



9-1-1 EMERGENCY TELECOMMUNICATION SYSTEM READOPTIION AND RECODIFICATION WITH AMENDMENTS: N.J.A.C. 13:81 as 17:24

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N.J.A.C. 17:24 (2018)

Subchapter 1 – General Provisions

17:24-1.1 Purpose

The chapter establishes the technical requirements and operational standards for all components of the Statewide 9-1-1 Enhanced Emergency Telephone System. It defines and allocates responsibility for planning, equipping, staffing, establishing, operating and maintaining Public Safety Answering Points, Public Safety Dispatch Points, and the Enhanced 9-1-1 Network, and it defines and allocates responsibility for providing information necessary to establish and maintain the Automatic Location Information capability of the System.

17:24-1.2 Definitions

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

"Abandoned Call" means a call placed to 9-1-1 in which the caller disconnects before the call can be answered by the PSAP.

"Automatic Location Identification (ALI)" means the automatic display of the calling party's telephone number, address and supplementary information at the PSAP.

"Automatic Number Identification (ANI)" means the automatic display of the calling party's telephone number.

"Average busiest hour" means the one-hour period during each week in which the most emergency telephone calls are received.

"Blind Transfer" means failing to advise the calling party that the call is being transferred and failing to remain on the line until there is confirmation that the appropriate transfer has been made.

"Call relay" means pertinent information is received by the PSAP operator and relayed to the proper dispatch center.

"Call referral" means callers are referred to secondary numbers for response to their needs.

"Call transfer" means the PSAP operator determines the proper responding agency and connects the caller to that agency which then performs the necessary dispatching.

"Calling party hold" means a feature that prevents the calling party from disconnecting the call even if the caller hangs up the telephone.

"Commission" means the New Jersey State 9-1-1 Commission established pursuant to N.J.A.C. 52:17C-2 which shall oversee the Office of Emergency Telecommunications Services in the planning, design, and implementation of the Statewide enhanced 9-1-1 telephone system.

"Computer Aided Dispatch (CAD)" means a computer system designed to assist PSAP/PSDP operators and dispatchers to increase the efficiency and accuracy of dispatching public safety services.

"Conventional PSAP" means a PSAP that has on-site ANI controllers which are directly connected to one of the 9-1-1 OETS Statewide Network Tandem Switches via central office type trunks and requires on-site ALI multiplexers and other dedicated equipment and data circuits in order to receive, process or transfer 9-1-1 calls.

"Dedicated trunks" means telephone lines used exclusively for transmission of 9-1-1 calls. Other trunks are shared by multiple telephone numbers.

"Dial tone first" means the allowance of a 9-1-1 or "O" Operator calls to be completed without the deposit of a coin or credit card.

"Direct dispatch" means 9-1-1 call answering and public safety dispatching is done by the personnel at the PSAP.

"Emergency Service Zone (ESZ)" means the geographical area having a unique combination of police, fire, and EMS services.

"Enhanced 9-1-1" means an emergency telephone system that provides sophisticated features via computers and electronic switches so that calls can be selectively routed to one of multiple PSAPs and, when answered, provides an ANI and/or ALI display at the PSAP.

"Forced disconnect" means the capability of a PSAP to disconnect a 9-1-1 call to avoid caller jamming of the incoming phone lines.

"Instant playback recorder" means a device that records voice or voice/ALI data and is capable of instantly replaying the same.

"Integrated PSAP" means a PSAP that is directly interconnected to one of the 9-1-1 OETS Statewide Network Tandem Switches, intercommunicates via Dual Tone Multi-Frequency (DTMF), and does not necessarily require on-site control cabinets or switches in order to receive, process or transfer 9-1-1 calls.

"Logging recorder" means a device that electronically records all voice communications and transactions on the 9-1-1 network at PSAPs and PSDPs. A logging recorder provides date/time information, is operative on a continuous or controlled basis, and is primarily for archival purposes.

"Master Street Address Guide (MSAG)" means the computer file containing address ranges and communities that define the emergency service zones.

"OETS" means the Office of Emergency Telecommunications Services in the New Jersey Office of Information Technology.

"P.01 grade of service" means a grade of emergency telephone service where no more than one call in 100 attempts will be blocked during the average busiest hour.

"Public Safety Answering Point (PSAP)" means the first point of reception of a 9-1-1 call.

"Public Safety Dispatch Points (PSDP)" means a location which provides dispatch services for one or more public safety agencies.

"Public safety agency" means a functional division of a public agency which provides firefighting, police, EMS, or other emergency service.

"Ringback" means a feature that permits the PSAP to ring the hung up telephone on a held circuit.

"Ringdown time" means the length of time that a phone rings before it is answered. This factor affects both the number of telephone lines and the number of 9-1-1 call-takers that are required at the PSAP.

"Selective routing" means a feature that routes a 9-1-1 call from a central office to the designated PSAP based upon the identified number of the calling party, or in the case of a cellular call, a unique seven-digit identification number for each cell site, or if so configured, each sector at the cell site.

"Telephone company" means the organization that provides switched local telephone exchange access service or equivalent.

"TTY" means a telecommunication device for the deaf, speech or hearing impaired.

"Wireless telephone company" means any person providing commercial mobile radio service as defined in 47 U.S.C.s. 332 (d).

17:24-1.3 Inspection

OETS will cause an inspection to be made of each PSAP and PSDP prior to start-up and, thereafter, periodically, at announced or unannounced times, to determine whether the facility meets the technical and operational standards specified in this chapter and in N.J.S.A. 52:17C-1 to 52:17C-16. This inspection may include an inspection of any records required by this chapter.

17:24-1.4 Enforcement

OETS will issue a Notice of Noncompliance upon discovery of any failure to comply with this chapter or with the provisions of N.J.S.A. 52:17C-1 to 52:17C-16. Such Notice will allow 10 days for correction of any noncompliance noted, unless a shorter compliance time is warranted under the circumstances. If compliance is not achieved as specified in the Notice of Noncompliance, OETS will take appropriate enforcement action.

Subchapter 2 – Public Safety Answering Points:

Required and Recommended Staffing

17:24-2.1 PSAP: required and recommended equipment

(a) Each PSAP call-taker position shall have the following equipment:

1. 9-1-1 Terminal: A telecommunications device which will enable the call-taker to utilize all the enhanced features of the 9-1-1 network;
2. Conference and transfer: Conference and transfer "Push-button" type buttons which will allow the PSAP operator to do single button transfers and conferences to other PSAPs and/or Public Safety Dispatch Points (PSDPs) as well as other telephones on the public switched telephone network;
3. Except for integrated PSAPs, an ANI display: A device which displays the telephone number from which the call was made. Typically, this display is also used for error indication and other messages generated by 9-1-1 terminal equipment;
4. ALI screen: A computer-like screen which displays the address location information (ALI) and telephone number of the telephone from which the 9-1-1 call was made, and which lists the primary police, fire, and EMS agency having jurisdiction in the area in which the address is located;

5. Instant playback recorders: Either an:

- i. Instant playback voice recorder that will record and is capable of instantly replaying a 9-1-1 call; or
- ii. Instant playback voice/ALI screen recorder that will record and is capable of instantly replaying a 9-1-1 call and ALI data; and

6. An uninterruptible power supply (UPS) that offers a high degree of protection from power surges and spikes and has a capacity sufficient to keep all 9-1-1 terminal equipment fully operative for a minimum of 15 minutes.

(b) Each PSAP shall have the number of fully equipped call-taker positions sufficient to provide a ringdown time of no more than 10 seconds for 90 percent of all 9-1-1 calls during the average busiest hour of the day.

(c) Each PSAP shall have the number of telephone lines necessary to provide a P.01 grade of service.

(d) Each PSAP shall be equipped with a 9-1-1 line printer or electronic means of storage and retrieval, in the immediate vicinity of the PSAP operators, which records data for each 9-1-1 call, including abandoned calls, indicating the caller's telephone number, the time the 9-1-1 telephone equipment seized the line, the time the call was answered, the time the call was transferred (if applicable), the time the call was disconnected, the trunk line the call came in on, and the call-taker position in the PSAP.

(e) Each PSAP shall be equipped with TTY devices in accordance with the Americans with Disabilities Act of 1990 (Pub. L. 101-336) and amendments thereof. Each TTY device shall be capable of either:

1. Producing a hard copy of the conversation; or
2. Electronically storing the conversation with the capability of immediately recalling and displaying the conversation.

(f) Each 9-1-1 line or each 9-1-1 terminal shall be connected to a logging recorder that records and time-date stamps the time and disposition of all 9-1-1 calls.

(g) Each PSAP shall maintain a means of communication other than the 9-1-1 system to permit interagency communications and the ability to receive 9-1-1 calls forwarded to the PSAP in the event of a failure or breakdown in the 9-1-1 system. Such communications shall include at least one direct dialed phone number into the PSAP that is not connected to an automated attendant or any other automatic answering device.

(h) The following PSAP equipment is recommended but not required:

1. Emergency generators for all critical electric circuits;
2. Lightning protection consisting of a state-of-the-art common ground, ring-type lightning protection system that will minimize catastrophic damage and downtime due to electrical storms. Cad-welding should be used to the extent feasible on all earth grounds; and
3. Logging recorders for all radio channels and other public safety emergency telephone lines, if the PSAP is also a PSDP.

17:24-2.2 PSAP: required and recommended staffing

(a) Each PSAP shall be staffed 24 hours a day, seven days a week.

(b) Each PSAP shall, at all times, be staffed with the number of call-takers necessary to permit the PSAP to answer all calls within 10 seconds, except that during the average busiest hour 10 percent of the calls may be answered within 20 seconds.

(c) Each call-taker and dispatcher position in a PSAP, except as provided in (d) below, shall be staffed by a person certified by OETS as qualified on the basis of the following:

1. Current certification in a Basic Training Course approved by the Commission consisting of either:

i. A Basic Training Course approved by the Commission, which shall include but not be limited to the following topics:

- (1) Interpersonal Communications
- (2) Telecommunicator Role in Public Safety
- (3) Overview of the Police Function
- (4) Overview of the Fire Function
- (5) Overview of the EMS Function
- (6) Public Safety Telecommunications Systems
- (7) Radio Broadcasting Rules and Procedures
- (8) Public Safety Records Systems
- (9) Telephone Techniques
- (10) Enhanced 9-1-1 Systems and Operating Procedures
- (11) Telecommunicator Legal Issues; or

ii. Past certification in the APCO Institute 24-Hour Public Safety Telecommunicator Basic Training Course for New Jersey, which was a course developed by the Associated Public-Safety Communications Officers' Institute that was adapted to provide training in unique features of the New Jersey 9-1-1 emergency enhanced telecommunications network and system and was approved by OETS, if the call-taker either:

- (1) Demonstrated to OETS that he or she has had 320 hours of work experience as a call-taker or public safety dispatcher in a local emergency telecommunications center in New Jersey prior to the local center's implementation of the 9-1-1 system; or
- (2) Obtained a determination from OETS that a public safety telecommunicators basic training course, which the person had successfully completed, provided training that, when supplemented with the APCO Institute 24-Hour Public Safety Telecommunicator Basic Training Course for New Jersey, will be substantially equivalent to the APCO Institute 40-Hour Public Safety Telecommunicator Basic Training Course for New Jersey;

2. Successful completion of annual in-service training during each year of service following initial certification, consisting of an 8-hour program developed by the local PSAP and approved by OETS to address technical developments and improve the provision of 9-1-1 services;

3. Except for a call-taker or dispatcher in a PSAP that directly transfers emergency medical service calls to another agency that is staffed by emergency medical PSDP personnel who meet the requirements of this paragraph and (c)4 below, current certification in American Heart Association (AHA), American Red Cross (ARC), or National Safety Council (NSC) CPR training.

4. Except for a call-taker or dispatcher in a PSAP that directly transfers emergency medical service calls another agency that is staffed by emergency medical PSDP personnel who meet the requirements of this paragraph and (c)3 above, and unless the person meets the requirements of (c) lii (I) above, current certification in an Emergency Medical Dispatch Training Course approved by the Commission which utilizes Emergency Medical Dispatch Guidecards approved by the New Jersey State Department of Health and Senior Services, Office of Emergency Medical Services, meets ASTM Standard F 1552-94, and follows the National Highway Traffic Safety Administration, Emergency Medical Dispatch, National Standard Curriculum; and

5. Except for a call-taker or dispatcher in a PSAP that directly transfers emergency medical service calls to another agency that is staffed by emergency medical PSDP personnel who meet the requirements of (c) 3 and 4 above, call-takers and dispatchers who meet the requirements of (c) lii (l) above, shall

- i. Become certified, prior to December 2002, in a 24-Hour Emergency Medical Dispatch Training Course approved by the Commission specifically for individuals meeting the requirements of (c) 1ii(1) above which utilizes Emergency Medical Dispatch Guidecards approved by the New Jersey State Department of Health and Senior Services meets ASTM Standard F 1552-94, and follows the National Highway Traffic Safety Administration, Emergency Medical Dispatch, National Standard Curriculum.; and
- ii. Shall be exempt from the requirement of (c) 2 above from the date of completing the training required in (c) 5i above until December 2003.

(d) Persons who are not certified as provided in (c) above may be utilized to substitute for a certified call-taker or dispatcher under the following circumstances:

1. A certified call-taker or dispatcher is scheduled for duty but unavailable due to illness or an emergency. Substitute call-takers or dispatchers are not to be used for coverage for meal breaks or other routine scheduled breaks, and

2. The person is one who meets the following requirements:

- i. Has successfully completed the U.S. Department of Transportation's "First Responders: Emergency Medical Care Training Course," or "Crash Injury Management for Traffic Law Enforcement Officers" or "EMT Course";
- ii. Has a current ARC, NSC, or AHA CPR certification;
- iii. Has successfully completed an eight-hour introductory course on the New Jersey 9-1-1 emergency enhanced telecommunications system which has been prepared by the local PSAP and approved by OETS; and
- iv. Has successfully completed annual in-service training during each year of service following completion of the introductory course on the New Jersey 9-1-1 emergency enhanced telecommunications system, consisting of an eight-hour program developed by the local PSAP and approved by OETS to address technical developments and improve the provision of 9-1-1 services.

(e) A PSAP serving a municipality identified by the most recent census as having a non-English speaking population of greater than five percent of the population, shall either:

1. Have a language interpreter available at the PSAP; or
2. Have a language interpreter immediately available, under contract, by telephone conference call.

(f) The following PSAP call-taker and dispatcher training is recommended but not required for PSAPs that directly transfer emergency medical calls to another agency that is staffed by emergency medical PSDP personnel who meet the requirements of (c)3 and (c)4 above;

1. A current AHA, ARC or NSC CPR certification

1. Current certification in an Emergency Medical Dispatch Course approved by the Commission which utilizes Emergency Medical Dispatch Guidecards approved by the New Jersey State Department of Health and Senior Services, Office of Emergency Medical Services, meets ASTM Standard F 1552-94, and

follows the National Highway Traffic Safety Administration, Emergency Medical Dispatch, National Standard Curriculum.

17:24-2.3 PSAP: operational standards

(a) Each PSAP shall be operated so as to comply with the following operational standards:

1. All components of the 9-1-1 network shall meet or exceed a P.01 grade of service which is no more than one busy signal in 100 call attempts in the average busiest hour.
2. All PSAPs shall be operated on a full-time basis, 24 hours a day, seven days a week.
3. All 9-1-1 calls should be answered in 10 seconds, except that 10 percent of the calls received during the average busiest hour may be answered within 20 seconds.
4. No more than two percent of incoming 9-1-1 calls shall overflow to an alternate PSAP.
5. All 9-1-1 calls shall be answered with a response such as "9-1-1 where is the emergency?" No 9-1-1 call shall be answered with a response that identifies the PSAP as a police department, fire department, or emergency medical service or that gives a geographical or political location of the PSAP.
6. Following receipt of a 9-1-1 call requiring a dispatch of emergency medical, emergency police or emergency fire services, a PSAP call-taker, within 20 seconds for 90 percent of the calls received, will dispose of the call as follows:
 - i. If the PSAP also serves as a PSDP with respect to some or all emergency services, the PSAP call-taker shall transfer the call to the appropriate dispatcher;
 - ii. If the PSAP does not serve as a PSDP, the PSAP call-taker shall transfer the call to the appropriate PSDP or PSAP, unless the circumstances require a different approved disposition.
7. No call-taker shall transfer a 9-1-1 call without first advising the calling party that the call is being transferred and that the caller should remain on the line until the call is connected. No "blind transfers" are permitted.
8. Following receipt of a 9-1-1 call that is not emergent and does not require emergency services, the call-taker shall clear the line as quickly as possible under the circumstances. If circumstances permit, the call-taker may, if appropriate, refer the caller to the appropriate public safety agency, either verbally or through a prerecorded message.
9. Whenever possible and practicable, PSAPs and PSDPs dispatching emergency medical services must provide pre-arrival instructions utilizing Emergency Medical Dispatch Guidecards approved by the New Jersey State Department of Health and Senior Services, Office of Emergency Medical Services.

17:24-2.4 PSAP: record keeping

(a) Each PSAP shall maintain the following:

1. Recordings produced by the logging recorder and all documents or records related to 9-1-1 calls in a secured area for no less than 31 days;

2. A current listing of PSAP call-takers, which indicates the call-takers' certification date, at all times; and
3. A record of each occasion on which a substitute call-taker or dispatcher was utilized, which includes the name of the substitute, the date and time of the substitution, and the reason for the substitution, which shall be retained for one year.

17:24-2.5 PSAP: formation

Nothing contained in this chapter shall be construed to prohibit or require in any manner the formation of multi-agency, multi-jurisdictional, regional or county-wide PSAPs. However, the formation of PSAPs that serve groups of municipalities is encouraged in the interest of reducing costs and increasing the efficiency of administration.

Subchapter 3 – Public Safety Dispatch Points: Staffing and Equipment Requirements and Operational Standards

17:24-3.1 PSDP: required and recommended equipment

- (a) Each PSDP shall be equipped with basic or integrated PSAP telephones which will allow 9-1-1 calls to be transferred from the designated 9-1-1 tandem central offices by either direct connection or seven-digit transfers over the shared public network as determined by OETS in consultation with the county 9-1-1 coordinator.
- (b) Each PSDP shall be equipped with the number of telephone lines sufficient to permit the PSDP to answer 90 percent of the PSAP transfers within 10 seconds during the average busiest hour.
- (c) A PSDP may elect to have enhanced 9-1-1 call-taker equipment such as ANI displays, ALI screens, and line printers, as approved by OETS in consultation with the county 9-1-1 coordinator.

17:24-3.2 PSDP: required staffing

- (a) Each PSDP shall, at all times, be staffed with the number of dispatchers necessary to permit the PSDP to comply with the level of dispatch performance established by the local governing agencies.
- (b) Each dispatcher shall be a person trained in the specific services they will dispatch (that is, police, fire, emergency medical services) by the local governing agency or certified by OETS on the basis provided in N.J.A.C. 17:24-2.2 (c).

17:24-3.3 PSDP: record keeping

- (a) Each PSDP shall maintain the following:
 1. All documents or records related to 9-1-1 calls in a secured area for no less than 31 days; and
 2. A current listing of PSDP dispatchers, which indicates the dispatchers' certification date, at all times.

Subchapter 4 – Network Features and Design

17:24-4.1 Network features

(a) The following features shall be incorporated in the 9-1-1 enhanced network and will, where appropriate, be provided for in any contract for such telephone services:

1. Selective routing: A feature that routes a 9-1-1 call from a central office to the designated PSAP based upon the identified number of the calling party or, in the case of a wireless call, a unique ten-digit identification number for each cell site, or if so configured, each sector at the cell site;
2. Automatic Number identification (ANI): The automatic display of the ten-digit number used to place a 9-1-1 call;
3. Automatic location identification (ALI): The automatic display of information on a computer-like screen which displays the geographical location of the telephone used to place a 9-1-1 call;
4. Idle-circuit-tone application: An idle circuit tone which enables the PSAP attendant to distinguish between calls that have been abandoned before they are answered and calls where the calling party is connected but unable to speak;
5. Switchhook status indication: A feature which provides the PSAP with audible and visual indications of whether a 9-1-1 call which has been received and put on hold is still on hold or has disconnected. This feature helps ensure that a caller's line is not held up unnecessarily after the emergency call is completed;
6. Forced disconnect: A feature which enables the PSAP to release a connection (hang up to clear the line) on a 9-1-1 call even if the calling party has not hung up. The time required for a forced disconnect varies with telephone central office switching equipment, but is generally under 10 seconds. This feature prevents intentional jamming of 9-1-1 lines by individuals who dial 9-1-1 and refuse to hang up;
7. Alternate routing: A feature which provides backup for a PSAP by routing 9-1-1 calls to an alternate PSAP when all lines to the intended PSAP are busy, out of service, or have exceeded the pre-determined queue length;
8. Default routing: A feature which provides backup for a PSAP by routing 9-1-1 calls to a location based on the originating local trunk group when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits, party-line service or multi-party service, or for any other reason;
9. Selective transfer: A feature which allows call-takers to transfer incoming calls to PSDPs by depressing a single "type of service" button;
10. Call detail recording: A printed record for each 9-1-1 call indicating the caller's telephone number, the time the 9-1-1 telephone equipment seized the line, the time the call was answered, the time the call was transferred (if appropriate), the time the call was disconnected, the trunk line the call came in on, and the call-taker position in the PSAP;
11. Protected circuits: All facilities and equipment associated with, included in or attached to the 9-1-1 network shall be equipped with protective devices to prevent accidental worker contact. Each protected termination shall be clearly identified, and no protected 9-1-1 circuits shall be opened, grounded, short-circuited, or manipulated in any way unless the appropriate PSAP has released the circuit;
12. Calling party hold: (Reserved); and
13. Ringback: (Reserved).

17:24-4.2 Network design

(a) The following features shall be incorporated in the 9-1-1 enhanced network design and will, where appropriate, be provided for in any contract for such telephone services:

1. A four or more tandem switch architecture, featuring redundant, diversely routed links to all local central offices and between the tandems. This design shall support both integrated PSAPs which do not require on-site control cabinets or switches as well as conventional PSAPs;
2. A network protection plan that permits network recovery from a catastrophic switch failure;
3. A mechanism to expeditiously provide switching and rerouting to a back-up 9-1-1 tandem in the event of a 9-1-1 tandem failure. The back-up 9-1-1 tandem shall provide selective routing, in a normal fashion, to the designed PSAP until the failed tandem has been restored;
4. A method to instantaneously default 9-1-1 calls to a PSAP or PSDP in accordance with the respective county 9-1-1 plan, in the event a 9-1-1 call cannot be routed to a 9-1-1 tandem;
5. Monitoring of all 9-1-1 tandems on a 24-hour, seven-day-a-week basis by a 9-1-1 switching control center (SCC). The 9-1-1 SCC's responsibilities include the maintenance and repair of the 9-1-1 tandem switches. The 9-1-1 SCC acts as the central point of contact for all PSAP trouble reports via a toll free 800 number. The 9-1-1 SCC is also responsible for the expeditious repair of any other 9-1-1 network components affecting the critical 9-1-1 service; and
6. Monitoring of the Statewide 9-1-1 network providing 24-hour coverage, with priority 9-1-1 traffic flow from all dedicated lines, end offices, sector tandems, and operator services position system tandems into the 9-1-1 network.

Subchapter 5 – Municipalities: Responsibility to Provide Data for Automatic Location Identification and to Plan, Equip, Staff and Operate PSAPs and PSDPs

17:24-5.1 Municipal 9-1-1 coordinator

(a) The governing body of each municipality shall appoint a municipal 9-1-1 coordinator who shall coordinate the 9-1-1 implementation and the operation of 9-1-1 activities within the municipality in accordance with N.J.S.A. 52:17C-1 to 52:17C-16 and the rules incorporated in this chapter.

(b) The municipal 9-1-1 coordinator, after consultation with representatives of local public safety agencies shall:

1. Maintain a municipal plan for 9-1-1 enhanced service throughout the municipality. The plan shall specify:
 - i. The number and locations of all PSAPs and PSDPs serving the municipality;
 - ii. The procedure each PSAP will employ for continuing essential services during the loss of commercial power;
 - iii. The membership and organizational characteristics of each PSAP and PSDP;
 - iv. The number of lines and call-taker positions that each PSAP will utilize; and
 - v. Alternate communications as required by section 17:24-2.1(g).

17:24-5.2 Municipalities: responsibility to provide ALI data

(a) The governing body of each municipality shall provide the data necessary for the Automatic Location Identification capability of the 9-1-1 Emergency Telecommunication System as follows:

1. Within 60 days of receipt of the appropriate map through OETS;
 - i. Correct or verify the accuracy of the street and address information;
 - ii. Where necessary, supplement the street and address information; and
 - iii. Label the map to indicate political boundaries, fire service zones, emergency medical service zones and police service zones; and
2. Following submission of the initial information, update the map when required by changes in or the addition of streets and addresses in the municipality.

17:24-5.3 Municipalities: 9-1-1 plan

(a) Except as provided in (b) below the governing body of each municipality shall maintain with the county 9-1-1 coordinator a written plan that identifies:

1. PSAPs and PSDPs that will be utilized by the municipality, either alone or in conjunction with other municipalities, to service the municipality; and
2. Alternate PSAPs.

(b) Municipalities located in counties that currently utilize a county-wide PSAP need not supply the written plan described in (a) above, if the municipality indicates in writing that it will continue to utilize its county-wide PSAP. If the municipality at any time discontinues its association with its county-wide PSAP, the municipality must submit a plan within 60 days.

Subchapter 6 – Counties: Responsibility to Plan and Implement Enhanced 9-1-1 Service Throughout the County

17:24-6.1 County 9-1-1 coordinator

(a) The governing body of each county shall appoint a county 9-1-1 coordinator who shall coordinate the 9-1-1 implementation and the operation of 9-1-1 activities within the county in accordance with N.J.S.A. 52:17C-1 to 52:17C-16 and the rules incorporated in this chapter.

(b) The county coordinator, after consultation with representatives of the county, the municipalities, local public safety agencies, and OETS, and utilizing the information supplied by the municipalities, shall:

1. Maintain a county plan for 9-1-1 enhanced service throughout the county. The plan shall specify:
 - i. The number and locations of all PSAPs and PSDPs serving municipalities within the county;
 - ii. The procedure each PSAP will employ for continuing essential services during the loss of commercial power;
 - iii. The membership and organizational characteristics of each PSAP and PSDP; and
 - iv. The number of lines and call-taker position that each PSAP will utilize.

17:24-6.2 Submission and approval of county plan

(a) The governing body of each county shall maintain an enhanced 9-1-1 service utilization plan with OETS for its review and approval.

(b) OETS will review modifications to the plan for compliance with N.J.S.A. 52:17C-1 to 52:17C-16 and this chapter. OETS shall act on each submission within 60 days, by either approving or disapproving it, or returning it to the county for revision.

17:24-6.3 Modification of county plan

A county plan that has been approved by OETS cannot be changed until a modified plan is submitted by the county and approved by OETS pursuant to N.J.A.C. 17:24-6.2(b).

17:24-6.4 Funding for County 9-1-1 Coordinator

(a) Pursuant to N.J.S.A. 52:17C-13, each county may receive funding, within the limits of any funds appropriated, for the costs incurred by a county for the employment of a county 9-1-1 coordinator in an amount not to exceed \$25,000 per county 9-1-1 coordinator.

(b) Each county shall submit to OETS a funding application and spending resolution indicating the proposed use of the funds.

(c) OETS will approve and process the funding application for payment to the county in a lump sum, provided;

1. The description of the proposed use of funds indicated in the spending resolution is directly related to functions of the County 9-1-1 Coordinator; and
2. The County 9-1-1 Coordinator has demonstrated compliance with the provisions of this chapter.

Subchapter 7 – Wireless Phone Companies: Responsibility to Provide Cell-Site Information and ANI/ALI

17:24-7.1 Wireless phone companies: responsibility

(a) Each wireless telephone company shall transmit to the appropriate 9-1-1 tandem, via a dedicated direct trunk group, providing a P.01 grade of service as determined by the wireless telephone company, based on a geographical area established by OETS, in consultation with the wireless telephone company, a unique ten-digit identification number for each cell site, or if so configured, each sector at the cell site, and the ten-digit callback number, when available, of the wireless phone placing the 9-1-1 call, using a signaling format designated by OETS in consultation with the wireless phone companies, and compatible with the 9-1-1 network. This 10-digit identification number will be selectively routed to a PSAP designated by OETS after consultation with county 9-1-1 coordinators and municipalities or selectively routed to a PSAP based on the geographic location of the caller when available.

(b) Each wireless telephone company providing service within the State shall provide wireless enhanced 9-1-1 service pursuant to FCC wireless E9-1-1 requirement entitled "Revision of the Commission's Rules to Ensure Comparability with Enhanced 9-1-1 Emergency Calling Systems," (FCC Docket No. 94-102: RM-8143) incorporated herein by reference as amended and supplemented.

Subchapter 8 – Connections to the 9-1-1 System: Approval of Equipment

17:24-8.1 Suppliers of 9-1-1 equipment: responsibility to obtain approval of equipment

- (a) No vendor, manufacturer, or installer shall connect any device to the New Jersey 9-1-1 network that has not been approved by OETS as follows:
1. Manufacturers or suppliers of equipment proposed for connection to the 9-1-1 network shall submit application for type approval to OETS at least 90 days prior to a proposed connection.
 2. OETS will grant type approval if the equipment is capable of performing its proposed 9-1-1 function, incorporates all network features of N.J.A.C. 17:24-4.1, is sufficiently reliable to perform its proposed function and will not present a danger to the integrity of the system.
 3. All vendors, manufacturers and installers, prior to accepting an order, shall disclose to prospective customers the status of type approval on all equipment being marketed for connection to the New Jersey 9-1-1 network.

17:24-8.2 Automatic dial devices

No person shall connect to a telephone company network an automatic alarm or alerting device that causes the number 9-1-1 to be dialed. OETS has not approved any automatic dialing device.

17:24-8.3 Blockage of 9-1-1 calls

No person, firm or corporation shall program any telephone or associated equipment with outgoing access to the public switched network of a telephone company so as to prevent a 9-1-1 call from being transmitted from such telephone to a PSAP.

Subchapter 9 – Suppliers of Public Telephones

17:24-9.1 Suppliers of public telephones: responsibility to provide dial tone first equipment

All public telephones including coin and credit card telephones, both public and private, shall be configured to allow a caller to dial, be transferred as necessary, and complete a 9-1-1 call without inserting a coin or any other device. On each such telephone, instructions on how to access the 9-1-1 system shall be prominently displayed.

Subchapter 10 - Publication and Use of the 9-1-1 Number

17:24-10.1 Publishers of telephone number listings

Any person who publishes a telephone listing including emergency numbers shall list "9-1-1" as the only "Emergency" number. Nothing in this section is intended to preclude a listing of the telephone numbers of police or fire departments or emergency medical services under headings other than "Emergency."

17:24-10.2 Use and advertisement of the 9-1-1 number

(a) No company or organization, either public or private, shall use the numerals 9-1-1 in the name of their company or organization or display the numerals 9-1-1 on their property or in their advertising, unless authorized by OETS for the purpose of publicizing or promoting 9-1-1 emergency services.

(b) The following standards shall be followed whenever displaying 9-1-1.

1. "9-1-1" must be hyphenated.
2. The word "EMERGENCY" shall appear whenever displaying 9-1-1 to promote the proper use of 9-1-1 services.
3. When displaying "9-1-1", either all services must be listed (POLICE, FIRE, MEDICAL) or, no services are to be listed.
4. The indication of CALL or DIAL may be used if agency desires.

17:24-10.3 Advertising and promoting other emergency numbers

No person or entity, including a public safety agency, shall advertise or otherwise promote the use of any telephone number for emergency police, fire, or medical response services other than "9-1-1".

Subchapter 11 – Certified Local Exchange Carriers (CLEC); Interconnection Requirements

17:24-11.1 CLEC responsibility to provide Enhanced 9-1-1 service

Prior to providing outbound access to the public switched telephone network, each CLEC authorized to provide service in New Jersey shall provide enhanced 9-1-1 service to their customers in accordance with N.J.S.A. 52:17C-1 to 52:17C-16 and this chapter.

17:24-11.2 Submission and approval of interconnection plan

(a) Each CLEC requesting to connect to the statewide enhanced 9-1-1 network shall submit an interconnect plan to OETS for approval.

(b) The CLEC interconnect plan shall include the following information:

1. Name and address of CLEC;
2. Name, address and telephone numbers of key personnel involved in the design, installation and testing of the 9-1-1 network;

3. Location of all switching facilities providing service in New Jersey. When located outside of the state of New Jersey, the closest point of presence (POP) will be indicated;
 4. Names of all rate centers and NPA/NXX number code assignments where service shall be offered;
 5. Toll free phone number of the 24-hour network operation center responsible for monitoring and maintenance of dedicated 9-1-1 trunks. This number shall be used by PSAPs and the State designated 9-1-1 Control Center;
 6. The toll free FAX number for PSAPs to forward database correction requests to;
 7. Method of processing operator assisted emergency calls into the 9-1-1 network;
 8. The test plan to be utilized by the CLEC in verifying primary trunk routing, alternate trunk routing, no record found default routing, and no ANI default routing, in conjunction with the State designated 9-1-1 Control Center;
- (c) OETS will review the plan for compliance with N.J.S.A. 52:17C-1 to 52:17C-16 and this chapter. OETS shall act on each submission within 30 days, by either approving or disapproving it, or returning it to the CLEC for revision.

17:24-11.3 Modification to CLEC interconnect plan

A CLEC's interconnect plan that has been submitted to OETS cannot be changed until a modified plan is submitted by the CLEC and approved pursuant to N.J.A.C. 17:24-11.2.

17:24-11.4 CLEC network design

- (a) Each CLEC shall connect to the Statewide enhanced 9-1-1 from their local central office switch via dedicated trunks that shall be:
1. Configured in a single trunk group for each county, sized for a P.01 grade of service connected to:
 - i. The primary 9-1-1 tandem switch as determined by OETS; and
 - ii. A trunk group of equal size to the alternate 9-1-1 tandem switch as determined by OETS.