

911 Checklist

When Seconds Count,
Your Compliance Matters.

Does your organization comply with Kari's Law, Ray Baum's Act and other regulations? These laws were put in place to ensure prompt responses to emergencies. Failure to comply can result in steep fines and – worse – exacerbated emergencies that employees aren't able to report, or first responders aren't able to reach quickly. Your 911 compliance could be the difference between life and death.

Callers Must Be Able to Dial 911 Directly – No Prefixes.

Evaluate your phone line to determine whether calls are routed directly to emergency call centers.

Trace each step. Any phone system that requires multiple steps before reaching 911 is not in compliance.

Make sure your phones do not require a prefix to dial out to 911. Any system that requires a prefix such as “*” or “9” before an emergency call is not in compliance.

Note: you don't have to disable prefixed calls (9-911 can still work) – they just can't be required. 911 must also work.

All Emergency Requests Must Trigger an Alert to Make Leaders Aware of the Situation.

Phone systems must notify another party within or outside your business of an emergency call. Information includes:

Notice that the emergency call occurred.

Callback number for the caller who placed the 911 call.

Location information about the call.

* Fixed phone systems must comply by 2021. Remote users must comply by 2022.

Phone Systems Must Transmit Your 911 Location

Until recently, multi-line operators didn't have to strictly comply with 911 as written. Today, however, multi-line systems must automatically provide emergency call centers the location of the call, as well as the individual caller's information.

Check to make sure phone systems automatically send dispatchable location information. For many offices, this includes:*

Building number

Street address

Floor number

Room number

Enable employees to self-report locations with:

Safety training (recommended but not required for compliance)

Signs in each room (recommended but not required for compliance)

Don't Forget to Test

Don't wait for an emergency to find out whether or not you're compliant. It's time to test!

Perform an Organization-Wide Readiness Test.

Each municipality has a different procedure. To find out how you should test your system, inquire with your local public-safety answering point.

Even More 911 Compliance Is Around the Corner.

911 compliance is set to become stricter in 2021 and 2022. If you wish to stay ahead, Covene is offering early access to our next-gen 911 compliance platform.

Covene has years of experience helping businesses with their communications systems, including assessing and configuring for 911 compliance. Our 911 compliance service makes compliance obligations easier to meet.

To learn more about 911 compliance, calculate your compliance costs or sign up for early access to our 911 compliance program, visit our 911 resource center

[911 Resource Center](#)

