

09 NCAC 06C .0209 PSAP 911 CALL OPERATING PROCEDURES

(a) Ninety percent of 911 calls received on emergency lines shall be answered within 10 seconds, and 95 percent of 911 calls received on emergency lines shall be answered within 20 seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.

(b) When 911 calls need to be transferred to another PSAP, the telecommunicator shall transfer the call without delay. The Telecommunicator shall advise the caller of the transfer. The telecommunicator shall maintain the call connection until it is certain that the transfer is complete and verified by the agency receiving the call transfer.

(c) An indication of the status of all Emergency Response Units shall be available to Telecommunicators at all times.

(d) The PSAP shall establish and maintain standard operating procedures including:

- (1) The procedures shall specify that the telecommunicator is expected to perform without direct supervision;
- (2) The procedures shall specify operations, facilities, and communications systems that receive 911 calls from the public;
- (3) An implementation plan for testing and fail-over operation to a back-up PSAP pursuant to Rule .0206 of this Section;
- (4) Procedures related to the CEMP required in Rule .0205 of this Section;
- (5) Emergency response personnel emergencies;
- (6) Activation of an emergency distress function;
- (7) Assignment of incident radio communications plan;
- (8) Time limit for acknowledgment by units that have been dispatched;
- (9) Responding to and processing TDD /TTY calls or other calls from hearing impaired callers;
- (10) Providing requirements for dispatching of appropriate emergency response personnel;
- (11) A policy that limits access to the PSAP to authorized personnel;
- (12) Procedures for answering open-line or "silent calls"; and
- (13) Maintaining training records for each employee required by the PSAP.

*History Note: Authority G.S. 62A-42(a)(4);
Eff. July 1, 2016.*