AMENDED POLICY NO. 33

MINIMUM TECHNICAL OPERATING STANDARD OF CARE FOR E-911 SERVICE

Pursuant to Tenn. Code Ann. § 7-86-306(a)(8), all public safety answering points in Tennessee shall:

1. Be capable of receiving and utilizing the data elements associated with wireline and wireless E-911 Phase II service, including Automatic Numbering Identification ("ANI") to determine a caller's phone number, Automatic Location Identification ("ALI") to pinpoint a wireline caller's location, and Phase II wireless coordinates as contemplated by 47 C.F.R. § 20.18 and the applicable orders of the Federal Communication Commission and their progeny; and

2. Possess and regularly maintain a GIS Mapping system capable of auto-populating E-911 location data.

3. Possess:

   (1) an uninterruptible power supply ("UPS") capable of providing uninterrupted power to emergency communications operations for a minimum of one hour; and

   (2) an emergency generator and fuel source for the generator capable of providing power sufficient to maintain minimum E-911 service operations and a suitable work environment to the PSAP for a minimum of forty-eight hours.

   An additional backup emergency generator that utilizes an alternative power source is recommended but not required.

4. No later than 12 months from the adoption of this amendment, arrange with other PSAPs within the District or within a close proximity for 911 call answering in the event of a major equipment failure or PSAP evacuation.[1] In cases where a PSAP is so large that another PSAP within close proximity cannot adequately provide call answering, then that PSAP should establish an alternate answering center or arrangement that ensures that 911 calls do not go unanswered. It is strongly recommended that ECDs develop partnerships with adjacent ECDs to avoid building backup PSAP facilities or mobile PSAP units that are unused the majority of the time.

5. Prepare and regularly test (at least annually) a PSAP Operations Continuity Plan that specifically provides procedures for on-duty personnel in the re-routing of 911 calls, switchover to backup systems, evacuation plans, temporary call answering plans, return to normal plans, and other plans that ensure that 911 calls do not go unanswered. (The TECB will provide, upon request, a model plan that can be customized for individual PSAPs.)

Adopted 3-17-05; amended 5-26-05 and 10-31-06

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[1] Typically, alternate routing of 911 calls to an adjacent PSAP or mobile PSAP unit would be considered a short range plan with a projected duration of less than a week. This gives the PSAP and ECD managers time to implement more long range plans when re-occupancy of a PSAP will be delayed due to fire, tornado damage, or other significant event.