

ORS 403.115¹ 9-1-1 emergency reporting systems mandatory

- requirements
- 9-1-1 as primary emergency number
- alternate numbers required
- enhancement requirements

(1) The primary emergency telephone number within the state is 9-1-1, but a public or private safety agency shall maintain both a separate 10-digit secondary emergency number for use by the telephone company operator and a separate 10-digit nonemergency number.

(2) Every public and private safety agency in this state shall establish or participate in a 9-1-1 emergency reporting system.

(3) An emergency telephone number other than 9-1-1 may not be published on the top three-quarters of the emergency listing page of a telephone book. However, an alternative nonemergency telephone number for a 9-1-1 jurisdiction may be printed on the top three-quarters of the emergency listing page of a telephone book. The publisher may use the remainder of the page to list the Oregon Poison Center, Federal Bureau of Investigation, a designated mental health crises service and United States Coast Guard, where applicable. If there is more than one mental health crises service in a jurisdiction, the county health department shall decide which mental health crises service the publisher may list by using the criteria of a 24-hour staffed service, nonprofit organization and non-9-1-1 participating agency. The publisher shall refer to the community services section for other numbers.

(4) The 9-1-1 emergency reporting system must include at a minimum:

- (a) A primary public safety answering point that is automatically accessible anywhere in the 9-1-1 jurisdiction service area by calling 9-1-1;
- (b) Central dispatch of public and private safety services in the 9-1-1 service area or relay or transfer of 9-1-1 calls to an appropriate public or private safety agency; and
- (c) Two 9-1-1 circuits from each central office to each primary public safety answering point.

(5) In addition to the requirements set forth in subsection (4) of this section, enhanced 9-1-1 telephone service must provide:

- (a) Two call-taker stations and staffing for at least one of the stations at all times;
- (b) Automatic display of the incoming telephone number and address in the designated public safety answering point at the time of receiving an incoming 9-1-1 call;
- (c) A network developed to transport address and telephone number information to the designated public safety answering point automatically when a call is placed to 9-1-1; and
- (d) Emergency telephone service in which one or fewer calls in 100 attempts receive a busy signal on the first attempt during the average busiest hour. A public safety answering point may not have fewer than two 9-1-1 circuits. [Formerly 401.720]

Annotations

§§ 403.105 (Definitions for ORS 305.823 and 403.105 to 403.250) to 403.250 (Primary public safety answering points) (formerly 401.710 to 401.790)

Atty. Gen. Opinions

Allocation of tax funds in connection with nontelephonic items such as radio, microwave and computer components, (1982) Vol. 42, p 239

1 Legislative Counsel Committee, CHAPTER 403—9-1-1 Emergency Communications System; 2-1-1 System; Public Safety Communications Systems,
https://www.oregonlegislature.gov/bills_laws/lawsstatutes/2013ors403.html External_link_icon(2013)
(last accessed Apr. 27, 2014).

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