

MAINE STATE LEGISLATURE

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122nd MAINE LEGISLATURE

FIRST SPECIAL SESSION-2005

Legislative Document

No. 1612

S.P. 594

In Senate, May 3, 2005

An Act To Mandate E-9-1-1 TDD Testing and Training

Reference to the Committee on Utilities and Energy suggested and ordered printed.

A handwritten signature in cursive script that reads "Joy J. O'Brien".

JOY J. O'BRIEN
Secretary of the Senate

Presented by President EDMONDS of Cumberland.

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Be it enacted by the People of the State of Maine as follows:

Sec. 1. 25 MRSA §2921, sub-§8-A is enacted to read:

8-A. Telecommunications device for deaf or TDD.

"Telecommunications device for the deaf" or "TDD" means a teletypewriter or other telecommunications equipment used by deaf, hard-of-hearing or speech-impaired persons to conduct telephone communications.

Sec. 2. 25 MRSA §2926, sub-§2, ¶B, as amended by PL 2001, c. 439, Pt. EEEE, §3, is further amended to read:

B. Development of minimum public safety answering point requirements including 24-hour operation; emergency backup power; secured communication areas; separate administrative phone lines for nonemergency calls; call recording and playback equipment; TDD equipment, ~~as defined in Title 35-A, section 8702, subsection 6;~~ the ability to accept a call generated by an automated emergency response telephone; maximum call handling times; and minimum mandatory staff training requirements for E-9-1-1 call answering and dispatching, including training on voice carry-over, hearing carry-over and captioned telephones, TDD equipment and newly developed related equipment annually and upon the employment of a dispatcher;

Sec. 3. 25 MRSA §2926, sub-§§7 and 8 are enacted to read:

7. Random tests. The bureau shall conduct an unannounced TDD call test at least once a month for every public safety answering point. The test must include outgoing and incoming calls and an equipment check, including the use of TDD, voice carry-over, hearing carry-over and captioned telephone equipment. The bureau shall report the test results of all public safety answering points to the E-9-1-1 Council and the Department of Labor, Bureau of Rehabilitation Services, Division of Deafness.

8. Compatibility. The bureau shall ensure that a change to the statewide E-9-1-1 system that requires new equipment is compatible with TDD, voice carry-over, hearing carry-over and captioned telephone equipment.

SUMMARY

This bill requires that the Emergency Services Communication Bureau:

1. Ensure that all public safety answering points accept calls generated from automated emergency response telephones;

2 2. Ensure that all dispatchers at public safety answering
4 points are trained on telecommunications devices for the deaf and
voice carry-over, hearing carry-over and captioned telephone
equipment as well as any newly developed related equipment;

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8 3. Conduct monthly, unannounced call tests for every public
safety answering point to test call and equipment capability and
10 to report the test results to the E-9-1-1 Council and the
Department of Labor, Bureau of Rehabilitation Services, Division
of Deafness; and

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14 4. Ensure that any change to the E-9-1-1 system that
requires new equipment is compatible with telecommunications
16 devices for the deaf and voice carry-over, hearing carry-over and
captioned telephone equipment.