

AMENDED IN SENATE JULY 10, 2013
AMENDED IN SENATE JUNE 25, 2013
AMENDED IN ASSEMBLY MAY 29, 2013
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 operators of multiline telephone systems (MLTS). The bill would require an MLTS operator, as defined, 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 the appropriate 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 an exemption for a multiline telephone system serving a building or structure with less than 7,000 square feet of workspace. The bill would authorize the assessment of civil penalties *by the division* against *an MLTS operator or* an entity that sells or leases 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) Public safety is threatened when 911 calls placed to public
- 4 safety dispatchers from telephone systems serving multiple stations
- 5 in large buildings or complexes do not identify the precise location
- 6 of the caller.
- 7 (b) The enhanced 911 system widely deployed today enables a
- 8 caller’s telephone number and service address to be displayed to
- 9 the public safety dispatcher who receives the 911 call. Public safety
- 10 agencies increasingly rely on this enhanced 911 system to provide
- 11 dependable and precise information about a caller’s location and
- 12 a reliable number to call back in order to reach the person who
- 13 called for emergency assistance.
- 14 (c) Even with the enhanced 911 system, however, emergency
- 15 calls may not provide precise caller location when made from one
- 16 station of a multiline telephone system commonly used in large
- 17 hospitals, public schools, government offices, assisted living
- 18 facilities, businesses, and chain stores. This lack of precise location
- 19 information can be life threatening if the person making the
- 20 emergency call cannot supply the correct location to the dispatcher.
- 21 (d) Emergency calls from a large building or campus with a
- 22 multiline telephone system also can be routed to the wrong public
- 23 safety dispatch office, sometimes in a different city or region.
- 24 (e) These limitations of multiline telephone systems not only
- 25 delay emergency response time, but also cause limited public safety

1 resources to be dispatched where they are not needed and disrupt
2 business operations as response units attempt to locate the caller.

3 (f) This act will enhance public safety through requirements to
4 ensure that 911 emergency calls made from individual stations of
5 multiline telephone systems provide specific location information
6 of the caller.

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

9 53121. (a) For purposes of this section, the following terms
10 have the following meanings:

11 (1) “Automatic location identification (ALI)” means the
12 automatic display at the PSAP of a caller’s telephone number,
13 address, or location of the telephone, and supplementary emergency
14 services information.

15 (2) “Automatic number identification (ANI)” means the
16 automatic display at the PSAP of the telephone number associated
17 with the access line from which a 911 call originates.

18 (3) “Centrex” means a business telephone service offered by
19 some local exchange carriers that provides PBX-type features over
20 access lines.

21 (4) “Emergency location identification number (ELIN)” means
22 a valid North American numbering plan format telephone number
23 (assigned to the MLTS operator by the appropriate authority), that
24 is used to route the call to a PSAP and used to retrieve the ALI for
25 the PSAP. The ELIN may be the same number as the ANI. In some
26 cases, the number may not be a dialable number.

27 (5) “Emergency response location (ERL)” means a location that
28 provides a minimum of the building and floor location of the caller
29 to which a 911 emergency response team may be dispatched.

30 (6) “Master street address guide (MSAG)” means a database of
31 street names and house number ranges within their associated
32 communities defining emergency service zones and their associated
33 emergency service numbers to enable proper routing of 911 calls.

34 (7) “Multiline telephone system (MLTS)” means a system
35 comprised of a common control unit or units, telephone sets, and
36 control hardware and software. This includes, but is not limited
37 to, network and premises based systems, such as Centrex and PBX,
38 Hybrid, and Key Telephone Systems.

39 (8) “MLTS operator” means the entity that purchases, leases,
40 or otherwise contracts for the entity’s use of the MLTS and

1 therefore is responsible for ensuring that a 911 emergency call
2 placed from an MLTS is transmitted in accordance with this
3 section, regardless of the type of MLTS technology used to
4 generate the call.

5 (9) “Private emergency answering point (PEAP)” means an
6 answering point operated by nonpublic safety entities with
7 alternative and adequate means of signaling and directing a
8 response to emergencies.

9 (10) “Private branch exchange (PBX)” means a private telephone
10 switch that is connected to the public switched telephone Network
11 *network* or successor network.

12 (11) “Public switched telephone network (PSTN)” means the
13 network of equipment, lines, and controls assembled to establish
14 communication paths between calling and called parties in North
15 America.

16 (12) “Public safety answering point (PSAP)” means a facility
17 equipped and staffed to receive 911 calls.

18 (13) “Workspace” means the physical building area where work
19 is normally performed. This is a net square footage measurement
20 that includes hallways, conference rooms, restrooms, and ~~break~~
21 ~~rooms~~ *breakrooms*, but does not include wall thickness, shafts,
22 heating, ventilating, or air-conditioning equipment spaces,
23 mechanical electrical spaces, or similar areas where employees do
24 not normally perform work activities.

25 (b) A multiline telephone system (MLTS) operator shall
26 maintain and operate the MLTS in such a manner that a telephone
27 call made by dialing the digits “911” and, if applicable, any
28 additional digit that must be dialed in order to permit the user to
29 access the PSTN from any telephone on the MLTS is routed to the
30 appropriate PSAP and provides ALI or ANI to the 911 network
31 that connects to the PSAP.

32 (c) An MLTS operator shall program the MLTS equipment to
33 transmit with any 911 call the ELIN and emergency response
34 location of the caller either directly to the PSAP, ~~or in a manner~~
35 ~~that enables a direct response through an alternate and adequate~~
36 ~~means of signaling by the establishment of a private point. or~~
37 *PEAP*.

38 (d) (1) An entity that is the seller or lessor of an MLTS system
39 shall provide, at the time of sale or lease, to the purchaser or lessee

1 either a demonstration of, or written instructions as to, how to
2 place an emergency call from a telephone station.

3 (2) An MLTS operator shall provide each new user of the MLTS
4 with either a demonstration of, or written instructions at each
5 station as to, how to place an emergency call from a telephone
6 station.

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

17 (2) The MLTS operator shall review and verify the accuracy of
18 the number and location information provided by the MLTS at
19 least once annually.

20 (f) Applicable Federal Communications Commission rules and
21 orders regarding enhanced 911 systems shall take precedence over
22 any provision contained in this section.

23 (g) The MLTS operator that provides voice communication
24 services to temporary structures or facilities, regardless of the size,
25 shall ensure that the MLTS is connected to the PSTN. Where
26 automatic location information records are not provided for each
27 individual station, the MLTS operator of the temporary structure
28 or facility shall provide specific location information of the caller
29 to the PSAP.

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

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

1 emergency responders, made in connection with an emergency
2 call.

3 (i) (1) This section shall not apply to an MLTS serving a
4 building or multiple buildings or structures with a combined total
5 workspace of 7,000 square feet or less . In the event of a dispute,
6 the State Fire Marshal shall determine the square footage of a
7 workspace.

8 (2) This exemption does not apply to temporary structures or
9 facilities with MLTS.

10 (j) An *MLTS operator or an* entity that is a seller or lessor of
11 an MLTS system in violation of this section after January 1, 2019,
12 may be assessed a *civil* fine from five hundred dollars (\$500) to
13 five thousand dollars (\$5,000) per system sold or leased. *The*
14 *division shall be responsible for the enforcement of this subdivision.*

15 (k) The provisions of this section shall become operative on
16 January 1, 2019. In areas where enhanced 911 service first becomes
17 available after January 1, 2019, MLTS providers shall have 12
18 months from the date enhanced 911 service became available to
19 comply with these provisions.