

METROPOLITAN EMERGENCY SERVICES BOARD

Automatic Connectivity to 911 Recommendations

<i>Element of Service</i>	<i>Recommendation</i>
Separate Line	Each automatic dial device connected to 9-1-1 shall be connected to separate line not shared with any other telephone service.
Features	The line used for automatic dialing to 9-1-1 should not be associated with any custom calling features such as call waiting or others that may in any way interfere with or compromise connectivity to 9-1-1.
Unique Location	The line used for automatic dialing to 9-1-1 should display unique and specific location information regarding the location of the automatic dialing device.
Unique Identification	The line used for automatic dialing to 9-1-1 should display unique and specific user information regarding the location, such as "Automatic Teller Machine", and 24-hour callback number for security if available.
Dialing Activation	For ATM machines, an automatic dialing device used for alarming should be capable of requiring a user card for activation of the dialing device.
Voice Connection	A two-way voice connection should be established when the automatic dialing device connects to 9-1-1. No automatic dialers with signals only are permitted. Minnesota Code of Administrative Rules, Chapter 1215, Subp 5, states: <i>"Remote automatic alarm systems and other related devices shall not be installed in such a manner that an automatic alarm signal is connected to the 911 trunks."</i> An automatic dialing device without two-way voice connectivity is considered a related device.
Labeling	Automatic dialers connecting the device location to 9-1-1 should be clearly marked as emergency only devices and the conditions under which device use is permitted clearly labeled.
Notification	The local Public Safety Answering Point serving the jurisdiction in which the automatic dialing device is installed should be notified prior to installation. A contact name/number for the business installing the device should be provided to the PSAP.
Testing	Upon installation of an automatic dialing device connected to 9-1-1, the system installer or business installing the device shall coordinate a test, with the local PSAP jurisdiction, of the automatic dialing device to ensure appropriate connectivity to 9-1-1 and verification of location display information. The PSAP jurisdiction may require additional tests post installation.
Public Education	Instructions for use of the automatic dialing device shall be posted at each installation.
Local Ordinances	Business contemplating installation of automatic dialing devices to 9-1-1 are encouraged to consult local community alarm ordinances for any conflicts, permits, licenses, false alarm penalties or registration requirements.