

Assembly Bill No. 669

CHAPTER 731

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.

[Approved by Governor September 20, 2002. Filed
with Secretary of State September 20, 2002.]

LEGISLATIVE COUNSEL'S DIGEST

AB 669, 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.

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

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

- (a) The "911" emergency response system is inundated by calls from people calling to complain about nonemergency situations.
- (b) Estimates of nonemergency calls to the "911" system range from 70 to 90 percent of the total number of calls.
- (c) These calls delay the delivery of emergency services.
- (d) The availability of a "311" nonemergency telephone number will reduce the number of these calls to the "911" system, thus improving emergency response times.

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

Article 6.6. State Nonemergency Telephone System

53126. Every local public agency may establish a nonemergency telephone system as provided in this article. The digits “311” shall be dedicated as the nonemergency telephone number within the system. Nonemergency “311” telephone systems shall be designed to provide a system similar to a “911” selective routing system, whereby the location of the initial call is determined to provide a coordinated uniform delivery system to meet the specified requirements of each local jurisdiction. Every system shall be designed to allow the handling of emergency calls by the “911” emergency telephone system.

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

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

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

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

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

