

## CHAPTER 34

### EMERGENCY TELEPHONE NUMBER (911)

This chapter not enacted as a part of this title; transferred from chapter 477A in Code 1993

34.1 Definitions.

34.2 911 service.

#### 34.1 Definitions.

As used in [this chapter](#) unless the context otherwise requires:

1. “911 service” means a service which provides the user of a public telephone system the ability to reach a public safety answering point by dialing the digits 9-1-1.

2. “Private safety entity” means a private entity which provides emergency fire, ambulance, or medical services whether by full or part-time employees or on a volunteer basis.

3. “Public agency” means the state government and any unit of local government or special purpose district located in whole or in part within the state that provides or has authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.

4. “Public safety agency” means a functional unit of a public agency that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

5. “Public safety answering point” means a communications facility operated on a twenty-four hour basis and serving participating jurisdictions, that initially receives 911 calls and either directly dispatches emergency response services, or relays the calls to the appropriate public safety agency.

[86 Acts, ch 1246, §763](#)

C87, §477A.1

C93, §34.1

[94 Acts, ch 1023, §6](#)

Referred to in [§321.234A](#), [321.276](#), [707.6A](#)

#### 34.2 911 service.

1. After July 1, 1986, when 911 service is established in a service area each public agency, public safety agency, and private safety entity serving territory within the service area shall participate in providing the 911 service. The 911 service shall be established according to a written plan which has the written approval of the governing bodies of each public agency, public safety agency, and private safety entity serving territory within the 911 service area.

2. [This chapter](#) does not prohibit or discourage participation in or the provision of 911 service covering the territory of more than one public agency, public safety agency, or private safety entity. A system established pursuant to [this section](#) may serve the territory of more than one public agency, public safety agency, or private safety entity or may include a part of their respective territories. Public agencies, public safety agencies, and private safety entities may enter into agreements under [chapter 28E](#) to provide 911 service.

3. The digits “911” shall be the primary emergency telephone number within the 911 service areas established under [this section](#). A public safety agency or a private safety entity whose services are available through a 911 system may maintain a separate secondary backup number for emergencies, and shall maintain a separate number for nonemergency telephone calls.

4. a. A 911 system shall be capable of transmitting requests for law enforcement, fire fighting, and emergency medical and ambulance services to a public safety agency or agencies that provide the requested service at the place where the call originates. A 911 system may also provide for transmitting requests for emergency management, poison control, suicide prevention, and other emergency services. The public safety answering point shall be capable of receiving calls from deaf and hard-of-hearing persons through a telecommunications device for the deaf and hard of hearing. Conferencing capability with counseling, aid to persons with disabilities, and other services as deemed necessary for identifying appropriate emergency response services may be provided by the 911 service.

*b.* A public safety answering point may transmit emergency response requests to private safety entities.

[86 Acts, ch 1246, §764](#)

C87, §477A.2

[92 Acts, ch 1139, §32](#)

C93, §34.2

[93 Acts, ch 75, §2](#); [96 Acts, ch 1129, §13](#); [2020 Acts, ch 1102, §1](#)

Subsection 4 amended and unnumbered paragraphs 1 and 2 editorially designated as paragraphs a and b