the plan will be forwarded to the Council and Commission for review.

(e) The Council shall have 90 days to review the plan and make suggested revisions to the plan. The Council may contact the county for clarification or further information during the review of the plan.

(f) The 90-day review period shall consist of 90-calendar days, beginning with the day the council receives the plan from the Agency.

(g) The Council shall submit its review findings along with a recommendation for approval or denial to the Agency. If the Council recommends denial, the reasons for the denial shall be provided along with recommendations for changes to the plan.

(h) The Commission will have 90 days to review the plan. The Commission's review applies only to the proposed contribution rate.

(i) The Commission may modify only rates which it finds excessive to meet the costs stated in the plan.

(j) The 90-day review period shall consist of 90-calendar days, beginning the day the Commission receives the plan from the Agency.

AUTHORITY:

The provisions of this § 120b.108 amended under the Emergency Management Service Code, *35 Pa.C.S. § 7313*.

SOURCE:

4 Pa. Code § 120b.108

The provisions of this § 120b.108 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908; amended August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226. Immediately preceding text appears at serial pages (229943) to (229945).

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4 Pa. Code § 120b.109 (2008)

§ 120b.109. Assessment of contribution rate

(a) Moneys collected from the telephone contribution rate shall be utilized solely for payment of nonrecurring and recurring costs of a 911 system.

(b) The contribution rate may be imposed at any time subsequent to the execution of a contract with the provider of a 911 service at the discretion of the governing body and under an approved county plan and the contribution rate.

(c) The approved contribution rate shall be identified on the monthly telephone subscriber bill as a separate county fee for 911 service. The following identification shall be given to the fee:

Public Safety Emergency Telephone Act (911) Fee \$

(d) The approved contribution rate shall be billed and collected by the telephone company providing local telephone service to the telephone subscriber.

(e) The approved contribution rate is not subject to taxes or charges levied on or by the telephone company. The rate may not be included in any rate or tariff filings by the telephone company.

(f) The money collected from the contribution rate may not be considered revenue of the telephone company for any purpose.

(g) The local exchange telephone company may not disconnect telephone customer service for nonpayment of the contribution rate.

(h) The local telephone exchange company shall annually provide, upon request of the local governing body, a list of the names and addresses of those service users which carry a balance that can be determined by the telephone company to be the nonpayment of a charge imposed under the act. The local exchange telephone company is not liable for uncollectible amounts.

SOURCE:

The provisions of this § 120b.109 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

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4 Pa. Code § 120b.110 (2008)

§ 120b.110. Collection and disbursement of contribution rate

(a) The local exchange telephone company shall establish a billing system to account for the levying, collection and disbursement of the approved contribution rate. The cost of establishing the system shall be determined by the local exchange telephone company. The cost along with supporting justification shall be provided to the county for inclusion in the county plan.

(b) The local exchange telephone company shall also determine the cost to administer the 911 collection rate billing system and provide this information to the county along with supporting justification for the cost. The administrative fee may not exceed 2% of the contribution rate moneys collected. The county shall also include this fee in the county plan for use in determining the contribution rate.

(c) The local exchange telephone company providing local exchange service to a telephone subscriber shall bill and collect the approved contribution rate from the telephone subscriber on a monthly basis. The amount of the subscriber's contribution rate shall be stated separately on the bill.

(d) The telephone company shall remit to the appropriate county the entire contribution rate and accrued interest less the actual uncollectible and less the approved administrative fee on a quarterly basis. The payment shall be made within 30 days of the end of each calendar quarter.

(e) In a county where there is an approved 911 plan and contribution rate and where there is also a city which has a separately approved 911 plan and contribution rate, the local telephone exchange company shall segregate and identify the separate contribution rate collections and accrued interest from each local government where a separate contribution rate is levied. The identification of collections and accrued interest shall be included with the transmission of contribution rate collections from the telephone company to the county. The contribution rate collections and accrued interest may be remitted to the county with a single check.

(f) The county treasurer, on a quarterly basis, or more often if agreed upon by the county and the municipality, shall pay from funds of the restricted account to a municipality which operates a 911 system, a sum of money not less than that contributed by the telephone subscribers of that municipality to the county 911 system and accrued interest, less that applicable service supplier administrative cost and the county administrative cost.

(g) Disbursement of the contribution rate to a county by a telephone company may be done on a more frequent basis if agreed upon by the county and the telephone company. If payment is made on a monthly basis, it shall be remitted within 20 days of the end of the month.

SOURCE:

The provisions of this § 120b.110 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

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4 Pa. Code § 120b.111 (2008)

§ 120b.111. Administration of contribution rate

(a) The county shall establish a separate fund for the sole purpose of accounting for the revenues received and expenditures incurred in the establishment, upgrading, expansion and operation of a 911 emergency communications system.

(b) The county treasurer, or, in a home rule county, the county official responsible for the collection and disbursement of funds shall deposit the moneys received from the local exchange telephone company in an interest-bearing restricted account.

(c) The governing body of the county shall make an annual appropriation on a line item basis for the nonrecurring and recurring charges associated with the operation of a 911 system and for payments to local governments which operate a 911 system. The appropriation shall also include appropriate administrative costs associated with the operation of the fund up to a maximum of 1% of the contribution rate moneys collected. Documentation for the administrative costs shall be included in the county plan.

(d) If a county discontinues a 911 system or fails to implement a 911 system within 3 years from the imposition of a contribution rate, the moneys remaining in the 911 fund shall be transferred to the general fund of the county or proportionately to those local governments in the county that had a 911 system after the costs have been paid to service providers.

(e) An audit of expenditures for nonrecurring and recurring costs shall be conducted on a triennial basis. The period covered by the audit shall coincide with the period the contribution rate is in effect. The cost of the audit shall be paid by the county and can be included in the eligible costs.

(f) Two copies of the audit report shall be filed with the Agency within 90 days of the end of the applicable fiscal year. The Agency will provide a copy of the audit to the Commission for review and comment with respect to the contribution rate.

SOURCE:

The provisions of this § 120b.111 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

NOTES:

Cross References

This section cited in *4 Pa. Code § 120b.105* (relating to contribution rate).

HIERARCHY NOTES:

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4 Pa. Code § 120b.112 (2008)

§ 120b.112. Reports

For counties where a 911 system has been established, a report shall be submitted to the Agency annually detailing the status of 911 systems. The report shall be on a form provided by the Agency and shall include information including the contribution rate, progress reports, installation schedules, installation expenses, anticipated 911 system changes, other system related costs and other information deemed necessary by the Agency. The report will be for the current calendar year and shall be forwarded to the Agency by December 1st of the current year.

SOURCE:

The provisions of this § 120b.112 adopted April 17, 1992, effective April 18, 1992, 22 Pa.B. 1908.

HIERARCHY NOTES:

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4 Pa. Code § 120b.113 (2008)

§ 120b.113. Accuracy standards for enhanced 911 database systems

(a) The Master Street Address Guide (MSAG) is an information file prepared by a county that contains a list of all street names and address ranges within a county's enhanced 911 service area.

(1) Associated with each street are:

(i) The low/high address ranges as well as a designation for odd, even or all numbers as appropriate.

(ii) Street directionals, such as N, S, E, W.

(iii) Street types such as ST (Street), RD (Road), LN (Lane).

(2) The MSAG may also contain a Public Safety Answering Point (PSAP) designation and the appropriate emergency service providers (police, fire and medical) assigned to each address range.

(b) A Local Exchange Carrier (LEC) customer database contains the billed customer's telephone number, listed name and service address.

(c) After a county creates an initial MSAG, the county and the LEC shall perform a database validation process every 6 months by comparing LEC customer data with the MSAG data.

(1) When substantive database mismatches are detected during the validation process and are subsequently corrected to the extent that at least 95% of the LEC's customer database matches the MSAG database, the MSAG database may be loaded into the 911 database management system of the LEC or of a different host LEC if applicable.

(2) When 100% street addressing has not taken place within a certain geographical area of a county, a partial county MSAG may be used where technically feasible as long as the data load has an accuracy rate of at least 95%.

(3) Every 6 months thereafter, a county and the LECs shall meet to review their databases to update and eliminate, insofar as possible, any substantive mismatches between the county's MSAG and LEC's customer database.

AUTHORITY:

The provisions of this § 120b.113 issued under the Emergency Management Service Code, *35 Pa.C.S. § 7313*.

SOURCE:

The provisions of this § 120b.113 adopted August 11, 2000, effective August 12, 2000, 30 Pa.B. 4226.

HIERARCHY NOTES:

Chapter Note