

AMENDED IN ASSEMBLY MARCH 21, 2013

CALIFORNIA LEGISLATURE—2013–14 REGULAR SESSION

**ASSEMBLY BILL**

**No. 911**

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**Introduced by Assembly Member Bloom**

February 22, 2013

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An act to ~~amend Section 53120 of~~ *add Section 53121* to the Government Code, relating to telephone systems.

LEGISLATIVE COUNSEL'S DIGEST

AB 911, as amended, Bloom. Telephone systems: 911.

The Warren-911-Emergency Assistance Act requires every local public agency to establish and operate a telephone system that automatically connects a person dialing “911” to an established public safety answering point through normal telephone service facilities. Existing law prohibits the Public Safety Communications Division in the Department of Technology from delaying the implementation of the enhanced “911” emergency telephone system, as provided.

*This bill would, commencing January 1, 2019, establish various requirements regarding 911 emergency call technology that would be applicable to multiline telephone systems (MLTS), providers of shared telecommunication services, and businesses with a MLTS. The bill would require a MLTS provider in an area that has enhanced 911 capability to maintain and operate the MLTS, as specified, to ensure that each emergency call placed from any telephone station on the MLTS is routed to a public safety answering point and provides either automatic location information or automation number identification to the 911 network that connects to the public safety answering point. The bill would provide exemptions for buildings or structures under 7,000 square feet or where enhanced 911 service is not available. The bill*

would authorize the assessment of civil penalties against a MLTS provider that violates these requirements.

~~This bill would make nonsubstantive changes to that law.~~

Vote: majority. Appropriation: no. Fiscal committee: ~~no~~-yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

1     SECTION 1. *The Legislature finds and declares all of the*  
2 *following:*

3     (a) *There are gaps in public safety protection and accurate*  
4 *caller location information is vital for 911 calls and the safety of*  
5 *Californians. Problem calls originate from large hospitals, public*  
6 *schools, large businesses, large chain stores, local government*  
7 *offices, and assisted living facilities.*

8     (b) *Problems with the current 911 systems include: (1)*  
9 *misrouting a call to an entirely wrong public safety answering*  
10 *point (PSAP), sometimes in a different city or region; (2) delivery*  
11 *of wrong or inaccurate caller location information to the proper*  
12 *PSAP.*

13     (c) *Enhancements to the 911 system typically enable the caller's*  
14 *telephone number and service address to be displayed to the PSAP.*  
15 *As a result, when the caller is calling from a single-line telephone*  
16 *or a multiline telephone system (MLTS) serving a compact area,*  
17 *the address associated with the caller's telephone number can be*  
18 *retrieved and usually provides a reasonably precise identification*  
19 *of the caller's location.*

20     (d) *Public safety agencies increasingly rely on the enhanced*  
21 *911 system to provide dependable and precise information about*  
22 *the caller's location and a reliable number to call back in order*  
23 *to reach the caller. However, in some cases 911 calls made from*  
24 *telephones connected to a MLTS may not be precisely located by*  
25 *the 911 system, eliminating some of the benefit of enhanced 911.*  
26 *This lack of adequate location information can be life threatening*  
27 *if the caller cannot supply the correct location.*

28     (e) *Related problems occur when the caller is remote from the*  
29 *location supplied to the 911 system. In this instance not only is*  
30 *response delayed but limited public safety resources are dispatched*  
31 *where they are not needed. There may also be considerable*

1 *disruption in business operations as the response units attempt to*  
2 *locate the caller.*

3 *(f) This act will address the issue of MLTS regarding the*  
4 *installation of equipment and software necessary to provide specific*  
5 *location information for a 911 call.*

6 *SEC. 2. Section 53121 is added to the Government Code, to*  
7 *read:*

8 *53121. (a) A multiline telephone system (MLTS) provider shall*  
9 *maintain and operate the MLTS in such a manner that a telephone*  
10 *call made by dialing the digits "911" and, if applicable, any*  
11 *additional digit that must be dialed in order to permit the user to*  
12 *access the public switch telephone network from any telephone on*  
13 *the MLTS is routed to a public safety answering point (PSAP) and*  
14 *provides automatic location information or automatic number*  
15 *identification to the 911 network that connects to the PSAP.*

16 *(b) Enhanced 911 MLTS support service is deemed to be*  
17 *available if all of the following features are operating:*

18 *(1) The PSAP can accept emergency location identification*  
19 *number information from the MLTS using generally accepted*  
20 *industry standard interfaces.*

21 *(2) The PSAP has customer premise equipment in place to*  
22 *accept and store the emergency response locations information*  
23 *provided by the MLTS.*

24 *(3) The PSAP is equipped to utilize the emergency response*  
25 *locations information.*

26 *(c) For a MLTS serving business locations, the MLTS provider*  
27 *shall deliver the 911 call with an emergency location identification*  
28 *number which will result in either of the following:*

29 *(1) An emergency response location which provides a minimum*  
30 *of the building and floor location of the caller.*

31 *(2) An ability to direct response through an alternate and*  
32 *adequate means of signaling by the establishments of a private*  
33 *answering point.*

34 *(d) A MLTS provider shall provide, at the time of sale, to the*  
35 *purchaser and to each new user, either a demonstration of how to*  
36 *place an emergency call from a telephone station or provide written*  
37 *instructions at each telephone station that informs an individual*  
38 *how to place an emergency call from the telephone station.*

39 *(e) (1) Where applicable, a MLTS provider shall arrange to*  
40 *update the automatic location information database with*

1 appropriate master street address guide valid address and callback  
2 information for each MLTS telephone, such that the location  
3 information specifies the emergency response location of the caller.  
4 These updates shall be downloaded or made available to the  
5 automatic location information database provider as soon as  
6 practicable for new MLTS installation, or within one business day  
7 of the record of completion of the actual changes for previously  
8 installed systems. The information is subject to all federal and  
9 state privacy and confidentiality laws.

10 (2) The MLTS provider shall audit accuracy of information  
11 contained in the automatic location information database at least  
12 once annually.

13 (f) A MLTS provider shall be considered to be in compliance  
14 with this section when the MLTS complies with the enhanced 911  
15 system generally accepted industry standards as adopted by the  
16 federal Communications Commission. The telecommunication  
17 local exchange carriers and Internet service providers are  
18 responsible for providing interconnectivity through the use of  
19 generally accepted industry standards.

20 (g) Providers of shared telecommunications services shall  
21 ensure that MLTS is connected to the public switch network such  
22 that 911 calls from any telephone result in automatic location  
23 information for each emergency response location.

24 (h) A business providing temporary structures or facilities,  
25 regardless of size, with a MLTS shall permit the dialing of 911  
26 and the MLTS provider shall ensure that the MLTS is connected  
27 to the public switched telephone network. Where automatic location  
28 information records are not provided for each individual station  
29 the MLTS provider of the temporary structure or facility shall  
30 provide specific location information of the caller to the PSAP.

31 (i) (1) A MLTS provider, its employees or agents shall not be  
32 liable to any person for damages incurred as the result of any act  
33 or omission by it, except for gross negligence or intentional, willful,  
34 or wanton misconduct, in connection with maintaining or operating  
35 the MLTS in a manner required by this section.

36 (2) A telecommunications service provider, its employees, or  
37 agents shall not be liable to any person for damages incurred as  
38 the result of the release of information not in the public record,  
39 including, but not limited to, unpublished or unlisted telephone

1 numbers, to a PSAP, its employees or agents, or to emergency  
2 responders, made in connection with an emergency call.

3 (j) A MLTS serving multiple buildings or structures with a  
4 combined total of 7,000 square feet or less shall not be required  
5 to provide more than one emergency response location. A MLTS  
6 serving a single building with less than 7,000 square feet or less  
7 shall not be required to provide more than one emergency response  
8 location. In the event of a dispute over the total amount of square  
9 footage, the State Fire Marshal shall determine whether the  
10 exemption applies to the building or structures.

11 (k) Key Telephone Systems, which serve only small workspace  
12 areas, are not required to comply with this section. Other MLTS,  
13 such as PBX or Hybrids (systems that incorporate the functionality  
14 of both Key Telephone Systems and PBX), shall comply with this  
15 section.

16 (l) This section shall not apply to MLTS providers in areas  
17 without enhanced 911 service.

18 (m) A MLTS provider who sells a MLTS system in violation of  
19 this section after January 1, 2019, may be assessed a fine from  
20 five hundred dollars (\$500) to five thousand dollars (\$5,000) per  
21 system sold.

22 (n) The provisions of this section shall become operative on  
23 January 1, 2019. In areas where enhanced 911 service first  
24 becomes available after January 1, 2019, MLTS providers shall  
25 have 12 months from the date enhanced 911 service became  
26 available to comply with these provisions.

27 ~~SECTION 1. Section 53120 of the Government Code is~~  
28 ~~amended to read:~~

29 ~~53120. The division shall not delay implementation of the~~  
30 ~~enhanced “911” emergency telephone system in the portion of a~~  
31 ~~city or a county, or both, served by a local telephone corporation~~  
32 ~~that has equipment compatible with the enhanced “911” emergency~~  
33 ~~telephone system.~~

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