

AMENDED IN SENATE AUGUST 27, 2002

AMENDED IN SENATE AUGUST 5, 2002

AMENDED IN SENATE MARCH 11, 2002

AMENDED IN SENATE JUNE 20, 2001

CALIFORNIA LEGISLATURE—2001–02 REGULAR SESSION

**ASSEMBLY BILL**

**No. 669**

**Introduced by Assembly Member Hertzberg**

February 22, 2001

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An act to add Article 6.6 (commencing with Section 53126) to Chapter 1 of Part 1 of Division 2 of Title 5 of the Government Code, relating to public safety services.

LEGISLATIVE COUNSEL'S DIGEST

AB 669, as amended, Hertzberg. State nonemergency telephone number system.

Existing law requires local public safety agencies to maintain, in addition to a “911” emergency telephone number, a separate number for nonemergency calls. Existing law also sets forth the duties of the Division of Telecommunications of the Department of General Services in providing management oversight of statewide telecommunications systems developments, among other things.

This bill would authorize every local public agency, as defined, to establish a nonemergency telephone system and would specify that the digits “311” would be the dedicated nonemergency telephone number within the system. It would authorize the Division of Telecommunications of the Department of General Services to, among

other things, aid local public agencies in the formulation of concepts, methods, and procedures that will improve the operation of systems authorized by this bill and that will increase cooperation among public agencies. ~~It would authorize the Attorney General, on behalf of the Division of Telecommunications or on his or her own initiative, to commence judicial proceedings to enforce compliance by any local public agency or public utility providing telephone service with the provisions of this bill.~~

~~This bill would declare that specified provisions of the bill would only become operative upon an appropriation of funds for that purpose by the Legislature.~~

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 hereby finds and declares all of  
2 the following:

3 (a) The “911” emergency response system is inundated by  
4 calls from people calling to complain about nonemergency  
5 situations.

6 (b) Estimates of nonemergency calls to the “911” system range  
7 from 70 to 90 percent of the total number of calls.

8 (c) These calls delay the delivery of emergency services.

9 (d) The availability of a “311” nonemergency telephone  
10 number will reduce the number of these calls to the “911” system,  
11 thus improving emergency response times.

12 SEC. 2. Article 6.6 (commencing with Section 53126) is  
13 added to Chapter 1 of Part 1 of Division 2 of Title 5 of the  
14 Government Code, to read:

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16 Article 6.6. State Nonemergency Telephone System

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18 53126. Every local public agency may establish a  
19 nonemergency telephone system as provided in this article. The  
20 digits “311” shall be dedicated as the nonemergency telephone  
21 number within the system. Nonemergency “311” telephone  
22 systems shall be designed to provide a system similar to a “911”  
23 selective routing system, whereby the location of the initial call is  
24 determined to provide a coordinated uniform delivery system to



1 meet the specified requirements of each local jurisdiction. Every  
2 system shall be designed to allow the handling of emergency calls  
3 by the “911” emergency telephone system.

4 53126.5. For purposes of this article, the following  
5 definitions apply:

6 (a) “Division of Telecommunications” means the Division of  
7 Telecommunications of the Department of General Services.

8 (b) “Local public agency” means a city, county, city and  
9 county, and joint powers authority that provides a public safety  
10 answering point (PSAP).

11 (c) “Nonemergency telephone system” means a system  
12 structured to provide access to only public safety agencies such as  
13 police and fire, or a system structured to provide access to public  
14 safety agencies and to all other services provided by a local public  
15 agency such as street maintenance and animal control.

16 53127. The Division of Telecommunications may aid local  
17 public agencies in the formulation of concepts, methods, and  
18 procedures that will improve the operation of systems authorized  
19 by this article and increase cooperation among public agencies.

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22 **All matter omitted in this version of the**  
23 **bill appears in the bill as amended in the**  
24 **Senate, August 05, 2002 (JR 11)**  
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