Emergency 911 services and Pseudo Automatic Location Identification
(PS ALI) Standards

Effective date: January 1, 2016

Related Documents

S1 Approved Product Request

S1 Change Request

S1 Request for Variance

S2 Introduction

S3 SOP and Policy

S7 271525- TC Tenant and Airlines Extended DEMARC

S7 271600-TC Telecommunications Station Equipment

S9 Approved Products

Related Standards

NENA 03-502, April 11, 2003, Trunking for Private Switch 9-1-1 Service TID

NENA-06-003, Revised August 2004, Private Switch (PS) E-9-1-1, Database Standard

47 CFR 20.18 – 911 Service

Maryland State Law (HB1080, SB0576)

http://mgaleg.maryland.gov/webmga/frmMain.aspx?id=HB1080&stab=01&pid=billpage&tab=subject3&ys=2015RS

Purpose of this standard

The purpose of this Maryland Aviation Administration (MAA) wide standard is to establish Emergency Response identification for all dial tone services, including modems, fax lines and Voice Over Internet Protocol (VOIP) service to be in compliance with the National Emergency Number Association (NENA), the Office of the Fire Marshal, the Office of Technology (OT) and responding County Public Safety Answering Point (PSAP) policy in support of Emergency Services (Fire, EMS and Police) at Baltimore/Washington International Thurgood Marshall Airport (BWI), Martin State Airport (MSA) and all MAA owned facilities.

This standard applies to all MAA Telecommunications services and also applies to all tenants of all owned or operated MAA facilities.

The intent of this standard is to provide for the life safety of the MAA, the airlines and all tenants employees and our customers.

All work involving any public accessible telecommunications devices for Moves Adds or Changes (MAC) shall be done as part of this standard after the effective date.

All Telecommunications devices, as defined below, shall have the ability to dial "911". The requirement to dial an access number (example 9,911 or 8,911) or go thru an intermediate control point (example an ATO or relay service) shall not be permitted.

The use of cellular devices shall **NOT** meet this requirement

All 911 calls shall be answered by the responsible PSAP for the initiation of the 911 call.

Definitions

Public accessible; is defined as any Telecommunications device that the general public has ready access to. Examples of devices that shall be included are; courtesy phones, gate and podium phones.

Telecommunications devices; is defined as any device that is connected either directly or indirectly to the Public Switched Telephone System (Dial tone however derived) and would have the expectation to make a 911 emergency call

PSAP (Public Safety Answering Point); is defined as an agency or group of agencies designated and authorized to receive and respond to emergency calls (911), require one or more public safety services (Fire, Police or EMS)

Back Ground:

When a 911 call is placed, public safety responders must rely on accurate Automatic Location Information (ALI) to be automatically provided when callers are unable to verbalize their location. When the call is made from a traditional (wire line) phone, the number and address appear at the Public Safety Answering Point (PSAP).

At BWI the Anne Arundel County PSAP is the answering point for all 911 calls, At Martin State Airport Baltimore County PSAP is the answering point for all 911 calls.

When placed from telephone systems (without proper ALI) information provided to the responding PSAP is usually the master billing account phone number and the billing address (where the invoice for service is sent), which may not be the location of the services provided, i.e. where you are actually calling from.

To complicate the life safety issues even further, the advent of mobility in the workplace via Voice Over Internet Protocol (VOIP) absolutely requires the addition of the E-911 application. The necessary implementation and maintenance of an E-911 database is fast becoming an essential reality for corporations large to small in diverse industry groups. Typically the dial tone is provided from a corporate office, sometimes located in a different State, when 911 is dial the call is routed through the corporate office to their 911 PSAP.

Emergency 9-1-1 System and Feature Overview

The 3-digit telephone number 9-1-1 has been designated for public use throughout the United States to report an emergency, request emergency assistance, or both. This number is intended as a nationwide, universal telephone number to provide the public with direct access to the responsible PSAP.

A PSAP is an agency or group of agencies designated and authorized to receive and respond to emergency calls requiring one or more public services (Police, Fire, EMS, or all three).

The BWI Dispatch has been designated an Enhanced Secondary PSAP by the Anne Arundel County Maryland PSAP.

Requirements of 9-1-1

There are 6 requirements of 9-1-1:
1. Each telecommunications device that has a key pad SHALL have the ability to dial 911.

2. When dialing 911 from BWI , the responsible Public Safety Access Point (PSAP) SHALL answer the call. Any other jurisdiction PSAP answering the call shall not meet this requirement.
3. When dialing 911, the PSAP shall have the Automatic Location Information (ALI). See PSALI section of this document for detailed information.
4. The minimum information that shall be required to be provided to the PSAP shall be Company Name and location. Example can be:
   a. Company Name: I.e. McDdonalds
   b. Location: I.e. BWI Airport, C pierConcourse, Upper Level (BWI, UL C)

5. No auto dialers shall be permitted to meet requirements of 911
6. No intermediate answer points or services shall be allowed.

Common Use Terminal Equipment (CUTE)

The MAA provides Telecommunications services to CUTE customers. All CUTE Telecommunications shall be considered MAA services and shall be identified as such In Accordance With (IAW) established CPN policy.

Pseudo Automatic Location Identification *(PS ALI) Standards*

Voice Services (Telephone)

The Maryland Aviation Administration does not provide voice service to tenants including airlines, or concessionaires. (CUTE is an exception)

As a tenant, it is your responsibility to secure phone service that addresses your business needs and the life safety needs of your employees. To acquire phone service, we recommend contacting Verizon (Service Provider) because they are badged and are familiar with the wiring at BWI and Martin State Airport.

During the ordering process, the service provider will need to know the address and point of demarcation (most commonly referred to as the DEMARC). They will also need to know the address of Service. They are:

(For BWI) The DEMARC is room NT 109

BWI Airport
7050 Friendship Road
BWI Airport, MD 21240-0766

(For Martin State Airport) The DEMARC is Room 107

Martin State Airport
701 Wilson Point Road
Middle River MD 21220

Additionally, request Verizon to extend the DEMARC (MAA's point of demarcation) to your phone closet in your tenant space (your DEMARC). Also, any voice cabling has to be part of your initial build-out process. See related standard for Emergency Paging. Within this standard there are provisions for shared conduit.

Contact the MAA Office of Fire Marshal (OFM) (410) 410-859-7511 for final approval of all naming conventions prior to submission to the Local Exchange Carrier (LEC) i.e. the telephone company.
An example of the correct information is as follows:

   4108597018   7050   FRIENDSHIP RD   BWI AIRPORT   MD   MAA OPS CAB   RM 402

Only the MAA OFM can grant a variance to this standard.

All MAA Telecommunications services will be coordinated by the Office of Technology/Division of Telecommunications (MAA/OT). MAA/OT will upon request provide technical assistance to the tenant's Telecommunications service technician.

All requests for technical assistance should be sent to:

Maatelecom@bwiairport.com

Please make sure you include a call back phone number and contact name.

Tenants of MAA facilities are to directly contact the Local Exchange Carrier (LEC) to have their PS ALI information corrected to meet this standard <u>after approval of naming convention by the OFM.</u>

The Verizon Contacts are:

For BWI

Sonia Johnson
Email: Sonia.a.johnson@verizon.com
Telephone: 410-393-3166
Fax: 410-752-0424

For Martin State Airport

Tarsha Shanks

Email: tarsha.n.shanks@verizon.net

Telephone: 410-393-3610

Fax: 410-752-0424

Supervisor for both locations
is Jacqueline Turner
Email: Jacqueline.l.turner@verizon.com
Telephone: 410-393-9017
Fax: 410-752-0424