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DEPARTMENT OF STATE POLICE

NOTICE OF PROPOSED RULES

TITLE 83: PUBLIC UTILITIES
CHAPTER IV: DEPARTMENT OF STATE POLICE

PART 1325

STANDARDS OF SERVICE APPLICABLE TO 9-1-1 EMERGENCY SYSTEMS

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AUTHORITY: Implementing and authorized by Section 10 of the Emergency Telephone System Act [50 ILCS 750/10].

SOURCE: Adopted by emergency rulemaking at 40 Ill. Reg. 1118, effective January 1, 2016, for a maximum of 150 days; adopted at 40 Ill. Reg. _____, effective _____.

SUBPART A: GENERAL PROVISIONS

Section 1325.100 Application of Part

This Part shall apply to all public agencies, public safety agencies, public safety answering points and 9-1-1 Authorities. This Part also pertains to 9-1-1 service regardless of the technology provisioned by the 9-1-1 system provider and 9-1-1 Authority for the delivery of 9-1-1 service.

Section 1325.101 Definitions

"9-1-1 Authority" means the ETSB or qualified governmental entity that provides for the management and operation of a 9-1-1 system within the scope of those duties and powers as prescribed by the Emergency Telephone System Act (ETSA) [50 ILCS 750].

"9-1-1 Network" means the network used for the delivery of 9-1-1 emergency calls over dedicated and redundant facilities, as required by 83 Ill. Adm. Code 725 to a PSAP or backup PSAP that meets the applicable grade of service.

"9-1-1 System" means the geographic area that has been granted an order of Authority by the Administrator to use "9-1-1" as the primary emergency telephone number.

"9-1-1 System Provider" means any person, corporation, limited liability company, partnership, sole proprietorship, or entity of any description that acts as a 9-1-1 system provider within the meaning of ETSA Section 2 by contracting to provide 9-1-1 network and database services and that has been certified by the Commission pursuant to the Public Utilities Act [220 ILCS 5/13-900].

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"9-1-1 Traditional Legacy Service" means that an arrangement of channels, such as loops, trunks and associated switching facilities to exchange voice and data.

"Access Line" means the connecting facility between a customer's premises network interface device and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service.

"Act" or "ETSA" means the Emergency Telephone System Act [50 ILCS 750].

"Adjacent Agencies" means any public or private safety agencies (police, firefighting, emergency medical and ambulance services or other emergency services) whose jurisdiction is outside the 9-1-1 system jurisdiction, but that is adjacent to or touches that 9-1-1 system's boundary.

"Administrator" means the Statewide 9-1-1 Administrator.

"Aid Outside Normal Jurisdiction Boundaries Agreement" means a written cooperative agreement entered into by all participating and adjacent agencies and public safety agencies providing that, once an emergency unit is dispatched to a request through a system, that unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

"Audible Signal" means a buzzer, bell or tone device used to alert an individual that appropriate action is required.

"Automatic Alarm" or "Automatic Alerting Device" means any device that will access the 9-1-1 system for emergency services upon activation. [50 ILCS 750/2]

"Automatic Location Identification" or "ALI" means the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.

"Automatic Number Identification" or "ANI" means the automatic display of the telephone number associated with the access line from which a call originates on the PSAP monitor.

"Backup PSAP" means a public safety answering point that serves as an alternate to the PSAP for enhanced systems and is at a different location and operates independently

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from the PSAP. A backup PSAP may accept overflow calls from the PSAP or be activated in the event that the PSAP is disabled.

"Busy Day" means a consecutive 24-hour period during which the greatest volume of traffic is handled in the central office.

"Busy Hour" means the two consecutive half-hours each day during which the greatest volume of traffic is handled in the central office.

"Busy Tone" means an audible signal indicating a call cannot be completed because the called access line is busy. The tone is applied 60 times per minute.

"Call Referral" means a 9-1-1 service in which the PSAP telecommunicator provides the calling party with the telephone number of the appropriate public safety agency or other provider of emergency services.

"Call Relay" means a 9-1-1 service in which the PSAP telecommunicator takes the pertinent information from a caller and relays that information to the appropriate public safety agency or other provider of emergency services.

"Call Transfer" means a 9-1-1 service in which the PSAP telecommunicator receiving a call transfers the incoming call to the appropriate public safety agency or other provider of emergency services.

"Carrier" means a telecommunications carrier and a wireless carrier.

"Central Office" means the site where switching equipment is located. A local central office, also called an end office, is the switching office where individual subscriber's access lines appear. It houses the equipment that receives calls transmitted on the local loop and routes the call over the switched network either directly to the person called, if the call is placed to a location served by the same local central office, or to another central office, if the call is placed to a customer served by a different central office.

"Circuit" means the physical connection (or path) of channels, conductors and equipment between two given points through which an electronic or optical signal may be established.

"Commission" means the Illinois Commerce Commission.

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"Customer Premises Equipment" or "CPE" means communications or terminal equipment located in the customer's facilities/terminal equipment at a PSAP.

"Default Routing" means a feature that allows emergency calls to be routed to a designated default PSAP if the incoming emergency call cannot be selectively routed due to ANI failure, garbled digits, or other causes that prevent selective routing.

"Department" means the Department of State Police.

"Direct Dispatch" means a 9-1-1 service that provides for the direct dispatch, by a PSAP telecommunicator, of the appropriate unit upon receipt of an emergency call and the decision as to the proper action to be taken.

"Diverse Routing" means the practice of routing circuits along different physical or electrical paths in order to prevent total loss of 9-1-1 service in the event of a facility or hardware failure.

"E9-1-1 Selective Router" means a telecommunications carrier switching office, or stand-alone selective routing switch, equipped with enhanced 9-1-1 service capabilities. This switch serves as an E9-1-1 selective router for emergency calls from other local offices in the 9-1-1 service area.

"Emergency Call" means any type of request for emergency assistance through the 9-1-1 network, not limited to voice. This may include a session established by signaling with two-way, real-time media and involves a human making a request for help

"Emergency Service Number" or "ESN" is sometimes known as emergency service zone (ESZ). An ESN is a three- to five-digit number representing a unique combination of public safety agencies (police, fire and emergency medical service) designated to serve a specific range of addresses within a particular geographic area or ESZ. The term ESZ refers to the geographic area itself and is generally used only during the ESN definition process to label specific areas. The ESN facilitates the selective routing of calls to appropriate PSAPs in a traditional legacy 9-1-1 system.

"Emergency Telephone System Board" or "*ETSB*" means a board appointed by the corporate authorities of any county or municipality that provides for the management and operation of a 9-1-1 system within the scope of the duties and powers prescribed by *ETSA*. The corporate authorities shall provide for the manner of appointment, provided that members of the board meet the requirements of the statute.

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"English Language Translation" or "ELT" means an alphanumeric description of the primary law enforcement, fire and emergency medical service agencies associated with a given emergency services zone/number. The ELT (also known as an "agency file" or "tell-tale" in some systems) includes the name of the first-responder agency and may include their station number (for dispatch purposes) and telephone number.

"Enhanced 9-1-1" or "E9-1-1" means an emergency telephone system that includes dedicated network, selective routing, database, ALI, ANI, selective transfer, fixed transfer, and a call back number.

"Error ratio" means the percentage of database records that are not Master Street Address Guide valid for a specific 9-1-1 traditional legacy service system.

"Exchange" means a defined area, served by one or more telephone central offices, and approved by the Commission, within which a local exchange carrier furnishes service. Exchanges are identified on exchange boundary maps on file with the Commission.

"Geospatial Mapping Data" means accurate references to a precise location on the earth's surface using latitude, longitude, elevation and datum that identifies the coordinate system used.

"Geographic Information System" or "GIS" means a system for capturing, storing, displaying, analyzing and managing data and associated attributes that are spatially referenced.

"Grade of Service" means P.01 for Basic 9-1-1 or Enhanced 9-1-1 services or NENA i3 Solution standard for NG9-1-1 services.

"Interconnected Voice Over Internet Protocol Provider" or "Interconnected VoIP Provider" means every corporation, company, association, joint stock company or association, firm, partnership, or individual, their lessees, trustees or receivers appointed by any court whatsoever that owns, controls, operates, manages, or provides within this State, directly or indirectly, Interconnected VoIP, service, or the meaning prescribed in 47 CFR 9.3 [220 ILCS 5/13-234 and 13-235]. VoIP service is a service that:

enables real-time, two-way voice communications;

requires a broadband connection from the user's location;

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requires Internet protocol-compatible customer premises equipment; and

permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched network.

"IP" means Internet Protocol.

"IP Gateway" means the point at which a circuit-switched call is encoded and repackaged into IP packets. Equipment that provides interconnection between two networks with different communications protocols.

"Joint ETSB" means a Joint Emergency Telephone System Board established by intergovernmental agreement of two or more municipalities or counties, or a combination thereof, to provide for the management and operation of a 9-1-1 system.

"Local Loop" means a channel between a customer's network interface and its serving central office. The most common form of loop, a pair of wires, is also called a line.

"Logging Recorder" means a device that records, stores, and is capable of playing back all communication media within the domain to which it is assigned. Media can include, but is not limited to, voice, radio, text, and network elements involved with routing a 9-1-1 call. Logging recorders should have the capability to simultaneously record from several sources.

"Master Street Address Guide" or "MSAG" means the computerized geographic file that either consists of all street and address data or its functional equivalent (i.e., Geospatial Mapping Data) within the 9-1-1 system area. This database is the key to the selective routing capability of E9-1-1 systems. It matches an originating caller to a specific answering point based on the address data. The MSAG will require updating after the initial file is created.

"Mechanical Dialer" means a device that either manually or remotely triggers a dialing device to access the 9-1-1 system. [50 ILCS 750/2]

"National Emergency Number Association" or "NENA" means the international not-for-profit organization whose purpose is to lead, assist and provide for the development, availability, implementation and enhancement of a universal emergency telephone

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number or system common to all jurisdictions through research, planning, publications, training and education.

"NENA i3 Solution standard" means the NENA 08-003 Detailed Functional and Interface Standard for NG9-1-1 (i3) as published by the National Emergency Number Association, 1700 Diagonal Rd., Suite 500, Alexandria VA 22314 (www.NENA.org) June 14, 2011). These standards are hereby incorporated by reference and do not include any later amendments or additions.

"Network Connection" means a voice grade communication channel directly between a subscriber and a telecommunications carrier's public switched network, without the intervention of any other telecommunications carrier's switched network, that would be required to carry the subscriber's interpremises traffic. The connection either is capable of providing access through the public switched network to a 9-1-1 system, if one exists; or, if no system exists at the time a surcharge is imposed under ETSA Section 15.3, would be capable of providing access through the public switched network to the local 9-1-1 system if one existed. [50 ILCS 750/2]

"Network costs" means those recurring costs that directly relate to the operation of the 9-1-1 network, including costs for interoffice trunks, selective routing charges, transfer lines and toll charges for 9-1-1 services, Automatic Location Information (ALI) database charges, call box trunk circuit (including central office only and not including extensions to fire stations), independent local exchange carrier charges and nonsystem provider charges, carrier charges for third-party database for on-site customer premises equipment, backup PSAP trunks for nonsystem providers, periodic database updates as provided by carrier (also known as "ALI data dump"), regional ALI storage charges, circuits for call delivery (fiber or circuit connection), NG9-1-1 costs, and all associated fees, taxes and surcharges on each invoice. "Network Costs" shall not include radio circuits or toll charges that are for other than 9-1-1 services.

"Network Diagram" means a schematic flow chart that shows the actual network pieces and flow of activities in a picture.

Service "NG9-1-1" or "Next Generation 9-1-1" means a system comprised of managed IP-based networks, gateways, functional elements and databases that augment or replicate present day E9-1-1 features and functions and provide new capabilities. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations.

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"On-site Database" means a copy of the database that resides with the local 9-1-1 Authority.

"Order of Authority" means an order from the Administrator that authorizes public agencies or public safety agencies to provide 9-1-1 service in a geographical area.

"Originating Service Provider" or "OSP" means a communications provider that allows its users or subscribers to originate 9-1-1 voice or nonvoice messages from the public to the 9-1-1 Authority.

"Outbound Notification Systems" means a community outreach tool that automatically disperses information to the public and is not considered a function or part of a 9-1-1 system (see "System").

"Overflow" means a call or position used when a call is blocked or rerouted due to excessive traffic.

"P.01" means the probability (P), expressed as a decimal fraction of an emergency call being blocked. P.01 is the grade of service reflecting the probability that one call out of 100 during the average busy hour of the average busy day will be blocked, or the number of 9-1-1 circuits or facilities from the 9-1-1 system provider's routing equipment to the primary PSAP or PSAPs that is sufficient to complete 99% of all requests for emergency service during the average busy hour of the average busy day.

"Participating Agencies" means any public or private safety agency (police, firefighting, emergency medical and ambulance services or other emergency services, pursuant to ETSA Section 4) whose jurisdiction is located within the 9-1-1 system boundary.

"Primary Point of Contact" or "9-1-1 Contact Person" means the individual designated by the 9-1-1 Authority as the contact point for the participating telecommunications carriers.

"Private Branch Exchange" or "PBX" means a private telephone system and associated equipment located on the user's property that provides communications between internal stations and external networks.

"Public Agency" means the State or any unit of local government or special purpose district located in whole or in part within this State that provides police, firefighting, medical or other emergency services or has authority to do so. [50 ILCS 750/2].

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"Public Safety Agency" means a functional division of a public agency that provides police, firefighting, medical or other emergency services

"Public Safety Answering Point" or "PSAP" means the initial answering location of an emergency call.

"Secondary Answering Point" or "SAP" means a location, other than a PSAP, that is able to receive the voice, data and call back number of E9-1-1 or NG9-1-1 emergency call transferred from a PSAP and completes the call taking process by dispatching police, medical, fire or other emergency responders.

"Selective Routing" means a switching system that automatically routes calls to predetermined PSAPs based on the location of the calling telephone number.

"Service Address" means the location of the primary use of the network connection or connections.

"Sexual Assault" or "Sexual Abuse" means an act of nonconsensual sexual conduct or sexual penetration, as defined in Section 12-12 of the Criminal Code of 1961 or Section 11-0.1 of the Criminal Code of 2012 [720 ILCS 5], including, without limitation, acts prohibited under Sections 12-13 through 12-16 of the Criminal Code of 1961 or Sections 11-1.20 through 11-1.60 of the Criminal Code of 2012.

"Split Exchange" means an exchange shared with more than one 9-1-1 system.

"Surcharge" means a monthly amount imposed, pursuant to ETSA Section 20, on all customers of telecommunications carriers, wireless carriers and interconnected VoIP providers for the purpose of installing and maintaining an E 9-1-1 or NG9-1-1 system, with the exception of a municipality with a population of 500,000 or greater.

"System" means the communications equipment and related software applications required to produce a response by the appropriate emergency public safety agency or other provider of emergency services as a result of an emergency call.

"TDD" means a telecommunications device for the deaf. See "TTY".

"Telecommunications Carrier" or "Carrier" shall have the same meaning ascribed in Section 13-202 of the Public Utilities Act [220 ILCS 5/13-202], including those carriers

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acting as resellers of telecommunications services. It includes telephone systems operating as mutual concerns but does not include a wireless carrier.

"Telecommunications Service" shall have the meaning ascribed in the Public Utilities Act [220 ILCS 5/13-203].

"Telecommunicator" means a person who is trained and employed in public safety telecommunications and is qualified to answer incoming emergency calls and/or provides for the appropriate emergency response, either directly or through communication with the appropriate PSAP, SAP or VAP.

"Terminal Equipment" means telephone station apparatus.

"Transfer" means a feature that allows the PSAP telecommunicator to transfer emergency calls to a specific location or secondary PSAP.

"Trunk" means a transmission path between switching units, switching centers and/or toll centers.

"TTY" or "Teletypewriter" means a telegraph device capable of transmitting and receiving alphanumeric information over communications channels and capable of servicing the needs of those persons with a hearing or speech disability.

"Uninterruptible Power Supply" means an emergency power source that can detect any change in power line frequency or voltage and automatically compensates for these changes by supplying additional power or converting to an auxiliary power source, without any loss of voltage or frequency.

"Vendor" means an entity that provides some or all elements of E9-1-1, 9-1-1, and/or other services for which it incurs network costs for one or more 9-1-1 Authorities.

"Virtual Answering Point" or "VAP" means a temporary or nonpermanent location that:

is capable of receiving an emergency call;

contains a fully functional worksite that is not bound to a specific location, but rather is portable and scalable, connecting emergency call takers or dispatchers to the work process; and

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is capable of completing the call dispatching process.

SUBPART B: AUTHORIZATION TO OPERATE AS A 9-1-1 SYSTEM

Section 1325.200 General Requirements

- a) The digits "9-1-1" shall be the primary emergency telephone number within the system, but a public agency or public safety agency shall maintain a separate secondary 10-digit emergency backup number for at least six months after the 9-1-1 system is in operation and shall at all times maintain a separate number for nonemergency telephone calls.
- b) 9-1-1 service is a terminating-only service that connects a person who has dialed the universal emergency service code 9-1-1 to the appropriate PSAP.
- c) Outbound notification systems used to notify the general public of a particular incident are not considered part of a 9-1-1 "system" as defined in this Part.
- d) 9-1-1 plans for 9-1-1 systems shall be filed in compliance with this Part and the Act.
- e) 9-1-1 plans shall be filed electronically at the link posted on the Department's website as detailed in Section 1325.205.
- f) A 9-1-1 system shall not become operational without an order from the Commission, prior to January 1, 2016, or the Administrator. Pursuant to ETSA Section 10, all orders of authority issued by the Commission shall continue in force unless rescinded by the Administrator.
- g) The following modifications to a 9-1-1 Authority's existing 9-1-1 plan shall be filed for approval electronically at the link posted on the Department's website. The submission shall include a modified plan, consisting of the revised application prescribed in Section 1325.205. Modifications requiring Administrator approval shall include:
 - 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction;

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- 2) Changing or adding a 9-1-1 system provider;
 - 3) Changes in network configuration, except as provided for in subsection (h); and
 - 4) Change of backup arrangement.
- h) The following modifications to a 9-1-1 Authority's existing 9-1-1 plan need not be formally submitted to the Administrator for approval. While Administrator approval is not necessary for these modifications, the 9-1-1 Authority must provide written notification 10 business days prior to making the following changes:
- 1) Permanent relocation of a PSAP or backup PSAP facility;
 - 2) Any reduction in 9-1-1 trunks from the selective router to the PSAP; or
 - 3) Further reduction within a 9-1-1 Authority of PSAPs beyond consolidation as required by the Act.

Section 1325.205 Initial or Modified Plan Filings (not Including Consolidation Plan)

- a) Initial or modified plans, excluding consolidation plan filings, shall be filed in accordance with ETSA Section 11 and must conform to minimum standards as established pursuant to ETSA Section 10.
- b) Initial or modified plans must include a completed application to the Administrator for the initial provision of, or modification to, 9-1-1 service. The application, which can be found on the Department's website, shall include the following documents:
 - 1) Contact and 9-1-1 system information;
 - 2) Notarized statement of truth regarding information provided in the plan;
 - 3) A letter that is sent to the 9-1-1 system provider, with a copy of the plan;

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- 4) A detailed summary of the proposed system's operation, including but not limited to, including but not limited to, a five-year strategic plan for implementation with financial projections;
- 5) A summary of the anticipated implementation costs and annual operating costs of the proposed system that are directly associated with 9-1-1, as well as anticipated revenues;
- 6) A list of all communities that are served by the 9-1-1 system;
- 7) A list of public safety agencies (police, fire, EMS, etc.) that are dispatched by the 9-1-1 system, including their addresses, telephone numbers and form of dispatch;
- 8) A list of the public safety agencies (police, fire, EMS, etc.) are adjacent to the 9-1-1 system's jurisdictional boundaries;
- 9) A list of the carriers and Interconnected VoIP providers that are known by the applicant to provide service within the jurisdiction of the 9-1-1 system;
- 10) Attachments (as applicable):
 - A) Any local ordinances that create an ETSB;
 - B) Any intergovernmental agreements or memorandums of understanding or any other agreements pertinent to the 9-1-1 system;
 - C) Any contracts with a new 9-1-1 system provider;
 - D) The backup PSAP Agreement that establishes backup and overflow services between 9-1-1 Authorities or PSAPs within those Authorities;
 - E) The network diagram that is provided by the 9-1-1 system provider showing the P.01 trunking, routing, and backup configuration for the 9-1-1 system;

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- F) The Call Handling and Aid Outside Jurisdictional Boundaries Agreements
- i) Call Handling Agreements shall be made between the 9-1-1 Authority and public agencies and/or public safety agencies in a single system and also between the 9-1-1 Authority and/or public agencies or public safety agencies whose jurisdictional boundaries are contiguous. Call Handling Agreements shall describe the primary and secondary dispatch methods to be used by the requesting parties within their respective jurisdictions.
 - ii) Aid Outside Jurisdictional Boundaries Agreements shall be made between the 9-1-1 Authority and the public agencies and/or public safety agencies in a single system and between the 9-1-1 Authority and the public agencies and public safety agencies in adjacent systems, whose jurisdictional boundaries are contiguous. Aid Outside Jurisdictional Boundaries Agreements shall provide that, once an emergency unit is dispatched in response to a request through the system, that unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.
 - iii) When possible, Call Handling and Aid Outside Jurisdictional Boundaries Agreements may be consolidated into a single agreement;
- 11) The Test Plan, which is the 9-1-1 system's overall plan detailing how and to what extent the network database will be tested;
- 12) If incorporating an NG9-1-1 solution, the application modification plan must include in the narrative portion of the modification plan:
- A) Indicate the name of the certified 9-1-1 system provider being utilized;

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- B) Explain what national standards, protocols and/or operating measures will be followed;
- C) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment;
- D) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system;
- E) Explain how split exchanges will be handled;
- F) Explain:
 - i) how the databases will be maintained and how address errors will be corrected and updated on a continuing basis; and
 - ii) who will be responsible for updating and maintaining the data, at a minimum, on a daily basis Monday through Friday; and
- G) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

Section 1325.210 Order of Authority

- a) Any order of authority issued by the Commission to a 9-1-1 Authority prior to January 1, 2016 shall remain in effect as if issued by the Administrator until the 9-1-1 Authority files a plan for consolidation under 83 Ill. Adm. Code 1324.200 or for modification under Section 1325.205 of this Part and a new order of authority is issued by the Administrator. The 9-1-1 Authority of a proposed or modified 9-1-1 system shall file a plan with the Administrator for an order of authority to operate a 9-1-1 system as detailed and described in the Authority's 9-1-1 plan.

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The Administrator will issue an order of authority authorizing the 9-1-1 Authority to operate under the terms of its initial or modified plan.

- b) Pursuant to ETSA Section 10, the Department is authorized to set technical standards for the provision of 9-1-1 Authorities throughout the State of Illinois. Pursuant to the Public Utilities Act [220 ILCS 5/13-900], the Commission is authorized to set technical standards for the provision of 9-1-1 service to be provided by telecommunication carriers and 9-1-1 system providers.
- c) All 9-1-1 plans must be filed electronically with the Department. Upon receipt of the plan, it will be posted on the Department's website. The Department will notify all vendors registered with it pursuant to Section 1325.305, perform a technical review to ensure compliance with this Part, and simultaneously submit the plan for a technical review by the Commission to ensure compliance with 83 Ill. Adm. Code 725.
- d) The public and industry will have 20 days to file written comments with the Administrator. After 20 days, or until notified otherwise by the Commission, the Department will proceed as though no separate Commission proceeding will be undertaken.
- e) If there are no contested issues in the filing, no public hearing will be warranted.
- f) If there contested issues, the Administrator will schedule a public hearing to allow the parties who have issued written comments to appear in front of the Administrator and the applicant.
- g) Once the hearing is concluded the Administrator will decide whether to issue an order of authority or to deny the plan.

Section 1325.215 Records and Reports

- a) The 9-1-1 Authority shall maintain those records it considers necessary to document its operations. As a minimum, those records shall include:
 - 1) a log of major system operations;
 - 2) critical CPE or network outages; and

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- 3) records of telecommunications carrier database queries by the 9-1-1 Authority.
- b) The records specified in subsection (a) shall be preserved for a minimum of one year and then disposed of in compliance with the Local Records Act [50 ILCS 205].
- c) Pursuant to ETSA Section 15, and by January 31 of every year, each 9-1-1 Authority shall be required to file with the Administrator and the Illinois Attorney General the following items:
 - 1) the current 9-1-1 contact person for the 9-1-1 system and that person's contact information;
 - 2) the current error ratio for the E9-1-1 traditional legacy service database, as provided by the 9-1-1 system providers pursuant to Section 1325.405(i)(6);
 - 3) the current makeup of the ETSB and each board member's capacity (i.e., current public safety representative, public member, county board member, or elected official, as provided in ETSA Section 15.4;
 - 4) a current network diagram for the 9-1-1 system, as provided by the 9-1-1 system providers pursuant to Section 1325.405(i)(7);
 - 5) copies of the annual certified notification of continuing agreement for all participating agencies and adjacent agencies;
 - 6) current list of all participating agencies and adjacent agencies;
 - 7) names, locations of all PSAPs, SAPs, VAPs and backup PSAPs.

Section 1325.220 Compliance with Technical and Operational Standards

The Department and Administrator shall have the authority to complete a site visit with 9-1-1 systems to verify compliance with technical and operational standards set forth in the Act and in this Part.

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SUBPART C: MANAGEMENT

Section 1325.300 Department Liaison

Each 9-1-1 Authority, and each vendor eligible to receive network cost reimbursements pursuant to 83 Ill. Adm. Code 1329.210 or providing 9-1-1 service shall designate an individual as the Department liaison for the system. The 9-1-1 Authority and vendors shall provide the Department with their liaison's name, phone number, mailing address and e-mail address. The Department shall be notified of any change in this information within 10 days after this change. These liaisons shall be responsible for receiving and responding to all legal notices provided pursuant to 83 Ill. Adm. Code 1324, 1327, and 1329 and this Part.

SUBPART D: STANDARDS OF SERVICE

Section 1325.400 9-1-1 Authority

The 9-1-1 Authority:

- a) Shall obtain Administrator authorization pursuant to Section 1325.210 prior to operating or making a modification to a 9-1-1 system;
- b) Shall provide continual review using recognized administrative, engineering, database and security procedures to assure adequate service to the general public in accordance with the ETSA and this Part;
- c) Shall comply with the provisions of all applicable federal or State laws regarding the provisioning of 9-1-1 services regarding wireline, wireless and VoIP or any other medium;
- d) Shall provide the overall management for the 9-1-1 system and all of its PSAPs and work in conjunction with the 9-1-1 system providers on initial installation, continued maintenance, and any future modifications to the system;
- e) Shall enter into a service contract with one or more 9-1-1 system providers that have been authorized to operate in the State of Illinois pursuant to the Public Utilities Act [220 ILCS 5/13-900] to provide 9-1-1 database, call routing, and other 9-1-1 duties and services associated with the 9-1-1 system that clearly delineates the responsibilities of the 9-1-1 system provider and 9-1-1 Authority. A copy of this contract shall be filed with the initial or modified plan to be

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approved by the Administrator pursuant to Section 1325.205. Parties to the contract may deem all or a portion of the contract as proprietary and confidential;

- f) Shall ensure that contracts with multiple 9-1-1 system providers clearly define the role of each 9-1-1 system provider as it relates to its responsibility for providing database, routing of emergency calls, and the building of the 9-1-1 network. The 9-1-1 Authority shall coordinate the tasks between 9-1-1 system providers;
- g) Must maintain data in the MSAG or its functional equivalent for those 9-1-1 systems employing new and emerging technology;
- h) Shall develop and utilize written 9-1-1 Standard Operating Procedures (SOPs) for use by its telecommunicators and supervisory personnel (i.e., call trace for basic systems, service restoration/equipment failure, and disaster procedures in the event that critical functions of the PSAP are partially or totally disabled). Each PSAP shall be given a copy of the 9-1-1 SOPs that shall be kept on file at each PSAP;
- i) Shall ensure that civic 9-1-1 locatable addresses, with U.S. Postal Service approval, are assigned to all subscribers with a static address and provided to the 9-1-1 system provider;
- j) Shall coordinate with the appropriate authorities to ensure that the initial installation of road or street signs that are essential to the implementation of an E9-1-1 system will be installed prior to activating the system;
- k) Shall accept all OSP end user emergency calls from its 9-1-1 system provider as long as it is technically feasible, regardless of the technology employed in generating the emergency call. The 9-1-1 Authorities may only accept emergency calls routed into their system from a certified 9-1-1 system provider; and
- l) Shall ensure that emergency calls are not routed or transferred to an automated attendant or automated voice response system.

Section 1325.415 Answering Points – PSAP, Backup PSAP, SAP and VAP

- a) All 9-1-1 CPE used by a PSAP, SAP or VAP must be compatible with the 9-1-1 system provider's equipment and transport arrangements.

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- b) Each PSAP, after consultation with the 9-1-1 system provider, shall designate an area of adequate size to be used by the 9-1-1 system provider for termination of the company's lines and equipment.
- c) The CPE shall indicate incoming calls by both audible and visible signals for each 9-1-1 circuit. Each outgoing circuit shall have a visual display of its status.
- d) Each 9-1-1 answering position shall have access to all incoming 9-1-1 circuits and outgoing circuits.
- e) The CPE shall be designed to achieve transfers with at least 99.9% completion. This may require the use of dedicated facilities between the PSAPs. When the telecommunicator verifies that the transfer has been completed and the telecommunicator's services are no longer required, the telecommunicator may manually release himself/herself from the emergency call, provided that the CPE is so designed. A 9-1-1 system should be designed so that an emergency call will never be transferred more than once; however, there could be circumstances beyond the PSAP's control that might warrant more than one transfer.
- f) Each answering position shall have direct access to an operational teletypewriter or its equivalent, and all PSAP, SAP and VAP telecommunicators shall be trained in its use at least every six months. The 9-1-1 Authority will ensure that TTY equipment or its equivalent is available to continue service in the event of emergency, malfunction or power failure.
- g) At a minimum, each PSAP shall have at least two fully equipped answering positions. The staffing levels and the number of positions beyond this requirement shall be determined by the 9-1-1 Authority based on call volume and average length of calls (i.e., if PSAP is responsible for EMD, call processing could take longer and require additional telecommunicators). Overflow emergency calls shall be routed to a backup PSAP as provided for in subsection (i).
- h) The 9-1-1 Authority is responsible for ensuring that its PSAPs, backup PSAPs and SAPs provide continuous and uninterrupted operation 24 hours per day, 7 days a week.
- i) Backup PSAP

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- 1) Each 9-1-1 system shall have a backup PSAP that must operate independently from the primary PSAP. The backup PSAP must have the capability to dispatch (by either direct, transfer or call relay methods) the appropriate public safety agencies for that 9-1-1 system. A backup PSAP shall meet the same standards as the primary PSAP, except as provided for in subsection (i)(2).
- 2) In a 9-1-1 system with a population of fewer than 10,000, when the system has demonstrated that the requirements of subsections (g), (h) and (i) would place an undue financial burden on the system, the 9-1-1 Authority can ask the Administrator for an exemption from having a full feature, manned backup PSAP. A 9-1-1 system operating under this exemption should, as funds become available, upgrade its backup PSAP capability to meet those standards specified in subsections (g), (h) and (i)(1). If the system ever exceeds 5,000 billable access lines for a period of one year, it shall upgrade to meet the standards specified in subsections (g), (h) and (i)(1). For those systems operating under this exemption, some alternative form of backup shall be required. The backup PSAP requirement may be met by one of the following:
 - A) An unattended PSAP shall have:
 - i) the capability to provide 9-1-1 service;
 - ii) the communication equipment necessary to dispatch emergency services;
 - iii) a backup power supply;
 - iv) the ability to communicate via TTY; and
 - v) the capability to be immediately activated with authorized and trained personnel; or
 - B) Some other method that the 9-1-1 Authority must be able to demonstrate, in its request for an exemption, would meet the public safety needs of its community by being able to take 9-1-1 calls and

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dispatch them successfully on a temporary basis in an emergency situation.

- j) The use of VAPs may be acceptable; however, this must be included as a part of the 9-1-1 system final or modified plan authorized by the Administrator.
- k) All telecommunicators shall be trained in emergency dispatch procedures and 9-1-1 SOPs as specified by the 9-1-1 Authority to fulfill the responsibilities of their position, with the following requirements:
 - 1) Newly hired telecommunicators must receive, at a minimum, an 80-hour training curriculum approved by the 9-1-1 Authority prior to handling emergency calls. This training shall include two hours of training regarding the handling of sexual assault and sexual abuse calls, for all telecommunicators hired on or after January 1, 2018, consistent with the standards set forth in Section 1325.600.
 - 2) If emergency medical dispatch is being provided that involves the dispatch of any fire department or emergency medical service agency, additional training must be completed in accordance to the Emergency Medical Services (EMS) Systems Act [210 ILCS 50] and 77 Ill. Adm. Code 515 in addition to the 80-hour minimum.
 - 3) Continuing education for existing telecommunicators is required in all aspects of emergency call handling and will be specified by the 9-1-1 Authority. This continuing education shall include three hours of training regarding the handling of sexual assault and sexual abuse calls every three years consistent with the standards set forth in Section 1325.600, and must initially be completed no later than January 1, 2019, for any telecommunicators hired prior to January 1, 2018.
- l) The 9-1-1 Authority shall provide for the installation of a master logging recorder of adequate capacity to record both sides of a conversation of each incoming emergency call and any radio transmissions relating to the emergency call and its disposition for each answering point. These recordings shall have the time of each event noted. The 9-1-1 Authority may elect to record, on a circuit-by-circuit basis, or by way of the telecommunicator's position.

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- m) The 9-1-1 Authority shall ensure that each answering point maintains an archive of the storage media for a minimum of 90 days without recirculation of any media.
- n) When CPE is implemented and is not tolerant of power fluctuations or interruptions, and is vital to the PSAP's, backup PSAP's, SAP's and VAP's operation, an uninterruptible power supply shall be installed at all locations for continuous operation.
- o) All answering point locations must be equipped with an emergency backup power source capable of supplying electrical power to serve the basic power requirements of the answering point, without interruption, for longer outage time frames. It shall provide a minimum of four hours of power. The backup power source shall be tested for reliability on a monthly basis.
- p) Each answering point shall have at least one 24-hour staffed telephone number to be provided to telecommunications carrier operators, adjacent PSAPs, and public safety agencies in order to communicate with that answering point.
- q) Answering point employees shall be instructed to be efficient and courteous in the handling of all emergency calls and to comply with the provisions of all applicable federal and State laws in maintaining secrecy of communications.
- r) Each answering point shall ensure that all emergency calls are answered and handled without preference to the location of the caller.
- s) Each answering point should answer 90% of all emergency calls within 10 seconds.
- t) All calls of an administrative or nonemergency nature shall be referred to the appropriate agency's published telephone number.
- u) A current copy of the 9-1-1 Authority's SOPs shall be on file in every answering point.).

SUBPART E: OPERATIONS

Section 1325.500 Testing Procedures

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- a) The 9-1-1 Authority shall prepare a written test plan to be submitted as an exhibit to the final plan filed with the Administrator, pursuant to Section 1325.205. The test plan will explain how the 9-1-1 Authority plans to perform its testing in conjunction with the 9-1-1 system providers and carriers.
- b) The 9-1-1 Authority shall ensure that proper field testing and data verification has been performed on access lines in the 9-1-1 service area as prescribed in this subsection (b). The testing shall include each NXX for every telecommunications carrier and for every ESN within each service area prior to the 9-1-1 system being able to announce its availability to the public.
 - 1) New 9-1-1 system, or a new 9-1-1 system consolidating with an existing 9-1-1 system: 10% of the new portion only shall be tested;
 - 2) Change of 9-1-1 system provider, conversion to NG9-1-1, consolidation of an ETSB with a rerouting of calls to a different PSAP, and consolidation with a reduction of PSAPs with the same ETSB: a sample of each exchange, 2 test calls per type of service; i.e., each land-line carrier (2 calls each), each wireless carrier (2 calls each), each Interconnected VoIP provider (2 calls each, if known); and
 - 3) Other changes to a 9-1-1 system, not outlined in subsection (b)(1) or (2): testing as directed by the Department's Office of the Statewide 9-1-1 Administrator.
- c) The 9-1-1 system provider may not cut the 9-1-1 system live until the 9-1-1 traditional legacy service database is at a 1% or less error ratio, pursuant to ETSA Section 750/15.4(d). Errors found during testing shall be corrected prior to cutting the system live.
- d) The 9-1-1 Authority is responsible for ongoing testing once the 9-1-1 system is on-line and shall, at a minimum, include the following:
 - 1) The 9-1-1 Authority shall conduct testing, including, but not limited to, the 9-1-1 database, networking, system overflow, system backup, default routing, and call transfer on a continuing basis to ensure system integrity. The testing shall be coordinated in advance and in conjunction with the 9-1-1 system provider and carriers.

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- 2) The 9-1-1 Authority and 9-1-1 system providers shall participate in coordinated testing with the carriers when any of the following occurs:
 - A) New central office switching installations;
 - B) E9-1-1 selective router or functional equivalent installations, upgrades or rehomes;
 - C) NPA (Numbering Plan Area) additions;
 - D) Migration from one 9-1-1 system provider to another; and
 - E) Any other event that affects 9-1-1.
- 3) Upon request, after notification of implementation, the 9-1-1 Authority shall perform coordinated testing with the private residential or business switch operators.

Section 1325.505 Call Handling Procedures

- a) The 9-1-1 Authority shall ensure that the disposition of each emergency call is handled according to the agreements it has negotiated with its participating public agencies and public safety agencies and adjacent 9-1-1 Authorities and/or public agencies or public safety agencies listed in the plan (see Section 1325.205).
- b) Certified notification of the continuing agreements shall be made among the involved parties on an annual basis pursuant to ETSA Section 14.
- c) In instances in which a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to determine the appropriate responding agency and complete the disposition of the call.
- d) *The agreements shall provide that, once an emergency unit is dispatched in response to a request through the system, that unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries. [50 ILCS 750/14]*

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- e) Call Handling Guidelines for Sexual Assault and Sexual Abuse Calls
- 1) No later than January 1, 2018, the Administrator shall establish comprehensive guidelines for the handling of sexual assault and sexual abuse calls by telecommunicators. These guidelines must meet the following minimum standards:
 - A) Evidence Based – describe techniques and procedures which have been demonstrated to minimize retraumatization associated with the criminal justice process by recognizing the presence of trauma symptoms and acknowledging the role that trauma has played in a sexual assault or sexual abuse victim's life
 - B) Trauma Informed – describe how specific experiences impact victim trauma, memory, reactions and behavior; how interpretation of victim behavior can impact their cooperation with investigations; and how victim trauma impacts others involved in the investigation
 - C) Victim Centered – focus on the needs and concerns of the victim to ensure compassionate and sensitive delivery of services in a nonjudgmental manner.
 - 2) The 9-1-1 Authority shall ensure that telecommunicators respond to sexual assault and sexual abuse calls consistent with these the guidelines.
 - 3) The Department shall post a link to the guidelines on its website as soon as they are available for publication but no later than January 1, 2018.

Section 1325.510 Electronic Communication Devices

Except for the purpose specifically indicated and authorized by law, the installation of or connection to the 9-1-1 system network of an automatic alarm, automatic alerting device, or mechanical dialer that causes the number 9-1-1 to be dialed is prohibited in a 9-1-1 system (e.g., elevator one-button phones, security pole one-button phones, or burglar alarms).

Section 1325.515 Physical Security

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- a) The 9-1-1 Authority must ensure that critical areas of an answering point shall have adequate physical security to prevent malicious disruption of service and shall be protected against damage due to vandalism, terrorism and civil disturbances. These critical areas shall, at a minimum, include all communications equipment, personnel, electronic equipment rooms, and mechanical equipment rooms that are vital to the operation of the answering point.
- b) The answering point and its personnel shall be isolated from direct public contact.
- c) Entry to the answering point shall be restricted to authorized persons only. Additionally, doors that lead directly from the exterior into the answering point, or from within a building into the answering point, shall be secured at all times.
- d) Access to the communications and electronic equipment rooms shall be restricted within the building by means of secured doors.
- e) Wherever practical, service entrances for electric and telephone service shall be underground, at least to the respective utilities' nearest serving distribution point. Protective measures shall be taken against vandalism and natural or manmade hazards at each answering point.
- f) The answering point shall be equipped with a fire extinguisher. Personnel shall be instructed in proper use of these extinguishers.

Section 1325.520 9-1-1 Traditional Legacy Service Database

- a) 9-1-1 database queries will only be allowed by PSAPs, backup PSAPS, SAPs and VAPs for purposes of dispatching or responding to an emergency call or for database integrity verification as set forth in subsection (c).
- b) Prior to an initial database integrity verification, the 9-1-1 Authority shall obtain a court order detailing the information that is to be disclosed and the reason for disclosure.
- c) The 9-1-1 database shall have the capability of allowing database verification queries, provided that the following procedures are adhered to:

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- 1) The 9-1-1 Authority shall be responsible for providing a level of security and confidentiality to the database that will prohibit random inquiries.
- 2) Direct access to 9-1-1 database information will be under strict control and, when technically feasible, a password will be assigned for access by authorized persons only.
- 3) Database verification queries shall be by subscriber number only and as necessary for purposes of database integrity. Queries in excess of 10 per 24-hour period will only be done with 2 or more days advance notice to the respective 9-1-1 system provider for scheduling purposes. Queries may be for the specific purpose of cross-checking information in the 9-1-1 database with other sources of information, including telephone and other directories, maps, municipal database listings, etc., and for verifying that database update information provided to the 9-1-1 system provider has indeed been posted and is correct. On-site 9-1-1 databases are exempt from 9-1-1 system provider advance notification requirements of this Section.
- 4) Information retrieved will be used exclusively for the maintenance, update and verification of the 9-1-1 database, except as otherwise specified in subsection (a). Any other use is expressly prohibited. The information is subject to strict nondisclosure agreements between the various OSPs and 9-1-1 system providers and the 9-1-1 Authority. All personnel associated in any way with the 9-1-1 Authority and the 9-1-1 systems are bound by these agreements.
- 5) Trunks/facilities that are not used to transport 9-1-1 emergency calls into the PSAP are prohibited from being connected to the 9-1-1 CPE in any way to allow for queries of the 9-1-1 database.
- 6) Database queries for the purpose of database verification shall be limited to off-peak times.
- 7) Database queries shall not be made if there is any known outage or impairment in the database system, including a database data link outage. In the event of an outage, the 9-1-1 system provider shall treat outage notification of the 9-1-1 Authority regarding database query suspension as a priority. When practicable, this notification shall be made no later than

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15 minutes after a confirmed incident that will cause database queries to be suspended.

- d) Each telecommunications carrier shall provide updates to the appropriate 9-1-1 system provider for the 9-1-1 database on a daily basis, or more frequently when technology supports it, Monday through Friday during business hours.
- e) A 9-1-1 Authority using an on-site database is restricted from making any changes to the 9-1-1 data that has been downloaded for its use. Only the 9-1-1 system provider has the authority to correct errors or provide updates to the database. The 9-1-1 Authority must adhere to the proper error resolution procedures specified in subsection (g).
- f) 9-1-1 Authorities, 9-1-1 system providers, and carriers shall utilize mutually acceptable and agreed upon standards as prescribed, at a minimum, by the NENA Standards for 9-1-1 databases.
 - 1) Data Formats for ALI, MSAG and GIS (02-010, v9);
 - 2) 9-1-1 Data Management (02-011, v7); and
 - 3) Provisioning and Maintenance of MSAG Files to VDBs and EKDB (02-013, v3).
- g) Error Resolution
 - 1) It shall be the joint responsibility of the 9-1-1 Authority, the 9-1-1 system provider, and telecommunications carriers to ensure that the error ratio of each 9-1-1 system's database shall not, at any time, exceed 1%.
 - 2) The 9-1-1 Authority or 9-1-1 system provider shall forward all error reports within two business days after finding the error to the 9-1-1 Authority, 9-1-1 system provider, or carrier to take appropriate action to resolve the error.
 - 3) If the error is a record of the 9-1-1 system provider, it must be corrected and updated within 2 business days after receipt of the error. If the error is for a participating carrier, the 9-1-1 system provider shall forward the error to the appropriate carrier or 9-1-1 Authority for resolution.

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- 4) Any telecommunications carrier receiving an error record from the 9-1-1 system provider has two business days upon receipt of the error to work with the 9-1-1 Authority and process the corrections and forward the appropriate updates to the 9-1-1 system provider. If the error is for an OSP, the 9-1-1 Authority will forward those on to the appropriate company for review.
- 5) The 9-1-1 Authority shall retest and/or validate that all errors have been corrected (e.g., no record found, misroutes).
- h) The 9-1-1 Authority shall, on a continuing basis, maintain the MSAG (or GIS database or functional equivalent), the ELT for each ESN, and the associated telephone numbers for the ELTs.
- i) Upon a written request of the 9-1-1 Authority, the 9-1-1 system provider shall submit, within 14 working days, a report to assist in the validation of the accuracy of the 9-1-1 database. Before this report is delivered to the 9-1-1 Authority, the 9-1-1 Authority shall enter into nondisclosure agreements with telecommunications carriers and Interconnected VoIP providers to protect proprietary network and customer-related information from public disclosure, consistent with the Illinois Freedom of Information Act (FOIA) [5 ILCS 140/7(1)] and other applicable federal or State law.
 - 1) This report shall include the following information when available in the 9-1-1 database:
 - A) telephone number – area code, prefix and number in separate fields;
 - B) pilot number – single telephone number used to tie together multiple numbers within a system;
 - C) service (civic) address – including street name, house number or equivalent, suffix, directional, community name, state, zip code and location and/or descriptive information, including intersection if MSAG indicates an intersection, in separate fields;

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- D) billing address – if different than the service address, in separate fields, to be provided on a telephone number only basis, pursuant to procedures defined by the telecommunications carrier and the 9-1-1 Authority. Billing address information shall be subject to nondisclosure agreements;
 - E) name – first, last and middle names or initials in separate fields;
 - F) date service was initiated – the month, day and year that service was initiated, in separate fields. If this information is not available, the date reflecting the most current service order activity may be provided instead;
 - G) type of service – residential, business, coin, etc.;
 - H) PBX/Centrex Extensions/Station Numbers – identify those numbers that are part of a PBX/Centrex system, when this information is available;
 - I) surcharge status – when this information is available, the report shall identify those lines on which a surcharge is being collected and the date on which the collection was initiated. Identify those lines on which no surcharge is being collected and the reason for each exemption, including telecommunications carrier lines, in separate fields;
 - J) Emergency Service Number – appropriate ESN, if assigned, is to be made available only from the primary 9-1-1 system service provider providing database development and routing services.
- 2) This report may be requested by the 9-1-1 Authority, in writing, at a maximum, on a monthly basis. The information in this report is considered proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report will be delivered in an electronic format. It will not be delivered in paper format. There will be a charge for this report that will be a tariffed item by each 9-1-1 system provider.
- j) A 9-1-1 Authority that has or is in the process of transitioning to an NG9-1-1 system when the 9-1-1 traditional legacy service database will be used in

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conjunction with, or eventually be replaced with, dynamic data must provide a detailed explanation of the initial development and ongoing maintenance of necessary databases in the NG9-1-1 final plan or modification, pursuant to Section 1325.205(f).

Section 1325.525 Outage Notification

Once the 9-1-1 Authority has been notified of an outage occurring in the 9-1-1 system, it must make notification to any other PSAPs in the 9-1-1 system that are affected by the outage.

SUBPART F: TRAINING

Section 1325.600 Minimum Training Standards for Sexual Assault and Sexual Abuse Call Handling

- a) Every 9-1-1 Authority shall develop training for its telecommunicators regarding the handling of sexual assault and sexual abuse calls. This training must meet the following minimum standards:
 - 1) Evidence Based – describe techniques and procedures that have been demonstrated to minimize retraumatization associated with the criminal justice process by recognizing the presence of trauma symptoms and acknowledging the role that trauma has played in a sexual assault or sexual abuse victim's life;
 - 2) Trauma Informed – describe how specific experiences impact victim trauma, memory, reactions and behavior; how interpretation of victim behavior can impact their cooperation with investigations; and how victim trauma impacts others involved in the investigation; and
 - 3) Victim Centered – focus on the needs and concerns of the victim to ensure compassionate and sensitive delivery of services in a nonjudgmental manner.
- b) Instructor Qualifications – Instructors must have a minimum of three years of public safety call taking and dispatch experience.

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- c) Training Topics
 - 1) Review of Sexual Abuse and Sexual Assault Laws
 - 2) Societal Perceptions of Sexual Assault/Abuse
 - 3) Neurobiology of Trauma and Understanding Victim Response to Trauma
 - 4) Role of the Telecommunicator
 - 5) Call Taking Techniques
 - 6) Trauma-Informed Response to Sexual Assault Victims
 - A) Calming Hysterical Callers
 - B) Other Possible Behaviors
 - 7) Best Practices for Dispatching Responders and Call Taking
 - 8) Evidence and 911 Recordings
- d) The Administrator shall establish comprehensive standards for developing curriculum consistent with this Section no later than January 1, 2018.
- e) The Department shall post a link to the standards on its website as soon as they are available for publication but no later than January 1, 2018.