**Section 725.700 Physical Security**

a) System management must ensure that critical areas of a PSAP, backup PSAP, and secondary PSAP shall have adequate physical security to prevent malicious disruption of service and shall be protected against damage due to vandalism, terrorism, and civil disturbances. These critical areas shall, at a minimum, include all communications equipment, PSAP personnel, electronic equipment rooms, and mechanical equipment rooms that are vital to the operation of the PSAP.

b) The PSAP and PSAP personnel shall be isolated from direct public contact.

c) Entry to the PSAP shall be restricted to authorized persons only. Additionally, doors that lead directly from the exterior into the PSAP or from within a building into the PSAP shall be secured at all times.

d) Access to the communications and electronic equipment rooms shall be restricted within the building by means of secured doors.

e) Wherever practical, service entrances for electric and telephone service shall be underground, at least to the respective utilities' nearest serving distribution point. Protective measures shall be taken against vandalism and natural or manmade hazards at each PSAP.

f) The PSAP shall be equipped with a fire extinguisher. Personnel shall be instructed in proper use of these extinguishers.

(Source: Amended at 28 Ill. Reg. 15742, effective December 1, 2004)