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STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2021

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A N A C T

RELATING TO PUBLIC UTILITIES AND CARRIERS -- 911 EMERGENCY TELEPHONE  
NUMBER ACT

Introduced By: Senator Maryellen Goodwin

Date Introduced: February 25, 2021

Referred To: Senate Health & Human Services

It is enacted by the General Assembly as follows:

1 SECTION 1. Section 39-21.1-8 of the General Laws in Chapter 39-21.1 entitled "911  
2 Emergency Telephone Number Act" is hereby amended to read as follows:

3 **39-21.1-8. Emergency services included in system.**

4 (a) The 911 system shall be capable of transmitting requests for law enforcement,  
5 firefighting, and emergency medical and ambulance services to a public safety agency or agencies  
6 that provide the requested service at the place where the call originates. In response to requests for  
7 emergency medical or ambulance services, the 911 system dispatchers shall also provide for the  
8 communication of instructions to callers during the period before the arrival of emergency  
9 responders. By September 1, 2022, the ~~A~~ 911 system shall include telecommunicator  
10 cardiopulmonary resuscitation ("T-CPR"), provided by certified emergency medical dispatchers  
11 (EMD) who have satisfactorily completed a training course that meets the requirements of the U.S.  
12 Department of Transportation, National Highway Traffic Safety Administration, Emergency  
13 Medical Dispatch (EMD); National Standard Curriculum, as from time to time amended, and any  
14 other requirements pursuant to § 23-4.1-3(c). The 911 system may also provide for transmittal of  
15 requests for other emergency services, such as poison control, suicide prevention, and civil defense.  
16 Conferencing capability with counseling, aid to persons with disabilities, and other services as  
17 deemed necessary for emergency response determination may be provided by the 911 system.

18 (b) Any unit of any agency or municipality in this state that provides law enforcement,

1 firefighting, medical, or ambulance services to an area shall be part of the 911 system. The 911  
2 public safety answering point may transmit emergency response requests to private safety agencies.

3 (c) Automatic intrusion alarms and other automatic alerting devices shall not be installed  
4 so as to cause the number 911 to be dialed in order to directly access emergency services.

5 (d) A comprehensive call review and quality improvement program including but not  
6 limited to all cardiac arrest and critical calls as well as a random sampling of all calls from the  
7 emergency telephone system shall be established.

8 (e) All 911 system dispatchers shall be certified in EMD and trained in telecommunicator  
9 cardiopulmonary resuscitation ("T-CPR") to coach a person calling in about a cardiac arrest  
10 incident until the rescue or other emergency service unit arrives. EMD continuing education shall  
11 be provided for 911 system dispatchers.

12 (f) No 911 system operator who renders emergency assistance to a person in need thereof  
13 shall be liable or civil damages which result from acts or omissions by such person rendering the  
14 emergency care, which may constitute ordinary negligence. This immunity does not apply to acts  
15 or omission constituting gross negligence or willful or wanton conduct

16 SECTION 2. This act shall take effect upon passage.

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EXPLANATION  
BY THE LEGISLATIVE COUNCIL  
OF

A N A C T

RELATING TO PUBLIC UTILITIES AND CARRIERS -- 911 EMERGENCY TELEPHONE  
NUMBER ACT

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1           This act would establish an emergency telephone system call review and quality  
2 improvement and would require at least one 911 system operator trained in telecommunicator  
3 cardiopulmonary resuscitation be on duty at all time.

4           This act would take effect upon passage.

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