

HOUSE RESEARCH

Bill Summary

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Overview

This bill makes several changes to the administration of the 911 emergency services program to update the statutes to conform with current practice and technologies. In addition, the bill specifically authorizes reimbursement to competitive local exchange carriers for 911 services rendered. The bill also eliminates the requirement that the Public Utilities Commission sign off on reimbursements to service providers before the Department of Administration can make those reimbursements.

Section

- 1 **Emergency telecommunications system required.** Requires that every owner and operator of a wireline telecommunications system, a wireless communications system, and a multistation or private branch exchange, and every pay phone owner and operator shall design and maintain its system, exchange or phone to dial the 911 number without charge to the caller. Strikes references to an "emergency telephone system" and replaces it with an "emergency telecommunications system."
Requires the state, together with a county or other governmental agency operating public safety answering points, to contract with the appropriate wireline and wireless telecommunication service providers for the maintenance, enhancement and expansion of the 911 system. Requires the contract to include a service and price list, and that the price list must be approved by the public utilities commission.
- 2 **Governmental agency.** Technical change-strikes "public" and inserts "governmental" when referring to any unit of local government or special purpose district providing emergency services.
- 3 **911 service standards.** Deletes reference to "design standards established pursuant to section 403.07." Language providing for those design standards is stricken in section 9.
- 4 **Automatic location identification.** Strikes the requirement that the 911 system be designed to provide the name and address of the subscriber of the phone where the 911 call was made and

instead provide the name and "location, where available."

5 **Wireline telecommunications service provider.** Defines wireline telecommunications service provider.

6 **Wireless telecommunications service provider.** Defines wireless telecommunications service provider.

7 **Operation and maintenance of 911 systems.** Repeals a requirement that each county design its own 911 system, and replaces that with a requirement that each county or governmental agency operate and maintain its 911 system. Requires each county or governmental agency to ensure that a 911 emergency call made with a wireless phone be automatically connected to and answered by the appropriate public safety answering point. Also requires each county or other governmental agency to contract with the state and wireline telecommunications service providers for the recurring and nonrecurring costs associated with operating and maintaining the 911 emergency telecommunications systems.

8 **Department of administration duties.** Amends the department's responsibilities and makes the agency responsible for coordinating the maintenance of the systems. Establishes a requirement that the agency respond to public utilities commission filings by service providers for system agreements, contracts, and tariff language promptly and no later than 45 days of the request. Requires the agency to establish a biennial budget and to make an annual report to the legislature on the budget. Authorizes a provider or governmental agency to petition the agency for a waiver of all or a portion of the 911 system requirements, and requires that the petition be granted upon a demonstration that the requirement is economically infeasible.

9 **Data privacy.** Provides for liability protections for wireline service providers for any release of subscriber information under this chapter, or for any civil damages resulting from or caused by any act or omission in the design, operation, or maintenance of the 911 system.

10 **Wireless telecommunications service provider.** Deletes sections referring to the submission of 911 plans, and amendments to those plans, to the department for approval. Provides for liability protection for wireless service providers for any release of subscriber information under this chapter, or for any civil damages resulting from or caused by any act or omission in the design, operation, or maintenance of the 911 system.

- **Technical and conforming changes.**

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14 **Competitive local exchange carriers.** Specifies that competitive local exchange carriers are eligible to receive payment for 911 services rendered after July 1, 2001. Also, this section eliminates the requirement that the public utilities commission sign off on payments to service providers before the department reimburses providers.

- **Certification; audit.** Requires providers to certify costs to the commissioner of administration, signed by an officer of the company, with invoices for payment for services. The certification must be submitted to the commissioner no later than two years after commencing a new or additional eligible 911 service. Authorizes the commissioner to require a provider to contract with an independent certified public accountant to conduct an audit of the certification of costs, at the expense of the provider.

18 **Technical change.**

19 **Tariff changes.** Requires a service provider holding eligible telecommunications carrier status to notify the department of administration of any tariff or price changes at the same time the filing is made at the public utilities commission.

20 **Technical change.**

21 **Repealers.** Repeals a number of statutes and rules relating to the administration of the 911

program which may be considered outdated.

22 **Effective dates.** Makes sections 1 to 13 and 15 to 20 effective immediately. Makes section 14, regarding CLEC eligibility for reimbursement for 911 services, effective January 1, 2003.