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Communications

**ENHANCED EMERGENCY 911 (E-911)
SYSTEM MANAGEMENT**



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction contains guidelines and procedures for managing the Air Force Flight Test Center emergency 911 system. It implements a portion of AFI 33-111, Telephone Systems Management. It defines responsibilities and procedures related to the operation and maintenance of the AFFTC Telephone Control, Inc. (TCI) Enhanced Emergency 911 (E-911) System. It also defines the responsibilities of each organization commander.

1. Scope. This AFFTC Instruction applies to all active duty and DOD civilians from all AFFTC organizations, contractors and associate units at Edwards AFB. These instructions apply when operating the Telephone Control, Inc. (TCI) E-911 system, and/or adding, deleting, relocating telephone numbers that change the AFFTC TCI E-911 data base.

2. Terms Explained.

2.1. AFFTC Organizations: Organizations that are part of the AFFTC and have an AFFTC office symbol.

2.2. AFFTC TCI Enhanced Emergency 911 (E-911) System: The system uses Selective Routing, Automatic Number Identification (ANI), and Automatic Location Identification (ALI). Selective Routing is a telephone arrangement which automatically routes calls from a predetermined geographic area to the Public Safety Answering Point (PSAP) serving that area regardless of municipal and central office boundary alignments. The PSAP supports the following features: Call Detail Recording; Emergency Ring back; Caller Disconnect; Idle tone Application; Manual and Fixed Call Transfer; Switch Hook Status; Third-Party Call Handling and Conference Call. The ANI/ALI uses a standard indexing method to access each subscriber record and has independent records for each subscriber. The system has an Uninterrupted Power Source (UPS) System which provides conditioned/

regulated backup power. Also, the system meets the "direct access" requirements of the Americans With Disabilities Act.

2.3. Associate Organizations: Organizations that are united and/or have a relationship with the AFFTC.

2.4. Telephone Control Officer (TCO): A person or persons appointed by the Commander to act on his/her behalf for all Command Control Communications Computer (C4) requirements for that organization.

3. Overall Responsibilities. It is the responsibility of each directorate, wing, group, and squadron commander to ensure that their personnel are informed that there can be a serious risk to life and safety if a government telephone number is moved without going through the TCO and the 95th Communications Squadron. All personnel should be aware that through the telephone number, the AFFTC TCI E-911 system associates each telephone on base to a database which shows the location of that telephone. When a caller dials 911 in an emergency, the E-911 system automatically links the calling telephone number to its location, and this information is displayed on the PSAP located at the base fire department. If the caller is injured or unable to communicate, he/she can still be located via this system. Therefore, it is also the responsibility of each directorate, wing, group, and squadron commander to ensure any changes in his/her organization that will affect the E-911 system are called immediately to the 95th Communications Squadron (95 CS) Customer Service, extension 72773. 95 CS Customer Services will update the system during normal work hours. The 95th Civil Engineering (CEG) Fire Department, is the E-911 System Administrator, having overall management responsibility of the system, and is responsible for the system, and for the 24-hour operation of the system.

4. Procedures For Personnel Assignments, Utilization, Administration, And Professional Development.

4.1. Telephone Control Officer (TCO). The directorate, wing, group, squadron commander of each organization must appoint a primary and alternate TCO IAW AFI 33-111, para 8. Send letters of appointment to 95 CS Customer Service. TCOs will be briefed on their duties and responsibilities IAW AFI 33-111 para 8.1., and on the AFFTC TCI E-911 system, with emphasis on relocations and disconnects that affect the system.

4.2. 95 CEG/CEF (Fire Protection Division) Procedures.

4.2.1. The Public Safety Answering Point (PSAP) will be secured and will have access control.

4.2.2. PSAP transactions will be tape recorded, giving an accurate means of determining date and time of call receipt.

4.2.3. Backup interagency communications capability will be available at the PSAP.

4.2.4. Emergency electrical generators are essential at the PSAP to ensure continued 9-1-1 and other communications operations in the event of power failure. In addition, battery backup will be provided to ensure uninterrupted system operation while system is transferring from base power to backup generator power.

4.2.5. Alternate entry routes for power and commercial telephone company cables should be considered at the PSAP facility.

- 4.2.6. Digits "9-1-1" will be used as primary emergency telephone number within the system, but will maintain a separate number for nonemergency telephone calls. The digits "9-1-1" will not be used in any way as to cause confusion or be misleading to base personnel.
- 4.2.7. Documented training and adequate written procedures will be provided to PSAP operators.
- 4.2.8. During the busiest hour of any shift, the target for the maximum amount of time it takes to answer an incoming AFFTC TCI E-911 call is ten seconds.
- 4.2.9. The PSAP will be responsible for answering AFFTC TCI E-911 calls at all times.
- 4.2.10. When answering a 9-1-1 call at the PSAP, the call will be answered so as not to identify the PSAP as a fire department, but rather "9-1-1, do you have an emergency?," etc.
- 4.2.11. All equipment where possible will be bolted or secured to the floor for earthquake safety.
- 4.2.12. When employing the transfer method, procedures will be developed for advising the calling party that the call is being transferred to the subsequent agency, and the PSAP operator will remain on the line. Each 9-1-1 call may be transferred **only once**. Should an 9-1-1 call be inadvertently transferred to the wrong subsequent agency, the PSAP operator will obtain and relay all pertinent information via direct lines to the correct agency.
- 4.2.13. The advertising of seven-digit telephone numbers for any type of emergency service is not permitted.
- 4.2.14. The Fire Department will determine what agency or agencies (Security Police, Hospital, Fire, and/or Command Post) must respond, call the appropriate agency or agencies as indicated above.
- 4.2.15. Release the call if the call was not transferred. If the call was transferred, stay on the line until the call is completed.
- 4.2.16. The PSAP will monitor the entire call, whether transferred or not, to ensure the call is recorded, and that all pertinent information is received. Verify the phone number and address shown in the data file and fill in appropriate form if there is a change.
- 4.2.17. Record the call in the Fire Department log.
- 4.2.18. Reset the terminal immediately whenever 95 CS Customer Services states that an error has occurred during system updates.
- 4.2.19. 95 CEG/CEF is the System Administrator for the AFFTC TCI E-911 System and will set up procedures for operation of the system IAW the E-911 User Guide, Host User Guide, and Remote Administrative User Guide.
- 4.2.20. Reporting Procedures: 95 CEG/CEF will report problems and outages to Computer Science Corporation (CSC) Help Desk at 70350 during normal duty hours. After normal duty hours, weekends, and holidays, call CSC on beeper at 275-2140.
- 4.2.21. Coordinate with 95 CS Customer Services to ensure that all changes/procedures are followed. Also, upon request from 95 CS Customer Services, reset the terminal for the host administrative computer in the supervisor's office.

4.2.22. Response Outage Times: During duty hours CSC will have a person at Building 1617 within 15 minutes after a call is made to the CSC Help Desk. CSC will respond within 2 hours after normal duty hours, weekends and holidays.

4.2.23. AFFTC Form 5874 (Comm 9-1-1- ANI/ALI Inquiry Form). This form will be used to correct any false ANI/ALI information received via the TCI E-911 System. After completion of the form, it will be forwarded to the 95 CS Customer Service for update to the TCI E-911 System.

4.3. 95 CS Procedures:

4.3.1. The primary published emergency telephone number is 9-1-1 and will be the only number on the "Emergency" page of the telephone directory.

4.3.2. All 9-1-1 lines will have visual and audible signaling of incoming calls. Tone signals (audible ringing, busy tone, and all-trunk busy) will be provided in the normal manner as for seven-digit lines.

4.3.3. Protected 9-1-1 circuits will not be opened, grounded, short-circuited, or manipulated in any way unless the appropriate PSAP has released the circuit.

4.3.4. All facilities and equipment associated with 9-1-1 service will be provided protective devices to prevent accidental contact. Each protected termination will be clearly identified.

4.3.5. 95 CS Customer Service updates the TCI E-911 System upon receipt of AFFTC Form 5874.

4.3.6. Coordinate with the Fire Department to ensure that all changes/procedures are followed.

RICHARD L. ENGEL, Brigadier General, USAF
Commander

Attachment 1

SAMPLE AFFTC FORM 5874

COMM 9-1-1 ANI/ALI INQUIRY FORM		DATE	9-1-1 CALLTAKER
PLEASE PRINT ALL INFORMATION EXACTLY AS ON DISPLAY			
PHONE NUMBER	OCCUPANCY NAME	ADDRESS 1	
QTY	LOCATION		
PLEASE PRINT CORRECT INFORMATION TO BE PUT ON DISPLAY			
PHONE NUMBER	OCCUPANCY NAME	ADDRESS 1	
CITY	LOCATION		
COMMENTS	FORWARD TO COMM CUSTOMER SERVICE 95 CS CUSTOMER SERVICE 35 NORTH WOLFE AVE EDWARDS AFB CA 93524-6755		
REPORTED BY			