

§ 12-10-311. Response methods

The 911 public safety communications center shall operate utilizing at least one (1) of the following four (4) methods in response to emergency calls:

- (1) “Direct dispatch method”, which is a telephone service to a 911 public safety communications center and, upon receipt of a 911 telephone request for service, a decision as to the proper action to be taken shall be made and the appropriate emergency responder dispatched;
- (2) “Relay method”, which is a telephone service whereby pertinent information is noted by the recipient of a 911 telephone request for emergency services and is relayed to appropriate public safety agencies or other providers of emergency services for dispatch of an emergency service unit;
- (3) “Transfer method”, which is a telephone service which, upon receipt of a 911 telephone request for emergency service, directly transfers such requests to an appropriate public safety agency or other provider of emergency services for their dispatch center to perform the dispatch operation; or
- (4) “Referral method”, which is a telephone service which, upon the receipt of a 911 telephone request for emergency service, provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services.