

AMENDED IN ASSEMBLY APRIL 24, 2013

AMENDED IN ASSEMBLY MARCH 21, 2013

CALIFORNIA LEGISLATURE—2013–14 REGULAR SESSION

ASSEMBLY BILL

No. 911

Introduced by Assembly Member Bloom

February 22, 2013

An act to 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 *an MLTS provider operator, as defined*, 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~~ *an entity that sells an MLTS system in violation of* these requirements.

Vote: majority. Appropriation: no. Fiscal committee: 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 caller
4 location information is vital for 911 *emergency* calls and the safety
5 of 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 to
23 reach the caller. However, in some cases 911 *emergency* calls
24 made from telephones connected to ~~a~~ *an* MLTS may not be
25 precisely located by the 911 system, eliminating some of the ~~benefit~~
26 *benefits* of enhanced 911. This lack of adequate location
27 information can be life threatening if the caller cannot supply the
28 correct location.
- 29 (e) Related problems occur when the caller is remote from the
30 location supplied to the 911 system. In this instance not only is

1 response delayed but limited public safety resources are dispatched
2 where they are not needed. There may also be considerable
3 disruption in business operations as the response units attempt to
4 locate the caller.

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

8 SEC. 2. Section 53121 is added to the Government Code, to
9 read:

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

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

21 (1) The PSAP can accept emergency location identification
22 number information from the MLTS using generally accepted
23 industry standard interfaces.

24 (2) The PSAP has customer premise equipment in place to
25 accept and store the emergency response locations information
26 provided by the MLTS.

27 (3) The PSAP is equipped to utilize the emergency response
28 locations information.

29 (c) For~~a~~ *an* MLTS serving business locations, the MLTS
30 ~~provider~~ *operator* shall deliver the 911 call with an emergency
31 location identification number which will result in either of the
32 following:

33 (1) An emergency response location which provides a minimum
34 of the building and floor location of the caller.

35 (2) An ability to direct response through an alternate and
36 adequate means of signaling by the establishments of a private
37 answering point.

38 (d) ~~A MLTS provider~~ *An entity that sells an MLTS system* shall
39 provide, at the time of sale, to the purchaser and to each new user,
40 either a demonstration of how to place an emergency call from a

1 telephone station or provide written instructions at each telephone
 2 station that informs an individual how to place an emergency call
 3 from the telephone station.

4 (e) (1) Where applicable, ~~a an MLTS provider operator~~ shall
 5 arrange to update the automatic location information database with
 6 appropriate master street address guide valid address and callback
 7 information for each MLTS telephone, such that the location
 8 information specifies the emergency response location of the caller.
 9 These updates shall be downloaded or made available to the
 10 automatic location information database provider as soon as
 11 practicable for new MLTS installation, or within one business day
 12 of the record of completion of the actual changes for previously
 13 installed systems. The information is subject to all federal and state
 14 privacy and confidentiality laws.

15 (2) The ~~MLTS provider operator~~ shall audit accuracy of
 16 information contained in the automatic location information
 17 database at least once annually.

18 (f) ~~A MLTS provider~~ *An MLTS operator* shall be considered to
 19 be in compliance with this section when the MLTS complies with
 20 the enhanced 911 system generally accepted industry standards as
 21 adopted by the Federal Communications Commission. The
 22 telecommunication local exchange carriers and Internet service
 23 providers are responsible for providing interconnectivity through
 24 the use of generally accepted industry standards.

25 (g) Providers of shared telecommunications services shall ensure
 26 that *the* MLTS is connected to the public switch network such that
 27 911 calls from any telephone result in automatic location
 28 information for each emergency response location.

29 (h) A business providing temporary structures or facilities,
 30 regardless of size, with ~~a an MLTS~~ shall permit the dialing of 911
 31 and the ~~MLTS provider operator~~ shall ensure that the MLTS is
 32 connected to the public switched telephone network. Where
 33 automatic location information records are not provided for each
 34 individual station, the ~~MLTS provider operator~~ of the temporary
 35 structure or facility shall provide specific location information of
 36 the caller to the PSAP.

37 (i) (1) ~~A MLTS provider, An MLTS operator, its employees~~
 38 *employees*, or *its* agents shall not be liable to any person for
 39 damages incurred as the result of any act or omission by it, except
 40 for gross negligence or intentional, willful, or wanton misconduct,

1 in connection with maintaining or operating the MLTS in a manner
2 required by this section.

3 (2) A telecommunications service provider, its employees, or
4 agents shall not be liable to any person for damages incurred as
5 the result of the release of information not in the public record,
6 including, but not limited to, unpublished or unlisted telephone
7 numbers, to a PSAP, its employees or agents, or to emergency
8 responders, made in connection with an emergency call.

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

17 (k) Key Telephone Systems, which serve only small workspace
18 areas, are not required to comply with this section. Other MLTS,
19 such as PBX or Hybrids (systems that incorporate the functionality
20 of both Key Telephone Systems and PBX), shall comply with this
21 section.

22 (l) This section shall not apply to MLTS ~~providers~~ operators
23 in areas without enhanced 911 service.

24 (m) ~~A MLTS provider who~~ *An entity that sells* ~~a~~ an MLTS
25 system in violation of this section after January 1, 2019, may be
26 assessed a fine from five hundred dollars (\$500) to five thousand
27 dollars (\$5,000) per system sold.

28 (n) *For purposes of this section, "MLTS operator" means the*
29 *entity responsible for ensuring that a 911 emergency call placed*
30 *from an MLTS is transmitted and received in accordance with this*
31 *section, regardless of the type of MLTS technology used to generate*
32 *the call.*

33 ~~(n)~~
34 (o) The provisions of this section shall become operative on
35 January 1, 2019. In areas where enhanced 911 service first becomes
36 available after January 1, 2019, MLTS providers shall have 12
37 months from the date enhanced 911 service became available to
38 comply with these provisions.

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