

## CHAPTER 50:02:04

### PUBLIC SAFETY ANSWERING POINTS

**50:02:04:02. General operational standards.** The general operational standards for a PSAP shall be as follows:

- (1) A PSAP must be operational 24 hours a day, seven days a week;
  
- (2) No later than July 1, 2013, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved in writing by the board. Alternative compliance methods must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. Alternative compliance methods include but are not limited to the following:
  - (a) Primary-Secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two 911 telecommunicators at all times (Primary) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (Secondary) to answer all 911 calls in the Secondary PSAP's service area;
  
  - (b) Automatic/Manual redirect of 911 calls, wherein a PSAP that is not staffed with at least two 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; and

(c) Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders.

(3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;

(4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:

(a) Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and

(b) Training in the accurate and appropriate categorization of all calls for service;

(5) A 911 telecommunicator must be able to appropriately prioritize all calls for service;  
and

(6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

**Source:** 36 SDR 100, effective December 14, 2009.

**General Authority:** SDCL 34-45-18.2.

**Law Implemented:** SDCL 34-45-18.2.