NFPA® 1221

Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems

2010 Edition

NFPA, 1 Batterymarch Park, Quincy, MA 02169-7471
An International Codes and Standards Organization

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Standard for the

Installation, Maintenance, and Use of Emergency Services Communications Systems

2010 Edition

This edition of NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems,* was prepared by the Technical Committee on Public Emergency Service Communication. It was issued by the Standards Council on May 26, 2009, with an effective date of June 15, 2009, and supersedes all previous editions.

This edition of NFPA 1221 was approved as an American National Standard on June 15, 2009.

Origin and Development of NFPA 1221

This standard dates back to 1898. Originally, it was part of a general standard on signaling systems, but the material on municipal fire alarm systems was separated from the general standard in 1911. This standard has been revised and reissued in editions dated 1904, 1911, 1926, 1934, 1940, 1941, 1946, 1948, 1949, 1950, 1952, 1954, 1955, 1956, 1962, 1963, 1964, 1967, 1973, 1975, 1978, 1980, 1984, 1988, 1991, 1994, 1999, 2002, and 2007.

The 1999 edition of NFPA 1221 was a result of very hard work by committee members, especially the previous chairman, Evan E. Stauffer, Jr. The goal of the committee was to completely rewrite the standard to reflect the following: an emergence of joint communications centers, the increase in technology-based information systems that assist both users in the communications center and users in the field of operations, and the role communications play in emergency scene operations within the Incident Command System. To reflect the fact that NFPA 1221 is applicable to all emergency responders, not just the fire service, the title was changed to *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.*

The 2002 edition of this document continued to enhance the capabilities of personnel assigned to communications centers as well as the interoperability of systems. Because technology is continually changing, committee members began to assess potential changes to the next edition of this standard. It is incumbent on both users and enforcers of this standard to understand the impact of this standard, both in the area of service delivery and on the safety of those emergency response personnel delivering those services.

Competing interests and priorities in a communications center need to be addressed by the authority having jurisdiction to develop standard operating procedures on how calls for service are processed, dispatched, and tracked. The mission of the communications center should be to serve as a conduit between those requesting services and those providing those services. This standard with its current revisions provides the requirements to accomplish that mission.

The 2007 edition of NFPA 1221 was a complete revision incorporating the requirements of the *Manual of Style for NFPA Technical Committee Documents.* As part of the 2007 revision, the committee restructured several chapters and added a new chapter on data network security and several new sections. Subsequently, all chapters were renumbered to accommodate those changes. The entire document was reviewed and editorially updated to clarify requirements and to clarify ambiguous language.

The 2010 edition of NFPA 1221 has added requirements to include an emergency fire plan to safeguard personnel and minimize disruption of vital public safety communications. New communication centers and buildings in which they are located are now required to be protected from approach of unauthorized vehicles or to have the building designed to be blast resistant. The committee also has addressed the need for reliable in-building tactical emergency communications by developing performance requirements for two-way radio communication enhancement systems.

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This list represents the membership at the time the Committee was balloted on the final text of this edition. Since that time, changes in the membership may have occurred. A key to classifications is found at the back of the document.

NOTE: Membership on a committee shall not in and of itself constitute an endorsement of the Association or any document developed by the committee on which the member serves.

Committee Scope: This Committee shall have primary responsibility for documents relating to the operation, installation, and maintenance of public emergency services communications systems.

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NOTICE: An asterisk (*) following the number or letter designating a paragraph indicates that explanatory material on the paragraph can be found in Annex A.

Changes other than editorial are indicated by a vertical rule beside the paragraph, table, or figure in which the change occurred. These rules are included as an aid to the user in identifying changes from the previous edition. Where one or more complete paragraphs have been deleted, the deletion is indicated by a bullet (•) between the paragraphs that remain.

A reference in brackets [ ] following a section or paragraph indicates material that has been extracted from another NFPA document. As an aid to the user, the complete title and edition of the source documents for extracts in mandatory sections of the document are given in Chapter 2 and those for extracts in informational sections are given in Annex E. Extracted text may be edited for consistency and style and may include the revision of internal paragraph references and other references as appropriate. Requests for interpretations or revisions of extracted text shall be sent to the technical committee responsible for the source document.

Information on referenced publications can be found in Chapter 2 and Annex E.

Chapter 1 Administration

1.1 Scope.

1.1.1 This standard shall cover the installation, performance, operation, and maintenance of public emergency services communications systems and facilities.

1.1.2 This standard shall not be used as a design specification manual or an instruction manual.

1.2 Purpose. The purpose of this standard shall be as follows:

(1) To specify operations, facilities, and communications systems that receive alarms from the public
(2) To provide requirements for the retransmission of such alarms to the appropriate emergency response agencies
(3) To provide requirements for dispatching of appropriate emergency response personnel
(4) To establish the required levels of performance and quality of installations of emergency services communications systems

1.2.1 Public fire alarm systems and fire alarm systems on private premises from which signals are received directly or indirectly by the communications center shall be in accordance with *NFPA 72, National Fire Alarm and Signaling Code.*

1.2.2 Emergency reporting systems that are not covered by this standard shall be in accordance with *NFPA 72.*

1.3 Application. This standard shall apply to communications systems that include, but are not limited to, dispatching systems, telephone systems, public reporting systems, and one-way and two-way radio systems that provide the following functions:

(1) Communication between the public and emergency response agencies
(2) Communication within the emergency response agency under emergency and nonemergency conditions
(3) Communication among emergency response agencies

1.4 Retroactivity. Unless otherwise noted, it is not intended that the provisions of this document be applied to facilities, equipment, structures, or installations that were existing or approved for construction or installation prior to the effective date of the document except where the authority having jurisdiction determines that nonconformity to this standard presents a safety hazard to emergency services dispatch or emergency services personnel.

1.5 Equivalency. Nothing in this standard is intended to prevent the use of systems, methods, or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability, and safety over those prescribed by this standard.

1.5.1 Technical documentation shall be submitted to the authority having jurisdiction to demonstrate equivalency.

1.5.2 The system, method, or device shall be approved for the intended purpose by the authority having jurisdiction.

Chapter 2 Referenced Publications

2.1 General. The documents or portions thereof listed in this chapter are referenced within this standard and shall be considered part of the requirements of this document.

2.2 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471.

NFPA 10, *Standard for Portable Fire Extinguishers,* 2007 edition.

NFPA 13, *Standard for the Installation of Sprinkler Systems,* 2010 edition.

NFPA 37, *Standard for the Installation and Use of Stationary Combustion Engines and Gas Turbines,* 2006 edition.

NFPA 54, *National Fuel Gas Code,* 2009 edition.

NFPA 58, *Liquefied Petroleum Gas Code,* 2008 edition.

NFPA 70®, National Electrical Code®, 2008 edition.

NFPA 72®, National Fire Alarm and Signaling Code, 2010 edition.

NFPA 75, *Standard for the Protection of Information Technology Equipment,* 2009 edition.

NFPA 90A, *Standard for the Installation of Air-Conditioning and Ventilating Systems,* 2009 edition.

NFPA 90B, *Standard for the Installation of Warm Air Heating and Air-Conditioning Systems,* 2009 edition.

NFPA *101®, Life Safety Code®,* 2009 edition.

NFPA 110, *Standard for Emergency and Standby Power Systems,* 2010 edition.

NFPA 111, *Standard on Stored Electrical Energy Emergency and Standby Power Systems,* 2010 edition.

NFPA 220, *Standard on Types of Building Construction,* 2009 edition.

NFPA 256, *Standard Methods of Fire Tests of Roof Coverings,* 2003 edition.

NFPA 780, *Standard for the Installation of Lightning Protection Systems,* 2008 edition.

NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunicator,* 2007 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System,* 2008 edition.

NFPA 1901, *Standard for Automotive Fire Apparatus,* 2009 edition.

NFPA 5000®, Building Construction and Safety Code®, 2009 edition.

2.3 Other Publications.

2.3.1 ASTM Publications. ASTM International, 100 Barr Harbor Drive, P.O. Box C700, West Conshohocken, PA 19428-2959.

ASTM E 84, *Standard Test Method for Surface Burning Characteristics of Building Materials,* 2009.

2.3.2 IEEE Publications. Institute of Electrical and Electronics Engineers, Three Park Avenue, 17th Floor, New York, NY 10016-5997.

IEEE C2, *National Electrical Safety Code*, 1997.

2.3.3 IESNA Publications. Illuminating Engineering Society of North America, 120 Wall Street, Floor 17, New York, NY 10005.

HB-9-00, *Lighting Handbook*, 9th edition, 2009.

2.3.4 IMSA Publications. International Municipal Signal Association, P.O. Box 539, 165 East Union Street, Newark, NJ 14513-0539.

Official IMSA Wire and Cable Specifications Manual, 1998.

2.3.5 TIA/EIA Publications. Telecommunications Industry Association/Electronic Industries Alliance, 2500 Wilson Boulevard, Arlington, VA 22201.

TIA/EIA-102.BAAA, *Common Air Interface*, 1998.

2.3.6 UL Publications. Underwriters Laboratories Inc., 333 Pfingsten Road, Northbrook, IL 60062-2096.

UL 752, *Standard for Safety Bullet-Resistant Equipment,* 1985 (rev. 1988).

2.3.7 Other Publications.

Merriam-Webster's Collegiate Dictionary, 11th edition, Merriam-Webster, Inc., Springfield, MA, 2003.

2.4 References for Extracts in Mandatory Sections.

NFPA 70®, National Electrical Code®, 2008 edition.

NFPA 72®, National Fire Alarm and Signaling Code, 2010 edition.

NFPA 111, *Standard on Stored Electrical Energy Emergency and Standby Power Systems,* 2010 edition.

NFPA 1000, *Standard for Fire Service Professional Qualifications Accreditation and Certification Systems,* 2006 edition.

NFPA 1021, *Standard for Fire Officer Professional Qualifications,* 2009 edition.

NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunicator,* 2007 edition.

Chapter 3 Definitions

3.1 General. The definitions contained in this chapter shall apply to the terms used in this standard. Where terms are not defined in this chapter or within another chapter, they shall be defined using their ordinarily accepted meanings within the context in which they are used. *Merriam-Webster's Collegiate Dictionary*, 11th edition, shall be the source for the ordinarily accepted meaning.

3.2 NFPA Official Definitions.

3.2.1* Approved. Acceptable to the authority having jurisdiction.

3.2.2* Authority Having Jurisdiction (AHJ). An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.

3.2.3 Labeled. Equipment or materials to which has been attached a label, symbol, or other identifying mark of an organization that is acceptable to the authority having jurisdiction and concerned with product evaluation, that maintains periodic inspection of production of labeled equipment or materials, and by whose labeling the manufacturer indicates compliance with appropriate standards or performance in a specified manner.

3.2.4* Listed. Equipment, materials, or services included in a list published by an organization that is acceptable to the authority having jurisdiction and concerned with evaluation of products or services, that maintains periodic inspection of production of listed equipment or materials or periodic evaluation of services, and whose listing states that either the equipment, material, or service meets appropriate designated standards or has been tested and found suitable for a specified purpose.

3.2.5 Shall. Indicates a mandatory requirement.

3.2.6 Should. Indicates a recommendation or that which is advised but not required.

3.2.7 Standard. A document, the main text of which contains only mandatory provisions using the word "shall" to indicate requirements and which is in a form generally suitable for mandatory reference by another standard or code or for adoption into law. Nonmandatory provisions shall be located in an appendix or annex, footnote, or fine-print note and are not to be considered a part of the requirements of a standard.

3.3 General Definitions.

3.3.1* Alarm. A signal or message from a person or device indicating the existence of an emergency or other situation that requires action by an emergency response agency.

3.3.2 Alert Data Message (ADM). An analog or digital signal containing instructions for how a public alerting system alerting appliance (PASAA) is to deliver and, if capable, to acknowledge a public alert.

3.3.3 Alphanumeric Devices. Used as a part of a radio alerting system, paging receivers that provide an audible alert and a text message to the user and that do not have the ability to provide voice messages.

3.3.4 Alternate Communications Center. A structure used to house a part of the control equipment of an emergency reporting system or communications system; also, a normally unattended facility that is remote from the communications center and is used to house equipment necessary for the functioning of an emergency communications system.

3.3.5 Antenna. A device connected to a radio receiver, transmitter, or transceiver that radiates the transmitted signal, receives a signal, or both.

3.3.6 Band. A range of frequencies between two definite limits.

3.3.7 Base Station. A stationary radio transceiver with an integral AC power supply.

3.3.8 Box Circuit. A circuit that is connected to boxes that transmit an alarm to the communications center.

3.3.9 Cable. A factory assembly of two or more conductors having an overall covering. [**70**, 800.2]

3.3.10 CAD Terminal. An electronic device that combines a keyboard and a display screen to allow exchange of information between a telecommunicator and one or more computers in the system/network.

3.3.11 Call Detail Recording (CDR). A system that provides a record of each call, including automatic number identification (ANI), trunk number, and answering attendant number; and the time of seizure, answer, and disconnect/transfer.

3.3.12 Certification. An authoritative attestment; specifically, the issuance of a document that states that an individual has demonstrated the knowledge and skills necessary to function in a particular fire service professional field. [**1000**, 2006]

3.3.13 Channel Access Time. The time lapse from activation of a radio transmitter's push-to-talk (PTT) switch to the receiving unit's speaker emitting audio.

3.3.14* Circuit. The conductor or radio channel and associated equipment that are used to perform a specific function in connection with an alarm system.

3.3.15 Coded Receivers. Used as a part of a radio alerting system, paging receivers that respond only to messages directed to the specific unit or to units in an assigned group.

3.3.16 Common Battery. The battery used to power recorders, transmitters, relays, other communications center equipment, and alternate communications center equipment.

3.3.17* Communications Center. A building or portion of a building that is specifically configured for the primary purpose of providing emergency communications services or public safety answering point (PSAP) services to one or more public safety agencies under the authority or authorities having jurisdiction.

3.3.18* Communications Officer. The individual responsible for development of plans to make the most effective use of incident-assigned communications equipment and facilities, installation and testing of all communications equipment, super vision and operation of the incident communications center, distribution and recovery of equipment assigned to incident personnel, and maintenance and on-site repair of communications equipment.

3.3.19 Communications System. A combination of links or networks that serves a general function such as a system made up of command, tactical, logistical, and administrative networks.

3.3.20* Comprehensive Emergency Management Plan (CEMP). A disaster plan that conforms to guidelines established by the authority having jurisdiction and is designed to address natural, technological, and man-made disasters.

3.3.21* Computer-Aided Dispatch (CAD). A combination of hardware and software that provides data entry, makes resource recommendations, and notifies and tracks those resources before, during, and after alarms, preserving records of those alarms and status changes for later analysis.

3.3.22 Control Console. A wall-mounted or desktop panel or cabinet containing controls to operate communications equipment.

3.3.23 Conventional Radio. A radio system in which automatic computer control of channel assignments is not required or used, system-managed queuing of calls is not provided, and channels are selected manually by the users.

3.3.24 Coordinated Universal Time. A coordinated time scale, maintained by the Bureau International des Poids et Mesures (BIPM), which forms the basis of a coordinated dissemination of standard frequencies and time signals.

3.3.25 Denial of Service Attack. An attack on a computer system or network with the objective of causing a loss of service to some or all users, by saturating the system or network with useless traffic, making it impossible for legitimate users of the system to use the facility.

3.3.26 Digital Radio System. A radio system that uses a binary representation of audio from one radio to another.

3.3.27 Direct Exterior Window. A window in a communications center that faces an area that is not part of the secure area assigned solely to the communications center or that is accessible to the public.

3.3.28* Dispatch Circuit. A circuit over which a signal is transmitted from the communications center to an emergency response facility (ERF) or emergency response units (ERUs) to notify ERUs to respond to an emergency.

3.3.29 Dispatcher. See 3.3.76, Telecommunicator.

3.3.30 Dispatching. See 3.3.33, Emergency Alarm Processing/Dispatching.

3.3.31 Display Screen. An electronic device that is capable of displaying text, video, and graphics.

3.3.32* Emergency. A condition that is endangering or is believed to be endangering life or property; an event that requires the urgent response of an emergency response agency.

3.3.33* Emergency Alarm Processing/Dispatching. A process by which an alarm answered at the communications center is transmitted to emergency response facilities (ERFs) or to emergency response units (ERUs) in the field.

3.3.34 Emergency Dispatch Protocol. A standard sequence of questions used by telecommunicators that provides post-dispatch or pre-arrival instructions to callers.

3.3.35* Emergency Response Agency (ERA). Organizations providing law enforcement, emergency medical, fire, rescue, communications, and related support services.

3.3.36* Emergency Response Facility (ERF). A structure or a portion of a structure that houses emergency response agency equipment or personnel for response to alarms.

3.3.37 Emergency Response Unit (ERU). Personnel who respond to fire, medical, law enforcement, and other emergency situations for the preservation of life and safety.

3.3.38 Enhanced 9-1-1. Emergency telephone service that provides selective routing and both automatic number identification (ANI) and automatic location identification (ALI) of the calling party.

3.3.39 Incident Management System. A plan that defines the roles and responsibilities to be assumed by personnel and the

operating procedures to be used in the management and direction of emergency operations.

3.3.40 Instant Recall Recorder. A device that records voice conversations and provides a telecommunicator with a means to review such conversations in real time.

3.3.41 Intelligent Transportation System. A means of electronic communications or information processing used singly or in combination to improve the efficiency or safety of a surface transportation system.

3.3.42 Local Circuit. A circuit that does not depend on the receipt of alarms over box circuits or the retransmission of alarms over dispatch circuits.

3.3.43 Logging Voice Recorder. A device that records voice conversations and automatically logs the time and date of such conversations; normally, a multichannel device that keeps a semipermanent record of operations.

3.3.44 Microwave. Radio waves with frequencies of 1000 MHz and higher.

3.3.45 Mobile Unit. A two-way radio-equipped vehicle or person; also a two-way radio by itself that is associated with a vehicle or person.

3.3.46 Modem (Modulator/Demodulator Unit). A device that converts data that is compatible with data-processing equipment to a form that is compatible with transmission equipment, and vice versa.

3.3.47 Monitor. To listen to or observe message traffic without transmitting a response.

3.3.48 Monitoring for Integrity. Automatic monitoring of circuits and other system components for the existence of defects or faults that interfere with receiving or transmitting an alarm.

3.3.49 Motor-Generator. A machine that consists of a generator driven by an electric motor.

3.3.50 Non-Coded Receivers. Radio receivers that respond to all messages on their communications channel and that do not have the ability to screen out selective calls.

3.3.51* Notification. The time at which an alarm is received and acknowledged at a communications center.

3.3.52 Numeric Receivers. Used as a part of a radio alerting system, paging receivers that provide an audible alert and a numeric message to the user and that do not have the ability to provide text or voice messages.

3.3.53 Operations Room. The room in the communications center where alarms are received and processed and communications with emergency response personnel are conducted.

3.3.54 P.01 GOS. A probability statement for grade of service that no more than 1 call out of 100 attempts made during the average busy hour will receive a busy signal.

3.3.55 Pager. A compact radio receiver used for providing one-way communication or limited digital/data two-way communication.

3.3.56 Portable Radio. A battery-operated, hand-held transceiver.

3.3.57 Power Source. The power obtained from a utility distribution system, an engine-driven generator, or a battery.

3.3.58 Public Alarm Reporting System. A system of alarm-initiating devices, receiving equipment, and connecting circuits, other than a public telephone network, used to transmit alarms from street locations to the communications center.

3.3.59 Public Alert Signal. A signal or message delivered to a person or device indicating the existence of a situation that affects public safety.

3.3.60 Public Alerting System (PAS). A system that creates, transmits, and displays a public alert message or sounds a signal, or both, that is intended to alert the public to situations that could result in loss of life, endanger their health, or destroy property.

3.3.61 Public Alerting System Alerting Appliance (PASAA). A device that receives a signal from a public alerting system (PAS) and broadcasts an audible and visual alarm that could be in the form of text or speech.

3.3.62 Public Safety Agency/Public Safety Organization. See 3.3.35, Emergency Response Agency (ERA).

3.3.63 Public Safety Answering Point (PSAP). A facility in which 9-1-1 calls are answered.

3.3.64* Radio Channel. A band of frequencies of a width sufficient to allow its use for radio communications. [**72**, 2010]

3.3.65* Radio Frequency. The number of electromagnetic wave frequency cycles transmitted by a radio in 1 second.

3.3.66 Rectifier. A device without moving parts that changes alternating current to direct current.

3.3.67 Repeater. A device for receiving and re-transmitting one-way or two-way communication signals.

3.3.68* Response Unit. A vehicle, equipment, or personnel identified by the AHJ for dispatch purposes.

3.3.69 Security Vestibule. A compartment provided with two or more doors where the intended purpose is to prevent continuous and unobstructed passage by allowing the release of only one door at a time.

3.3.70 Simplex Radio Channel. A radio channel using a single frequency that, at any one time, allows either transmission or reception, but not both, by a particular radio.

3.3.71* Standard Operating Procedures (SOPs). Written organizational directives that establish or prescribe specific operational or administrative methods that are to be followed routinely for the performance of designated operations or actions.

3.3.72 Stored Emergency Power Supply System (SEPSS). A system consisting of a UPS, or a motor generator, powered by a stored electrical energy source, together with a transfer switch designed to monitor preferred and alternate load power source and provide desired switching of the load, and all necessary control equipment to make the system functional. [**111**, 2010]

3.3.73 Supervisor. An individual responsible for overseeing the performance or activity of other members. [**1021**, 2009]

3.3.74 Talkgroup. A group of radios addressed as a single entity by the system and functionally equivalent to a conventional repeater channel.

3.3.75 TDD/TTY. A device that is used in conjunction with a telephone to communicate with persons who are deaf, who are hard of hearing, or who have speech impairments, by typing and reading text.

3.3.76 Telecommunicator. An individual whose primary responsibility is to receive, process, or disseminate information of a public safety nature via telecommunication devices. [**1061**, 2007]

3.3.77 Tie Circuit. A circuit that connects a communications center with an alternate communications center or with a public safety answering point (PSAP).

3.3.78 Transceiver. A combined transmitter and receiver radio unit.

3.3.79 Trouble Signal. A signal initiated by a dispatch system or device indicative of a fault in a monitored circuit or component.

3.3.80 Trunked Radio. A radio system that uses computer control to automatically assign channels from an available pool of channels to users and groups of users.

3.3.81 Two-Way Alphanumeric Devices. Used as a part of a radio alerting system, paging transceivers that provide an audible alert and a text message to the user and that have the ability to acknowledge messages received back to the control point. They do not have the ability to provide voice messages.

3.3.82 Uninterruptible Power Supply (UPS). A system designed to provide power, without delay or transients, during any period when the primary power source is incapable of performing.

3.3.83 Voice Communication Channel. A single path for communication by spoken word that is distinct from other parallel paths.

3.3.84 Wired Circuit. A metallic circuit leased to or owned by a jurisdiction, which is dedicated to a specific alarm or communication system under the control of that jurisdiction.

Chapter 4 Communications Centers

4.1 General.

4.1.1 Communications centers and alternate communications centers shall comply with Chapter 4.

4.1.2 Communications equipment shall be kept in working order at all times.

4.1.3 The communications center shall be provided with an alternate means of communication that is compatible with the alternate means of communication provided at the emergency response facilities (ERFs).

4.1.3.1 The alternate means shall be readily available to the telecommunicator in the event of failure of the primary communications system.

4.1.4* Each jurisdiction shall maintain an alternate communications center that meets the criteria in 4.1.4.1 and 4.1.4.2.

4.1.4.1 The alternate communications center shall be capable, when staffed, of performing the emergency functions performed at the primary communications center.

4.1.4.2* The alternate communications center shall be separated geographically from the primary communications center at a distance that ensures the survivability of the alternate center.

4.1.4.3 Each jurisdiction shall develop a formal plan to maintain and operate the alternate communications center.

4.1.4.3.1 The plan shall include the ability to reroute incoming alarm traffic to the alternate center and to process and dispatch alarms at that center.

4.1.4.3.2* The plan shall be included in the Comprehensive Emergency Management Plan (CEMP).

4.1.5* The communications center shall be capable of continuous operation long enough to enable the transfer of operations to the alternate communications center in the event of fire or other emergency in the communications center or in the building that houses the communications center.

4.1.6 Systems that are essential to the operation of the communications center shall be designed to accommodate peak workloads as determined by the authority having jurisdiction (AHJ).

4.1.7 Communications centers shall be designed to accommodate the staffing level necessary to operate the center as required by Chapter 7.

4.1.8 The design of the communications center shall be based on number of personnel needed to handle peak workloads as determined by the AHJ.

4.2 Exposure Hazards.

4.2.1 Where the building that houses a communications center is adjacent to another structure, the exposed walls shall be protected in compliance with *NFPA 5000, Building Construction and Safety Code*.

4.2.2* Where the building that houses a communications center is located within 150 ft (46 m) of the potential collapse zone of a taller structure, the roof shall be designed to resist damage from collapse of the exposing structure.

4.2.3 The lowest floor elevation of the communications center shall be above the 100-year flood plain established by the Federal Emergency Management Agency.

4.3 Construction.

4.3.1 Communications centers shall be located in buildings of Type I, Type II, or Type III construction as defined by NFPA 220, *Standard on Types of Building Construction*.

4.3.2 Buildings that house communications centers shall have Class A roof coverings as defined by NFPA 256, *Standard Methods of Fire Tests of Roof Coverings*.

4.3.3 Communications centers shall be separated from other portions of buildings occupied for purposes other than emergency communications by fire barriers having a fire resistance rating of 2 hours.

4.3.4 Fire barriers shall comply with NFPA *101*, *Life Safety Code*, Section 8.2.

4.3.5* Communications centers located below grade shall comply with NFPA *101*, Section 11.7, and be specifically designed for the location.

4.3.6 The exposed surfaces of walls and ceilings shall have a flame spread rating of 25 or less and a smoke development rating of 50 or less when tested in accordance with ASTM E 84, *Standard Test Method for Surface Burning Characteristics of Building Materials*.

4.3.7 Interior floor finish shall comply with the requirements of NFPA *101* interior floor finish testing and classification and shall be Class I as established by NFPA *101* or shall have a minimum critical radiant flux of 0.1 W/cm^2 .

4.3.8 The communications center shall be equipped with a toilet facility and a lunch area that are directly accessible to the operations room and within the secured area as required by Section 4.6.

4.3.9 The communications center shall be protected against seismic damage in accordance with *NFPA 5000*.

4.4 Utilities.

4.4.1 Heating, ventilating, and air-conditioning (HVAC) systems shall be provided in accordance with NFPA 90A, *Standard for the Installation of Air-Conditioning and Ventilating Systems*, and NFPA 90B, *Standard for the Installation of Warm Air Heating and Air-Conditioning Systems*.

4.4.1.1 HVAC systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturer of the equipment critical to the operation of the communications center as determined by the AHJ.

4.4.1.2 HVAC systems shall be independent systems that serve only the communications center.

4.4.1.3 HVAC system intakes for fresh air shall be arranged to minimize smoke intake from a fire inside or outside the building and to resist intentional introduction of irritating, noxious, toxic, or poisonous substances into the HVAC system.

4.4.1.4 Emergency controls shall be provided in the operations room to permit closing of outside air intakes.

4.4.1.5* Backup HVAC systems shall be provided for the operations room and other spaces housing electronic equipment determined by the AHJ to be essential to the operation of the communications center.

4.4.1.6* HVAC systems shall be designed so that the communications center is capable of uninterrupted operation with the largest single HVAC unit or component out of service.

4.4.2 Penetrations into the communications center shall be limited to those necessary for the operation of the center.

4.5 Fire Protection.

4.5.1 The communications center shall be provided with fire extinguishers that meet the requirements of NFPA 10, *Standard for Portable Fire Extinguishers*.

4.5.2 The communications center and spaces adjoining the communications center shall be provided with an automatic fire detection, alarm, and notification system in accordance with *NFPA 72*.

4.5.2.1 The alarm system shall be monitored in the operations room.

4.5.2.2 Operation of notification appliances shall not interfere with communications operations.

4.5.3 The building that houses the communications center shall be protected throughout by an approved, supervised automatic sprinkler system that complies with NFPA 13, *Standard for the Installation of Sprinkler Systems*.

4.5.4 Supervision shall be in accordance with 9.7.2 of *NFPA 101*.

4.5.5 Electronic computer and data processing equipment shall be protected in accordance with NFPA 75, *Standard for the Protection of Information Technology Equipment*.

4.5.6* Emergency Fire Plan. There shall be a management-approved, written, dated, and annually tested emergency fire plan that is part of the CEMP.

4.5.7* Damage Control Plan. There shall be a management-approved, written, dated, and annually tested damage control plan that is part of the CEMP.

4.6 Security.

4.6.1 The communications center and other buildings that house essential operating equipment shall be protected against damage from vandalism, terrorism, and civil disturbances.

4.6.2 Entry to the communications center shall be restricted to authorized persons.

4.6.3 Entryways to the communications center that lead directly from the exterior shall be protected by a security vestibule.

4.6.3.1 Door openings shall be protected by listed, self-closing fire doors that have a fire resistance rating of not less than 1 hour.

4.6.4 Where a communications center has windows, the following requirements shall apply:

(1) Windows shall be a minimum of 4 ft (1.2 m) above floor level.
(2) Windows shall be rated for bullet resistance to Level 4 as defined in UL 752, *Standard for Safety Bullet-Resistant Equipment*.
(3)*Windows that are not bullet resistant shall be permitted provided that they face an area that cannot be accessed or viewed by the general public.
(4) Windows that are required to be bullet resistant shall be configured so that they cannot be opened.

4.6.5 Walls with bullet-resistant windows shall be required to provide the same level of protection as the window.

4.6.6 Means shall be provided to prevent unauthorized vehicles from approaching the building housing the communications center to a distance of no less than 82 ft (25 m).

4.6.7* As an alternative to 4.6.6, unauthorized vehicles shall be permitted to approach closer than 82 ft (25 m) if the building has been designed to be blast resistant, as approved by the AHJ.

4.7 Power.

4.7.1 General.

4.7.1.1 At least two independent and reliable power sources shall be provided, one primary and one secondary, each of which shall be of adequate capacity for operation of the communications center.

4.7.1.2 Power sources shall be monitored for integrity, with annunciation provided in the operations room.

4.7.2 Primary Power Source. One of the following shall supply primary power:

(1) A feed from a commercial utility distribution system
(2) An approved engine-driven generator installation or equivalent designed for continuous operation, where a person specifically trained in its operation is on duty at all times
(3) An approved engine-driven generator installation or equivalent arranged for cogeneration with commercial light and power, where a person specifically trained in its operation is on duty at all times

4.7.3 Secondary Power Source.

4.7.3.1 The secondary power source shall consist of one or more standby engine-driven generators installed in accordance with *NFPA 70, National Electrical Code*, Article 701.

4.7.3.2 Upon failure of primary power, transfer to the standby source shall be automatic.

4.7.4 Stored Emergency Power Supply System (SEPSS). A stored emergency power supply system (SEPSS) shall comply with the requirements of 4.7.4.1, 4.7.4.2, and 4.7.4.3.

4.7.4.1 The SEPSS shall be Type O or Type U, Level 1, in accordance with NFPA 111, *Standard on Stored Electrical Energy Emergency and Standby Power Systems*, and shall be provided for telecommunications equipment, two-way radio systems, computer systems, and other electronic equipment determined by the AHJ to be essential to the operation of the communications center.

4.7.4.2 The SEPSS shall be of a class that is able to maintain essential operations long enough to implement the formal plan required by 4.1.4.

4.7.4.3 The instrumentation required by NFPA 111 shall be remotely annunciated in the operations room.

4.7.5 Power Circuits. Power circuits, together with their associated motors, generators, rectifiers, transformers, fuses, and controlling devices, shall be installed in accordance with *NFPA 70* and the requirements of this subsection.

4.7.5.1 Primary power shall be obtained from the line side of the main service disconnect switch of the connection to a commercial utility distribution system or to the main conductors from an isolated power plant that is located on the premises.

4.7.5.2 Power shall be permitted to be obtained from the load side of the main service disconnect switch only where the building is used exclusively for housing of emergency communications facilities.

4.7.5.3 Power circuit conductors shall not be installed in conduit that is used for other circuits.

4.7.5.4 The power circuit disconnecting means shall be installed so that it is accessible only to authorized personnel.

4.7.6 Surge Arresters.

4.7.6.1 Surge arresters shall be provided in accordance with *NFPA 70*, Article 280.

4.7.6.2 Transient voltage surge suppression (TVSS) shall be provided in accordance with *NFPA 70*, Article 285, for protection of telecommunications equipment, two-way radio systems, computers, and other electronic equipment determined by the AHJ to be essential to the operation of the communications center.

4.7.7 Isolated Grounding System. Telecommunications equipment, two-way radio systems, computers, and other electronic equipment determined by the AHJ to be essential to the operation of the communications center shall be connected to an isolated grounding system in accordance with *NFPA 70*, Article 647.

4.7.8 Engine-Driven Generators.

4.7.8.1 Engine-driven generators shall conform with provisions of NFPA 37, *Standard for the Installation and Use of Stationary Combustion Engines and Gas Turbines*, and the provisions of 4.7.8.

4.7.8.2 Standby engine-driven generators shall conform with the provisions of NFPA 110, *Standard for Emergency and Standby Power Systems*.

4.7.8.3* Engine-driven generators shall be sized to supply power for the operation of all functions of the communications center and for any additional loads determined by the AHJ.

4.7.8.4 When installed indoors, engine-driven generators shall be located in a ventilated and secured area that is separated from the communications center by fire barriers having a fire resistance rating of 2 hours.

4.7.8.5 Fire barriers shall comply with NFPA *101*, Section 8.3.

4.7.8.6 When installed outdoors, engine-driven generators shall be located in a secure enclosure capable of resisting the entrance of precipitation at the maximum wind velocities referenced in *NFPA 5000*.

4.7.8.7 The area that houses an engine-driven generator shall not be used for storage other than spare parts or equipment related to the generator system.

4.7.8.8 Liquid fuel shall be stored in accordance with NFPA 37.

4.7.8.9 Liquid fuel for engine-driven generators shall not use a gravity-fed system.

4.7.8.10 Natural gas installations shall comply with NFPA 54, *National Fuel Gas Code*.

4.7.8.11 Liquefied petroleum gas (LPG) installations shall comply with NFPA 58, *Liquefied Petroleum Gas Code*.

4.7.8.12 Fuel to operate the engine-driven generator for 24 hours at full load shall be available on site.

4.7.8.13 Equipment essential to the operation of the generator shall be supplied with standby power from the generator.

4.7.8.14 Generators shall not use the public water supply for engine cooling.

4.7.9 Uninterruptible Power Supply (UPS) and Battery Systems.

4.7.9.1* All uninterruptible power supply (UPS) and battery systems shall be installed in accordance with the requirements of NFPA 111 and the provisions of 4.7.9.

4.7.9.2 Each UPS shall be provided with a bypass switch that maintains the power connection during switchover and that is capable of isolating all UPS components while allowing power to flow from the source to the load.

4.7.9.3 The following UPS conditions shall be annunciated in the operations room:

(1) Source power failure, overvoltage, and undervoltage
(2) High and low battery voltage
(3) UPS in bypass mode

4.8 Lighting.

4.8.1 General.

4.8.1.1 Artificial lighting shall be provided to enable personnel to perform their assigned duties.

4.8.1.2 Lighting intensity shall be in accordance with IESNA HB-9-00, *Lighting Handbook*.

4.8.1.3 Lighting circuits, together with their associated motors, generators, rectifiers, transformers, fuses, and controlling devices, shall be installed in accordance with *NFPA 70*.

4.8.2 Emergency Lighting.

4.8.2.1 The communications center shall be equipped with emergency lighting that shall illuminate automatically immediately upon failure of normal lighting power.

4.8.2.1.1 Illumination levels shall be sufficient to allow all essential operations.

4.8.2.2 In addition to the requirement of 4.8.2.1, the operations room shall be equipped with redundant emergency lighting provided by individual unit equipment in accordance with *NFPA 70*, Article 700.

4.8.2.3 Individual unit equipment emergency lighting shall be provided at locations of communications equipment situated outside the operations room and at the locations of engine-driven generators.

4.9 Lightning. Buildings that house communications centers shall have lightning protection that complies with NFPA 780, *Standard for the Installation of Lightning Protection Systems*.

Chapter 5 Communication and Signal Wiring

5.1 Circuit Construction and Arrangement.

5.1.1* Installation shall be in accordance with *NFPA 70*.

5.1.2 As an alternative to 5.1.1, installation of outdoor circuitry shall be in accordance with IEEE C2, *National Electrical Safety Code*, where approved by the AHJ.

5.1.3 Circuits shall be routed so as to avoid damage due to mechanical injury, fire, falling walls, floods, corrosive vapors, and other risks that are identified in the CEMP.

5.1.3.1 Alternate communications centers shall comply with the requirements of Chapter 4.

5.1.4 All circuits shall be routed to allow circuits to be traced.

5.1.5 Record drawings shall be provided as required by Chapter 12.

5.1.6 Circuits shall not pass over, pass under, pass through, or be attached to buildings or property that is not owned by, or under the control of, the AHJ or the entity that is responsible for maintaining the system.

5.1.7 Alarm instruments installed in buildings not under control of the AHJ shall be on separate dedicated circuits.

5.1.8 The combination of public emergency services communication and signaling (C&S) circuits in the same cable with other circuits shall comply with 5.1.8.1 and 5.1.8.2.

5.1.8.1 Other municipally controlled C&S circuits shall be permitted.

5.1.8.2 Circuits of private signaling organizations shall be permitted only by permission of the AHJ.

5.2 Circuit Conductors.

5.2.1 Conductors shall be terminated so as to prevent breakage from vibration or strain.

5.2.2 Conductors shall be protected from mechanical damage.

5.2.3 Conductors on terminal racks shall be identified and isolated from conductors of other systems.

5.2.4 Wiring for control equipment shall be not smaller than 24 AWG.

5.2.5 Unsupported wires and wires that are subject to vibration shall be not smaller than 18 AWG.

5.2.6 The insulation and outer jacket of cables and wiring shall be flame retardant and moisture resistant.

5.2.7 Exterior cable and wire shall conform to the *Official IMSA Wire and Cable Specifications Manual* or its equivalent, except where conductors are provided by a public utility on a lease basis.

5.3 Underground Cables.

5.3.1 Underground communication and signal cables shall be brought above ground only at points where the AHJ has determined there is no potential for mechanical damage or damage from fires in adjacent buildings.

5.3.2 Underground cables installed in ducts, vaults, and manholes shall comply with 5.3.2.1 through 5.3.2.3.

5.3.2.1 Communication and signal cables shall be permitted only in duct systems, manholes, and vaults that contain low-voltage C&S system conductors, secondary power cables not exceeding 600 volts nominal, or both.

5.3.2.2 Where located in duct systems or manholes that contain conductors of other circuits operating in excess of 250 volts to ground, communication and signal cables shall be located away from the other cables.

5.3.2.3 The communication and signal circuit cables shall be separated from power cables by a noncombustible barrier or by other means approved by the AHJ.

5.3.3 All cables that are installed in manholes, vaults, and other enclosures intended for personnel entry shall be racked and marked for identification.

5.3.4 All conduits or ducts that enter buildings from underground duct systems shall be sealed to prevent moisture or gases from entering the building.

5.3.5 Cable splices, taps, and terminal connections shall be located only where accessible for maintenance and inspection and where the AHJ has determined that no potential for damage to the cable due to falling structures or building operations exists.

5.3.6 Cable splices, taps, and terminal connections shall be made to provide and maintain levels of conductivity, insulation, and protection that are at least equivalent to those afforded by the cables that are joined.

5.3.7 Cable ends shall be sealed against moisture.

5.3.8 Direct-burial cable shall be permitted in accordance with *NFPA 70*.

5.4 Aerial Cables and Wires.

5.4.1 Aerial C&S circuit cables and wires shall be run under all power wires but shall not be required to run under other communication wires.

5.4.2 Protection shall be provided where cables and wires pass through trees, under bridges, and over railroads, and at other locations where damage or deterioration is possible.

5.4.3 Wires and cables shall not be attached to a crossarm that carries electric light and power wires.

5.4.4 Support of aerial cables shall comply with 5.4.4.1 and 5.4.4.2.

5.4.4.1 Aerial cable shall be supported by messenger wire that is designed for the application or self-supported if it is of a mechanical strength equivalent to 10 AWG hard-drawn copper.

5.4.4.2 Span lengths shall not exceed the wire or cable manufacturer's recommendations.

5.4.5 Aerial wires and cables connected to buildings shall contact only intended supports.

5.4.6 Aerial circuits shall enter through approved weatherheads or sleeves that slant upward and inward.

5.4.7 Drip loops shall be formed on wires and cables prior to entering buildings.

5.4.8 Leads down poles shall comply with 5.4.8.1 through 5.4.8.4.

5.4.8.1 Leads down poles shall be protected against mechanical damage.

5.4.8.2 Any metallic covering of the leads shall form a continuous conducting path to earth ground.

5.4.8.3 The installation shall prevent water from entering the conduit.

5.4.8.4 Leads shall have 600-volt insulation that is approved for wet locations, as defined in *NFPA 70*.

5.5 Wiring Inside Buildings.

5.5.1 Conductors at the communications center shall extend to the operations room in conduits, ducts, shafts, raceways, or overhead racks and troughs of a construction type that protects against fire and mechanical damage.

5.5.2 All conductors located inside buildings shall be installed in accordance with *NFPA 70* in one of the following:

(1) Conduit
(2) Electric metal tubing
(3) Metal molding
(4) Raceways

5.5.3 Wire and cable shall be listed for the environment in which they are installed.

5.5.4 The insulation or other outer covering for wire and cable shall be flame retardant and moisture resistant.

5.5.5 Conductors shall be installed without splices except where the length of run exceeds the length in which the wire or cable is manufactured.

5.5.6 Conductors that are bunched together in a vertical run that connects two or more floors shall have a flame-retardant covering to prevent the spread of fire from floor to floor.

5.5.7 The requirement of 5.5.6 shall not apply if the conductors are in metallic conduit or are located in a fire-resistive shaft with firestops at each floor.

5.5.8 Cables or wiring exposed to fire hazards shall be protected from the hazard.

5.5.9 At the communications center, cable terminals and cross-connecting facilities shall be located either in or adjacent to the operations room.

5.5.10 Where signal conductors and electric light and power conductors are run in the same shaft, the light and power conductors shall be in conduit.

5.5.11 All wired dispatch circuit devices and instruments whose failure can adversely affect the operation of the system shall be mounted in accordance with the following:

(1) On noncombustible bases, pedestals, switchboards, panels, or cabinets
(2) With mounting designed and constructed so that all components are readily accessible

5.6 Circuit Protection.

5.6.1 All surge arresters shall be connected to earth ground in accordance with *NFPA 70*.

5.6.2 Fuses and surge arresters shall be located in proximity to or shall be combined with the cable terminals.

5.6.3 All protective devices shall be accessible for maintenance and inspection.

5.6.4* Wired communications circuits shall have fast-acting surge suppression installed at the point of entrance to the communications center.

5.6.5 Surge arresters shall be designed and listed for the specific application.

5.6.6 Each conductor that enters a communications center from a partially or entirely aerial line shall be protected by a surge arrester.

5.6.7 At the junction points of open aerial conductors and cable, each conductor shall be protected by a surge arrester in accordance with 5.6.7.1 and 5.6.7.2.

5.6.7.1 The surge arrester shall be weatherproof or protected from the weather.

5.6.7.2 A connection shall be provided between the surge arrester ground and any metallic sheath and messenger wire.

5.6.8 Aerial open wire and non-messenger-supported, two-conductor cable circuits shall be protected by surge arresters at intervals of approximately 2000 ft (610 m).

5.6.9 Wired portions of a radio dispatch circuit shall be protected in a manner that is consistent with the provisions of Sections 5.1 through 5.8.

5.6.10 Buildings that house communications equipment shall have lightning protection that complies with NFPA 780.

5.7 Fuses.

5.7.1 All fuses shall be marked with their rated ampere capacity.

5.7.2 All fuses that are rated over 2 amperes shall be of the enclosed type.

5.7.3 Fuses shall be located only at the power source.

5.8 Grounding.

5.8.1* Sensitive electronic equipment determined by the AHJ to be essential to the operation of telecommunications and dispatching systems shall be grounded in accordance with *NFPA 70*, Article 647.

5.8.2 Listed isolated ground receptacles in accordance with *NFPA 70* shall be provided for all cord-and-plug-connected essential and sensitive electronic equipment.

5.8.3 Unused wire or cable pairs shall be grounded where permitted by the AHJ.

5.8.4 Ground connection for surge suppressors shall be made to the isolated grounding system required by 4.7.7.

5.9 Access. All equipment shall be accessible for the purpose of maintenance.

Chapter 6 Emergency Response Facilities

6.1 General. A primary and a secondary means of dispatch notification shall be provided at the ERF and comply with 6.1.1 and 6.1.2.

6.1.1 The primary means of dispatch notification at the ERF shall be compatible with the primary means of dispatch notification that is provided at the communications center.

6.1.2 The secondary means of dispatch notification at the ERF shall be compatible with the secondary means of dispatch notification that is provided at the communications center.

6.1.3 Dispatch notification equipment shall be kept in working order at all times.

6.2 Commercial Telephone.

6.2.1* A commercial telephone shall be provided at each emergency response facility.

6.2.2* Where no other means of voice communications between the communications center and an ERF is provided, the telephone at the ERF shall be arranged so that it cannot be used by the public.

6.3 Fire Protection. Fire protection shall be provided as required by *NFPA 5000*.

6.3.1 Sprinkler systems shall comply with NFPA 13.

6.3.2 Fire alarm systems shall comply with *NFPA 72*.

6.4 Power. Two independent and reliable power sources shall be provided, each of which shall be of adequate capacity for operation of the communications equipment.

6.5 Lighting.

6.5.1 Lighting shall be provided to enable personnel to operate communications equipment that is used for the receipt of alarms.

6.5.2 Emergency lighting shall be provided in accordance with NFPA *101*, Section 7.9.

6.6* Communications Conductors. Communications conductors in an ERF shall be installed in accordance with *NFPA 70*.

6.6.1 Circuit protection shall be in accordance with Section 5.6.

6.6.2 Lightning protection shall be in accordance with Section 4.9.

Chapter 7 Operations

7.1 Management.

7.1.1 All systems shall be under the control of a responsible employee of the jurisdiction served by the system.

7.1.1.1 Emergency services dispatching entities shall have trained and qualified technical assistance available for trouble analysis and repair by in-house personnel or by authorized outside contract maintenance services.

7.1.1.2 Where maintenance is provided by an organization or person other than an employee of the jurisdiction, complete written records of all installation, maintenance, test, and extension of the system shall be forwarded to the responsible employee of the jurisdiction.

7.1.1.3 Maintenance performed by an organization or person other than an employee of the jurisdiction shall be by written contract that contains a guarantee of performance as approved by the AHJ.

7.1.2* All equipment shall be accessible to the AHJ for the purpose of maintenance.

7.1.3* At least one supervisor shall be on duty and available when more than two telecommunicators are on duty.

7.1.4* The supervisor shall be assigned to the operations room when there are more than three telecommunicators on duty.

7.1.5 The AHJ shall be responsible for initial and ongoing training in supervisory skills for personnel in supervisory roles.

7.2 Telecommunicator Qualifications and Training.

7.2.1 Telecommunicators shall meet the qualification requirements of NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunicator*, as appropriate for their position.

7.2.2* Telecommunicators shall be certified in the knowledge, skills, and abilities related to their job-related function.

7.2.2.1 The certification program shall have a skill maintenance component for recertification as defined by the certifying organization.

7.2.3 Telecommunicators shall be trained in general emergency service operations and shall have access to information regarding the following:

(1) Locations of streets
(2) Locations of important structures, including schools, hospitals, and other buildings with a high life hazard
(3) Locations of congested or hazardous areas

7.2.4 Telecommunicators shall have knowledge of the function of all communications equipment and systems in the communications center.

7.2.5 Telecommunicators shall know the rules and regulations that relate to equipment use, including those of the Federal Communications Commission that pertain to emergency service radio use.

7.2.6 The telecommunicators assigned at the communications center shall be capable of operating and testing the communications equipment they are assigned to operate.

7.2.7 The AHJ shall be responsible for providing training to maintain the skill levels of telecommunicators to the level appropriate to their position as identified in NFPA 1061 and Section 7.2.

7.2.8 Telecommunicators shall be trained in TDD/TTY procedures, with training provided at a minimum of every 6 months.

7.3 Staffing.

7.3.1* The AHJ shall ensure that there are sufficient telecommunicators available to effect the prompt receipt and processing of alarms needed to meet the requirements of Section 7.4.

7.3.1.1* Where communications systems, computer systems, staff, or facilities are used for both emergency and nonemergency functions, the nonemergency use shall not degrade or delay emergency use of those resources.

7.3.1.2 A communications center shall handle emergency calls for service and dispatching in preference to nonemergency activities.

7.3.2* Communications centers that provide emergency dispatching protocols shall have at least two telecommunicators on duty at all times.

7.3.3* The AHJ and emergency response agencies shall develop standard operating procedures that identify when a dedicated telecommunicator is required to be assigned to an emergency incident.

7.4 Operating Procedures.

7.4.1* Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds. *(For documentation requirements, see 12.5.2.)*

7.4.1.1 Compliance with 7.4.1 shall be evaluated monthly using data from the previous month.

7.4.2* Ninety percent of emergency alarm processing shall be completed within 60 seconds, and 99 percent of alarm processing shall be completed within 90 seconds. *(For documentation requirements, see 12.5.2.)*

7.4.2.1* Compliance with 7.4.2 shall be evaluated monthly using data from the previous month.

7.4.3* For law enforcement purposes, the AHJ shall determine time frames allowed for completion of dispatch.

7.4.4* Where alarms are transferred from the primary public safety answering point (PSAP) to a secondary answering point, the transfer procedure shall not exceed 30 seconds for 95 percent of all alarms processed. *(For documentation requirements, see 12.5.2.)*

7.4.4.1 The PSAP shall transfer alarms as follows:

(1) The alarm shall be transferred directly to the telecommunicator.
(2) The answering transferring agency shall remain on the line until it is certain that the transfer is effected.
(3) The transfer procedure shall be used on emergency 9-1-1 calls.

7.4.5 All alarms, including requests for additional resources, shall be transmitted to the identified emergency response units over the required dispatch systems.

7.4.6 An indication of the status of all emergency response units shall be available to telecommunicators at all times.

7.4.7* Records of the dispatch of emergency response units to alarms shall be maintained and shall identify the following:

(1) Unit designation for each emergency response unit (ERU) dispatched
(2) Time of dispatch acknowledgment by each ERU responding
(3) Enroute time of each ERU
(4) Time of arrival of each ERU at the scene
(5) Time of patient contact, if applicable
(6) Time each ERU is returned to service

7.4.8* Where voice transmission is used as a dispatch method, the announcement for the emergency response shall be preceded by an audible warning or alerting signal that differentiates the emergency from routine radio traffic.

7.4.9 The first emergency response unit that arrives at the location of the alarm shall provide a brief preliminary report on observed conditions to the communications center.

7.4.10* A communications officer shall be assigned at major incidents.

7.4.11* All emergency response agencies shall use common terminology and integrated incident communications.

7.4.11.1 Integrated incident communications shall include a plan that provides for on-demand interoperability of communication methods among emergency response agencies.

7.4.11.2* The plan shall identify the communications links and protocols to be used among emergency response agencies at incidents, including the following:

(1) Routine day-to-day coordination among fire, law enforcement, emergency medical services, and other emergency response agencies
(2) Response to catastrophic incidents or disasters by multiple emergency response agencies
(3)*Extended operations involving local, tribal, state/provincial, and federal agencies

7.4.11.3 The plan shall be written, distributed to all agencies identified in the plan, and reviewed at least annually by each agency identified.

7.4.12 The communication equipment involved in each alarm shall be restored promptly after each alarm.

7.4.13 When the device monitoring the system for integrity indicates that trouble has occurred, the telecommunicator shall act as follows:

(1) Take appropriate steps to repair the fault
(2) Isolate the fault and notify the official responsible for maintenance if repair is not possible

7.4.14 Standard operating procedures shall include but not be limited to the following:

(1) All standardized procedures that the telecommunicator is expected to perform without direct supervision
(2) Implementation plan that meets the requirements of 4.1.4.3
(3) Procedures related to the CEMP
(4) Emergency response personnel emergencies
(5) Activation of an emergency distress function
(6) Assignment of incident radio communications plan matrix
(7) Time limit for acknowledgment by units that have been dispatched

7.4.15* Every communications center shall have a comprehensive regional emergency communications plan as part of the CEMP.

7.4.15.1* The emergency communications plan shall provide for real-time communications between organizations responding to the same emergency incident.

7.4.15.2* This plan shall be exercised at least once a year.

7.4.16 A distinctive alert tone signal shall precede the transmission of emergency message traffic.

7.4.16.1 A separate and unique alert tone shall be operated for emergency evacuation orders.

7.4.17 In the event that an ERU(s) has not acknowledged its dispatch/response within the time limits established, the telecommunicator shall perform one or more of the following:

(1) Attempt to contact the ERU(s) by radio
(2) Redispatch the ERU(s) using the primary dispatch system
(3) Dispatch the ERU(s) using the secondary dispatch system
(4) Initiate two-way communication with the ERU's supervisor

7.4.18* The AHJ shall develop and implement standard operating procedures for responding to and processing TDD/TTY calls.

7.4.19 Calls received as an open-line or "silent call" shall be queried as a TDD/TTY call if no acknowledgment is received by voice.

7.5 Time.

7.5.1* The clock for the main recordkeeping device in the communications center shall be synchronized weekly to coordinated universal time (UTC).

7.5.2 All timekeeping devices in the communications center shall be maintained within ±5 seconds of the main recordkeeping device clock.

7.6 Recording.

7.6.1 Communications centers shall have a logging voice recorder with one channel for each of the following:

(1) Each transmitted or received radio channel or talkgroup
(2) Each voice dispatch alarm circuit
(3)*Each telecommunicator telephone

7.6.2 Each telecommunicator position shall have the ability to instantly recall telephone and radio recordings from that position.

7.6.3 Alarms that are transmitted over the required dispatch circuit(s) shall be automatically recorded, including the dates and times of transmission.

7.7* Quality Assurance/Improvement. Communications centers shall establish a quality assurance/improvement program to ensure the consistency and effectiveness of alarm processing.

Chapter 8 Telephones

8.1* Telephone Receiving Equipment. The provisions of Chapter 8 shall apply to facilities and equipment that are needed to receive alarms that are transmitted by public use of commercial telephone systems, cellular or personal communications services (PCS) systems, and voice over Internet protocol (VoIP).

8.2 Directory Listing.

8.2.1 Where 9-1-1 service is not provided, all of the following requirements shall be met:

(1) A specific telephone number shall be assigned for calls requesting emergency services.
(2) The telephone number shall be publicized as such.
(3) A separate number shall be assigned for business (non-emergency) use.

8.2.1.1 Where 9-1-1 service is provided, the telephone directory listings shall indicate that 9-1-1 is the number to call for all emergencies.

8.2.1.2 A separate telephone line with a number that is not listed shall be maintained for communication with other emergency service agencies and receipt of central station alarms.

8.2.1.3* A separate number shall be assigned for business (non-emergency) use.

8.2.2 Telephone directory listings shall be as specified in 8.2.2.1 through 8.2.2.5.

8.2.2.1 The text and symbols shown in Figure 8.2.2.1(a) through Figure 8.2.2.1(c) shall appear on the inside front cover or the page facing the inside front cover of the white pages directory.

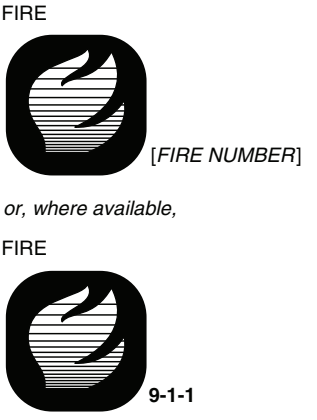

FIGURE 8.2.2.1(a) Telephone Directory Listing for Fire Department.

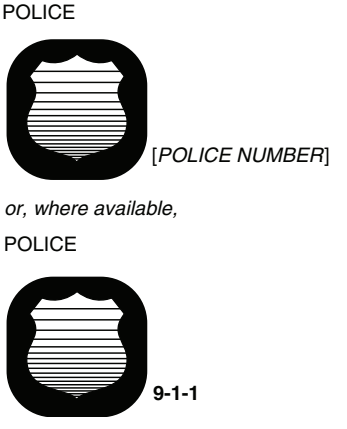

FIGURE 8.2.2.1(b) Telephone Directory Listing for Police Department.

FIGURE 8.2.2.1(c) Telephone Directory Listing for Emergency Medical Services.

8.2.2.2 The emergency services listing shall appear in the directory under the name of the jurisdiction, including government listings, and under the headings for police, fire, and ambulance where provided.

8.2.2.3 The following listings and telephone numbers shall appear as follows in the white pages directory:

(1) Fire department
   (a) To report an emergency [fire number] or, where available, 9-1-1
   (b) Nonemergency purposes [business number]
(2) Police department
   (a) To report an emergency [police number] or, where available, 9-1-1
   (b) Nonemergency purposes [business number]
(3) Emergency medical services
   (a) To report an emergency [emergency medical number] or, where available, 9-1-1
   (b) Nonemergency purposes [business number]

8.2.2.4 If the directory covers an area that is protected by more than one emergency service, each agency or district shall appear in the listing as specified in 8.2.2.1.

8.2.2.5 If the emergency service protects an area that is covered by more than one directory, each directory shall list the agency or district as specified in 8.2.2.1 through 8.2.2.3.

8.2.2.6* Where an ERF that is not continuously staffed by trained telecommunicators is listed in the telephone directory, callers shall be provided with a recorded message that refers them to the appropriate emergency number when calls to the listed number are not answered.

8.3 Equipment and Operations. At the communications centers, telephone lines shall be provided as follows:

(1)*At least two telephone lines shall be assigned exclusively for receipt of emergency calls.
(2) Additional emergency lines shall be provided as required for the volume of calls handled to provide P.01 GOS.
(3) Additional telephone lines shall be provided for the normal business (nonemergency) number(s) as needed.
(4) At least one outgoing-only line shall be provided.
(5) A separate telephone line shall be provided as required in 8.2.1.2.

8.3.1 The AHJ shall ensure that the published emergency lines are answered prior to nonemergency lines.

8.3.1.1 When all emergency lines are in use, emergency calls shall hunt to other predetermined lines that are approved by the AHJ.

8.3.1.2 Calls to the business number shall not hunt to the designated emergency lines.

8.3.2 When a PSAP receives an emergency call for a location that is not in its jurisdiction or a call for an agency not under the control of the PSAP, the PSAP shall transfer the call directly to the responsible communications center, when possible.

8.3.2.1 The PSAP shall remain on the line until it is certain that the transfer has been made.

8.3.2.2 The transfer procedure shall not rely on the PSAP personnel relaying the information to the responsible communications center.

8.3.3 All incoming calls on designated emergency lines shall be recorded in accordance with this standard.

8.3.4* If an incoming call on any designated emergency line is not answered within 60 seconds, an alarm indication shall be automatically transmitted to a location approved by the AHJ.

8.3.5* Where the AHJ permits the communications center to receive automated voice alarms, the following requirements shall apply:

(1) A separate, unlisted telephone line(s) shall be provided to receive such alarms.
(2) Such voice alarms shall not be permitted to connect to the telephone lines required by 8.2.1 and Section 8.3.

8.3.6 Where the communications center is permitted to receive automated data alarms through dial-up telephone service, the following requirements shall apply:

(1) A separate, unlisted telephone line(s) shall be provided to receive such alarms.
(2) Such data alarms shall not be permitted to connect to the telephone lines required by 8.2.1 and Section 8.3.

8.3.7 Published emergency numbers shall meet the requirements of Section 8.5.

8.3.8 All telecommunicator positions that are available for receiving emergency calls shall be equipped with TDD/TTY equipment.

8.4 Universal Emergency Number 9-1-1 Service.

8.4.1 General. Universal emergency number 9-1-1 service shall meet the minimum requirements as specified in Section 8.4.

8.4.2 Reliability.

8.4.2.1 The universal emergency number service equipment shall be designed so that an equipment failure cannot prevent calls from being answered.

8.4.2.2 Under failure conditions, the full-feature complement shall not be required to be maintained but the calling party shall be able to communicate with the telecommunicator.

8.4.3 Circuits.

8.4.3.1 At least two 9-1-1 call delivery paths with diverse routes arranged so that no single incident interrupts both routes shall be provided to each communications center.

8.4.3.2* Where multiple communications centers that serve a jurisdiction are not located in a common facility, at least two circuits with diverse routes, arranged so that no singular incident interrupts both routes, shall be provided between communications centers.

8.4.4 Where enhanced 9-1-1 services are provided, the communications center shall be capable of receiving automatic number information and automatic location information (including Wireless Phase II data) from sources identified in Section 8.1.

8.5 Published Emergency Number Alternative Routing.

8.5.1* Communications centers shall maintain a plan as part of the CEMP for rerouting incoming calls on emergency lines when the center is unable to accept such calls.

8.5.2 Where the AHJ requires that overflow calls to emergency lines be routed to alternative telephone lines within the PSAP, the alternative telephone lines shall be monitored for integrity and recorded as required by this standard.

8.5.3 Where a PSAP operates on a part-time basis, an automatic alternative routing plan shall be put in place that ensures the rapid transfer of calls to the designated backup PSAP, even if the transfer switch, where provided, is not turned on.

8.5.4 Any call that has not been answered after 20 seconds shall be automatically routed as required by one of the following:

(1) A designated alternate PSAP
(2)*A holding queue
   (a) When in queue the callers shall receive a recorded message informing them that they have reached the PSAP, including a TDD/TTY recorded message.
   (b) The system shall periodically remind callers to the PSAP who are in queue that they are connected during their wait.
   (c) There shall be an audible and visual indication within the operations room that unanswered calls are waiting in the queue.

Chapter 9 Dispatching Systems

9.1 Fundamental Requirements of Alarm Dispatching Systems.

9.1.1* General.

9.1.1.1 An alarm dispatching system shall be designed, installed, operated, and maintained to provide for the receipt and retransmission of alarms.

9.1.1.2 The transmission of any trouble signal shall not interfere with the transmission and receipt of alarms.

9.1.1.3 The required number of dispatching circuits shall be in accordance with 9.1.1.3.1 through 9.1.1.3.3.

9.1.1.3.1 Jurisdictions that receive 730 alarms or more per year shall provide two separate and dedicated dispatch circuits as follows:

(1) Separate primary and secondary dispatch circuits shall be provided for transmitting alarms.
(2) The failure of any component of the primary circuit shall not affect the operation of the secondary circuit and vice versa.

9.1.1.3.2* Jurisdictions that receive fewer than 730 alarms per year shall provide a minimum of one dedicated dispatch circuit for transmitting alarms.

9.1.1.3.3* A circuit that terminates at a telephone handset only shall not be considered as fulfilling the requirements for a dispatch circuit. *(See 9.2.2.2.)*

9.1.1.4 The primary dispatch circuit shall be provided with one of, or a combination of, the following:

(1) Wired circuit, monitored for integrity in accordance with 9.1.2 through 9.1.2.4.3
(2)*Nontrunked voice radio channel with duplicate system elements, with the following features:
   (a) Monitored for integrity as required by 9.1.2.6
   (b) In the event of a failure of the primary system, a means to switch to the secondary system that is immediately available to the telecommunicator
(3) Microwave carrier channel, monitored for integrity in accordance with 9.1.2 through 9.1.2.5.2, with the following features:
   (a) Redundant transceivers at both ends of each microwave path
   (b) Automatic switchover to the second transceiver if the first transceiver fails during operation
(4) Polling or self-interrogating digital data radio channel with the following features:
   (a)*Redundant transceivers at each installed location
   (b) Monitoring for integrity in accordance with 9.1.2 through 9.1.2.5.2
   (c) Automatic switchover to the second transceiver if the first transceiver fails during operation
(5) Dedicated telephone circuit that is monitored for integrity in accordance with 9.1.2 through 9.1.2.4.3, excluding the following:
   (a) Telephone connection through a public-switched telephone network
   (b) Nondedicated phone lines
(6) Trunked radio system in compliance with 9.1.1.4(2) or 9.1.1.4(4)

9.1.1.5 The secondary dispatch circuit shall not be required to be monitored for integrity.

9.1.1.5.1 The secondary dispatch circuit shall be provided with one of, or a combination of, the following:

(1) A wired circuit
(2)*A designated radio channel
(3) If radio is used for both the primary and secondary dispatch circuits, the following shall apply:
   (a) The primary dispatch circuit shall comply with 9.1.1.4.
   (b)*The secondary dispatch circuit shall consist of a separate radio system operating on a separate channel with a separate receiver for the secondary circuit at each ERF.
(4) An approved dedicated telephone circuit
   (a) Where a telephone dispatch circuit is used as a primary dispatch circuit, a telephone circuit shall not be used as the required secondary dispatch circuit.
   (b) A telephone connection through a public-switched telephone network via a regular dial-up modem and nondedicated telephone line shall not be considered to be an approved dispatch circuit.
(5)*The dispatch signal circuit path for the secondary dispatch circuit specified in 9.1.1.5.1(4)(a) shall be separate and independent of the dispatch signal circuit path of the primary dispatch circuit from the dispatch console to separate control/relay switching equipment connection ports at the ERF.

9.1.1.6* Where voice transmission is used as a dispatch method, the announcement for the emergency response shall be preceded by an audible warning or alerting signal that differentiates the emergency from routine voice traffic.

9.1.1.7 Alarms shall be retransmitted to ERFs or to ERUs in the field from the location at which alarms are received.

9.1.1.7.1 Alarms transmitted from the communications center shall be automatically received at ERFs and ERUs.

9.1.1.7.2 Dispatch methods shall provide for the operation of houselights or other auxiliary functions at the ERF as required by the AHJ.

9.1.1.8 Alarms that are transmitted over the required dispatch circuit(s) shall have the dates and times of transmission automatically recorded at the communications center.

9.1.1.9 Audible devices shall be installed throughout the ERF to ensure that all emergency response personnel are alerted to alarms.

9.1.1.10 Equipment shall be provided to allow watch personnel to alert personnel in the ERF.

9.1.1.11 A means of acknowledging receipt of an alarm from the emergency response personnel to the telecommunicator shall be provided.

9.1.2* Monitoring for Integrity. Primary dispatch circuits and devices upon which transmission and receipt of alarms depend shall be monitored constantly to provide prompt warning of trouble that impacts operation.

9.1.2.1* A polling or self-interrogating radio system shall be monitored hourly for integrity to ensure system reliability.

9.1.2.2 The primary and secondary power sources supplied to all required circuits and devices of the system shall be monitored for integrity.

9.1.2.3 Trouble signals shall actuate an audible device and a visual signal located at a constantly attended location.

9.1.2.4 The audible alert trouble signals from the fault and failure monitoring mechanism shall be distinct from the audible alert emergency alarm signals.

9.1.2.4.1 The audible trouble signal shall be permitted to be common to several monitored circuits and devices.

9.1.2.4.2 A switch for silencing the audible trouble signal shall be permitted if the visual signal continues to operate until the silencing switch is restored to the designated normal position.

9.1.2.4.3 The audible trouble signal shall respond to faults that occur on all other circuits prior to the restoration of the silencing switch to the "normal" position.

9.1.2.5 Where dispatch systems use computer diagnostic software, monitoring of the primary dispatch circuit components shall be routed to a dedicated terminal(s) that meets the following requirements:

(1) It shall be labeled and identified as "dispatch circuit integrity status."
(2) It shall be located within the communications center.
(3) It shall not be used for routine dispatch activities.

9.1.2.5.1 The computer diagnostic software shall be capable of displaying and testing each circuit that can be electronically monitored from the dispatch console to the station control unit or junction relay switching equipment in the ERF.

9.1.2.5.2 Any fault or failure condition within the dispatch circuit path shall be displayed on the dedicated terminal screen in a prominent (highlighted) fashion that satisfies the visual trouble signal requirement, and with an audible trouble signal, referenced in 9.1.2.4 through 9.1.2.5.2, that actuates and sounds in accordance with the type of dispatch circuit that is being monitored.

9.1.2.6* The radio communications system shall be monitored in the following ways:

(1) Monitoring for integrity shall detect faults and failures in the radio communications system.
(2) Detected faults and failures in the radio communications system shall cause audible and visual indications to be provided to the telecommunicator and radio system manager at the time of signal activation.

9.1.2.6.1 Monitoring for integrity of portable radios and radio equipment installed in an ERF and in emergency response vehicles shall not be required.

9.2 Wired Dispatching Systems.

9.2.1 Wired Circuits — General.

9.2.1.1* A separate tie circuit shall be provided from the communications center to each alternate communications center or a PSAP.

9.2.1.2 Equipment shall be designed and installed so that it is capable of performing its intended function over the range of 85 percent to 110 percent of its rated voltage.

9.2.1.3 The normal operation of the system shall not require the use of a ground return to provide any essential function.

9.2.1.3.1 Circuits that extend outside the communications center shall test free of grounds.

9.2.1.3.2 The ground connection shall be permitted to be used to provide function under abnormal line conditions where such use would not prevent the reception or transmission of a signal under normal conditions if the circuit were accidentally grounded.

9.2.1.4 A public alarm reporting system circuit that enters an ERF and that is connected to automatic recording and sounding equipment shall be permitted to be one of the two required dispatch circuits.

9.2.1.5 In jurisdictions where fewer than 730 alarms per year are received or where all stations have recording and sounding devices that respond to each public reporting circuit, the second dispatch circuit shall not be required; only the circuit that is monitored for integrity shall be required.

9.2.1.6 The following requirements shall apply to systems in which an alarm from a fire alarm box is automatically transmitted to fire stations and, if used, is transmitted to supplementary alerting devices (Type B system):

(1) Equipment shall be installed to automatically transmit alarms that are received from any public reporting circuit to all emergency response facilities and, where employed, to outside sounding devices.
(2) Control equipment shall allow any or all circuits to be individually connected to or disconnected from the repeating mechanism.
(3) Coded transmitting devices that use metal conductors shall be provided with a means to transfer the signal from one dispatch circuit to another.

9.2.1.7 A wired dispatch circuit that is part of a public alarm reporting system shall meet the requirements of *NFPA 72*.

9.2.1.8 A wired circuit shall not be connected to alarm instruments in more than five emergency response facilities.

9.2.1.9 Coded signals shall be transmitted as follows:

(1) At a minimum rate of two strokes per second
(2) Over separate circuits at a rate that is suitable for such devices where outside alerting devices are employed

9.2.1.10 Where wired voice dispatch circuits are used, each circuit shall be dedicated to each emergency response facility.

9.2.1.11 For coded and telegraphic systems, a permanent record that indicates the exact location from which the alarm is being received and an audible signal shall be required to indicate the receipt of an alarm.

9.2.1.12 Where telegraphic retransmission is used, the telecommunicator shall be permitted to enter dates and times manually where approved by the AHJ.

9.2.2 Telephone Circuits.

9.2.2.1 A telephone circuit that is used as one of the dispatch circuits shall meet the requirement in 9.1.1.4.

9.2.2.2 Where the primary or secondary dispatch circuit is a telephone dispatch circuit, it shall have voice amplification with the following capabilities:

(1) It shall be equipped with a loudspeaker(s).
(2) The use of a handset shall automatically disconnect the loudspeaker(s) from the circuit(s).

9.3 Radio Dispatching Systems.

9.3.1 General.

9.3.1.1* All radio communications shall comply with the rules and regulations governing wireless communications in the country of operation.

9.3.1.2 The communications center shall be equipped for radio communications with ERUs and emergency response personnel using portable radios.

9.3.1.3* A communications radio channel, separate from the radio dispatch channel, shall be provided for on-scene tactical communications.

9.3.1.3.1 Radio communication systems shall be designed to provide no less than 95 percent coverage of the jurisdictional area, 95 percent of the time, with a 95 percent confidence factor.

9.3.1.3.2 Radio coverage shall be required as required by 9.3.1.3.2.1 through 9.3.1.3.2.12.

9.3.1.3.2.1 Outdoors, a minimum of –107 dBm to and from a portable radio worn on the hip shall be required.

9.3.1.3.2.2 For special structures and high rise buildings, a minimum of –95 dBm to and from a portable radio worn on the hip shall be required.

9.3.1.3.2.3 For all other structures that are capable of being occupied by persons on a regular basis, a minimum of –107 dBm to and from a portable radio worn on the hip shall be required.

9.3.1.3.2.4* Two-way radio communication enhancement systems used to comply with the requirements of 9.3.1.3.1 shall be tested in accordance with 11.3.9.

9.3.1.3.2.5 The two-way radio communication enhancement system used shall be capable of transmitting and receiving all public safety radio frequencies assigned to the jurisdiction, as determined by the AHJ.

9.3.1.3.2.6* The two-way radio communication enhancement system shall be the type accepted or approved by the radio regulatory agency of the jurisdiction.

9.3.1.3.2.7 The two-way radio communication enhancement system shall be capable of using any modulation technology in use by the jurisdiction.

9.3.1.3.2.8 A two-way radio communication enhancement system requiring power for operation shall be provided with a dedicated ac circuit and a dedicated battery backup of sufficient capacity to operate the system for a minimum of 4 hours.

9.3.1.3.2.9 Monitoring of all operating power shall be in accordance with *NFPA 72*.

9.3.1.3.2.10 If the building has an installed standby or emergency generator, the two-way radio communication enhancement system shall be connected to the emergency power circuit.

9.3.1.3.2.11 The two-way radio communication enhancement system shall be monitored for integrity, including primary and secondary power sources and trouble or tamper signals supplied from the two-way radio communication enhancement system in accordance with the requirements of *NFPA 72*.

9.3.1.3.2.12 Signals required by 9.3.1.3.2.11 shall be annunciated locally as determined by the AHJ.

9.3.1.4* A tactical communications channel shall be capable of operating in analog simplex mode.

9.3.1.5* Communications system design shall be such that a portable radio is capable of operating within the dispatch area without the use of mobile radio frequency (RF) amplifiers.

9.3.1.6 If the radio includes scanning capability, it shall have an automatic priority feature that causes the radio receiver to revert automatically to its primary channel when the channel is being used.

9.3.1.7 A visual indication shall be provided indicating that the radio equipment is turned on.

9.3.1.8 With the exception of mobile and portable radios, radio antenna systems shall include surge arresters.

9.3.1.9 Radio communications equipment shall be capable of transmitting a distinctive alert tone for emergency traffic as required in NFPA 1561, *Standard on Emergency Services Incident Management System*.

9.3.2 Signaling and Control Systems.

9.3.2.1 Signaling and control systems that are used to alert a specific ERF(s) shall initiate distinctive announcement tones for various voice alarms.

9.3.2.2 Signaling and control systems shall use both polling and automatic transmission communications methods and shall support redundant designs as required in 9.1.1.4.

9.3.2.3 If used for signal and control systems, Internet protocol (IP) wide-area networks shall comply with the following:

(1) They shall comply with the communication methods of 9.3.2.2.
(2) If the primary network connector fails during operations, switchover to the second network connection shall be automatic, with audible and visual indicators to the telecommunicator.
(3)*The network path used shall be under the control of the AHJ.

9.3.3 Conventional Two-Way Voice Systems.

9.3.3.1* Analog System Requirements. Systems shall be equipped with a coded squelch system to minimize interference.

9.3.3.2 Digital Conventional System Requirements. Digital conventional systems shall comply with TIA/EIA-102.BAAA, *Common Air Interface*.

9.3.3.3 Call Indicator. A call indicator shall be provided for each conventional channel controller from the control center console.

9.3.4 Trunked Two-Way Voice Systems.

9.3.4.1* Signaling Channel Concept.

9.3.4.1.1 The trunked system shall operate using a dedicated signaling control channel protocol concept.

9.3.4.1.2 System control messages and calls and mobile requests for service shall be transmitted to and from the system on the signaling channel.

9.3.4.1.3 Each unit shall send its unique discrete address identification to the system each time the unit transmits, regardless of whether the system is operating in the message trunking mode or transmission trunking mode.

9.3.4.1.4 Mobile and portable units shall be capable of operating on at least five radio channels.

9.3.4.1.5 Mobile and portable units shall be capable of scanning trunked talkgroups and conventional channels with a user-selectable priority.

9.3.4.1.6* Mobile and portable units shall be equipped with a timer circuit that automatically shuts off the transmitter and signals the operator with a distinctive tone after a predetermined transmission time.

9.3.4.1.7 A system controller shall automatically assign all channels so that all system users (field units and console dispatchers) shall have access to all voice channels via a system priority protocol.

9.3.4.1.8 Channel access time in single-site systems, assuming a channel is available, shall be less than ½ second.

9.3.4.1.9* Priority Levels.

9.3.4.1.9.1 A minimum of eight levels of operational talkgroup priority shall be incorporated into the system.

9.3.4.1.9.2 Dispatch consoles shall be capable of elevating the operational priority of a talkgroup by one increment to facilitate channel assignments in critical situations.

9.3.4.1.10* Emergency Priority.

9.3.4.1.10.1 All field units in the system shall be capable of gaining access to the system within ½ second of activation of an instantaneous emergency switch.

9.3.4.1.10.2 When a field unit activates the emergency function of the radio unit, the field unit ID shall be displayed at the dispatch terminal, console, or both, and an audible alert shall be activated.

9.3.4.1.10.3 A voice channel shall be immediately assigned to handle the emergency communications regardless of system loading.

9.3.4.1.11* Failure of Trunking System.

9.3.4.1.11.1 If the trunking system control fails, the system shall revert to conventional operation.

9.3.4.1.11.2 ERUs that share trunked radio systems with other emergency or nonemergency services shall operate on a channel that is not shared with nonemergency users.

9.3.4.1.12* Queuing of Request for Voice Channel.

9.3.4.1.12.1 If all available talking channels are assigned, the second- and lower precedence–level requests for a talking channel shall be placed in a queue according to the priority levels involved.

9.3.4.1.12.2 The queue shall cause the system to assign talking channels as they become available on a priority-level basis.

9.3.4.1.12.3 If multiple talkgroups with the same priority are in the queue, they shall be assigned a channel on a first-in-first-out (FIFO) basis.

9.3.4.1.12.4 The queuing protocol shall process and assign channels to requesting units that have been involved in recent conversations before processing and assigning channels to units not involved in any recent conversations, assuming both talkgroups have equal priorities.

9.3.4.1.13 When any unit is placed into a system-busy queue, the unit requesting the channel shall be notified automatically by the system when it assigns a channel to the unit.

9.3.4.1.14 All units operating within the same talkgroup shall receive both sides of every conversation addressed to or from the talkgroup.

9.3.4.1.15 Where required for mobile or portable units, the system shall provide a means for selectively alerting one unit from another unit or from a dispatch location.

9.3.4.1.16 Continuous Talkgroup Affiliation Notification.

9.3.4.1.16.1 The system shall broadcast a continuous update of the talkgroup channel assignments to field units.

9.3.4.1.16.2 Units that become activated during a conversation, or units that leave the system coverage and return, shall use the continuous update to immediately affiliate with their assigned talkgroup.

9.3.4.1.17* Whenever a field unit leaves the coverage of the signaling channel and attempts to access the system using the push-to-talk (PTT) button, an audible alert shall be sounded.

9.3.4.1.18* Individual Unit Disable.

9.3.4.1.18.1 Hardware and software that allow disablement of any mobile or portable unit(s) currently operating on the system shall be provided.

9.3.4.1.18.2 Disablement of such a unit(s) shall be possible even if the system manager terminal or the console is inoperative.

9.3.4.1.19* The system shall allow a telecommunicator to initiate a change in the operating talkgroup of any field unit from a system manager terminal.

9.3.4.1.20* Where telephone interconnect has been provided as a part of the system, the system shall be configured so that no telephone call prevents or delays any dispatch communications required by the AHJ.

9.3.4.1.21 Monitoring for Integrity.

9.3.4.1.21.1 A subsystem dedicated to monitoring the trunked system infrastructure backbone shall be provided.

9.3.4.1.21.2 Fault and status information, including information on the condition of base station repeaters and controllers, shall be accessible from a system manager terminal.

9.3.4.1.21.3 A means shall be provided that is capable of recording system problems as they occur.

9.3.4.1.22 Console Call Indicator.

9.3.4.1.22.1 A call indicator shall be provided for each talkgroup controlled from the control center console.

9.3.4.1.22.2 When a channel is selected, the call indicator shall flash when audio is available.

9.3.4.1.23 When required by the AHJ, the console shall operate in the full duplex mode so that a telecommunicator can simultaneously transmit to a trunked talkgroup and receive their response without releasing the PTT button.

9.3.4.1.24 Console Trunked Busy Indication.

9.3.4.1.24.1 If the telecommunicator attempts to make a call and all trunked channels are busy, a visual alert shall be initiated at the console.

9.3.4.1.24.2 When the channel becomes available, the console shall automatically alert the telecommunicator with an audible tone and "hold" the channel for the telecommunicator for 2 seconds to 4 seconds to allow the telecommunicator time to activate a PTT for the appropriate talkgroup.

9.3.4.1.25* Console Dispatch Preemption.

9.3.4.1.25.1 The system shall be configured so that no "busy" indication is received by a telecommunicator attempting to access a talkgroup required for dispatch of an alarm.

9.3.4.1.25.2 If necessary, the requirement of 9.3.4.1.25.1 shall be met by preemption of the lowest-priority communication on the system at the time of attempted access to the talkgroup.

9.3.4.1.26 The telecommunicator shall have the following capabilities:

(1) The telecommunicator shall be able to designate a higher tactical priority for certain talkgroups at their workstation.
(2) Designation of higher tactical priority shall be achieved by means of a switch on that talkgroup appearance.

9.3.4.2 Digital Trunked System Requirements. Digital trunked systems shall comply with TIA/EIA-102.BAAA, *Common Air Interface*, and meet the requirements in 9.3.4.1.

9.3.5 Two-Way Mobile Equipment.

9.3.5.1 All emergency response units shall be equipped with a two-way mobile radio that is capable of communicating with the communications center.

9.3.5.2 Mobile radios shall be equipped with a visual transmit indicator.

9.3.5.3 All mobile radios shall be equipped with a carrier control timer that disables the transmitter after a predetermined time that is determined by the AHJ.

9.3.5.4 Mobile radios and associated equipment shall be manufactured for the environment in which they are to be used.

9.3.5.5 Mobile radios shall be capable of multiple-channel operation to enable on-scene radio communications that are independent of dispatch channels.

9.3.5.6 Spare mobile radio units shall be provided for emergency response units as follows:

(1) Minimum of one spare unit for each model not directly interchangeable
(2) Minimum of one spare unit for each 20 units, or fraction thereof, in service

9.3.6 Two-Way Portable Equipment.

9.3.6.1 All ERUs shall be equipped with a portable radio that is capable of two-way communication with the communications center.

9.3.6.2 Portable radios shall be manufactured for the environment in which they are to be used and shall be of a size and construction that allow their operation with the use of one hand.

9.3.6.3 Portable radios that are equipped with key pads that control radio functions shall have a means for the user to disable the keypad to prevent inadvertent use.

9.3.6.4 All portable radios shall be equipped with a carrier control timer that disables the transmitter after a predetermined time that is determined by the AHJ.

9.3.6.5 Portable radios shall be capable of multiple-channel operation to enable on-scene simplex radio communications that are independent of dispatch channels.

9.3.6.6 Portable radios shall be designed to allow channels to be changed while emergency response personnel are wearing gloves.

9.3.6.7 Single-unit battery chargers for portable radios shall be capable of fully charging the radio battery while the radio is in the receiving mode.

9.3.6.8 Battery chargers for portable radios shall automatically revert to maintenance charge when the battery is fully charged.

9.3.6.9 Battery chargers shall be capable of charging batteries in a manner that is independent of and external to the portable radio.

9.3.6.10 Spare batteries shall be maintained in quantities that allow continuous operation as determined by the AHJ.

9.3.6.11 A minimum of one spare portable radio shall be provided for each 10 units, or fraction thereof, in service.

9.3.7* Mobile Command Vehicles. Vehicles that are used in command or communications functions shall meet the requirements of NFPA 1901, *Standard for Automotive Fire Apparatus*.

9.3.8 Microwave Systems.

9.3.8.1 General Requirements. Microwave radio systems shall meet the following minimum requirements:

(1) The microwave radio shall be suitable for two-frequency, full-duplex operation.
(2)*The microwave radio shall be suitable for operating in network configurations offering ring or star protection.
(3) The microwave radio shall include a transmitter, a receiver, a modem, a power supply, an automatic switching device, a multiplexer, service channels/orderwire, and all associated interconnections.
(4) The microwave radio shall allow full access to all modules for normal system maintenance.
(5) All replaceable/plug-in modules shall be accessible.

9.3.8.2 Recovery and Protection.

9.3.8.2.1 Receivers shall provide both manual and fade initiated automatic errorless switching.

9.3.8.2.2 Recovery of a system from RF signal loss shall take place within 250 milliseconds after a valid signal is restored.

9.3.8.2.3 The system shall be designed so that protection circuits and units not in service or operation can be tested and repaired without affecting on-line system operation.

9.3.8.2.4 Partial or complete failure of protection control or switching equipment shall not render the microwave link inoperable.

9.3.8.3 Electromagnetic Interference.

9.3.8.3.1 The microwave equipment shall be operationally compatible with public safety communications equipment colocated in the same equipment location.

9.3.8.3.2* The microwave equipment shall be capable of meeting full specifications when operating in the vicinity of commercial AM and FM radio and TV transmitters.

9.3.8.4 Environmental Considerations. Microwave systems equipment shall function properly in the environmental conditions and at altitudes in which it is installed.

9.3.8.5 Microwave System Network Management.

9.3.8.5.1* General. The microwave system shall have sufficient alarm, control, and metering capabilities to detect defective or failing components.

9.3.8.5.2 Fault and Failure History Log.

9.3.8.5.2.1 The microwave radio shall maintain an electronic file that records the date and time of all fault and failure conditions and switching actions.

9.3.8.5.2.2 The file shall be downloadable for on-site review and electronic communications to others.

9.3.8.5.3 Fault and Failure Indications. Fault and failure conditions shall be displayed at the site and at a remotely monitored location.

9.3.8.5.4 External Alarms. Each microwave radio assembly shall accommodate external site/housekeeping alarm inputs.

9.4 Radio Alerting Systems.

9.4.1 General.

9.4.1.1 Radio alerting systems shall include one or more of the following:

(1) Voice receivers
(2) Coded receivers
(3) Noncoded receivers
(4) Numeric receivers
(5) Alphanumeric devices
(6) Two-way alphanumeric devices

9.4.1.2 Where radio home alerting receivers, portable radios, pagers, and similar radio devices are used to receive alarms or are used on-scene, they shall conform to the requirements of this standard.

9.4.1.3 Where portable two-way radio equipment is used to receive fire alarms, such units shall be equipped to receive a coded alert.

9.4.2 Radio Paging Systems and Pagers.

9.4.2.1* The paging system shall be under the direct control of the AHJ where used as a method of emergency dispatch.

9.4.2.2 No part of the paging system shall utilize the public Internet for any portion of its operation when used as a method of emergency dispatch.

9.4.2.3 Page-encoding equipment shall be located in the communications center where used as a method of emergency dispatch.

9.4.2.4 The paging system shall comply with the general requirements for radio systems as outlined in this document.

9.4.2.5 Pagers shall audibly indicate a low-battery condition.

9.4.2.6 Alphanumeric pagers shall support the maximum text message that can be sent from the communications center.

9.4.2.7* Coded receivers shall audibly indicate the presence of an unacknowledged message.

9.4.2.8 Alphanumeric devices and two-way alphanumeric devices shall audibly indicate the presence of an unread message.

9.4.2.9 Two-way alphanumeric devices shall automatically transmit an acknowledgment when the device has received and stored a message.

9.4.2.10 Two-way alphanumeric devices shall automatically transmit an acknowledgment when the responding user has read the message.

9.4.2.11* Two-way alphanumeric devices shall be capable of providing and transmitting multiple-choice replies, manually selected by the user.

9.4.2.12* Status of the two-way alphanumeric devices, including messages sent and acknowledged, shall be monitored in the operations room.

9.4.3* Alerting Receivers. Where radio alerting receivers are used to receive emergency dispatch messages, they shall be provided with two sources of power.

9.5 Outside Audible Alerting Devices.

9.5.1 Outside audible alerting devices used to indicate an emergency shall be located to alert all emergency response personnel expected to respond.

9.5.2 Coded alerting devices shall operate at speeds of at least one actuation per second, with three or four rounds of coded signals required where outside alerting devices are operated for summoning emergency personnel.

9.5.3 Compressed air alerting devices shall have a distinctive tone. If coded, the duration of the blast shall be neither less than ½ second nor longer than 1½ seconds, with silent intervals of 1 to 1½ times the blast duration.

9.5.3.1 Storage tanks shall meet the following criteria:

(1) Storage tanks shall comply with ASME specifications for unfired pressure vessels.
(2) Storage tanks shall be equipped with safety relief valves.
(3) Storage tank size shall be such that, at 85 percent of working pressure, eight times the largest number of blasts assigned to any signal but not fewer than 50 blasts shall be capable of being sounded.

9.5.4 Compressors shall have the capacity to fill storage tanks to working pressure within 30 minutes.

9.5.4.1 Piping of ferrous materials shall be provided with scale traps that are accessible for cleaning.

9.5.4.2 All piping shall be arranged to allow inspection and repair.

Chapter 10 Computer-Aided Dispatching (CAD) Systems

10.1 General.

10.1.1* Computer-aided dispatching (CAD) systems, when required by the AHJ, shall conform to the items outlined in this chapter.

10.1.2* Where a CAD system is used for emergency dispatch service operations, and an enhanced 9-1-1 emergency number telephone system is in use, the CAD system shall contain all hardware and software components necessary for interface with the 9-1-1 system.

10.2* Secondary Dispatch Method. Where a CAD system is used for emergency services dispatch operations, a secondary dispatch method shall be provided and shall be available for use in the event of a failure of the CAD system.

10.3 Security.

10.3.1 CAD systems shall utilize different levels of security to restrict unauthorized access to sensitive and critical information, programs, and operating system functions.

10.3.2 The AHJ shall have the ability to control user and supervisor access to the various security levels.

10.3.3 Physical access to the CAD system hardware shall be limited to authorized personnel as determined by the AHJ.

10.3.4 Operation of the CAD system software shall be limited to authorized personnel by log-on/password control, workstation limitations, or other means as required by the AHJ.

10.3.5* CAD systems shall provide network isolation necessary to preserve bandwidth for the efficient operation of the system and processing of alarms.

10.3.5.1 The CAD system shall provide measures to prevent denial-of-service attacks and any other undesired access to the CAD portion of the network.

10.3.5.2 CAD systems shall employ antivirus software where necessary to protect the system from infection.

10.4 Alarm Data Exchange.

10.4.1 The CAD system shall have the capability to allow alarm data exchange between the CAD system and other CAD systems.

10.4.2* The CAD system shall have the capability to allow alarm data exchange between the CAD system and supervising stations.

10.4.3 The CAD system shall have the capability to allow alarm data exchange between the CAD system and 9-1-1 databases.

10.4.4* The CAD system shall have the capability to allow data exchange between the CAD system and other systems as required and approved by the AHJ.

10.5 CAD Capabilities.

10.5.1 The installation of a CAD system in emergency service dispatching shall not negate the requirements for a secondary dispatch circuit.

10.5.2 Computer hardware provided as a part of the CAD system shall be of a quality and reliability sufficient to meet the requirements of the AHJ.

10.5.3 All components that are required for the operation of the CAD system ("critical loads") shall be supplied with electrical power through an approved SEPSS *(see 4.7.4)*.

10.5.3.1 The SEPSS shall be capable of supporting the critical loads for no less than 60 minutes.

10.5.3.2* The SEPSS shall receive its power from circuit(s) that are automatically connected to the emergency generator, as specified in 4.7.3, in the event of a power failure or insufficiency.

10.5.4 All characters shall be visible in a lighted room without being affected by the glare of ambient lighting.

10.5.5 Printers.

10.5.5.1 The system shall support as many printers as the AHJ deems necessary for its operation.

10.5.5.2 Logging or utility functions shall be assignable to any printer under system control.

10.5.5.3 A spare printer shall be available.

10.5.6* Software that is a part of the CAD system shall provide data entry; provide resource recommendations, notification, and tracking; store records relating to all alarms and all other calls for service and status changes; and track those resources before, during, and after alarms, preserving records of those alarms and status changes for later analysis.

10.5.6.1* The AHJ shall put in place safeguards to preserve the operation, sustainability, and maintainability of all elements of the CAD system in the event of the demise or default of the CAD supplier.

10.5.6.2 The system applications shall function under the overall control of a standard operating system that includes support functions and features as required by the AHJ.

10.5.7 Where the CAD system is a primary or secondary dispatch circuit for ERFs and ERUs, it shall provide an audible notification of alarms and shall be permitted to provide a visual notification of alarms and other calls for service.

10.5.7.1 If voice announcement is used, it shall be preceded by an audible warning or alerting signal that differentiates the alarm or emergency from any other voice messages carried by the system.

10.5.7.2* If text messages are used, they shall be accompanied by audible warning or alerting signal(s) that notify ERF or ERU personnel that an alarm or emergency message has been transmitted.

10.5.7.3 Printers located in an ERF as a part of the dispatch system shall be capable of printing a completed emergency message in less than 30 seconds.

10.6 Performance.

10.6.1 The system shall accommodate the call volumes and other sizing parameters that are required by the AHJ.

10.6.2 The system shall recommend units for assignment to calls.

10.6.2.1 The system shall ensure that the optimum response units are selected.

10.6.2.2 The system shall allow the telecommunicator to override the CAD recommendation for unit assignment.

10.6.2.3 The CAD system shall have the ability to prioritize all system processes so that emergency operations take precedence.

10.6.3 The system shall detect faults and failures.

10.6.3.1 The system shall automatically perform all required reconfiguration as a result of the faults or failures.

10.6.3.2 The system shall queue a notification message to the supervisor and any designated telecommunicator positions.

10.6.4* Under all conditions, the system response time shall not exceed 2 seconds, measured from the time a telecommunicator completes a keyboard entry to the time of full display of the system response at any position where a response is required.

10.6.5 The system shall be available and fully functional 99.95 percent of the time, excluding planned maintenance.

10.6.6* The system shall include automatic power-fail recovery capability.

10.7* Backup. The system shall include a data backup system, utilizing either removable media or independent disk storage arrays dedicated to the backup task.

10.8 Redundancy.

10.8.1 The failure of any single component shall not disable the entire system.

10.8.1.1 The CAD system shall provide automatic switchover in case of failure of the required system component(s).

10.8.1.2 Manual intervention by telecommunicators or others shall not be required.

10.8.1.3 Notwithstanding the requirements of 10.8.1.1, the system shall provide the capability to manually initiate switchover.

10.8.1.4 Systems that utilize server and workstation configuration shall accomplish automatic switchover by having a duplicate server available with access to all the data necessary and required to restart at the point where the primary server stopped.

10.8.1.5 Systems that utilize distributed processing, with workstations in the operations room also providing the call processing functions, shall be considered to meet 10.8.1.4, as long as all such workstations are continually sharing data and all data necessary to pick up at the point where the failed workstation stopped are available to all other designated dispatch workstations.

10.8.2 Monitoring for Integrity.

10.8.2.1 The system shall continuously monitor the CAD interfaces for equipment failures, device exceptions, and time-outs.

10.8.2.2 The system shall, upon detection of faults or failures, send an appropriate message to the supervisor and designated telecommunicator positions, accompanied by visual and audible indications.

10.8.3* The system shall provide a hard-copy log of system messages and transactions.

10.8.4* A spare display screen, pointing device, and keyboard shall be available in the communications center for immediate change-out for every three workstations, or fraction thereof, up to a maximum of three spare display screens, pointing devices, and keyboards.

10.9 Storage Network.

10.9.1 The system shall provide on-line storage that meets all of the functional and performance requirements of this standard for programs and data.

10.9.2 Capacity shall be provided for the storage of a minimum of 100 days of history log data.

10.10 Information Transmittal.

10.10.1 Wired data communications systems that connect ERFs and administrative sites with the system shall communicate at a minimum rate of 56,000 bits per second.

10.10.2 Wireless data communications systems that connect ERFs and administrative sites with the system shall communicate at a minimum rate of 9600 bits per second.

10.10.3 Mobile units shall communicate with the CAD system at a minimum rate of 9600 bits per second.

10.10.4 The transmission of computer information to mobile units or fixed locations that are associated with emergency operations shall be in accordance with the applicable government rules and regulations for the type of service being used.

10.11 Mobile Data Computers (MDCs).

10.11.1 MDCs and associated equipment shall be manufactured for the environment in which they are to be used.

10.11.2 System Availability.

10.11.2.1 Data communications between CAD and MDCs shall provide the following indications:

(1) Indicate to the telecommunicator that the MDC system is operational
(2) Indicate to the telecommunicator the failure of any message to an MDC
(3) Indicate to the ERU the failure of any message to CAD

10.11.2.2* If communication between MDCs and CAD has failed, messages in transit shall not be lost.

10.11.3 Emergency messages to MDCs shall take priority over other messages.

10.11.3.1 The MDC shall immediately display an indication of an emergency message.

10.11.3.2 The emergency message shall be accompanied by an audible indication from the MDC of sufficient volume to overcome ambient noise.

10.11.3.3 Vehicles equipped with printers shall have the capability to print emergency messages.

10.11.3.4 Displayed emergency messages shall not be automatically replaced by other messages.

10.11.3.5 The MDC shall display emergency information with a minimum use of multipage display.

10.11.4 Nonemergency Messaging.

10.11.4.1 A manual acknowledgment feature shall be provided to indicate that a message sent from the operations room has been viewed.

10.11.4.2 An MDC shall display vehicle status as currently registered within the CAD system.

10.11.5 Equipment and Operation.

10.11.5.1 The MDC shall not require power to maintain programmed functions.

10.11.5.2 Required connections between the MDC and other essential system components shall be fastened so as to not come loose under normal operating conditions.

10.11.5.3 The MDC shall allow a single action by the operator to initiate an emergency response status change.

10.11.5.4 The MDCs shall provide the following functionality:

(1) The ability to power on and off
(2) A visual indication that the unit is energized
(3) The ability to adjust display intensity
(4) An emergency alert button that transmits a distress signal to the operations room

10.11.5.5 The MDCs shall have a last-in-first-out (LIFO) feature that allows the user to recall the last 10 messages received.

10.11.5.6 Each MDC shall be capable of receiving single, group, or all-call messages.

10.11.5.7 Keyboard.

10.11.5.7.1 The bottoms of detachable keyboards shall have nonskid surfaces.

10.11.5.7.2 The keyboard design shall prevent malfunction caused by foreign materials.

10.11.5.7.3 Keyboard malfunctions shall not adversely affect the MDC, the MDC system, the MDC interface, or the CAD system.

10.11.5.8 Display Screens.

10.11.5.8.1 All information shall be visible in direct sunlight conditions.

10.11.5.8.2 The display screen shall be stable and free of unintentional motion.

10.11.5.8.3 Characters shall have a uniform appearance on all parts of the screen.

10.11.5.9 Mobile printers shall provide the following functionality:

(1) The ability to power on and off
(2) A visual indication that the unit is energized

Chapter 11 Testing

11.1 General.

11.1.1 Tests and inspections shall be made at the intervals specified in this standard.

11.1.2 All equipment shall be restored to operating condition after each test or alarm for which the equipment functioned.

11.1.3 Where tests indicate that trouble has occurred anywhere on the system, one of the following shall be required:

(1) The telecommunicator shall take steps to repair the fault.
(2) If repair is not possible, action shall be taken to isolate the fault and to notify the official responsible for maintenance.

11.1.4 Procedures that are required by other parties and that exceed the requirements of this standard shall be permitted.

11.1.5 The requirements of this chapter shall apply to both new and existing systems.

11.2 Acceptance Testing.

11.2.1 New equipment shall be provided with operation manuals that cover all operations and testing procedures.

11.2.2 All functions of new equipment shall be tested in accordance with this chapter and the manufacturers' specifications before being placed in service.

11.2.3 All cables shall be tested in accordance with this chapter where installed with all taps and splices made.

11.2.3.1 Before connection to terminals, cables shall be tested for insulation resistance.

11.2.3.2 Resistance tests shall demonstrate an insulation resistance of at least 200 megohms per mile between any one conductor and all other conductors, the sheath, and the ground.

11.2.4 The frequency, modulation, power output, and receiver sensitivity and selectivity shall be tested and recorded when any radio is installed or repaired.

11.3 Operational Testing.

11.3.1 Wired Dispatch Circuits. Manual test of wired dispatch circuits shall be as follows:

(1) A test shall be performed and recorded at least once every 24 hours.
(2) Circuits for transmission of graphic signals shall be tested by a message transmission.

11.3.2 Power Supply for Wired Dispatch Circuits. Manual tests of the power supply for wired dispatch circuits shall be made and recorded at least once during every 24 hours and shall include the following:

(1) The current strength of each circuit shall be tested, and changes in the current of any circuit that amount to 10 percent of normal current shall be investigated immediately.
(2) The voltage across terminals of each circuit inside terminals of protective devices shall be tested, and changes in the voltage of any circuit that amount to 10 percent of normal voltage shall be investigated immediately.
(3) The voltage between ground and circuits shall be tested as follows:
    (a) Where the test indicates a reading in excess of 50 percent of that shown in the test specified in 11.3.2, the trouble shall be located immediately and cleared.
    (b) Readings in excess of 25 percent shall be given early attention.
    (c) Systems in which each circuit is supplied by an independent current source shall require tests between ground and each side of each circuit that are performed with a voltmeter of not more than 100 ohms resistance per volt.
(4) A ground current reading shall be permitted in lieu of the test specified in 11.3.2, and all grounds that indicate a current reading in excess of 5 percent of the normal line current shall be given immediate attention.
(5) The voltage across common battery terminals on the switchboard side of fuses or circuit breakers shall be tested.
(6) The voltage between common battery terminals and ground shall be tested and abnormal ground readings investigated immediately.
(7) If more than one common battery is used, each common battery shall be tested.

11.3.3 Alerting Means. Outside audible alerting devices, radio, telephone, or other means for alerting emergency response personnel shall be tested as required by the AHJ.

11.3.4 Radio and Voice Amplification Circuits. All primary and secondary radio and voice amplification circuits shall be subjected to a voice test twice daily.

11.3.5 Public Safety Answering Point (PSAP) Telephone Testing. Each incoming circuit of a PSAP shall be tested daily.

11.3.6 Emergency Lighting. Emergency lighting shall be tested in accordance with *NFPA 101*.

11.3.7 Stored Emergency Power Supply System/Uninterruptible Power Supply (SEPSS/UPS). An SEPSS/UPS shall be tested in accordance with NFPA 111.

11.3.8 TDD/TTY. The TDD/TTY system shall be tested daily.

11.3.9 Where two-way radio communication enhancement systems are installed in special structures and high-rise buildings, a system test shall be conducted, documented, and signed by a person approved by the AHJ upon system acceptance and once every 12 months.

11.3.9.1 All testing and maintenance shall be performed in accordance with the requirements of *NFPA 72*.

11.4 Power.

11.4.1 Emergency and standby power systems shall be tested in accordance with NFPA 110.

11.4.1.1 Emergency power sources other than batteries shall be operated to supply the system continuously for 1 hour weekly.

11.4.1.2 The test for emergency standby power systems shall require simulated failure of the primary power source.

11.4.2 Weekly discharge tests of the emergency battery power systems shall be performed for 30 minutes to ensure that the batteries are capable of supplying the system with power.

11.4.3 To maximize battery life, the battery voltage for lead acid cells shall be maintained within the limits specified in Table 11.4.3.

Table 11.4.3 Battery Maintenance Voltage

Float Voltage	High-Gravity Battery (Lead Calcium)	Low-Gravity Battery (Lead Antimony)
Maximum	2.25 V/cell	2.17 V/cell
Minimum	2.20 V/cell	2.13 V/cell
High-rate voltage	2.33 V/cell	—

Note: High- and low-gravity voltages are +0.07 V and –0.03 V, respectively.

11.4.4 To maximize battery life, the following battery-charging voltages shall be used:

(1) Float voltage: 1.42 V/cell ± 0.01 V
(2) High-rate voltage: 1.58 V/cell + 0.07 V – 0.00 V

Chapter 12 Records

12.1 General. Complete records to ensure operational capability of all dispatching system functions shall be maintained.

12.2 Installation.

12.2.1 Wired Circuits. Records of wired dispatch circuits shall include the following:

(1) Outline plans that show all terminals in sequence
(2) Diagrams of office wiring
(3) Materials used, including trade name, manufacturer, and year of purchase or installation

12.2.2 Radio Channel. Records of radio dispatch channels and any associated wired circuits shall include the following:

(1) Outline plans that show transmitters and receivers
(2) Diagrams of interconnecting office wiring
(3) Materials used, including trade name, manufacturer, and year of purchase or installation

12.2.3 Changes and Additions. Changes or additions shall be recorded in accordance with 12.2.1 and 12.2.2.

12.3 Acceptance Test Records/As-Built Drawings. After completion of acceptance tests that have been approved by the AHJ, the following shall be provided:

(1) A set of reproducible, as-built installation drawings
(2) Operation and maintenance manuals
(3) Written sequence of operation
(4) Results of all operational tests and values at the time of installation

12.3.1 For software-based systems, access to site-specific software shall be provided to the AHJ.

12.3.2 The AHJ shall be responsible for maintaining the records for the life of the system.

12.3.3 Paper or electronic media shall be permitted.

12.4 Training Records. Training records shall be maintained for each employee as required by the AHJ.

12.5 Operational Records.

12.5.1 Call and dispatch performance statistics shall be compiled and maintained in accordance with Section 7.4.

12.5.2 Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a 1-year period.

12.5.2.1 A management information system (MIS) program shall track incoming calls and dispatched alarms and provide real-time information and strategic management reports.

12.5.3 Records of the following, including the corresponding dates and times, shall be kept by the jurisdiction:

(1) Test, alarm, and dispatch signals
(2) Circuit interruptions and observations or reports of equipment failures
(3) Abnormal or defective circuit conditions indicated by test or inspection

12.6 Maintenance Records.

12.6.1 Records of maintenance, both routine and emergency, shall be kept for all alarm-receiving equipment and alarm-dispatching equipment.

12.6.2 All maintenance records shall include the date, time, nature of maintenance, and repairer's name and affiliation.

12.7 Retention of Records.

12.7.1 Records required by Sections 12.2, 12.3, 12.5, and 12.6 shall be maintained for the life of the affected equipment.

12.7.2 Records that are required by Sections 7.4, 7.6, 11.3, and 12.5 shall be maintained for 2 years or as required by law or by the AHJ.

12.7.3 Where call detail recording (CDR) is provided, records shall be maintained for 2 years or as required by law or by the AHJ.

Chapter 13 Data Network Security

13.1* Data Security Plan. Communications centers shall establish and maintain a data security plan for the protection of their data assets.

13.1.1 The data security plan shall include the items required by 13.1.2 through Section 13.3.

13.1.2 The plan shall include a policy statement from the AHJ detailing the requirements and goals of the plan.

13.1.3* The plan shall contain comprehensive procedures for the maintenance of security.

13.1.4* The plan shall require the assignment of responsibilities for the performance of security functions.

13.1.5* The plan shall specify training and education requirements for employees and shall include a continuing education plan component.

13.1.6 The plan shall require the maintenance of records of security plan training in accordance with Section 12.5.

13.1.7* The plan shall establish methods of enforcement of security requirements for data systems.

13.1.8 The plan shall include requirements for integration of security requirements in new technology acquired for the communications center.

13.2 Testing Security. The plan shall include methods and procedures, including schedules, for testing of the system for security breaches or failures.

13.3 Testing Records. Testing records of the plan shall be maintained in accordance with Section 12.7.

Chapter 14 Public Alerting Systems

14.1 General. Public alerting systems (PASs) shall meet the requirements specified in this chapter.

14.1.1 All PASs and related components shall comply with national, state, provincial, and local rules and regulations governing PASs and related system components.

14.1.2 The AHJ shall develop and maintain standard operating procedures for when and how the systems are to be used.

14.1.3 A PAS that utilizes a communications network(s) developed and used for the purposes of alerting the public shall be engineered to work within the capacity of the network(s).

14.1.4* A PAS utilizing a public alerting system alerting appliance (PASAA) that is part of a communications network used to deliver messages of a nonemergency nature shall be engineered to give priority to the PAS.

14.1.5 An upgrade installed to a PAS shall be backward compatible with existing systems.

14.2 Security.

14.2.1 The AHJ shall develop and enforce security procedures that are consistent with any national, state, provincial, tribal, or local rules and regulations to prevent unauthorized use of the PAS.

14.2.2 The AHJ shall enforce security procedures to prevent the misuse of sensitive information.

14.3* Permitted Uses. Systems shall be used for alerting the public to natural and man-made events, including tornadoes, hurricanes, floods, fire, and chemical releases, that can be expected to result in loss of life, endanger public health, or destroy property.

14.4 Permitted Systems. The following types of systems shall be permitted:

(1) Automated telecommunications dial-out systems delivering recorded voice messages
(2) Automated telecommunications dial-out systems with signals transmitted to a PASAA
(3)*Radio broadcast systems and tone alert systems using a PASAA
(4) Wireless systems with a PASAA
(5) Paging systems with a PASAA
(6) Siren systems with loudspeakers

14.5* Public Alerting System Alerting Appliances (PASAAs). PASAAs shall be capable of the following:

(1) Receiving an alert data message (ADM) from a PAS
(2) Providing an audible alert in response to an ADM that meets the audible characteristics of an alarm as defined in *NFPA 72*
(3) Providing a visual alert signal in response to an ADM that meets the following requirements:
   (a) The signal shall be a flashing light that is red or blue in color.
   (b) The signal shall be used only for an ADM.
(4) Providing a local trouble signal in response to a low-battery condition that meets the following conditions:
   (a) The trouble signal shall not use lights of the same color used for other purposes.
   (b) The trouble signal shall have a battery source of power that can serve as either the primary or secondary power supply.
(5) Providing a local visual and/or audible trouble alert that is distinctly different from that used with an ADM, if the PASAA is capable of detecting loss of service or functions

Annex A Explanatory Material

Annex A is not a part of the requirements of this NFPA document but is included for informational purposes only. This annex contains explanatory material, numbered to correspond with the applicable text paragraphs.

A.3.2.1 Approved. The National Fire Protection Association does not approve, inspect, or certify any installations, procedures, equipment, or materials; nor does it approve or evaluate testing laboratories. In determining the acceptability of installations, procedures, equipment, or materials, the authority having jurisdiction may base acceptance on compliance with NFPA or other appropriate standards. In the absence of such standards, said authority may require evidence of proper installation, procedure, or use. The authority having jurisdiction may also refer to the listings or labeling practices of an organization that is concerned with product evaluations and is thus in a position to determine compliance with appropriate standards for the current production of listed items.

A.3.2.2 Authority Having Jurisdiction (AHJ). The phrase "authority having jurisdiction," or its acronym AHJ, is used in NFPA documents in a broad manner, since jurisdictions and approval agencies vary, as do their responsibilities. Where public safety is primary, the authority having jurisdiction may be a federal, state, local, or other regional department or individual such as a fire chief; fire marshal; chief of a fire prevention bureau, labor department, or health department; building official; electrical inspector; or others having statutory authority. For insurance purposes, an insurance inspection department, rating bureau, or other insurance company representative may be the authority having jurisdiction. In many circumstances, the property owner or his or her designated agent assumes the role of the authority having jurisdiction; at government installations, the commanding officer or departmental official may be the authority having jurisdiction.

A.3.2.4 Listed. The means for identifying listed equipment may vary for each organization concerned with product evaluation; some organizations do not recognize equipment as listed unless it is also labeled. The authority having jurisdiction should utilize the system employed by the listing organization to identify a listed product.

A.3.3.1 Alarm. All incoming calls on designated emergency telephone lines should be considered emergency alarms until answered by a telecommunicator. If a telecommunicator determines that the reason for the call is not an emergency as defined in 3.3.32, the call will not count against the performance requirements of 7.4.2. A trouble or supervisory signal is not an indication of an alarm. *(See also 3.3.79, Trouble Signal.)*

A.3.3.14 Circuit. Specific types of circuits include dispatch, local, and tie circuits.

A.3.3.17 Communications Center. Examples of functions of a communications center are as follows:

(1) Communications between the public and the communications center
(2) Communications between the communications centers, the emergency response agency (ERA), and emergency response facilities (ERFs)
(3) Communications within the ERA and between different ERAs

A.3.3.18 Communications Officer. The position is a function that falls under the logistics section of the incident command system (ICS).

A.3.3.20 Comprehensive Emergency Management Plan (CEMP). In some jurisdictions a CEMP could also be known as a disaster management plan.

A.3.3.21 Computer-Aided Dispatch (CAD). CAD systems have become the preferred method of providing dispatching services. These requirements are intended to ensure that these critical resources are secure, reliable, and redundant.

A.3.3.28 Dispatch Circuit. A dispatch circuit was formerly called an alarm circuit.

A.3.3.32 Emergency. The AHJ of the responding agency can determine which types of alarms qualify as an emergency.

A.3.3.33 Emergency Alarm Processing/Dispatching. This term includes caller interrogation and resource selection [which emergency response unit (ERU) is going to respond], up to the start of the ERF notification process.

A.3.3.35 Emergency Response Agency (ERA). An ERA includes any public, governmental, private, industrial, or military organization that engages in the operations specified in the definition.

A.3.3.36 Emergency Response Facility (ERF). Examples of ERFs include a fire station, a police station, an ambulance station, a rescue station, a ranger station, and similar facilities.

A.3.3.51 Notification. Notification can be made by either electronic or mechanical means.

A.3.3.64 Radio Channel. The width of the channel depends on the type of transmissions and the tolerance for the frequency of emission. A radio channel is normally allocated for radio transmission in a specified type of service or by a specified transmitter. [**72,** 2010]

A.3.3.65 Radio Frequency. The present practicable limits of radio frequency (RF) are roughly 10 kH to 100,000 MHz. Within this frequency range, electromagnetic waves can be detected and amplified as an electric current at the wave frequency. *Radio frequency* usually refers to the *RF* of the assigned channel.

A.3.3.68 Response Unit. Some examples of response units include patrol car, ambulance, rescue vehicle, pumper, ladder truck, elevating platform, service vehicle, marine unit, supervisor's vehicle, tow truck, motor assistance vehicle, construction equipment, mass transit vehicles, and personnel assigned a unique identification number or name used for dispatches.

A.3.3.71 Standard Operating Procedures (SOPs). In some jurisdictions, SOPs are also known as standard operating guidelines (SOGs).

A.4.1.4 Arrangements with another jurisdiction to allow the use of its facilities as the alternate facility are acceptable. Such agreements should be made in writing.

A.4.1.4.2 The alternate communications center should not be located in close proximity to the primary center. In determining the minimum geographical separation required between the primary communications center and the alternate communications center, the AHJ should evaluate the potential for a single disaster (such as a terrorist attack, flood, tornado, etc.) to render both the primary and alternate centers inoperable.

A.4.1.4.3.2 The CEMP should be exercised on a regular basis to ensure that the plan is workable and that employees are familiar with the procedures. The local emergency planning committee (LEPC) comprises emergency response agency representatives, local government, schools, emergency management personnel, other governmental agencies, and the private sector. The CEMP is developed by this committee and used as part of the planning process in emergency management. *NFPA 1600, Standard on Disaster/Emergency Management and Business Continuity Programs*, also outlines the requirements for emergency planning. The communications center is a critical component of any emergency plan and serves as a link between the emergency operations center (EOC) and ERAs.

A.4.1.5 The decision to evacuate or to not evacuate the communications center in the event of a fire or threat of fire is not simple. It involves moving the telecommunicators to a backup dispatch center or to a cooperating agency in a nearby jurisdiction. The communications center should be assigned dedicated fire suppression resources in the event of a fire in the communications center or a fire in the building housing the communications center. Decisions that involve continued operation or evacuation of the center should be made by the fire suppression officer and the telecommunicator supervisor.

A.4.2.2 Consideration should also be given to hazards associated with falling trees, antenna, or other similar structures.

A.4.3.5 Design consideration for belowgrade centers should include the following:

(1) Special requirements for means of egress
(2) Depth of the local water table relative to the floor elevation
(3) Humidity control
(4) Sumps and pumps having the capacity to prevent flooding under the heaviest possible rainfall
(5) Smoke removal or control systems
(6) Additional backup power needs
(7) Employee morale
(8) Other pertinent issues

A.4.4.1.5 A backup heating, ventilating, and air-conditioning (HVAC) system is needed for use during routine maintenance of the primary system or in the event of a primary system failure. The ability to provide fresh, properly conditioned air is critical to the operation of the communications center. Security requirements, co-location of communications centers in buildings with other uses, operation of computer equipment, uninterruptible power supply (UPS), and radios combine to create a very high cooling demand that is often added without proper engineering to an existing building HVAC system.

The primary HVAC system is to be designed for the task. The goal is to provide uninterrupted conditioning under all types of climatic conditions and to simultaneously protect communications center occupants from hazardous airborne contaminants (such as smoke) that can be drawn into the communications center from the rest of the building.

When HVAC systems fail and no backup is provided, the first casualty is usually security. Doors or windows that are required to be closed are opened, often without the knowledge or consent of the AHJ.

A.4.4.1.6 Examples of equipment include packaged cooling systems and components such as chillers, compressors, condensers, supply air fans, and return air fans.

A.4.5.6 A written emergency fire plan should be prepared and posted that assigns specific responsibilities. This plan should be coordinated with all responding emergency agencies. Personnel should receive continuing instructions in at least the following:

(1) Evacuation of personnel and designated assembly area
(2) The operations of all fire-extinguishing and automatic fire detection systems
(3) The use of portable fire extinguishers

A.4.5.7 A damage control plan should provide guidance for the following:

(1) Preventing or minimizing damage to electronic equipment
(2) Preventing or minimizing damage to other operations and equipment

For example, whenever electronic equipment or any type of record is wet, smoke damaged, or otherwise affected by the results of a fire or other emergency, it is vital that immediate action be taken to clean and dry the electronic equipment. If the water, smoke, or other contaminations are permitted to remain in the equipment longer than absolutely necessary, the damage can be grossly increased.

In addition, a means should be provided for preventing water damage to electronic equipment. The proper method of doing this will vary according to the individual equipment design.

(3) Identifying procedures for a return to normal operations

A.4.6.4(3) For instance, a window facing a break area within the secure area assigned solely for the use of the communications center does not require bullet-resistant glass as long as a block wall surrounds the break area.

A.4.6.7 Refer to the Unified Facilities Criteria 4-010-01 Department of Defense Standards for Buildings for additional guidance.

A.4.7.8.3 Consideration should be given to dividing the supplied load among two or more generators so that the required critical load of the communications center can be supplied with one generator out of service. This will allow one generator to be taken off line for maintenance without degrading the reliability of the overall system. Also, this can prevent degradation of communications center function in the event a generator fails during an extended commercial power outage.

A.4.7.9.1 Stored batteries preferably should be located on the same floor as the operating equipment.

A.5.1.1 Refer to *NFPA 70*, Section 90.2, for examples of installations that are or are not covered by *NFPA 70*.

A.5.6.4 Examples of fast-acting surge suppression criteria for power lines can be found in the Telcordia Technologies publication TR-NWT-001011, *Generic Requirements for Surge Protective Devices (SPDs) on AC Power Circuits*. Examples of fast-acting surge suppression criteria for telephone lines can be found in the Telcordia Technologies publication TR-NWT-001361, *Generic Requirements for Gas Tube Protector Units (GTPUs)*.

A.5.8.1 Sensitive electronic equipment includes computers, telecommunications equipment, and two-way radio systems.

A.6.2.1 The ability to have access to a telephone system not maintained and operated by the AHJ allows for continuity of communication with ERFs. An AHJ's internal telephone system, using a system such as private branch exchange (PBX), is not considered a commercial telephone system.

A.6.2.2 Such an arrangement is not meant to apply to the office of the chief and other executive officers or to the communications center, which can be housed in an ERF.

A.6.6 Local area network (LAN) computer and telephone cable are examples of communications conductors.

A.7.1.2 In the case of equipment such as repeaters, transmitters, towers, and generators, access needs to be available at all times.

A.7.1.3 The supervisor position(s) in the communications center should be provided in addition to the telecommunicator(s) position(s). These supervisory personnel are intended to be available for problem solving.

A.7.1.4 It is not the intent of the committee to prohibit the supervisor from staffing a workstation to relieve a telecommunicator for breaks, as long as the telecommunicator is not leaving the operations room and is able to return immediately.

A.7.2.2 The AHJ can develop a certification program or use the certification programs of others. Examples of other certification programs are Associated Public Safety Communications Officials International, International Municipal Signal Association, and National Academies of Emergency Dispatch and Power Phone.

A.7.3.1 In jurisdictions receiving fewer than 730 alarms per year (an average of two alarms per 24-hour period), provision of a dedicated telecommunicator might not be necessary where alternate means approved by the AHJ can effect the prompt receipt and processing of alarms in accordance with Section 7.4. Telecommunicator staffing is an important issue in achieving prompt receipt and processing of alarms. Consider the following two concepts of communications center operations:

(1) *Vertical Center.* A single telecommunicator performs both the call-taking and dispatching functions.
(2) *Horizontal Center.* Different telecommunicators perform the call-taking and dispatching functions.

Telecommunicators working in a vertical center are known to engage in multitasking that can inhibit their ability to perform assigned job functions. Routine evaluation of telecommunicator

staffing, number of inbound emergency and nonemergency calls, and other operational statistics is necessary to allow a prompt receipt and processing of alarms.

A.7.3.1.1 The processing of N-1-1 calls or other nonemergency 7- or 10-digit calls should not degrade or delay the processing of any emergency calls.

A.7.3.2 Emergency dispatch protocols exist when telecommunicators have to provide prearrival instructions and are required to remain in communication with the caller.

A.7.3.3 The issue of communication capabilities and/or failures is cited by the National Institute for Occupational Safety and Health (NIOSH) as one of the top five reasons for fire fighter fatalities. The importance of an assigned telecommunicator for specific incidents is a critical factor in incident scene safety. The assignment process should be outlined in specific SOPs within each agency represented in the communications center. This assignment process is further assisted when a command/communications vehicle is being staffed at the incident scene.

A.7.4.1 Statistical analysis for performance measurement should be completed over a period of 1 month. See Figure A.7.4.1(a) and Figure A.7.4.1(b).

A.7.4.2 See Figure A.7.4.1(a).

A.7.4.2.1 The AHJ of the responding agency can allow certain types of emergency calls to be excluded from the requirements of 7.4.2 that require extra call interrogation time. All emergency calls of these types will be identified and reviewed by the AHJ on a monthly basis. Such calls could include but are not limited to:

(1) Requiring language translation
(2) Use of TTY/TDD or relay services
(3) Dispatch equipment malfunction
(4) Unusually high call volume due to unpredictable scenarios (weather events, earthquakes, etc.)

Exclusions should be reviewed and trends identified that need to be addressed for possible operational or technical solutions.

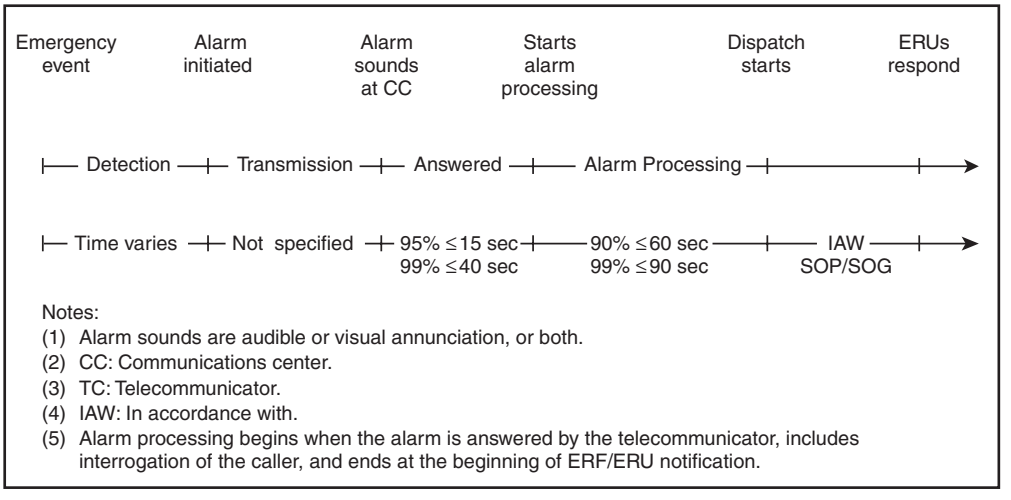

FIGURE A.7.4.1(a) Alarm Time Line Where Primary PSAP Is Communications Center.

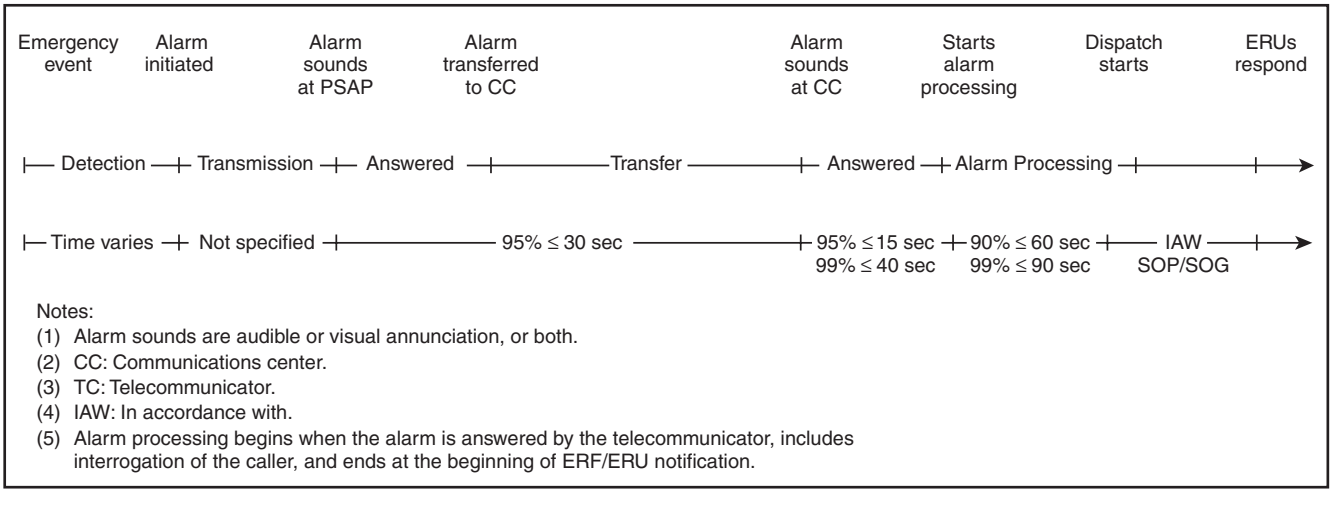

FIGURE A.7.4.1(b) Alarm Time Line Where Primary PSAP Is Other Than Communications Center.

A.7.4.3 Alarms should be retransmitted to emergency response personnel as soon as the location and general nature of the emergency have been ascertained by the telecommunicator. However, for some alarms involving criminal activity, the safety of emergency response personnel could require the telecommunicator to ascertain additional information from the caller, such as a description(s) of the suspect(s), a description(s) of the vehicle(s), the direction of travel, and the weapon(s) involved, which could make compliance with the 60-second time limit impractical. Therefore, the AHJ for each law enforcement agency served by the communications center should establish time frames for the dispatch of law enforcement personnel in accordance with the corresponding agency's SOPs.

A.7.4.4 See Figure A.7.4.1(b).

A.7.4.7 The first unit to arrive at an emergency incident is responsible for notifying the communications center by radio of its arrival and for providing a brief description of the conditions observed and the precise location of the incident. The responding officer should report arrival and should establish the initial command post at the emergency. As soon as conditions allow, the incident commander should report supplementary information to the communications center and should make additional progress reports if operations keep the units at the emergency longer than a few minutes. An extended or complex emergency incident can necessitate the use of a communications unit for effective coordination, command, and control.

A.7.4.8 The audible warning or signal is typically a distinctive tone.

A.7.4.10 The assignment of a communications officer/unit leader to incidents that are more complex ensures that adequate communication is achieved using available telephone and radio systems. Such an assignment also ensures that the availability of existing frequencies or networks is maximized and that system overloading is minimized. An assigned communications officer can be particularly important and useful during multi-agency fires and other incidents. It can be necessary to establish specific nets and monitoring systems to guarantee communications in some situations. In complex incidents, communications discipline is critical in avoiding system overload.

A.7.4.11 The common emergency organization, that is, the incident management system (IMS), includes two important communications concepts as follows:

(1) *Common Terminology.* All participating departments and agencies use clear text and established standard terms and phrases. In multi-agency emergencies, it is extremely difficult to guarantee that all agency and department codes represent identical meanings. To avoid potential misunderstandings between telecommunicators, the IMS requires clear text or plain language for all radio messages. Although this is a significant departure from public safety agency tradition, it has been found to be efficient in actual practice.
(2) *Integrated Incident Communications.* Participating departments and agencies plan in advance for the use of integrated radio frequencies to tie together all tactical and support units assigned to an incident. To ensure the best possible use of all participating department and agency radios at major incidents, an Incident Radio Communications Plan matrix is developed. The matrix lists all available radio systems on an incident and aids in assigning them to provide command, tactical, and logistical coverage for a complete operation.

Preparation of the matrix necessitates training and a knowledge of cooperating department and agency frequencies and radio components. Use of the matrix is greatly enhanced by the existence of a frequency-sharing agreement. *(See Annex B.)*

The Federal Communications Commission (FCC) has no prohibition against public agencies sharing frequencies during emergencies, provided that the responsible agency has granted permission to assisting agencies to do so. The agreement specifies the mutual permission of participating agencies to use other agency frequencies when providing assistance. The agreement lists the terms and conditions of use by others and includes all frequencies that can be made available under critical conditions. Such agreements facilitate better multiagency dispatching and incident communications and can be prepared by groups or agencies who work together frequently.

A.7.4.11.2 These communications links can include but are not restricted to a number of methodologies, including radio, data communication, face-to-face, satellite communication, or telephone. Such communication links permit units from multiple agencies to interact with one another and to exchange information according to a prescribed method in order to achieve predictable results. These links permit communications between agencies when needed but not necessarily with every unit involved at an incident at all times.

A.7.4.11.2(3) Extended operations can include long-term disaster recovery, security at major events, or criminal justice surveillance.

A.7.4.15 Effective communication among emergency response personnel during the initial response to any major incident and throughout its extended operations has a significant impact on the rapid mitigation to the affected population.

A plan should lend itself to rapid activation in case of an incident. These incidents include major storms, conflagrations, hazardous materials incidents, wildland fires, mass transit accidents, domestic terrorism, and other incidents that can overwhelm the agencies serving the community and their normal resources.

The plan should include all agencies that normally would be utilized to mitigate any major incident. The plan should also include the communication integration of all agencies into a command structure. Additionally, the plan should include the communications path for transition to the next level of support.

The plan should include SOPs that outline the following:

(1) Activation of such plan
(2) Radio systems to be utilized
(3) Assigned radio frequencies and bandwidth for conventional or trunked systems
(4) Talkgroups
(5) Unit/agency designations
(6) Talk paths to be utilized (e.g., gateway, cross band repeaters, and telecommunicator assisted)

The plan should define applicable continuous tone-coded squelch system (CTCSS) codes, in compliance with TIA-603-C, *Land Mobile FM or PM — Communications Equipment — Measurement and Performance Standards,* for analog channels designated for interoperability.

The plan should define interoperability channels designated for digital operation. These channels should be compliant with TIA/EIA-102.BAAA, *Common Air Interface*.

A.7.4.15.1 The key to the successful operation of the various resources into a region depends heavily upon the ability of all public safety agencies to communicate effectively with each other in real time. At a minimum, interoperability should be supported at the command level. It is not required that every responder have total interoperability with every other responder.

A.7.4.15.2 Exercising this plan identifies areas that need improvement.

A.7.4.18 Procedures for handling telecommunication relay services (TRS) calls should be included in the SOPs.

A.7.5.1 The clock can be synchronized automatically by use of a radio receiver that receives broadcasts by stations broadcasting standard time and interval signals, such as WWV, WWVH, and WWVB in the United States and CHU in Canada; by use of GPS satellite time receivers; or by calling NIST in Boulder, CO, or the U.S. Naval Observatory in Washington, DC.

A.7.6.1(3) Recording by telecommunicator position, rather than by line, allows all telephone lines that are used in the communications center to be taped using a minimum of recorder resources.

A.7.7 The purpose of the quality assurance program is to follow up and review calls with communications center employees, improve procedures, and make the corrections needed to improve service and response. Generally accepted statistical methods should be used when selecting calls for review.

A.8.1 Cellular or Internet personal communications services (PCS) systems include such devices as personal digital devices, advanced voice and data devices, and other cellular-based wireless systems. Text messaging, Internet access, cable modems, and other devices using wireless fidelity (WiFi) all use voice over Internet protocol (VoIP).

A.8.2.1.3 The separate business number listed in the telephone directory and used for nonemergency purposes should terminate at a location where personnel are on duty at least 40 hours per week, Monday through Friday.

A.8.2.2.6 A telephone line terminating at an unstaffed ERF and provided with a recorded message should not be used to meet the intent of the business line (nonemergency) listed in the directory and assigned for business (nonemergency) use as specified in 8.2.2.4.

A.8.3(1) In no case is it ever recommended that the telephone system be designed at less than P.01 GOS. An industry standard traffic study should be conducted that meets the public safety requirements of the AHJ.

A.8.3.4 The monitoring service is to be provided by the 9-1-1 vendor. Monitoring at the communications center itself is not sufficient, since a failure at the communications center can also involve a failure of the monitoring and also does not cover situations where 9-1-1 calls are not completed due to cable failure or intermediate central office failure.

A.8.3.5 Automated voice alarms, by their design, repeat their message many times and, therefore, can monopolize an inbound line for a considerable time. Therefore, they are not permitted to connect with published emergency numbers, and their use is not encouraged. Many state and local statutes prohibit such connections to designated emergency lines or to 9-1-1.

A.8.4.3.2 Two circuits run in the same conduit, duct bank, or trench or run on the same pole line do not provide the level of safety intended by the committee.

A.8.5.1 See *NFPA 1600* for additional guidance.

A.8.5.4(2) The AHJ can approve a queuing system for calls on emergency lines. Such systems often require the additional approval of regional, county, or state authorities.

A.9.1.1 Communications centers that dispatch for volunteers or paid-call personnel have the responsibility of summoning such personnel at any hour of the day or night. Personnel can be summoned by the use of the telephone or radio, supplementing sirens or horns that provide an outside alarm. Alarms can be telephoned to the central telephone office where the telephone telecommunicator can start a siren or operate an air horn to indicate that there is an alarm. In areas where a communications center is not attended 24 hours a day, telephone companies can provide a telephone line that connects to special telephones that are located in places of business or residences selected by the jurisdiction. The jurisdiction then arranges to activate the alarms. In emergency response agencies that have an emergency response facility desk attendant, the telephone central telecommunicator can call the ERF, and the attendant can sound the outside alarm to call volunteers. If there is a code-sounding siren or air horn, coded signals can be sent. Usually a transmitting apparatus is used to send out the code.

If radio equipment is used, a receiver with selective calling equipment can be placed in the home of each volunteer or call person. Selective signaling is accomplished on a group-call principle, allowing the volunteer or call forces to be divided into several groups that can be summoned as a whole or as individual groups to handle a particular incident. Pagers are commonly used for this purpose, since they can be carried anywhere. Pagers can include either a tone alarm, a voice receiver, or a digital display.

A.9.1.1.3.2 In jurisdictions receiving fewer than 730 alarms per year (average of two alarms per 24-hour period), a second dedicated dispatch circuit might not be necessary.

A.9.1.1.3.3 When an alarm is transmitted to an ERF, it should be audible throughout the ERF, without the time delay caused by a responder going to a telephone instrument, picking up the handset, and then relaying the information to other affected responders.

A.9.1.1.4(2) System elements can include but are not limited to transmitters, transceivers, repeaters, receivers and receiver comparators (where required), microphones, encoders, control circuitry, antennas, and appropriate ancillary devices to constitute a complete radio system. Audible monitoring for integrity can be accomplished by a receiver in the operations room operating on the dispatch channel providing side tone audio. Visual monitoring for integrity can be accomplished by receiver module indication(s) of audio on the dispatch channel. It is not the intent of this requirement to require duplicate equipment at each ERF for a voice radio primary dispatch circuit.

A.9.1.1.4(4)(a) It is not the intent of this requirement to require a redundant digital data radio transceiver at each ERF,

unless the ERF is a location that retransmits the signal to other ERF receivers, transceivers, or pagers. Transceivers designed for wide area coverage do not necessarily meet requirements for redundant transceivers.

A.9.1.1.5.1(2) Where the primary dispatch circuit is provided through a radio system, regardless of whether the system is a conventional radio, a trunked radio, or a microwave radio, the system cannot also be used to provide the secondary means of dispatch.

A.9.1.1.5.1(3)(b) A separate receiver is not required for each ERU.

A.9.1.1.5.1(5) The separate control/relay switching equipment connection ports in the ERF are permitted to connect common audio alerting devices and auxiliary equipment such as audio amplifiers and loudspeakers, ERF response lights, and printer equipment.

A.9.1.1.6 The audible warning or signal is typically a distinctive tone.

A.9.1.2 Portions of any dispatch system circuit can need a metal wire connection, such as a wired cable from a microphone to the transmitter/receiver equipment of a microwave/radio dispatch circuit. Such wired circuit connections in a portion of a radio or telephone dispatch circuit do not constitute a wired dispatch circuit where all transmitting facilities are local to the communications center. Where such connections are between the communications center and one or more remote transmitting or repeater facility sites, a connection between the communications center and the remote facility site does constitute a wired dispatch circuit, requiring monitoring for integrity fault or failure trouble signal annunciation if signal transmission failure occurs.

A.9.1.2.1 Polling or self-interrogation is one of many methodologies that can monitor a dispatch circuit to determine its integrity. Polling allows for remote and automatic querying of dispatch channel elements to verify their functionality periodically when the elements have not otherwise reported a fault or failure. The self-interrogation feature of polling equipment allows the overall system to determine and verify its own integrity.

A.9.1.2.6 Audible and visual indications of faults or failures annunciated to an off-site vendor support center and pager signals of fault conditions to field technicians are ancillary to fault and failure indications being received at the communications center for the telecommunicator and any other location for the AHJ radio system manager, such as a county or regional microwave and radio system operations facility.

A.9.2.1.1 This refers to Type B Automatic Telegraph System where several box/alarm circuits come into a remote location and pass through concentrator/identifier-like equipment. The signal is sent on to the communications center via a separate tie circuit. It eliminates having to run all box/alarm circuits back to the communications center. *(Refer to NFPA 72, Section 9.5.)*

A.9.3.1.1 Frequencies, their assignment, and the widths of channels are regulated throughout the world. In the United States, the FCC provides this regulation through allocation, licensing, and rules for all except federal government allocations. In Canada, the comparable regulating agency is Industry Canada. The National Telecommunications Information Administration (NTIA), under the U.S. Department of Commerce, performs functions similar to the FCC, but only for federal agencies. Wire, line, and radio communications are subject to FCC rules and regulations, which govern many areas of radio usage known as *service*. Of primary concern to emergency communications systems users are the public safety radio services, which provide for the use of radio communications systems by nonfederal governmental entities.

A.9.3.1.3 The communications center should have the ability to monitor all radio communications, including those communications on tactical radio communications channels, where practical. The AHJ should carefully evaluate the various communication solution alternatives available, providing the incident commanders with the appropriate mix of communications capabilities to address their specific scenarios, ranging from a small rural residence to a mammoth concrete and steel structure in an urban downtown area. The AHJ should provide a simplex radio communications channel for use in locations outside the coverage area of any installed radio infrastructure.

A.9.3.1.3.2.4 Examples of two-way radio communication enhancement systems are bi-directional amplification systems, in-building repeater systems, and other devices designed to enhance radio communications within a structure.

A.9.3.1.3.2.6 In the United States, the FCC provides this regulation. In Canada, the comparable regulating agency is Industry Canada. In Great Britain, the comparable regulating agency is the Office of Communications (OFCOM).

A.9.3.1.4 This requires the availability of the analog simplex mode but leaves it to the discretion of the AHJ as to when the use of analog simplex mode is required at an incident.

A.9.3.1.5 This does not prohibit the use of field-deployed portable repeater systems.

A.9.3.2.3(3) The public Internet is not acceptable because it is not under the control of the AHJ. The use of a commercially available network is acceptable if the network is dedicated to public safety or government-only use.

A.9.3.3.1 Coded squelch systems could utilize a specific tone or digital code, transmitted continuously, simultaneous with the desired message traffic. Examples of such a tone or code are a continuous tone-coded squelch system (CTCSS) and a continuous digital-coded squelch system (CDCSS). Analog trunked radio systems utilize a digital code for system access, specific to that analog trunked system, which accomplishes the same goal.

A.9.3.4.1 In a digital access radio system, all units turned on and unassigned within the radio system coverage area monitor the signaling channel. Talkgroup assignments, emergency assignments, individual signaling calls, and special signal calls are broadcast to all monitoring units on the signaling channel. Requests for service (e.g., talkgroup calls, emergency calls, selective alerting) from unassigned units are transmitted by the requesting unit, as data bursts, to the system on the signaling channel.

A.9.3.4.1.6 The use of such a timer can prevent a mobile or portable unit that transmits continuously, due either to equipment failure or to operator error, from monopolizing its assigned talkgroup. In a trunked system, units attempting to access the system while a talkgroup member is transmitting could be denied, unless such a unit activates the emergency function.

A.9.3.4.1.9 A system manager terminal allows the system supervisor to assign individual or talkgroup priority levels, or both, to

all field units. The signaling language is structured so that access to the system is in accordance with the level of priority involved.

A.9.3.4.1.10 The emergency level of priority is intended for use only when immediate communications are necessary to preserve safety or protect life.

A.9.3.4.1.11 Trunked radio systems often are configured with many more talkgroups than can be accommodated by available voice channels. During a system controller failure, radios devolve to particular repeater channels and operate conventionally, which could result in overcrowding or busy channels. The AHJ should require emergency services units to devolve to channels reserved specifically for emergency dispatch.

A.9.3.4.1.12 Handling requests by units that have been involved in recent conversations before processing and assigning channels to units not involved in any recent conversations is intended to keep current conversations from becoming fragmented by any delays that could be caused by a new user request for a channel.

A.9.3.4.1.17 The alert should have a different sound from any other audible alert capable of being generated by the field unit. This enables the end user to determine that the unit is out of contact with the system.

A.9.3.4.1.18 The disabling of a field unit should prevent the unit from monitoring any voice communications on any channel or talkgroup in the system. A disabled unit should not be able to transmit or otherwise join into any voice conversation on the system. This disabling function occurs while the field unit is on the system anywhere within RF coverage. The system should have the capability to automatically search for the unit multiple times, if so requested by the telecommunicator, and indicate when it succeeds in disabling the unit.

A.9.3.4.1.19 Remote talkgroup assignment is also known as dynamic regrouping. The system should include the ability to perform this function manually, as well as with a stored software plan, to allow for the automatic programming of many units into predetermined talkgroups. This preprogramming allows the saved plan to be initiated by the telecommunicator at any future time.

A.9.3.4.1.20 Telephone interconnect, while a popular selling point for trunked radio systems, represents a significant load on the system because it monopolizes one RF channel of the trunked system for the duration of the call. Multiple telephone calls can cause two-way voice users to receive busy indications from the system.

A.9.3.4.1.25 In the design and operation of a trunked radio system, dispatching of alarms has to have priority over all other communications and is equal in priority to emergency messages from the field. For this reason, when units are dispatched over radio, the necessary priority is high enough to require "ruthless preemption," which is the seizure and re-use of channels already in use by other conversations previously defined as lower in priority.

A.9.3.7 Emergency situations that result from large fires, transportation accidents, floods, severe storms, and other disasters often create a need for a temporary communications center to be located close to the scene of the disaster. Such a need is filled by a communications vehicle, sometimes called a mobile command post. The vehicle, which is a mobile command and control headquarters, serves as the hub from which the activities necessary to control an emergency situation can be directed and coordinated without dependence on the department's fixed communications center. Such activities for the control of emergencies include the efforts of local and outside departments and of other public safety organizations, such as police departments and emergency management agencies, in addition to public utilities. Proximity to the site of the disaster provides communications vehicle personnel and those in command with immediate access to the latest information in situations where changes occur rapidly. In addition, the ready availability of communications provides the means to call for additional help or to inform other jurisdictions of the situation. A communications vehicle should carry a variety of equipment that allows communication with other emergency response agencies, public safety organizations, and utilities. Other equipment that can increase the flexibility of the system includes cellular telephones. Some vehicles can be equipped for mobile relay operation that allows them to pick up transmissions of mobile units and to retransmit them to the communications center at higher power levels or on different frequencies. The communications vehicle can provide the following:

(1) Ability to exchange data messages between vehicles and communications centers or ERFs
(2) Improved command and control by television transmission of emergency activity to communications centers or ERFs
(3) Facsimile transmission of maps, preplans, and other written data
(4) Vehicle tracking and geographical locations, which can include global positioning system (GPS) receivers

A.9.3.8.1(2) A star microwave system is a system in which one central site is common with all microwave paths to multiple locations. See Figure A.9.3.8.1(2)(a).

A ring microwave system is a system in which the individual sites are connected in a linear or circular pattern. See Figure A.9.3.8.1(2)(b).

A.9.3.8.3.2 The intent of this requirement is to ensure that the design of the microwave system takes into account the possible presence of commercial broadcast equipment in the vicinity of the proposed microwave location. The microwave equipment and the commercial broadcast equipment can be co-located on the same physical site with shared or independent antenna support structures. The microwave equipment and the commercial broadcast equipment also can be located

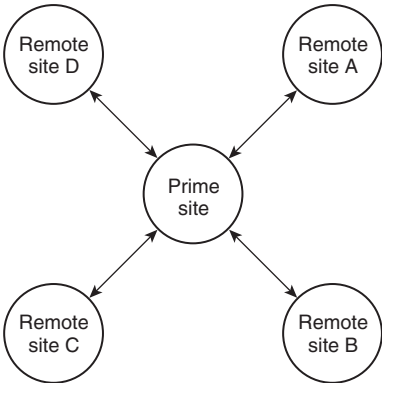

FIGURE A.9.3.8.1(2)(a) Star Microwave System.

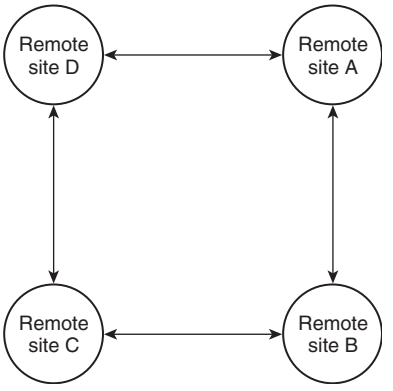

FIGURE A.9.3.8.1(2)(b) Ring Microwave System.

in close physical proximity of each other, with independent antenna support structures. In either case, the design of the microwave system at the site has to account for possible interference to and from the commercial broadcast equipment.

A.9.3.8.5.1 *Components,* in this context, refers to modular elements such as transmitters, receivers, modems, power supplies, switching devices, multiplexers, and service channels/orderwire equipment.

A.9.4.2.1 Paging systems not under the direct control of the AHJ are permitted to be used for administrative purposes but are not considered acceptable for use as a required dispatch system. Third-party paging systems not under the control of the AHJ often do not have the redundant design architecture to comply with 9.1.1.4. Third-party paging systems often rely on satellite communications, which have proved faulty in the past. Third-party paging systems might also employ first-in-first-out (FIFO) hierarchy for message delivery that can cause significant delays during periods of high usage, which is not considered suitable for emergency services communication.

A.9.4.2.7 This feature is implemented with an acknowledge/silence button, so that a user who is not present when the initial alert is received by the device will be prompted regarding the call.

A.9.4.2.11 These pre-programmed pager buttons can be used to notify the operations room that the user is responding, on-scene, or in service following the call.

A.9.4.2.12 The operations room, as the control point for the pagers, should have the ability to monitor the performance of the paging system, as well as the ability to display the messages directed to the telecommunicators.

A.9.4.3 Alerting receivers, sometimes also known as home receivers, can occasionally also be found at emergency responders' places of business. They typically operate from standard wall plug 120 VAC. The devices should include an integral backup battery with charging circuit to maintain operation when normal ac power is interrupted.

A.10.1.1 The AHJ should consider the performance requirements of this standard, particularly the time requirements of Section 7.4, in their decision making regarding the use of CAD.

A.10.1.2 This will provide a seamless transition so that call tracking will be complete from the call receipt phase through the dispatch phase, permitting the performance objectives in Section 7.4 to be fully measured. The AHJ should work with the telecommunications providers to ensure that all data elements required by the CAD are provided by the 9-1-1 system.

A.10.2 A secondary dispatch method can include a separate isolated system, a manual system, printed backup books, visual display boards, or other methods as approved by the AHJ.

A.10.3.5 There is a danger that routine traffic and unintended network faults can affect the ability of critical parts of the CAD system to communicate with each other, unless the CAD system and any other critical dispatch system components are segregated from the general network and a strict screening program is in place to protect the CAD.

A.10.4.2 A supervising station is a commercial or proprietary facility that receives alarm and supervisory signals where personnel are in attendance at all times to receive and process alarms and signals and notify the communications center or other appropriate entity. *(See NFPA 72 for more information.)*

A.10.4.4 Other systems could include Intelligent Transportation Systems, SMART Building Management Systems, pre-fire/pre-incident software systems, and so forth.

A.10.5.3.2 Insufficiency can be the result of a brownout (defined as a condition where the voltage supplied to the system falls below the specified operating range) or the loss of one or more but not all of the phases of the power supply.

A.10.5.6 Resources can include but are not limited to ERUs, individuals, equipment, or other assets.

A.10.5.6.1 Examples of safeguards include placing source code, documentation, and flow charts into escrow.

A.10.5.7.2 The requirements for audible notification for all text message activations regarding alarms or other emergencies apply even if there are other methods of notification installed and used at the ERF.

A.10.6.4 The 2-second requirement envisions a worst-case scenario with a heavily loaded system during the busiest periods. Response time under average conditions should be much less.

A.10.6.6 A power-fail recovery capability is the ability of the system, upon restoration of power, to reboot and arrive at its previous state. This allows restoration of system function without requiring telecommunicators to leave their positions.

A.10.7 Backups can be accomplished on tape, DVD writer, or disk storage arrays in a redundant array of independent disks (RAID) configuration. The AHJ should establish a schedule for the routine backup of data as well as periodic testing of the stored data system for effectiveness and completeness.

A.10.8.3 The AHJ should determine the data required to be logged for use by the operations room.

A.10.8.4 For the purpose of this subsection, any administrative display screens and keyboards beyond those required for telecommunicator workstations that are not considered essential to the receipt and dispatch of emergencies could be considered as spare display screens and keyboards.

A.10.11.2.2 Store and forward technology can provide this functionality.