

CHAPTER 50:02:04

PUBLIC SAFETY ANSWERING POINTS

50:02:04:01. Definitions. Terms defined in SDCL 34-45-1 have the same meaning in this chapter. In addition, the following terms mean:

(1) “Board,” the South Dakota 911 Coordination Board established pursuant to SDCL 34-45-18;

(2) “Generally accepted accounting principles,” accounting principles for governmental entities as defined in ARSD 20:75:05:06;

(3) “Governing body,” the board of county commissioners of a county or the city council or other governing body of a county or municipality or the board of directors of a special district;

(4) “PSAP,” a public safety answering point as defined by SDCL 34-45-1(13);
and

(5) “911 telecommunicator,” any employee of the state, or any political subdivision thereof, whose primary full-time or part-time duties are receiving, processing, and transmitting public safety information received through a 911 emergency reporting system.

Source:

General Authority: SDCL 34-45-18.2

Law Implemented: SDCL 34-45-18.2

50:02:04:02. Operational standards. The operational standards for a PSAP shall be as follows:

General Operations

- (1) A PSAP must be operational 24 hours a day, seven days a week;
- (2) No later than July 1, 2011, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times;
- (3) A PSAP must ensure that 911 telecommunicator applicants pass a hearing test, pre-employment drug screening, have no felony convictions and pass a basic background check prior to hiring;
- (4) A PSAP must have a documented training program for newly hired 911 telecommunicators to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:
 - (a) Training in the primary responsibilities of receiving, processing, transmitting and dispatching emergency and non-emergency calls for law enforcement, fire, medical and other public safety services; and
 - (b) Training in the accurate and appropriate categorization of all calls for service;
- (5) A 911 telecommunicator must be able to appropriately prioritize all calls for service;
- (6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services;

Call Taking

- (7) No later than July 1, 2010, a PSAP must have standardized call taking guidelines for fire and law enforcement calls and a policy requiring the use of the guidelines;
- (8) No later than July 1, 2010, a PSAP must utilize an emergency medical dispatch (EMD) program that is recognized by the state 911 basic training program;
- (9) A PSAP must have a written policy establishing procedures for recording and documenting relevant information of every request for service, including:
 - (a) Date and time of request for service;
 - (b) Name and address of requester, if available;
 - (c) Type of incident reported;
 - (d) Location of incident reported;
 - (e) Description of resources assigned in response to the incident, if any;
 - (f) Time of dispatch;
 - (g) Time of resource arrival; and
 - (h) Time of incident conclusion.
- (10) A PSAP must have a written policy establishing procedures for prompt handling and appropriate routing of misdirected emergency calls;
- (11) A PSAP must have a written policy establishing procedures for handling hang-up emergency or 911 calls from wireline and wireless phones;
- (12) A PSAP must have a written policy and the capability to properly handle calls from non-English speaking callers;

(13) A PSAP must have a written policy and the capability to properly handle calls from hearing impaired and/or mute callers;

Communication with Field Units

(14) A PSAP must have the capability to directly and immediately dispatch fire, law enforcement and medical responders to calls for service in the PSAP's 911 service area;

(15) A PSAP must have two-way radio communications with all public safety units in its 911 service area;

Facilities and Equipment

(16) No later than January 1, 2011, a PSAP must have security measures in place to prevent direct physical public access to on-duty 911 telecommunicators and to prevent direct physical public access to the communications center or any room or location where PSAP equipment and systems are located;

(17) No later than January 1, 2011, a PSAP must have an alternative source of electrical power that is sufficient to ensure at least two hours of continued operation of emergency communication equipment in the event of a commercial power failure. A PSAP must also have equipment to protect critical equipment and systems from irregular power conditions such as power spikes, lightning, and brown-outs. Documented testing of backup equipment must be performed monthly;

(18) No later than July 1, 2010, a PSAP must have a written policy and the capability to handle 911 calls and dispatch responders from a separate, independent location other than the main PSAP within sixty minutes of an event that renders the main PSAP inoperative;

(19) A PSAP must maintain a written policy for computer system security and preservation of data;

(20) A PSAP must have the capability of immediate playback of recorded telephone calls and radio traffic; and

(21) A PSAP must have an alternative method of answering inbound 911 calls at the main PSAP when its primary 911 telephone system is inoperable.

Source:

General Authority: SDCL 34-45-18.2

Law Implemented: SDCL 34-45-18.2

50:02:04:03. Technical standards. The technical standards for a PSAP shall be as follows:

(1) Enhanced 911, as defined in SDCL 34-45-1(4), requires a PSAP to receive the following specific information from each of the following classes of telecommunication services:

(a) From wireline and VoIP callers: The PSAP must receive the caller's call back phone number, the class of service code of the calling phone, the billing name on the account, the physical address of the phone and the community name where the phone is located as maintained by the providing telecommunications company, the pilot number, the emergency service number (ESN) code for the caller's location, the telephone companies provider code, the PSAP code where the call is to be routed and answered, and the responding law enforcement, fire, and emergency medical services agency for the caller's location.

(b) From a wireless caller: For a Phase 2 call, the PSAP must receive the call back number for the wireless phone, the class of service code, the emergency service routing key (ESRK) number, the name of the wireless company handling the call, the physical address of the cell site handling the call, the community name where the cell site is located, the wireless ESN number for the PSAP the call is being routed to, the wireless provider's company code, and the latitude and longitude of the wireless caller's handset.

(2) A PSAP must maintain current, up-to-date mapping of its service area and have the ability to use longitude and latitude to plot coordinates for responders.

Source:

General Authority: SDCL 34-45-18.2

Law Implemented: SDCL 34-45-18.2

50:02:04:04. Financial standards. A PSAP must be operated according to the following financial standards:

(1) Any governing body responsible for the operation of a PSAP must maintain within its accounting system a separate special revenue fund to be identified as the "911 Fund";

(2) The financial balances and activities of the 911 Fund must be accounted for and reported in accordance with generally accepted accounting principles;

(3) Any governing body responsible for the operation of a PSAP must adopt an annual PSAP budget and submit it to the Board on forms and at a time prescribed by the Board. The budget must include all appropriations and the means of financing those appropriations;

(4) Any governing body receiving 911 emergency surcharge funds must deposit all received funds in the 911 Fund. The governing body must keep records identifying each remittance by name of service provider, reporting period, service user line count, type of services as defined by SDCL 34-45-1, amount of administrative fees withheld, and remittance amount;

(5) Any governing body that receives 911 emergency surcharge revenue must submit quarterly surcharge collection reports to the Board on forms and at a time prescribed by the Board;

(6) Any governing body that receives 911 emergency surcharge revenue must submit an annual 911 Fund financial report to the Board detailing all revenue, expenditures, fund balances, and other financial information as requested on forms and at a time prescribed by the Board;

(7) No later than January 1, 2011, all other revenues generated by the operation of a PSAP must be deposited in the 911 Fund and identified by revenue source code on the annual financial report;

(8) All grant funds received from the Board must be deposited in and expended from the 911 Fund; and

(9) All recurring and nonrecurring costs paid from the 911 Fund must be allowable expenditures as prescribed by the Board.

Source:

General Authority: SDCL 34-45-18.2

Law Implemented: SDCL 34-45-18.2; 34-45-20(4)

50:02:04:05. PSAP allowable recurring and nonrecurring costs. Costs must be directly related to the installation, maintenance or operation of a PSAP to be considered allowable costs. Directly related costs are those that are necessarily incurred by a PSAP to process emergency and non-emergency requests for service, relay information from those requests to the appropriate public safety or public service agency, and to provide support to the responding agency throughout the response.

Allowable costs may be recurring or nonrecurring. Costs must be necessary and reasonable for proper and efficient performance and administration of a PSAP. A cost is reasonable if, in nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.

The determination of whether a recurring or nonrecurring cost is allowable shall be at the sole discretion of the Board.

Recurring costs may include the following:

(1) PSAP personnel costs, where the employee's primary function and duties must be to work as an employee of a PSAP or, at least 50 percent of the employee's work hours must be spent performing PSAP duties, to include the following:

(a) Salaries and wages, including overtime pay and payments for compensated absences under an established plan for vacation, sick leave, holidays, compensatory time or other forms of leave;

(b) Old age and survivor insurance (OASI) – employer's share;

(c) Medicare – employer's share;

(d) Retirement – employer's share;

- (e) Workers' compensation insurance premiums or contributions;
- (f) Group health and life insurance – employers' share;
- (g) Unemployment compensation insurance – employer's share; and
- (h) Compensation for accrued leave paid out upon retirement, resignation, or termination under an established plan.

(2) PSAP operational costs, including the following:

- (a) Insurance, including general liability, property, automobile, and employee bonds;
- (b) Contractual and consulting services and fees;
- (c) Recruitment and testing;
- (d) Publishing;
- (e) Rentals;
- (f) Repairs and maintenance, including maintenance contracts and service agreements;
- (g) Supplies and materials;
- (h) Postage and other delivery costs;
- (i) Travel;
- (j) Training, including registration and certification fees;
- (k) Membership dues and subscriptions; and
- (l) Utilities, including telephone services.

Nonrecurring costs may include the following:

- (1) Real property, pro-rated to the percentage of the premises occupied by a PSAP;
- (2) Major improvements or remodel costs to a PSAP;
- (3) Furniture and equipment, such as administrative and maintenance vehicles for a PSAP, furnishings, office equipment, computers and related connectivity, phone systems, radio systems, and recording equipment; and
- (4) Software necessary to the operation of a PSAP.

Source:

General Authority: SDCL 34-45-18.2

Law Implemented: SDCL 34-45-18.2; 34-45-20(5)