

605—10.11(34A) Minimum operational and technical standards. 47 CFR Part 9 as of December 1, 2025, is adopted by reference with the following additional specifications:

10.11(1) Each 911 system, supplemented with 911 surcharge moneys, shall, at a minimum, employ the following features:

- a. ALI.
- b. ANI.
- c. Policy routing function.
- d. Each PSAP shall maintain an alternate means of receiving emergency calls from the public during an ESInet outage or degradation.
- e. ANI and ALI information shall be maintained and updated in such a manner as to allow for 95 percent or greater degree of accuracy.
- f. All 911 authorities shall maintain NG911 GIS data according to standards published by the department and posted to the department's website.

10.11(2) 911 public safety answering points shall adhere to the following minimum standards:

- a. The PSAP shall operate seven days per week, 24 hours per day, with trained public safety telecommunicators on duty at all times.
- b. The primary published emergency number in the 911 service area shall be 911.
- c. All PSAPs will maintain interagency communications capabilities for emergency coordination purposes to include radio as well as the Public Switched Network.
- d. Each PSAP shall develop and maintain a PSAP standard operating procedure for receiving and dispatching emergency calls.
- e. 911 calls should only be transferred as necessary for faster dispatch of responders and to PSAPs that are capable of accepting all associated data, including ANI and ALI.
- f. PSAPs shall maintain a logging recorder. Each 911 call shall be recorded using a logging recorder. Call recordings shall be maintained for a period of not less than one year.
- g. Access control and security of PSAPs and associated dispatch centers shall be designed to prevent disruption of operations and provide a safe and secure environment of communication operations.
- h. 911 authorities shall ensure that all vendors whose normal activities may involve contact with facilities associated with the 911 service are familiar with safeguarding of facilities' procedures.
- i. Emergency electrical power shall be provided for the PSAP environment that will ensure continuous operations and communications during a power outage. Such power should start automatically in the event of power failure and shall have the ability to be sustained for a minimum of 48 hours.
- j. The PSAP and 911 authorities shall make every attempt to disallow the intrusion by automatic dialers, alarm systems, or automatic dialing and announcing devices through the 911 system. If intrusion by one of these devices should occur, 911 authorities shall make every attempt to contact the responsible party to ensure there is no such further occurrence by notifying the party that knowing and intentional interference with emergency telephone calls constitutes a crime under Iowa Code section 727.5. Those responsible for PSAP operations shall report persons who repeatedly use automatic dialers, alarm systems, or automatic announcing devices through the 911 system to the county attorney for investigation of possible violations of Iowa Code section 727.5.
- k. Each PSAP shall be equipped with an appropriate telecommunications device for the deaf in accordance with 28 CFR §35.162, July 3, 2025.
- l. PSAPs will have the capability to access translation services to help process 911 calls from non-English speakers.
- m. Each PSAP shall adhere to NENA STA-020.1-2020 as of March 25, 2026.

10.11(3) Originating service providers shall adhere to the following minimum requirements:

- a. 911 authorities shall be notified of all service interruptions in accordance with 47 CFR Part 4 as amended to March 25, 2026.
- b. Originating service providers and MLTSs must update and maintain the state ALI database with accurate information. When delivering 911 calls, caller location must be provided in compliance with 47 CFR §9.8, 47 CFR §9.10, and 47 CFR §9.15, all as amended to March 25, 2026.

c. Access to the 911 entry point and NG911 network shall be approved by the 911 program manager. Originating service providers must provide the company name, address and point of contact with their request. If the originating service provider utilizes a third-party vendor, the vendor must provide this information listing the vendor's customer's requested information. The program manager should consider technical input provided by OSPs, including the number and location of 911 entry points.

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