TITLE 10 PUBLIC SAFETY AND LAW ENFORCEMENT
CHAPTER 6 LOCAL GOVERNMENT LAW ENFORCEMENT AGENCIES
PART 2 ENHANCED 911 REQUIREMENTS

10.6.2.1 ISSUING AGENCY: Department of Finance and Administration, Local Government Division.
[10.6.2.1 NMAC - Rp, 10.6.2.1 NMAC, 12/23/2025]

10.6.2.2 SCOPE: The state, counties and incorporated cities, towns and villages.
[10.6.2.2 NMAC - Rp, 10.6.2.2 NMAC, 12/23/2025]

10.6.2.3 STATUTORY AUTHORITY: This rule is promulgated pursuant to the authority granted in Section 63-9D-8.1 NMSA 1978 and is deemed necessary to carry out the provisions of the Enhanced 911 Act, Sections 63-9D-1 et seq. NMSA 1978.
[10.6.2.3 NMAC - Rp, 10.6.2.3 NMAC, 12/23/2025]

10.6.2.4 DURATION: Permanent.
[10.6.2.4 NMAC - Rp, 10.6.2.4 NMAC, 12/23/2025]

10.6.2.5 EFFECTIVE DATE: December 23,2025 unless a later date is cited at the end of a section.
[10.6.2.5 NMAC - Rp, 10.6.2.5 NMAC, 12/23/2025]

10.6.2.6 OBJECTIVE: The objective of Part 2, Chapter 6 is to carry out the provisions of the Enhanced 911 Act. These rules and regulations are designed to assist in the development, operation and maintenance of a reliable, uniform E911 system. This act establishes a program to provide for the purchase, lease, installation and maintenance of E911 and NG911, equipment, CAD systems telecommunicator training, database preparation, database updates, compliance with federal communications commission (FCC) requirements for phase I and phase II wireless E911 and NG11 services, and E911 network and NG911 costs as necessary for an E911 system.
[10.6.2.6 NMAC - Rp, 10.6.2.6 NMAC, 12/23/2025]

10.6.2.7 DEFINITIONS:

A. Definitions beginning with "A":

(1) "Access tandem" means the device that switches 911 calls to the proper PSAP.

(2) "ADA" means Americans with Disabilities Act of Act of 1990.

(3) "Alternate routing" means an optional feature that is capable of automatically rerouting 911 calls to a designated alternate location if all 911 trunks from a central office or a public safety answering point (PSAP) are out of service.

(4) "Answering position" means a location within a PSAP equipped with an ANI or ALI display, printer or electronic storage media, telephone, or wireless call map display that is used to receive and display incoming E911 calls.

(5) "Automatic location identification (ALI)" means a feature of E911, which displays the physical address of the telephone number that is being used to place the call. It requires a data storage and retrieval system, which matches a telephone number to its physical address. ALI information can include address (including room or floor), names of law enforcement, fire and medical agencies responsible for that address, type of service (e.g., residence, PBX, Centrex, coin), and name associated with the telephone number.

(6) "Automatic number identification (ANI)" means a feature of E911, and sometimes basic 911 that automatically displays the telephone number of the person placing the 911 call at the PSAP. This is normally the telephone number of the person placing the call, but not always. For example, on older PBX systems, the ANI telephone number is normally the main number of the system. Therefore, off-premises stations will be identified as if they had the main telephone number (ANI) and as if they were located at the primary address of these older PBXs.

B. Definitions beginning with "B":

(1) "Basic 911 service" means a telephone service that automatically connects a person dialing the three-digit number 911 to an established public safety answering point through normal telephone service facilities.

(a) "911 emergency surcharge" means the monthly uniform charge assessed on each access line in the state and on each active number for a commercial mobile radio service subscriber whose billing address is in New Mexico.

(b) "911 line/trunk" means a line/trunk accessed by dialing 911 terminating at a PSAP. 911 lines on basic 911 systems are one-way incoming only. Outgoing calls can only be made while an incoming 911 call is on the trunk, to conference or transfer to another location.

(c) "911 PSAP equipment" means the public safety answering point (PSAP) equipment directly related to the operation of an E911 system including, but not limited to, automatic number identification (ANI) displays, automatic location identification (ALI) displays, controllers, combined ANI\ALI displays, printers, generators, uninterruptible power supply (UPS), capability for the hearing impaired (TDD) 24/7 continuous logging recorders, work stations, wireless phase I or II mapping equipment, software associated with the system, telephones and other miscellaneous equipment necessary to dispatch emergency E911 calls.

(d) "911 service area" means the area designated by the fiscal agent, local governing body or the division to receive enhanced 911 service.

(e) "701/709 error report" means an error report provided by local exchange carriers serving a PSAP area which details the phone numbers that were not successfully loaded into the 911 ALI database due to an MSAG or other error. A "701" error indicates a house number not in MSAG range. A "709" error indicates a street not found in the MSAG.

(2) "Board" means the state board of finance.

C. Definitions beginning with "C":

(1) "Called party hold" means a feature of basic 911 service that enables a PSAP telecommunicator to retain control of an incoming 911 call even if the caller hangs up.

(2) "Central office (CO)" means telephone company equipment that provides telephone service to the public. More than one CO may be located in the E911 service area.

(3) "CMRS" means communication mobile radio service carriers.

(4) "Computer aided dispatch (CAD)" means a system used by dispatchers, call-takers, and 911 operators to prioritize and record incident calls, identify the status and location of responders in the field, and effectively dispatch responders. Responders in the field can receive messages initiated by CAD systems via mobile data terminals, radios, and cell phones.

(5) "Continuous logging recorder" means a device, which records date, time, voice and TDD/TTY communications, and other transactions involved in the processing of calls to and from the PSAP on a 24/7 basis.

D. Definitions beginning with "D":

(1) "Database" means information that is collected, formatted and disseminated and that is necessary for the functioning of the E911 system, including geographic information system (GIS) addressing and digital mapping information.

(2) "Default routing (default answering)" means a standard feature of E911 activated when an incoming 911 call cannot be selectively routed due to ANI failure, garbled digits, or other causes.

(3) "Designated agents" means other partner (s) such as the county assessor, the city, or county GIS personnel, pueblos and tribes within their geographic area, vendors and any person or entity doing addressing, mapping, GIS or MSAG tasks for a PSAP.

(4) "Diverse routing" means (if available) the practice of routing calls through different circuit paths in order to prevent total loss of the 911 system in the event an individual circuit is disabled.

(5) "Division" means the local government division of the department of finance and administration.

E. Definitions beginning with "E":

(1) "E911 coordinator" means the person designated by the PSAP to serve as the coordinator to work with the division and telecommunication companies regarding 911 issues.

(2) "Emergency call routing function (ECRF)" means a function element in a Next Generation 911 Core Services (NGCS) which is a Location to Service Translation protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.

(3) "Emergency service number (ESN) / emergency service zone (ESZ)" means a number representing a unique combination of emergency service agencies (law enforcement, fire and emergency medical service) designated to service a specific range of addresses within a particular geographical area, or emergency service zone (ESZ).

(4) "Emergency services routing proxy (ESRP)" means an i3 functional element which is a SIP proxy server that selects the next hop routing within the ESInet based on location and policy using the PRF. There is an ESRP on the edge of the ESInet. There is usually an ESRP at the entrance to an NG9- 1-1 PSAP. There may be one or more intermediate ESRPs between them.

(5) "Enhanced 911 equipment" means the public safety answering point equipment directly related to the operation of an enhanced 911 system, including automatic number identification or automatic location identification controllers and display units, printers, logging recorders and software associated with call detail recording, call center work stations, training, latitude and longitude base station or cell site location data and GIS equipment necessary to obtain and process locational map and emergency service zone data for landline and wireless callers.

(6) "Enhanced 911 service" means service which delivers ANI and ALI to the PSAP.

(7) "Enhanced 911 system (E911)" means, regardless of the technology used, a landline, wireless, NG-911 or ESInet system consisting of network switching equipment, database, mapping and on-premises equipment, or the functional equivalent thereof, that uses the single three-digit number 911 for reporting police, fire, medical or other emergency situations, thereby enabling a caller to reach a public safety answering point to report emergencies by dialing 911, and includes the capability to:

(a) selectively route incoming 911 calls to the appropriate public safety answering point operating in a 911 service area;

(b) automatically display the name, address and telephone number of an incoming 911 call on a video monitor at the appropriate public safety answering point;

(c) provide one or more access paths for communications between users at different geographic locations through a network system that may be designed for voice, text or data, or any combination of these, and may feature limited or open access and may employ appropriate analog, digital switching or transmission technologies;

(d) relay to a designated public safety answering point a 911 caller's number and base station or cell site location and the latitude and longitude of the 911 caller's location in relation to the designated public safety answering point; and

(e) manage or administer the functions listed in Paragraphs (1) through (4) of this section.

(8) "Emergency services internet protocol network (ESInet)" means a secure Internet Protocol (IP)-based network that is managed or operated by a 911 Authority or its agents or vendors and that is used for emergency services communications, including Next Generation 911.

F. Definitions beginning with "F":

(1) "Fiscal agent" means the local governing body that administers grants from the fund for a given locality or region by agreement.

(2) "Forced disconnect" means a basic 911 feature, which allows a PSAP attendant to disconnect a 911 call and prevents intentionally jamming of 911 lines by callers who refuse to hang up. E911 uses the "time-out" CO feature to "force disconnect".

(3) "Fund" means the enhanced 911 fund defined by Section 63-9D-8 NMSA 1978 created in the state treasury to be used for the purchase, lease, installation or maintenance of enhanced 911 equipment as defined by Subsection K of Section 63-9D-3 NMSA 1978 necessary for an enhanced 911 system.

G. Definitions beginning with "G":

(1) "GIS" means geographic information system.

(2) "GIS providers" means any individual, entity or agency creating or managing data for GIS addressing and mapping within a PSAP service area.

(3) "Grantee" means the board of county commissioners of a county or the governing body of a municipality as defined in the Municipality Code that have received a grant pursuant to the E911 Act.

H. Definitions beginning with "H": [RESERVED]

I. Definitions beginning with "I": "Instant playback recorder" means a device that allows for the instant playback of the audio portion of a 911 call and a radio call at the E911 position.

J. Definitions beginning with "J": [RESERVED]

K. Definitions beginning with "K": [RESERVED]

L. Definitions beginning with "L":

(1) "LDB coordinator(s)" means the person, or in some cases, the persons responsible for assuring that the LDB is correct and up-to-date.

(2) "Local exchange access line" means a telephone line connecting a telephone to the telecommunications company's central office.

(3) "Local exchange area" means a geographic area encompassing one or more local communities served by a telecommunications company.

(4) "Location Database (LDB)" means a server that retains all of the current information, functionality, and interfaces of today's ALI and can utilize the new protocols required in an NG9-1-1 deployment.

(5) "Location Validation Function (LVF)" A functional element in a NGCS that is a lost protocol server where civic location information is validated against the authoritative GIS database information. A civic address is considered valid if it can be located within the database uniquely, is suitable to provide an accurate route for an emergency call and adequate and specific enough to direct responders to the right location.

M. Definitions beginning with "M":

(1) "MSAG coordinator(s)" means the person, or in some cases, the persons responsible for assuring that the MSAG is correct and up-to-date.

(2) "Master street address guide (MSAG)" means the document or computer file that lists the physical street names (including the street prefix, suffix, and directional), address ranges, emergency service number and other routing codes used in the data management system (DMS) of an E911 system equipped with selective routing or automatic location identification.

(3) "Monthly recurring cost (MRC)" means costs incurred by CMRS carriers for monthly trunking (T-1's to the two 9-1-1 access tandems) and the monthly wireless systems service provider (3rd party vendor) cost.

N. Definitions beginning with "N":

(1) "National emergency number association (NENA)" means the national association of telecommunications professionals involved with 911 service. NENA recommends PSAP policies and guidance on wireless E911 call taking. Membership includes employees of federal, state and local government agencies, telecommunication companies, and other communications service and equipment vendors.

(2) "Network" means any system designed to provide one or more access paths for communications between users at different geographic locations; provided that a system may be designed for voice, data, or both, and may feature limited or open access and may employ appropriate analog, digital switching or transmission technologies.

(3) "Next generation 911 (NG911)" means a next generation 911 system consisting of network, hardware, software, data and operational policies and procedures that:

(a) provides standardized interfaces from call and message services;

(b) processes all types of emergency calls, including non-voice (multimedia) messages;

(c) acquires and integrates additional data useful to call routing and handling;

(d) delivers the calls, messages and data to appropriate public safety answering points and other appropriate emergency entities;

(e) supports data and communications needs for coordinated incident response and management; and

(f) provides a secure environment for emergency communications.

(4) "NG911 core services" means the base set of services needed to process a 9-1-1 call using the standards and interfaces of i3. These services are enabled by the NGCS functional elements ESRP, ECRF, LVF, BCF, bridge, policy store, logging services and typical IP services such as DNS and DHCP. The term NG9-1-1 core services includes the services and not the network on which they operate. See emergency services IP network.

O. Definitions beginning with "O": "Originating service provider (OSP)" means providers that originate 911 traffic, specifically wireline providers; commercial mobile radio service (CMRS) providers, covered text providers, and Internet-based telecommunications relay service (TRS) providers that are directly involved with routing 911 traffic.

P. Definitions beginning with "P":

(1) "Phase I cellular service" means the wireless carriers deliver a cellular 911 call to the PSAP nearest to the caller. At the PSAP the caller's phone number (ANI) will be available along with a map

location of the carrier's tower receiving the wireless call with a probability factor, mapping an area from where the caller is located. This area may range from a square mile within a municipality, to several miles along a highway.

(2) "Phase II cellular service" means the wireless carriers will not only deliver a cellular 911 call to the PSAP nearest to the caller, but provide the caller's phone number (ANI) and the caller's approximate location (ALI) using the latitude and longitude of the caller with a probability factor.

(3) "Policy routing function (PRF)" means that functional component of an emergency services routing proxy that determines the next hop in the SIP signaling path using a policy.

(4) "Primary public safety answering point" means a PSAP equipped with automatic number identification and automatic location identification displays, wireless mapping equipment, and the first point of reception of an E911 call. It serves the 911 service area in which it is located, and other municipalities as may be determined by the service area committee.

(5) "PSAP consolidation" means the combining of one or more PSAPs within a county to form a single PSAP to serve the constituents previously served by the individual PSAPs.

(6) "PSAP serving area" means the geographic area containing a PSAP that is capable of answering all 911 calls and responding to them appropriately.

(7) "Public safety agency" means a public agency that provides law enforcement, fire, medical, or other emergency services.

(8) "Public safety answering point (PSAP)" means a 24-hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

Q. Definitions beginning with "Q": [RESERVED]

R. Definitions beginning with "R": [RESERVED]

S. Definitions beginning with "S": [RESERVED]

(1) "SAU" means a specific address unknown which is a record in the ALI database (with corresponding records in the MSAG) that does not have a valid street address associated with it.

(2) "Secondary public safety answering point" means a facility equipped with automatic number identification, automatic location identification displays and all other features common to primary PSAPs. It receives 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP.

(3) "Selective routing database" means the routing table that contains telephone number to ESN relationships which determines the routing of 911 calls.

(4) "Selective transfer" means that on systems with selective transfer, calls are routed to the proper secondary PSAP(s).

(5) "Service area" means the geographic area in which one or more entities participating in a 911 system are responsible for responding to all 911 calls and for ensuring that appropriate emergency assistance is dispatched.

(6) "Spatial interface" means spatial interface is the interface between the GIS provided information and the functional elements that consume GIS data, such as the ECRF or LVF.

(7) "Speed calling" means abbreviated dialing which can be programmed in a central office to allow calling of seven or ten digit numbers by dialing only one or two digits. On E911, a separate 30 number (two digit) speed call list may be provided for each primary and secondary PSAP as a standard feature.

T. Definitions beginning with "T":

(1) "Tandem routing or selective routing" means a feature that permits an E911 call to be routed to the designated primary PSAP based upon the telephone number of the calling party. This feature routes calls to the primary PSAP responsible for emergencies at the address of the telephone placing the call based on the ANI telephone number and associated emergency service number (ESN) in the tandem office.

(2) "Telecommunications company" means an individual, corporation, partnership, joint venture, company, firm, association, proprietorship or other entity that provides public telecommunication services capable of originating an E911 call, to include any database management company contracted to create or maintain the PSAP's MSAG.

(3) "Telephone devise for the hearing impaired/teletype (TDD/TTY)" means a telecommunication device consisting of modems that permit typed telephone conversations with or between hearing or speech-impaired people.

U. Definitions beginning with "U":

(1) "Uninterruptible power supply (UPS)" means a system designed to provide power, during a period when the normal power supply is incapable of performing up to par.

(2) "USPS Publication 28" means an extensive standards guide authored by the United States postal service (USPS) that governs acceptable road naming and addressing standards appropriate for E911 MSAG and addressing.

V. Definitions beginning with "V": "**Vendor"** means a person that provides enhanced 911 equipment, system, service or network support.

W. Definitions beginning with "W":

(1) "Wireless / cellular" means a telephone linked to the public switched telephone network (PSTN) via a radio link through a company providing the radio link from various tower / antenna sites through which their switching equipment connects the wireless caller to the PSTN. Phase I wireless companies connect the wireless caller to the nearest PSAP by using the cell tower location being used by the cellular caller and selective routing.

(2) "WE911" means wireless enhanced 911.

(3) "Wireless working group (WWG)" means an advisory committee consisting of members directly involved in the phase I and phase II implementation of a PSAP and may consist of personnel from the division, the PSAP, the local or Qwest telephone company, wireless call-routing vendor, NM department of public safety (DPS) and the applicable local staff that provides local geographic information services (GIS). This advisory committee serves at the discretion of the division and may dissolved when no longer needed.

X. Definitions beginning with "X":

Y. Definitions beginning with "Y":

Z. Definitions beginning with "Z":

[10.6.2.7 NMAC - Rp, 10.6.2.7 NMAC, 12/23/2025]

10.6.2.8 INTRODUCTION:

A. In New Mexico, the responsibility and authority for delivering emergency medical services, public fire protection, and law enforcement generally rests with the state, counties, and municipalities. This is true even when supplemental services are performed by others, such as private ambulance companies or independent public authorities and non-profit organizations with limited internal fire protection and security forces.

B. An E911 telephone emergency system provides:

(1) expansion of the capabilities of the basic 911 emergency telephone number;

(2) faster response time, which minimizes the loss of life and property;

(3) automatic routing to the appropriate public safety answering point;

(4) immediate visual display of the telephone number, name, and address or location of the calling party; and

(5) identifies callers, curtailing abuse of the emergency system.

[10.6.2.8 NMAC - Rp, 10.6.2.8 NMAC, 12/23/2025]

10.6.2.9 GUIDELINES:

A. Guidelines for basic, E911, and NG911 service, system, equipment and network design and maintenance shall be established by the division following the best nationally accepted concepts and operating practices.

B. E911 and NG911 call information shall follow the national NENA standards.

[10.6.2.9 NMAC - Rp, 10.6.2.9 NMAC, 12/23/2025]

10.6.2.10 DATABASE DEVELOPMENT REQUIREMENTS:

A. Database:

(1) The grantee and its designated agents shall work with the telecommunication company(s) , either directly or through an intermediary vendor or platform, to verify street names, address numbers, address number road ranges, legacy information as required by NextGen service provider (e.g., ESN, postal community, etc.), and other information required for supporting both legacy and location-based call routing policies. These same agents shall also work to assign and verify the 9-1-1 address associated with each landline telephone number within the PSAP's geographic boundary.

(2) The grantee and its designated agents shall work together to provide all database information in the format specified by the division to the data provisioning interface designated by the division. Both the database format and data provisioning interface shall be determined by the division and communicated to the grantees and their designated agents.

(3) The E911 coordinator, as defined by Subsection D of 10.6.2.11 NMAC, or his/her appointed LDB coordinator(s), shall ensure that changes and additions to road network and the emergency response boundaries (ESB) in the geographic boundary of the PSAP are communicated to the division or designated third-party on a continuous and timely basis. The division or designated third-party shall dictate the format and transmission method of these updates. The LDB Coordinator, or local GIS staff acting on their behalf, will be notified of location database discrepancies by either the division or a third-party and shall resolve these discrepancies in a timely manner and confirm such changes are reflected in the LDB.

(4) The division requires that all municipal and county public safety answering points (PSAPs) maintain accurate MSAG, ALI and GIS databases, including synchronizing GIS data with legacy MSAG-ALI data at a rate above or higher than the standard required by the division or designated third-party vendor.

(5) Exceptions to Paragraph (4) of Subsection A of 10.6.2.10 NMAC may be requested in writing to the secretary of the department of finance and administration by submittal of a written plan detailing how the PSAP shall achieve the synchronization standard required by the division or designated third-party vendor.

(a) The plan shall include the tasks to be completed, completion dates, individuals or entities involved and shall designate one person responsible for successful and timely execution of the plan.

(b) The secretary's decision on granting or denying an exception to Paragraph (4) of Subsection A of 10.6.2.10 NMAC is final and not appealable.

(c) The division shall continue to work with PSAPs that are denied an exception to Paragraph (4) of Subsection A of 10.6.2.10 NMAC to develop an acceptable plan.

(6) All telecommunication companies shall update the "selective routing database", MSAG and ALI within 48 hours of completion of a service order by the telecommunication company. Telecommunication companies shall ensure that all submitted changes, deletes and additions have been applied to the telecommunication databases in a timely manner. If required by telecommunication companies, the E911 coordinator or his/her appointed MSAG coordinator(s) will provide a yearly summary of changes submitted in the past year to the telecommunication company(ies).

B. ALI:

(1) Every telecommunication company providing ALI shall present uniform data, as defined by the NENA standards.

(2) The ALI shall be displayed and printed or archived immediately in the database when the 911 call is made.

(3) Each ALI data set shall include as a minimum:

(a) area code and telephone number;
(b) class of service;
(c) time in a 24-hour format (may be printed and not displayed);
(d) date (may be printed and not displayed);
(e) subscriber name or designation of non-published number;
(f) house (building) number;
(g) house number (building) suffix;
(h) directional prefix (NE, NW, SE, SW);
(i) street name including type;
(j) emergency service number location;
(k) community name;
(l) the state name;
(m) emergency service number;
(n) pilot number;
(o) emergency service number translation;
(p) any comments present;
(q) emergency response names of law enforcement, fire and EMS.

(4) ALI information shall use conventional English or NENA standard abbreviations where necessary and shall not use single letter or digit codes.

C. Database development of physical addresses: Addressing guidelines in addition to the requirements of this rule shall be established by the division. These guidelines must be followed by grantees that seek reimbursement for costs from the fund.

D. Other classes of service:

(1) The wireless working group shall advise the division on the development of procedures for:

(a) the delivery of cellular / wireless service to the 911 service area, and;

(b) the establishment of a statewide standard PSAP screen display format for the phase I and phase II information.

(2) Personal communications networks and any other future mobile or personal communications systems shall also be required to adhere to Subsection D of 10.6.2.10 NMAC above.

[10.6.2.10 NMAC - Rp, 10.6.2.10 NMAC, 12/23/2025]

10.6.2.11 PSAP EQUIPMENT, ACQUISITION AND DISBURSEMENT OF FUNDS:

A. The PSAP equipment must be capable of handling emergency call volumes to meet the needs of the public. This equipment must be compatible with that of the telecommunication company providing the 911 network and database.

B. In order to qualify for a PSAP, an applicant shall have a 24-hour, seven days per week (24/7) communication facility

C. A public safety answering point, at a minimum, shall be equipped with the following features:

(1) ANI;

(2) ALI;

(3) call detail information;

(4) default routing (default answering) until selective routing is approved by the division;

(5) ability to print call detail information with either paper or electronic media;

(6) ability to transfer voice or TDD/TTY and data;

(7) selective and fixed button transfer on E911 systems;

(8) a minimum of 30 minutes uninterruptible power supply;

(9) TDD/TTY communications capability at each 911 answering position;

(10) switch hook status;

(11) for basic 911 be able to “ring back”, i.e. phone back the 911 caller, put the caller on hold: disconnect the caller;

(12) 911 related calls, which pass through switching equipment, must provide transfer, conference, speed dialing and supervision of all calls until successfully transferred or terminated;

(13) each PSAP shall be equipped with at least one E911 answering position; when there is more than one answering position, they shall be similarly equipped with access to all incoming 911 lines, outgoing dedicated/switched lines, tie lines, and dial out lines;

(14) each PSAP shall be equipped with a continuous logging recorder; this logging recorder shall have:

(a) the capacity to record both sides of a conversation on each incoming 911 call and all radio communications while dispatching the 911 call;

(b) the ability to continuously document the year, date and time of each recorded event and the capability to record both voice and TDD/TTY;

(15) to maintain reliability, each PSAP shall be equipped with instant playback voice recorders at each call answering and radio position;

(16) each 911 trunk will have incoming emergency calls identified by both audible and visual and different indicators for landline and wireless trunks;

(17) each PSAP shall have sufficient 911 answering positions and staff to ensure that 90 percent of all 911 calls are answered in no more than 15 seconds and 95 percent of all 911 calls should be answered within 20 seconds during normal peak operating periods; staffing levels may vary during the working day to meet this requirement;

(18) for quality assurance and training purposes, PSAP answering equipment shall be provided for supervisors so they can monitor incoming emergency calls;

(19) each PSAP may be provided equipment furniture to adequately support the E911, CAD, and radio equipment, and the telecommunicators and dispatchers;

(20) each PSAP will have a back-up generator capable of keeping the PSAP operating until commercial power is restored; and

(21) each PSAP will have a written agreement with a fully equipped PSAP capable of taking the PSAP’s calls and dispatching the appropriate emergency response; PSAP transfer is accomplished by use of the “make busy” circuit, or calling the E911 center to reroute their 911 calls to the agreed upon PSAP.

(22) each PSAP shall be equipped to receive text-to-911 service.

D. PSAP administration:

(1) Every grantee participating in the E911 system shall designate someone to serve as a coordinator to work with the division and the telecommunication company regarding 911 issues.

(2) All coordinators working with the division and the telecommunication company regarding 911 issues will have personal work email address for receiving information regarding training classes, consolidation efforts, and transmittal of information required by this office.

(3) Only incorporated municipalities, counties, state police or native American tribes or pueblos, public safety agencies or their authorized agents may receive 911 calls.

(4) The 911 number shall be used to receive incoming emergency calls transferred to the PSAP by other PSAPs for certain alternate and default routing arrangements.

(5) 911 trunks shall not be used to make outgoing calls, but may be used to make outgoing transfer 911 calls if there is an incoming 911 call on the line/trunk.

(6) 911 trunks shall be used solely to receive emergency 911 calls at primary PSAPs and the transfer of 911 calls to another PSAPs.

(7) There shall be at least one PSAP operating 24 hours a day within the 911 service area. Municipalities and counties shall participate and assist with the operational costs necessary to maintain the service.

(8) Each PSAP shall maintain an up-to-date detailed profile of the PSAP. This profile shall include at a minimum:

(a) exact address of the PSAP;

(b) number and type of positions;

(c) type of equipment to include E911 call answering equipment, telephone switching equipment, wireless mapping equipment; and CAD system, radio system, and make and model of UPS and back-up generator;

(d) number and type of dedicated/ switched voice/data circuits;

(e) routing central office and PSAP end office;

(f) maintenance control center to include name of company, physical address, telephone number, email address, and your point of contact for E911 equipment and voice logging recorder, if different from E911 equipment maintainer;

(g) PSAP coordinator and alternate contact name, address, phone number, and their PSAP email address;

(h) type and manufacturer of CAD system, if any, and type and manufacturer of voice logging recorder;

(i) GIS representative to include physical address, telephone number, and email address.

(9) Each PSAP shall maintain at least one unpublished ten digit emergency number. This number shall also be used to receive incoming emergency calls transferred to the PSAP by other PSAPs for certain alternate and default routing arrangements.

(10) The PSAP shall be responsible for coordinating the "emergency service listing" on the inside front page(s) of their local telephone directories. Each PSAP will have a published seven-digit number for non-emergency calls

(11) Subscriber information provided in accordance with the 911 system shall be used only for the purpose of responding to emergency calls or for use in any ensuing investigation or prosecution directly resulting from a 911 call, including the investigation of false or intentionally misleading reports of incidents requiring emergency service.

(12) All voice and TDD/TTY recordings of incoming 911 calls shall be retained in accordance with state records center and archives regulations for municipal police and county sheriff records.

(13) Except for those devices, such as TDD/TTY, used by disabled persons requesting emergency assistance, no individual or company shall be allowed to send an automatic alarm or use an alerting device that causes 911 to be automatically dialed and to transmit a prerecorded signal or message to the PSAP on a 911 line.

(14) PSAP personnel shall program and maintain a list of the fixed and auto-dial transfer features. This feature will allow the PSAP to use the dedicated/switched 911 network to transfer 911 calls pertaining to emergencies outside its jurisdiction, to the appropriate PSAP. When a 911 caller is transferred, the transferring PSAP shall announce to the receiving PSAP that they are transferring a call for service. Will remain on the line and will inform the receiving PSAP that this is a transferred call for service.

(15) Call handling procedures and other related PSAP operations shall be implemented according to the training guidelines established by the division. Each PSAP shall have the ability to:

(a) transfer 911 calls to their back-up PSAP or another PSAP within or outside their 911 service area;

(b) directly dispatch public safety services or relay information to a public safety agency; all PSAPs that transfer 911 calls to a seven-digit administrative telephone line for the purpose of an outside the PSAP agency dispatching emergency services will obtain from, and have on file, a release of liability from the dispatch agency, and must forward a copy of the release to LGD for file; or,

(c) directly dispatch public safety services.

(16) Any emergency unit dispatched to a location outside its jurisdiction in response to a request shall render services to the requesting party until relieved by the public safety agency responsible for that geographical area.

(17) All PSAPs shall be staffed 24-hours-a-day, seven-days-a-week, and operated by personnel certified by the state department of public safety pursuant to Section 29-7A-4 NMSA 1978, as amended. Staffing levels may vary during the working day to meet this requirement.

(18) Special circumstances:

(a) In accordance with ADA each PSAP shall establish procedures to handle calls from speech and hearing impaired individuals via TDD/TTY including the use of TDD call detectors and diverters.

(b) PSAPs shall develop procedures for handling an unanswered or silent 911 call and are urged to dispatch a public safety response unit(s) if the PSAP receives no response to the call back.

(c) PSAP shall develop procedures for text-to-911, including SMS texts and RTT voice calls. PSAP should develop workflows for pictures and video.

(d) PSAPs are recommended to refer to NENA standard 045.1-2025 for the handling of 988 related calls to establish an effective working relationship with the 988 community.

(19) Every PSAP will prepare an annual report for the division to include the information in Paragraphs (8), (9), (14) and (18) of Subsection D of 10.6.2.11 NMAC, above. Send the report electronically (email), or if email is not available, by regular mail to arrive at the division not later than June 30th of each year.

(20) Callers to 911 may only be transferred once to another PSAP. If, after the transfer, the 911 caller is not connected to the appropriate PSAP, the receiving PSAP shall take all of the necessary information to handle the call and then contact the appropriate PSAP for response.

(21) When a 911 caller is transferred, the transferring PSAP shall announce to the receiving PSAP that they are transferring a call for service. The transferring PSAP may stay on the line until such time as they are released.

(22) Each PSAP shall devise a contingency plan to provide continued emergency service when the PSAP is out of service.

(23) Each PSAP shall create and maintain their policy routing plan within the NGCS for normal, alternate, and incident-based call routing. PSAPs should develop MOU's with their selected "next hop" PSAPs.

E. Funding, eligible costs:

(1) The cost of enhanced 911 equipment necessary to provide E911 service may be recovered from the fund, including costs associated with the purchase, lease, installation of enhanced 911 equipment as well as enhanced 911 equipment furniture, training, and maintenance, with the exception of mobile and portable radio equipment and logging recorder maintenance.

(2) Money for other equipment indirectly related to the E911 system is the responsibility of the grantee, unless the division approves of such equipment.

(3) The network capability costs and database and services necessary for an E911 system can be recovered from the fund.

(4) Costs for addressing including equipment and labor may be funded based upon demonstrated need and the availability of funds. Demonstrated need may include the maintenance on all software that the GIS / rural addressing departments use to create data for the PSAPs.

(5) Grantees that have received approval from the division may incur and recover course registration costs to train telecommunicators and GIS personnel from the fund.

(6) Upon prior approval of the division, travel mileage and / or per diem for telecommunicator and GIS personnel training may be reimbursed, while any request for travel mileage and / or per diem without prior approval will NOT be reimbursed.

(7) Mapping equipment and network for wireless phase I and phase II, and the NG-911 system.

(8) The cost of computer-aided dispatch (CAD) systems may be recovered from the fund, including costs for hardware, software, licenses, and maintenance.

F. Funding, ineligible costs:

(1) basic termination charges incurred due to the disconnection of telephone equipment to be replaced with 911 equipment;

(2) capital outlay expenditures, such as, buildings, remodeling, moveable chattels, communication towers and equipment not directly related to a 911 telecommunicator position;

(3) mobile radios, pagers or cellular telephones;

(4) seven-digit transfer-to-lines;

(5) incoming emergency seven-digit line group;

(6) costs associated with implementing or maintaining basic or E 911 systems or features not approved in writing by the division;

(7) private line circuit costs unless approved by the division;

(8) directory listings;

(9) call volume indicators used after the initial twelve month implementation or when not otherwise justified;

(10) maintenance costs for radio equipment and other miscellaneous equipment that is not determined to be 911 PSAP equipment;

(11) direct or indirect overhead costs, such as contributions to retirement, health insurance, labor, departmental operation overhead, rent, utilities or building remodeling;

(12) Reimbursement for equipment not previously approved by the division prior to purchase.

[10.6.2.11 NMAC - Rp, 10.6.2.11 NMAC, 12/23/2025]

10.6.2.12 REVIEW AND APPROVAL PROCESS:

A. After requesting enhanced 911 service from a telecommunications company or CMRS, a local governing body, acting as the fiscal agent for a PSAP, may by ordinance or resolution, recover from the fund an amount necessary to recover the approved costs of providing the enhanced 911 system in its designated 911 service area.

B. The PSAP and its fiscal agent make a formal written request to the E911 program manager at the division for funding assistance in upgrading their current equipment or adding new equipment to meet new PSAP responsibilities or other eligible costs.

C. If applicable, a project manager from the division will make a site visit to the PSAP to determine the need and funding eligibility for the requested equipment and its conformance with advancing short or long-term policy to consolidate PSAPs.

D. If after discussions with the PSAP manager and his/her clients, the division believes the request has merit, is eligible for funding, and is consistent with PSAP consolidation policy, the PSAP in conjunction with the division will request price proposals from appropriate state price agreement vendors. The division promotes the consolidation of PSAPs and discussions will be held with all participants to determine the feasibility of consolidation. Discussion items will consist of the following:

(1) age and useful life remaining of existing equipment;

(2) estimated maintenance costs of continued use of existing equipment;

(3) equipment manufacturer's commitment to continued maintenance support of the existing equipment;

(4) continued use of analog technology vs. updating to digital technology;

(5) potential impact of wireless E911 implementation on PSAP and its continued use of existing equipment;

(6) PSAP vendors and telephone companies' readiness to install equipment;

(7) desire of PSAPs and their clients to consolidate all PSAP / dispatch functions at that time; and,

(8) the municipal and county governments' ability to fund supporting infrastructure for a consolidated PSAP.

E. If the division determines the request does not have merit or there is inadequate funding available for the request, it will be returned to the PSAP as "not approved by the division".

F. Validated PSAP requests that have passed the above process, will be forwarded in writing by the PSAP and the PSAP's fiscal agent to the division director for approval to place the request(s) on the board of finance meeting agenda.

G. Any item(s) that the division director determines are inappropriate will not be approved for inclusion in the board's meeting agenda. Rejected requests will be returned to the PSAP as "not approved by the division".

H. The division will present the E911 funding project list to the board for approval.

I. Fully executed grant agreement(s) and subcontract(s) shall be provided to the division for the official file. If necessary, subcontracts shall be procured in accordance with the New Mexico Procurement Code and applicable regulations.

[10.6.2.12 NMAC - Rp, 10.6.2.12 NMAC, 12/23/2025]

10.6.2.13 GEOGRAPHIC INFORMATION SYSTEMS (GIS) STANDARDS: In order to ensure that address, road, and boundary-related GIS data can be effectively used and integrated at a statewide level, standards are needed for attribute data consistency and the development of spatial data by entities creating them with geographic information systems (GIS). Pursuant to Section 63-9D-4 NMSA 1978, all local governing bodies in New Mexico provide 911-related GIS datasets to either the Division or a designated third-party, as follows:

A. Local governing bodies may either perform this task themselves or establish an agreement with a different governing body or third-party vendor to perform this task on their behalf.

B. The GIS feature classes and associated attribution data shall be compliant with data standards established by the Division.

C. The geographic data shall be spatially complete for each GIS entity's defined area of responsibility, but must not extend past their geographic area of responsibility. Local GIS staff shall collaborate with neighboring agencies to ensure road and boundary data align with neighboring datasets.

D. Road centerlines shall be split at 911 and civic boundaries, as determined by the division, and road ranges in the resulting road segments shall be updated accordingly.

E. GIS data shall be synchronized with legacy MSAG and ALI data to maintain synchronization rates at or above the required match rate established by the division. Discrepancies may require modifying either GIS datasets or datasets traditionally maintained by telecom companies. Depending on a number a factors, GIS staff may either be asked to work directly with telecom companies or through an intermediary vendor or platform.

F. Local governing bodies shall update GIS datasets to reflect changes within the timeframe established by the Division. Local governing bodies shall also update related datasets separately if required by the Division.

[10.6.2.13 NMAC - Rp, 10.6.2.13 NMAC, 12/23/2025]

10.6.2.14 PLANNING AND IMPLEMENTATION OF ENHANCED WIRELESS SERVICE:

A. E911 service to include phase I and phase II wireless shall be provided to the entire telecommunication company(s) service area(s) and should be implemented on a countywide or regional basis.

B. Where a telecommunication company's local exchange area extends into or encompasses two or more E911 service areas, the wireless working group (WWG) shall be responsible for initiating and establishing E911 wireless service areas.

C. The division shall have final approval authority after the PSAP and the telecommunication company identifies the need for selective routing and the associated network through which all calls for service are to be processed. The WWG through the division shall have final authority over the selective routing of the wireless vender coverage areas.

D. If the grantee, the E911 coordinator or the MSAG coordinator(s) requests a MSAG and a copy of the telecommunication company's "old-to-new" records in either printed or electronic format the telecommunication company shall comply within 20 working days.

E. When the MSAG and ALI have been completed and loaded onto the database, they shall be jointly owned by the PSAP and the telecommunications company.

F. The telecommunications company shall provide an updated MSAG to the PSAP upon installation completion and thereafter as requested by the PSAP.

G. The data management system and selective routing database shall be updated by the telecommunication's company within 48 hours of completion of a service order by the telecommunications company.

H. The division shall have final approval authority of the addressing system, and GIS system used to develop the database adequate to support E911 and E911 wireless services.

[10.6.2.14 NMAC - Rp, 10.6.2.14 NMAC, 12/23/2025]

10.6.2.15 TRANSITION TO NEXT GENERATION 911:

A. NG911 service shall be implemented statewide by the State's NG911 system provider.

B. PSAPs shall ensure they have i3 NG911 Call Handling Equipment with certified interoperability testing from the State's NG911 system provider.

C. PSAPs shall connect to Next Generation Core Service via the Emergency Services IP Network (ESInet). Each PSAP shall be equipped with a primary and diverse secondary network connection, utilizing optical circuits where available. Alternative measures may be authorized by the Division.

[10.6.2.15 NMAC - N, 12/23/2025]

10.6.2.16 PSAP CONSOLIDATION:

A. The division requires that municipal and county public safety answering points (PSAPs) within their contiguous county boundaries consolidate their 911 call answering and radio dispatch functions within one consolidated PSAP in the county. Only the consolidated PSAP in the county may apply for and receive funding for E911 equipment, equipment maintenance, training reimbursement, trunk and ALI lines; and E911 call taking and mapping equipment from the E911 fund for phase I and phase II enhanced wireless service.

B. Albuquerque police department PSAP and Bernalillo county's PSAP are excluded from 10.6.2.15 NMAC due to the large population served. The department of public safety district PSAPs; and native American pueblos and tribal police and also excluded from 10.6.2.15 NMAC.

C. Exceptions to 10.6.2.15 NMAC may be requested in writing with full justification to the division.

(1) Justification shall include cost considerations, population served, and proximity to the PSAP's back-up PSAP.

(2) The division's decision on granting an exception to 10.6.2.15 NMAC is final and not appealable.

D. Municipal and county PSAPs within one county's contiguous boundaries have one year from May 28, 2004 to develop a consolidation plan and enter into an approved joint powers agreement (JPA) for the consolidation of their E911 call answering and radio dispatch functions within one consolidated PSAP in the county.

(1) Consolidation plans will be approved / disapproved by the division.

(2) PSAPs shall consolidate in accordance with the plan, unless granted an exception, as a precondition to applying for and receiving funding for E911 equipment upgrades from the fund.

(3) If the consolidation plan and JPA requirements are not met, the applicable 911 grant agreement with the PSAPs governing bodies may be terminated in accordance with the terms and conditions of the grant agreement.

E. The division will work with municipal and county governments to prepare their consolidation plan in order to meet the requirements identified in this section.

[10.6.2.16 NMAC - Rp, 10.6.2.15 NMAC, 12/23/2025]

10.6.2.17 TELECOMMUNICATOR / DISPATCHER TRAINING: Pursuant to Section 63-9D-4A NMSA 1978, the local governing body shall require the PSAP to employ properly trained staff pursuant to the Public Safety Telecommunication Training Act. Telecommunicators and dispatchers will be certified for two years and recertified for two-year intervals after that. In order to maintain certification, 20 hours of specified training will be required in each two-year interval. Course requirements needed for recertification are listed in 10.29.7 NMAC. Each PSAP manager or supervisor will appoint in writing a training officer. The training officer's name, duty phone number, and email address will be forward to the division, and resubmitted whenever the training officer is replaced. The training officer will be responsible for the following:

A. development of PSAP policies and procedures for ensuring every telecommunicator and dispatcher receives the required training;

B. keeping accurate written records on each individual's training; and

C. submitting, through the PSAP manager or supervisor, semi-annual reports in June and January to the division on the PSAP's training progress to include; number of telecommunicators and dispatchers trained, and the courses completed by each individual; and type and amount of training yet to be completed, and any problems encountered in meeting the training requirements of 10.29.7 NMAC; for information on training reimbursement see Subsection E of 10.6.2.11 NMAC.

[10.6.2.17 NMAC - Rp, 10.6.2.16 NMAC, 12/23/2025]

HISTORY OF 10.6.2 NMAC:

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DFA-LGD Rule No. 93-3, Enhanced 911 Rules and Regulations, filed 5/20/1994.

History of Repealed Material:
10 NMAC 6.2, Enhanced 911 Requirements, filed 2/2/1998 - Repealed effective 5/28/2004.
10.6.2 NMAC, Enhanced 911 Requirements, filed 5/17/2004 - Repealed effective 5/15/2006.
10.6.2 NMAC, Enhanced 911 Requirements, filed 4/28/2006 - Repealed effective 12/23/2025.

Other: 10 NMAC 6.2, Enhanced 911 Requirements, filed 2/2/1998 - Replaced by 10.6.2 NMAC, Enhanced 911 Requirements effective 5/28/2004.
10.6.2 NMAC, Enhanced 911 Requirements, filed 5/17/2004 - Replaced by 10.6.2 NMAC, Enhanced 911 Requirements effective 5/15/2006.
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