

# ALASKA STATE LEGISLATURE

## Session

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## REPRESENTATIVE JASON GRENN

### Sponsor Statement

### House Bill 385

### Enhanced 911: Multi-Line Telephone Systems

Alaskan residents have relied on dialing 911 to reach local emergency services for decades. Enhanced 911 (E911) is a service that automatically displays the telephone number and physical location of the 911 caller on the emergency operator's screen. This is unlike Basic 911 service, where the distressed caller must tell the operator where he or she is calling from. E911 is crucial in circumstances where the caller cannot communicate their whereabouts, as it ensures the operator is still able to send emergency response services to the correct location. With the advancement of technology, E911 has significantly improved the effective delivery of critical public safety and emergency response services across the State.

There is a large segment of E911 end-users in Alaska using Multi-Line Telephone Systems (MLTS). These systems do not have the same level of E911 safety protections as small business and residential systems. MLTS connects dozens, hundreds, or thousands of "extension" phones to a central, computerized telephone "switchboard". MLTS are frequently used by government agencies, banks, hotels, health care facilities, and schools.

When individuals call 911 from a phone in Multi-Line Telephone System, that system may only relay the physical street address of the facility's main building or the address of the building in which the MLTS is located. However, it may not provide more specific information about where the distressed individual is physically located, such as a building number, floor number, or room number. When callers are also unable to provide their specific location, because they are either unaware of their exact location or are physically unable to convey the information, emergency responders face avoidable delays that can result in tragedies.

House Bill 385 will help ensure 911 dispatchers receive accurate location information so emergency responders will not be delayed while trying to find the emergency caller in need. HB 385 gives municipalities the option to require MLTS operators in their region to provide an Automatic Location Information (ALI) record for every telephone capable of dialing 911. By automatically providing specific location information through the 911 system, emergency operators can immediately dispatch fire, police, or EMS responders to the caller's location, even when that person is incapacitated. This requirement would apply only to new MLTS installations or upgrades to an existing MLTS.

Alaskans depend on fast and reliable access to public safety resources when faced with emergency situations.

I urge your support for House Bill 385.

