

ASSEMBLY, No. 1734

STATE OF NEW JERSEY

219th LEGISLATURE

PRE-FILED FOR INTRODUCTION IN THE 2020 SESSION

Sponsored by:

Assemblywoman ANGELA V. MCKNIGHT

District 31 (Hudson)

SYNOPSIS

Establishes procedures for intake and record keeping of certain 9-1-1 calls.

CURRENT VERSION OF TEXT

Introduced Pending Technical Review by Legislative Counsel.



1 **AN ACT** concerning emergency response, amending Title 52 of the
2 Revised Statutes, and supplementing Titles 52 and 53 of the
3 Revised Statutes and Title 40A of the New Jersey Statutes.

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

7
8 1. Section 1 of P.L.1989, c.3 (C.52:17C-1) is amended to read
9 as follows:

10 1. As used in this act:

11 a. "Automatic number identification (ANI)" means an
12 enhanced 9-1-1 service capability that enables the automatic display
13 of the callback number used to place a 9-1-1 call;

14 b. "Automatic location identification (ALI)" means an
15 enhanced 9-1-1 service capability that enables the automatic display
16 of information defining the geographical location of the telephone
17 used to place a 9-1-1 call;

18 c. "Commission" means the Statewide Public Safety
19 Communications Commission created pursuant to section 5 of
20 P.L.2011, c.4 (C.52:17C-3.2);

21 d. "County 9-1-1 Coordinator" means the County 9-1-1
22 Coordinator appointed pursuant to section 5 of this act;

23 e. "Enhanced 9-1-1 network" means the switching equipment,
24 trunk system, database operation and connections to the public
25 safety answering point;

26 f. "Enhanced 9-1-1 network features" means those features of
27 selective routing which have the capability of automatic number
28 and location identification;

29 g. "Enhanced 9-1-1 service" means a service consisting of
30 telephone network features and public safety answering points
31 provided for users of the public telephone system enabling the users
32 to reach a public service answering point by dialing the digits "9-1-
33 1." The service directs 9-1-1 calls to appropriate public safety
34 answering points by selective routing based on the location from
35 which the call originated and provides for automatic number
36 identification and automatic location identification features;

37 h. "Enhanced 9-1-1 termination equipment" means the
38 equipment located at the public safety answering point which is
39 needed to receive or record voice and data communications from
40 the enhanced 9-1-1 network;

41 i. "Office" means the Office of Emergency
42 Telecommunications Services established by section 3 of this act;

43 j. "Public safety agency" means a functional division of a
44 municipality, a county, or the State which dispatches or provides

EXPLANATION – Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

- 1 law enforcement, fire fighting, emergency medical services, or
2 other emergency services;
- 3 k. "Private safety agency" means any entity, except a
4 municipality or a public safety agency, providing emergency
5 medical services, fire fighting, or other emergency services;
- 6 l. "Public safety answering point (PSAP)" means a facility,
7 operated on a 24-hour basis, assigned the responsibility of receiving
8 9-1-1 calls and, as appropriate, directly dispatching emergency
9 response services or transferring or relaying emergency 9-1-1 calls
10 to other public safety agencies. A public safety answering point is
11 the first point of reception by a public safety agency of 9-1-1 calls
12 and serves the jurisdictions in which it is located or other
13 participating jurisdictions;
- 14 m. "Selective routing" means the method employed to direct 9-
15 1-1 calls to the appropriate public safety answering point based on
16 the location from which the call originated;
- 17 n. "Emergency enhanced 9-1-1 system" or "system" means the
18 emergency enhanced 9-1-1 telephone system to be established
19 pursuant to this act, including wireless enhanced 9-1-1 service;
- 20 o. "Telephone company" means the organization that provides
21 switched local telephone exchange access service;
- 22 p. "Wireless telephone company" means any person providing
23 commercial mobile radio service as defined in 47 U.S.C.s.332 (d);
- 24 q. "FCC wireless E9-1-1 requirements" means the order
25 adopted in the Federal Communications Commission proceeding
26 entitled "Revision of the Commission's Rules to Ensure
27 Comparability with Enhanced 9-1-1 Emergency Calling Systems,"
28 (CC Docket No. 94-102: RM-8143), or any successor proceeding,
29 and the rules adopted by the Federal Communications Commission
30 in any such proceeding, as these rules may be amended from time to
31 time;
- 32 r. "Wireless 9-1-1 service" means the service which enables
33 wireless telephone company customers to dial the digits 9-1-1 and
34 be connected to a public safety agency;
- 35 s. "Wireless enhanced 9-1-1 service" means the service
36 required to be provided by a wireless telephone company pursuant
37 to FCC wireless E9-1-1 requirements;
- 38 t. "Chief Technology Officer" means the person appointed by
39 and serving at the pleasure of the Governor who is responsible for
40 the day-to-day operations of the Office of Information Technology;
- 41 u. (Deleted by amendment, P.L.2011, c.4).
- 42 v. "Office of Information Technology" means the Office of
43 Information Technology in but not of the Department of the
44 Treasury;
- 45 w. "Council" means the Statewide Public Safety
46 Communications Advisory Council created pursuant to section 6 of
47 P.L.2011, c.4 (C.52:17C-3.3);

1 x. "Delaware River Homeland Security Region
2 Communications Working Group" means the group of individuals
3 from agencies assigned to that region by the Office of Homeland
4 Security and Preparedness that collaborate on common
5 communications issues;

6 y. "Interoperability" means the ability of diverse information
7 and communication technology systems and the processes they
8 support to effectively work together through compatible
9 communication paths to directly and satisfactorily exchange,
10 correlate, and integrate data, information, and knowledge across
11 jurisdictional boundaries and to use the data, information, and
12 knowledge that has been exchanged;

13 z. "Northeast/UASI Homeland Security Region
14 Communications Working Group" means the group of individuals
15 from agencies assigned to that region by the Office of Homeland
16 Security and Preparedness that collaborate on common
17 communications issues;

18 aa. "Northwest Homeland Security Region Communications
19 Working Group" means the group of individuals from agencies
20 assigned to that region by the Office of Homeland Security and
21 Preparedness that collaborate on common communications issues;

22 bb. "Shore Homeland Security Region Communications
23 Working Group" means the group of individuals from agencies
24 assigned to that region by the Office of Homeland Security and
25 Preparedness that collaborate on common communications issues;
26 **【and】**

27 cc. "State Agency Communications Working Group" means the
28 group of individuals made up of State and quasi-state agencies as
29 defined in the State Preparedness Report that collaborate on
30 common communications issues ; and

31 dd. "Public safety dispatch point (PSDP)" means a location
32 which provides dispatch services for one or more public safety
33 agencies.

34 (cf: P.L.2011, c.4, s.1)
35

36 2. (New section) a. In addition to regulations concerning
37 Public safety answering points (PSAP), as defined in section 1 of
38 P.L.1989, c.3 (C.52:17C-1), operational standards promulgated by
39 the Director of the Office of Emergency Telecommunications
40 Services pursuant to section 3 of P.L.1989, c.3 (C.52:17C-3), the
41 PSAP call-taker of each 9-1-1 call shall ask the caller if the caller
42 believes the request for emergency services involves a person with
43 an emotional or behavioral disorder.

44 b. If the PSAP also serves as the Public safety dispatch point
45 (PSDP), as defined in section 1 of P.L.1989, c.3 (C.52:17C-1), in
46 dispatching emergency services the call-taker shall inform the
47 emergency service provider if the caller or call-taker believes the

1 call involves a person who suffers from an emotional or behavioral
2 disorder.

3 c. If the PSAP does not serve as the PSDP, in transferring the
4 call to the appropriate PSAP or PSDP, the call-taker shall inform
5 the appropriate PSAP or PSDP if the caller or call-taker believes the
6 call involves a person who suffers from an emotional or behavioral
7 disorder.

8 d. The PSAP and PSDP shall maintain a record of every 9-1-1
9 call that the caller or call-taker believes involves a person who
10 suffers from an emotional or behavioral disorder.

11 e. In dispatching emergency services, if feasible based on the
12 individual agency's technical capabilities, the call-taker shall
13 review any available call history associated with the caller,
14 telephone number, or address to determine whether the caller,
15 telephone number, or address was previously associated with a
16 person believed to be suffering from an emotional or behavioral
17 disorder.

18 f. Whenever possible and practicable, PSAP and PSDP shall
19 inform the emergency service provider if the caller, telephone
20 number, or address was previously associated with a person
21 believed to be suffering from an emotional or behavioral disorder.
22

23 3. (New section) a. The Division of State Police shall
24 maintain a record of its responses that involve a person who is
25 believed to be suffering from an emotional or behavioral disorder.

26 b. Whenever possible and practicable, any historical
27 information provided to a law enforcement officer by the division
28 upon dispatch shall include information concerning whether the
29 subject or location of the dispatch was previously associated with a
30 person believed to be suffering from an emotional or behavioral
31 disorder.
32

33 4. (New section) a. Every county and municipal police
34 department or force shall maintain a record of any response by the
35 department or force that involves a person who is believed to be
36 suffering from an emotional or behavioral disorder.

37 b. Whenever possible and practicable, any historical
38 information provided to a law enforcement officer by a county or
39 municipal police department or force upon dispatch shall include
40 information concerning whether the subject or location of the
41 dispatch was previously associated with a person believed to be
42 suffering from an emotional or behavioral disorder.
43

44 5. This act shall take effect on the first day of the third month
45 following enactment, except the Director of the Office of
46 Emergency Telecommunications Services and the Attorney General
47 may take any anticipatory administrative action in advance as shall
48 be necessary for the implementation of this act.

STATEMENT

This bill establishes procedures for the intake and record keeping of certain 9-1-1 calls that involve a person who is believed to be suffering from an emotional or behavioral disorder.

Under current law, all 9-1-1 calls are required to be answered with a response such as, “9-1-1 where is your emergency?” In dispatching emergency medical services, dispatchers are required to provide pre-arrival instructions to emergency medical service providers.

Often, law enforcement officers and emergency service providers responding to a call for help are unaware that a call may involve a person with an emotional or behavioral disorder. This lack of knowledge can lead to dangerous conditions which could cause harm to the officer, emergency service provider, or the person with an emotional or behavioral disorder. It is the sponsor’s belief that requiring 9-1-1 call-takers to ask additional questions to determine whether the call involves a person who is believed to be suffering from an emotional or behavioral disorder can protect law enforcement officers, emergency service providers, and people with an emotional or behavioral disorder.

Under the bill, the public safety answering point (PSAP) call-taker of each 9-1-1 call is required to ask whether the caller believes the request for emergency services involves a person with an emotional or behavioral disorder. In dispatching emergency services, the call-taker is required to inform the PSAP or the public safety dispatch point (PSDP) dispatching the call that it is believed that the call involves a person who suffers from an emotional or behavioral disorder.

The bill further requires the PSAP and PSDP to maintain a record of every 9-1-1 call that the caller or call-taker believes involves a person who suffers from an emotional or behavioral disorder. In dispatching emergency services, if feasible based on the individual agency’s technical capabilities, the call-taker is required to review any available call history associated with the caller, telephone number, or address to determine whether the caller, telephone number, or address was previously associated with a person believed to be suffering from an emotional or behavioral disorder. Whenever possible and practicable, the PSAP and PSDP are required to inform the emergency service provider of that call history.

In addition, the bill requires the Division of State Police and every county and municipal police department or force to maintain a record of the division’s and the department’s or force’s response to any call or incident that involves a person who is believed to be suffering from an emotional or behavioral disorder. Whenever possible and practicable, any historical information provided to a law enforcement officer by the division, department or force upon

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- 1 dispatch is required include information concerning whether the
- 2 subject or location of the dispatch was previously associated with a
- 3 person believed to be suffering from an emotional or behavioral
- 4 disorder.