

AMENDED IN ASSEMBLY MAY 8, 2013
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~~ *voice communications* services, *as defined*, and businesses with MLTS. The bill would require an MLTS 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 of workspace or where enhanced 911 service is not available. The bill would authorize the assessment of civil penalties against 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 an MLTS may not be precisely
- 25 located by the 911 system, eliminating some of the benefits of
- 26 enhanced 911. This lack of adequate location information can be
- 27 life threatening 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

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

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

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

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

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

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

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

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

36 (d) An entity that sells an MLTS system shall provide, at the
37 time of sale, to the purchaser and to each new user, either a
38 demonstration of how to place an emergency call from a telephone
39 station or provide written instructions at each telephone station

1 that informs an individual how to place an emergency call from
2 the telephone station.

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

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

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

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

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

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

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

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

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

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

24 (l) This section shall not apply to MLTS operators in areas
25 without enhanced 911 service.

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

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

35 (o) *For purposes of this section, “shared voice communications*
36 *services” means providing telecommunications services and*
37 *equipment within a user group, including providing connections*
38 *to the facilities of a local exchange and to interexchange*
39 *telecommunications companies.*

40 (⊖)

1 (*p*) The provisions of this section shall become operative on
2 January 1, 2019. In areas where enhanced 911 service first becomes
3 available after January 1, 2019, MLTS providers shall have 12
4 months from the date enhanced 911 service became available to
5 comply with these provisions.

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