

ASSEMBLY, No. 240

STATE OF NEW JERSEY

219th LEGISLATURE

PRE-FILED FOR INTRODUCTION IN THE 2020 SESSION

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SYNOPSIS

Establishes certain requirements for 9-1-1 public safety answering points and public safety dispatch points.

CURRENT VERSION OF TEXT

Introduced Pending Technical Review by Legislative Counsel.



1 **AN ACT** concerning emergency telecommunications and
2 supplementing Title 52 of the Revised Statutes.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State
5 of New Jersey:

6

7 1. As used in this act:

8 “Computer aided dispatch system” means the computer system
9 and software utilized by public safety answering points, public
10 safety dispatch points, and medical public safety dispatch points to
11 dispatch a police department, fire department, or emergency
12 medical service or other related personnel.

13 “Emergency call center” means a public safety answering point,
14 public safety dispatch point, or medical public safety dispatch point.

15 “Master street address guide” means the computerized
16 geographical database that consists of all street and address data
17 within a 9-1-1 system.

18 “Medical public safety dispatch point” means a publicly or
19 privately owned dispatch center that receives medical 9-1-1 calls
20 and transfers for the purpose of dispatching advanced life support
21 and basic life support services as defined by section 2 of P.L.1992,
22 c.96 (C.26:2K-49).

23 “Public safety answering point” means the first point of
24 reception of a 9-1-1 call.

25 “Public safety dispatch point” means a publicly or privately
26 owned dispatch center which provides dispatch services for one or
27 more public safety agencies.

28 “9-1-1 address data” means the geographic location from which a
29 9-1-1 call is made.

30

31 2. Each public safety dispatch point and medical public safety
32 dispatch point operating in this State shall be regulated in the same
33 manner as public safety answering points and shall meet all State
34 requirements set forth in administrative rules and regulations
35 pertaining to the operation of public safety dispatch points
36 including, but not limited to, the inspection of call centers, required
37 and recommended equipment, staffing levels, operational standards,
38 network features, and network design.

39

40 3. a. Each emergency call center operating in this State shall
41 be equipped with a master street address guide or computer aided
42 dispatch system that allows the emergency call center to share 9-1-1
43 address data electronically.

44 b. Following receipt of a 9-1-1 emergency call, it shall be a
45 standard operating procedure for the appropriate police department,
46 fire department, or emergency medical service to be dispatched
47 within 90 seconds from the time that an initial 9-1-1 emergency call is

1 made, regardless of whether the call was transferred between
2 emergency call centers.

3 c. It shall be standard operating procedure for each emergency
4 call center to maintain a record of every 9-1-1 call received. The
5 record shall include, but not be limited to, the following information:

6 (1) the 9-1-1 address data as defined in section 1 of P.L. ,
7 c. (C.) (pending before the Legislature as this bill), which shall
8 include the name of the municipality from which the 9-1-1 call was
9 made.

10 (2) the exact time at which a police department, fire department,
11 or emergency medical service or other related personnel was
12 dispatched to the scene of the emergency.

13 (3) the exact time at which a police department, fire department,
14 or emergency medical service or other related personnel arrived at
15 the scene of an emergency and the length of time that emergency
16 personnel remained at the scene of the emergency.

17 (4) a summary of the disposition of each dispatched call which
18 shall include:

19 (a) information as to whether a person required emergency
20 medical transportation, or basic life support or advanced life
21 support emergency care as defined in section 2 of P.L.1992,
22 c.96 (C.26:2K-49);

23 (b) the name and address of any medical facility to which a
24 person was transported after a police department, fire department,
25 or emergency medical service or other related personnel arrived at
26 the scene of the emergency; and

27 (c) information as to whether the 9-1-1 call was cancelled or
28 medical treatment was refused at the scene of the emergency.

29 d. Following the effective date of this act, the information
30 collected and maintained pursuant to subsection c. of this section
31 shall be submitted for review on the first day of each month to the
32 Director of the State Office of Emergency Management. The
33 information shall be a government record available for public
34 inspection and copying pursuant to the provisions of P.L.1963, c.73
35 (C.47:1A-1 et seq.), except that prior to allowing access to the
36 information, the custodian thereof shall redact all personal identifying
37 information regarding the individuals involved in the 9-1-1 call,
38 which shall include the name and address of the person who called
39 9-1-1 and the person who received emergency care.

40

41 4. Pursuant to the "Administrative Procedure Act," P.L.1968,
42 c.410 (C.52:14B-1 et seq.), the Director of Emergency
43 Telecommunications Services in the Office of Information
44 Technology, with the concurrence of the Director of the State
45 Office of Emergency Management in the Division of State Police in
46 the Department of Law and Public Safety, shall adopt regulations to
47 effectuate the provisions of this act.

1 5. This act shall take effect on the first day of the fourth month
2 following enactment, but the Office of Emergency
3 Telecommunications Services and the State Office of Emergency
4 Management may take any anticipatory administrative action in
5 advance thereof as shall be necessary for the implementation of this
6 act.

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9 STATEMENT

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11 This bill establishes certain equipment requirements and standard
12 operating procedures for 9-1-1 public safety dispatch points and
13 public safety answering points (PSAPs).

14 Specifically, the bill requires all publicly and privately owned
15 public safety dispatch points operating in New Jersey to meet the
16 same standards and procedures imposed on 9-1-1 public safety
17 answering points (PSAPs). In many instances, when a 9-1-1 call is
18 made by a member of the public, the PSAP transfers the call to a
19 public safety dispatch point, which then dispatches the appropriate
20 emergency service personnel to the scene of an emergency. Under
21 the New Jersey administrative code (N.J.A.C.17:24-1.1 et seq.),
22 PSAPs are required to meet certain operational, equipment, and
23 staffing standards. This bill requires publicly and privately owned
24 public safety dispatch points, which are instrumental to facilitating
25 effective emergency response and safety services, to also meet the
26 standards imposed on PSAPs under the administrative code. The
27 bill clarifies that the standards imposed by the administrative code
28 would apply to medical dispatch centers that transmit calls to
29 advanced life support and basic life support service personnel.

30 In addition, the bill imposes certain equipment and operating
31 procedures on both public safety dispatch points and PSAPs. Under
32 the bill, each public safety dispatch point and PSAP is required to
33 be equipped with a master street address guide or computer aided
34 dispatch system that allows each call center to share 9-1-1 address
35 data electronically. The bill also requires public safety dispatch
36 points and PSAPs to dispatch the appropriate police department,
37 fire department, or emergency medical service within 90 seconds
38 from the time that an initial 9-1-1 emergency call is made,
39 regardless of whether the call was transferred between call centers.

40 The bill further requires public safety dispatch points and PSAPs
41 to maintain a record of every 9-1-1 call received. The record is to
42 include the address of the location from which the 9-1-1 call was
43 made, the time at which emergency personnel was dispatched, and
44 the emergency personnel's arrival time and the length of time spent
45 at the scene of the emergency. The record also is to include
46 information as to whether a person required emergency medical
47 transportation and basic or advanced life support emergency care.
48 Information as to whether the 9-1-1 call was cancelled or medical

1 treatment was refused is also to be included in the record. The bill
2 requires that the address of any medical facility to which a person
3 was transported also be included in the record.

4 The bill requires the information in the report to be submitted for
5 review on the first of each month to the Director of the State Office
6 of Emergency Management. The information collected by public
7 safety dispatch points and PSAPs would be made available for
8 public inspection under the open public records act (P.L.1963, c.73
9 (C.47:1A-1 et seq.)). However, any personal identifying
10 information pertaining to the individuals involved in the 9-1-1 call
11 would be redacted.