

HB

385

<TARGET><BILL>HB 385</BILL><SUBJECT>HB
385</SUBJECT><COMM>HCRA30</COMM></TARGET>

30-LS1456D
Laffen
3/5/18

CS FOR HOUSE BILL NO. 385()
IN THE LEGISLATURE OF THE STATE OF ALASKA
THIRTIETH LEGISLATURE - SECOND SESSION

BY

Offered:
Referred:

Sponsor(s): REPRESENTATIVE GRENN

A BILL
FOR AN ACT ENTITLED

1 **"An Act relating to multi-line telephone systems."**

2 **BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:**

3 * **Section 1.** AS 29.35.134 is amended to read:

4 **Sec. 29.35.134. Multi-line telephone systems.** A municipality may by
5 ordinance [ELECT TO] require [AN ENHANCED 911 SYSTEM FROM] a multi-line
6 telephone system operator to comply with this section if, after January 1, 2019, the
7 system operator

8 (1) upgrades an existing multi-line telephone system; or

9 (2) installs a new multi-line telephone system [. A MULTI-LINE

10 TELEPHONE SYSTEM OPERATOR MUST ARRANGE TO UPDATE THE
11 AUTOMATIC LOCATION IDENTIFICATION DATABASE WITH AN
12 APPROPRIATE MASTER STREET ADDRESS GUIDE, VALID ADDRESS, AND
13 CALLBACK NUMBER FOR EACH MULTI-LINE TELEPHONE SYSTEM
14 TELEPHONE, SO THAT THE LOCATION INFORMATION SPECIFIES THE
15 EMERGENCY RESPONSE LOCATION OF THE CALLER. A MULTI-LINE

1 TELEPHONE SYSTEM OPERATOR IS CONSIDERED TO BE IN COMPLIANCE
 2 WITH THIS SECTION WHEN THE MULTI-LINE TELEPHONE SYSTEM
 3 COMPLIES WITH ENHANCED 911 GENERALLY ACCEPTED INDUSTRY
 4 STANDARDS AS DEFINED BY THE REGULATORY COMMISSION OF
 5 ALASKA. FOR PURPOSES OF THIS SECTION,

6 (1) "CALLBACK NUMBER" MEANS A NUMBER USED BY THE
 7 PUBLIC SAFETY ANSWERING POINT TO RE-CONTACT THE LOCATION
 8 FROM WHICH A 911 CALL IS PLACED; THE NUMBER MAY OR MAY NOT
 9 BE THE NUMBER OF THE STATION USED TO ORIGINATE THE 911 CALL;

10 (2) "EMERGENCY RESPONSE LOCATION" MEANS THE
 11 LOCATION TO WHICH A 911 EMERGENCY RESPONSE TEAM MAY BE
 12 DISPATCHED THAT IS SPECIFIC ENOUGH TO PROVIDE A REASONABLE
 13 OPPORTUNITY FOR THE EMERGENCY RESPONSE TEAM TO QUICKLY
 14 LOCATE A CALLER ANYWHERE WITHIN IT;

15 (3) "MASTER STREET ADDRESS GUIDE" MEANS A
 16 DATABASE OF FORMATTED STREET NAMES, NUMERICAL ADDRESSES
 17 OR ADDRESS RANGES, AND OTHER PARAMETERS DEFINING VALID
 18 LOCATIONS AND EMERGENCY SERVICES ZONES, AND THEIR
 19 ASSOCIATED EMERGENCY SERVICES NUMBERS, THAT ENABLES THE
 20 PROPER ROUTING AND RESPONSE TO 911 CALLS;

21 (4) "MULTI-LINE TELEPHONE SYSTEM" MEANS A SYSTEM
 22 MADE UP OF COMMON CONTROL UNITS, TELEPHONE SETS, AND
 23 CONTROL HARDWARE AND SOFTWARE, INCLUDING NETWORK AND
 24 PREMISES BASED SYSTEMS SUCH AS CENTREX AND PBX, HYBRID, AND
 25 KEY TELEPHONE SYSTEMS, AS CLASSIFIED BY THE FEDERAL
 26 COMMUNICATIONS COMMISSION UNDER PART 68 REQUIREMENTS, AND
 27 INCLUDING SYSTEMS OWNED OR LEASED BY GOVERNMENTAL
 28 AGENCIES OR NONPROFIT ENTITIES, AS WELL AS FOR PROFIT ENTITIES;

29 (5) "MULTI-LINE TELEPHONE SYSTEM OPERATOR" MEANS
 30 AN ENTITY THAT OWNS, LEASES, OR RENTS FROM A THIRD PARTY, AND
 31 OPERATES A MULTI-LINE TELEPHONE SYSTEM THROUGH WHICH A

1 CALLER MAY PLACE A 911 CALL THROUGH A PUBLIC SWITCHED
2 NETWORK].

3 * **Sec. 2.** AS 29.35.134 is amended by adding new subsections to read:

4 (b) The operator of a multi-line telephone system that is required to comply
5 with this section shall ensure that the system

6 (1) allows a caller to call 911 by dialing 911 directly without an
7 additional code, digit, prefix, postfix, or trunk-access code;

8 (2) for every 911 call made using the system, provides to the public
9 safety answering point receiving the call verified automated number and location
10 information for the call, including

11 (A) the street name, valid address, and business name, if
12 applicable;

13 (B) the direct callback telephone number;

14 (C) the office, unit, or building number, as applicable;

15 (D) the room number or equivalent designation;

16 (E) if the multi-line telephone system operates for a building
17 that has more than one floor, the building floor;

18 (F) if the multi-line telephone system operates for more than
19 one building, the

20 (i) building number or equivalent designation; and

21 (ii) building floor; and

22 (3) has a location database that stores the information required under
23 (2) of this subsection and that the system is updated

24 (A) as soon as practicable after the system is installed; and

25 (B) within one business day after completion of any changes
26 made to the system or the physical characteristics of the facility where the
27 system is used; this subparagraph does not apply to changes incurred during
28 the installation of the system.

29 (c) Information in a location database created under (b)(3) of this section

30 (1) is owned by the multi-line telephone system operator that supplied
31 the information;

1 (2) may not be shared, except as required by law; and

2 (3) may not be used by a public safety answering point for any purpose
3 except to facilitate an emergency response to a 911 call.

4 (d) The operator of a multi-line telephone system that is not required by
5 ordinance to comply with this section and that does not allow for direct 911 dialing
6 shall post, in a visible place not more than five feet from each telephone that is
7 connected to the multi-line telephone system, a notice that

8 (1) states that 911 services cannot be accessed by dialing 911 directly
9 on the telephone;

10 (2) indicates how a caller may access 911 services through the
11 telephone;

12 (3) is printed in contrasting colors in a bold font not smaller than 16
13 points;

14 (4) includes the following information, as applicable, about the
15 location of the telephone:

16 (A) the street address and business name;

17 (B) the office, unit, or building number;

18 (C) the room number or equivalent designation.

19 (e) In this section,

20 (1) "multi-line telephone system" includes

21 (A) a network or premises-based telephone system

22 (i) installed at an end-use location that uses common
23 control units, common telephone, and common control hardware and
24 software to provide a connection to the public;

25 (ii) such as Centrex, Voice over Internet Protocol, and
26 PBX, Hybrid, and Key Telephone Systems, as classified by the Federal
27 Communications Commission under 47 C.F.R. Part 68 requirements;
28 and

29 (B) systems owned or leased by government agencies and
30 nonprofit and for-profit entities;

31 (2) "multi-line telephone system operator" means an entity that owns,

1
2

leases, or rents from a third party, and operates a multi-line telephone system by which a caller may place a 911 call through a public switched network.

LEGISLATIVE RESEARCH SERVICES

30th Alaska Legislature
LRS Report 18.145
February 26, 2018



(907) 465-3991 phone
(907) 465-3908 fax
research@akleg.gov

States That Have Passed Kari's Law and Other Enhanced 911 Service Legislation

Susan Haymes, Manager

Which states have passed "Kari's Law" legislation and other enhanced 911 service legislation?

Kari's Law Legislation

At least seven states have enacted measures that require multiple-line telephone systems (MLTS) to allow a user to directly dial 911 without entering any other number first.¹ Known as Kari's Law, the measure is named for Kari Hunt, who was killed by her estranged husband in a Texas motel room in 2013, while her nine-year-old daughter tried calling 911 four times but could not get through because she did not dial '9' for an outside line. Since her death, Kari's father, Hank Hunt, and other supporters have advocated at the federal, state, and local levels to get laws passed that ensure MLT systems allow direct dialing to 911. The states that have enacted Kari's law legislation are Illinois (2014), Maryland (2015), Maine (2017), Oklahoma (2016), Tennessee (2016), Texas (2015), and Utah (2017).

At the federal level, earlier this month President Donald Trump signed Kari's Law (H.R. 582). Under the legislation, all multiple-line telephone systems "manufactured, imported, offered for sale or lease, first sold or leased, or installed" after two years of the bill's enactment would have to be preconfigured to enable direct 911 dialing. While the federal legislation does not address existing systems, supporters of Kari's Law affirm that it sets a "very important precedent."²

Most of the laws in states that have passed Kari's Law legislation include provisions allowing for a temporary waiver for existing MLT systems. For example, in Texas, the service user may get a one-year waiver if the user agrees to place an instructional sticker immediately adjacent to each phone explaining

¹ Multiple-line telephone systems are common in hotels, offices, and other similar enterprises.

² Most modern MLTS vendors provide a way to implement direct dial of 911. However, older private branch exchange (PBX) systems may have issues supporting direct dial, and legacy Voice-Over Internet Provider (VoIP) systems may not have the ability to support direct dial. Eddie Block, Peter Vogel, and Eric Levy, "Kari's Law: A 911 Fix That Will Make the US Safer," *E-Commerce Times*, August 22, 2017, at <https://www.ecommercetimes.com/story/84752.html>.

(footnote continued)

how to access 911 in case of an emergency. The Texas waiver must be renewed annually. Maryland's law provides an exception for the executive branch of state government, which allows departments to comply when they are next upgraded.³

Enhanced 911 Systems

While the 911 "universal emergency number" system has been in existence for about 50 years, not surprisingly, existing 911 systems have been under pressure as telecommunication technology has evolved and more people rely on cell phones and Internet Protocol (IP) devices to communicate. According to the *2017 National 911 Progress Report*, based on 2016 data submitted by states, the majority of 911 calls are from cellular phones.⁴ About 80 percent of consumers used cellular phones to make 911 calls, while about 16 percent used wireless phones.

Traditionally, callers who dial 911 from a landline phone are connected to a 911 call center—a public safety answering point (PSAP)—where the caller's phone number and address are displayed on an operator's screen. Because wireless calls are not as easily identified, the Federal Communications Commission (FCC) in 1996, adopted rules to facilitate the transition of 911 services from landline-only to wireless and cellular technologies.⁵ Known as Enhanced 911 (E911), these systems automatically report the telephone number and location of 911 calls made from wireless phones. Most states have migrated to E911 service; however, portions of some states may not have such service. For example, about 80 percent of Alaska's population is served by 911 authorities that provide an E911 level of service.⁶

More recently, states have focused on Next Generation 911 (NG911) systems, which represent the next evolution in 911 services by allowing users to send text, video and picture messages, in addition to making phone calls to 911. The *2017 National 911 Progress Report* notes that 18 states have adopted a statewide NG911 plan and 20 states reported being in the installation and testing phase of NG911 implementation. Five states—Iowa, Indiana, Maine, North Dakota, and Vermont—reported that 100 percent of their populations are served by NG911 capable services.

³ The Texas rule implementing Kari's Law can be accessed at <http://www.texas911.org/>. Maryland's law, HB 1080, is available at <http://mgaleg.maryland.gov/2015RS/bills/hb/hb1080T.pdf>.

⁴ National 911 Program, National Highway Traffic Safety Administration, November 2017. The report can be accessed at <https://www.911.gov/pdf/National-911-Program-Profile-Database-Progress-Report-2017.pdf>.

⁵ While deploying and operating the 911 system is the responsibility of state and local authorities, federal agencies also support implementation. More information can be accessed from the FCC at <https://www.fcc.gov/general/9-1-1-and-e9-1-1-services>.

⁶ *2017 National 911 Progress Report*, p.40.

The National Conference of State Legislatures (NCSL) maintains a “911 Legislation Tracking Database” at <http://www.ncsl.org/research/telecommunications-and-information-technology/911-database-overview.aspx>. The NCSL reported that in 2015 at least three states—Illinois, North Carolina, and Pennsylvania—passed legislation related to NG911. The Illinois measure, for example, required the implementation of NG911 in every 911 system in the state by July 1, 2020. In 2016, at least 10 states—Colorado, Connecticut, Idaho, Iowa, Kentucky, Louisiana, Nebraska, Oklahoma, Rhode Island, and Virginia—passed legislation related to NG911. The Connecticut and Rhode Island measures required the implementation of NG911. Colorado lawmakers requested a study and report on transitioning to a NG911 system, while Louisiana passed measures that allow increases in 911 service charges and requires implementation of NG911 services when funding is available. Oklahoma required the 911 Management Authority to develop a plan to deploy NG911 services statewide. In 2017, Iowa, Montana, and New Mexico passed NG911-related legislation. Montana established a 911 advisory council and made available grant funds for NG911 infrastructure to begin implementation of the system.

Upgrading current 911 systems to NG911 service is expensive, and funding is an issue for many states. While each state collects or authorizes local entities to collect fees for 911 services from telephone service subscribers, the U.S. Government Accountability Office (GAO) found in a recent report that current subscriber revenues may not be enough to support the transition to NG911, while continuing to fund existing 911 systems. The GAO recommended that the National Highway Traffic Safety Administration’s National 911 Program develop a plan to coordinate nationwide implementation to better assist states.⁷

We hope this is helpful. If you have questions or need additional information, please let us know.

⁷ Government Accountability Office, “Next Generation 911, National 911 Program Could Strengthen Efforts to Assist States,” January 2018, at <https://www.gao.gov/assets/690/689779.pdf>.

ALASKA STATE LEGISLATURE

Session
State Capitol, Rm. 418
Juneau, AK 99801
(907) 465-3892
Fax: (907) 465-6595

Interim
1500 W. Benson Blvd.
Anchorage, AK 99503
(907) 269-0234
Fax: (907) 269-0238



House Finance Committee

Dept. of Law
Finance Subcommittee
Chairman

Dept. of Administration
Finance Subcommittee
Chairman

Rep.Jason.Grenn@akleg.gov

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.

ALASKA STATE LEGISLATURE

Session
State Capitol, Rm. 418
Juneau, AK 99801
(907) 465-3892
Fax: (907) 465-6595

Interim
1500 W. Benson Blvd.
Anchorage, AK 99503
(907) 269-0234
Fax: (907) 269-0238



House Finance Committee

Dept. of Law
Finance Subcommittee
Chairman

Dept. of Administration
Finance Subcommittee
Chairman

Rep.Jason.Grenn@akleg.gov

REPRESENTATIVE JASON GRENN

Summary of Substantive Changes from Version A to D

Section 1

- Lines 4 through 8
 - o The changes to this provision provide for an opt-in mechanism for municipalities to enforce implementation of the following provisions in this bill after January 1st, 2019.

Section 2 - (f)

- Lines 17 through 18
 - o This change removes the Regulatory Commission of Alaska from adopting regulations to implement and enforce the provisions of this bill.

Fiscal Note

State of Alaska
2018 Legislative Session

Bill Version: HB 385
Fiscal Note Number: _____
() Publish Date: _____

Identifier: HB385-DCCED-DCRA-03-16-18
Title: ENHANCED 911:MULTI-LINE TELEPHONE SYSTEMS
Sponsor: GRENN
Requester: (H) Community and Regional Affairs

Department: Department of Commerce, Community and Economic Development
Appropriation: Community and Regional Affairs
Allocation: Community and Regional Affairs
OMB Component Number: 2879

Expenditures/Revenues

Note: Amounts do not include inflation unless otherwise noted below. (Thousands of Dollars)

	FY2019	Included in	Out-Year Cost Estimates				
	Appropriation Requested	Governor's FY2019 Request	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
OPERATING EXPENDITURES	FY 2019	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Personal Services							
Travel							
Services							
Commodities							
Capital Outlay							
Grants & Benefits							
Miscellaneous							
Total Operating	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Fund Source (Operating Only)

None							
Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Positions

Full-time							
Part-time							
Temporary							

Change in Revenues

None							
Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Estimated SUPPLEMENTAL (FY2018) cost: 0.0 *(separate supplemental appropriation required)*
(discuss reasons and fund source(s) in analysis section)

Estimated CAPITAL (FY2019) cost: 0.0 *(separate capital appropriation required)*
(discuss reasons and fund source(s) in analysis section)

ASSOCIATED REGULATIONS

Does the bill direct, or will the bill result in, regulation changes adopted by your agency? No
If yes, by what date are the regulations to be adopted, amended or repealed?

Why this fiscal note differs from previous version/comments:

Not applicable, initial version.

Prepared By:	Katherine Eldemar, Director	Phone:	(907)465-8249
Division:	Division of Community and Regional Affairs	Date:	03/16/2018
Approved By:	Catherine Reardon, Director	Date:	03/16/18
Agency:	Division of Administrative Services, DCCED		

FISCAL NOTE ANALYSIS

**STATE OF ALASKA
2016 LEGISLATIVE SESSION**

BILL NO. HB385

Analysis

HB385 directs municipalities to require installation of enhanced 911 systems when system operators upgrade or install multi-line telephone systems unless otherwise provided by ordinance. The bill also requires operators of multi-line telephone systems that are exempt from the enhanced 911 requirement to post prominent instructions explaining how to reach 911.

The Division of Community and Regional Affairs does not anticipate fiscal impact from this legislation.

Fiscal Note

State of Alaska
2018 Legislative Session

Bill Version: HB 385
Fiscal Note Number: _____
() Publish Date: _____

Identifier: HB385-DCCED-RCA-03-16-18
Title: ENHANCED 911:MULTI-LINE TELEPHONE
SYSTEMS
Sponsor: GRENN
Requester: (H) CRA

Department: Department of Commerce, Community and
Economic Development
Appropriation: Regulatory Commission of Alaska
Allocation: Regulatory Commission of Alaska
OMB Component Number: 2417

Expenditures/Revenues

Note: Amounts do not include inflation unless otherwise noted below. (Thousands of Dollars)

	FY2019	Included in	Out-Year Cost Estimates				
	Appropriation Requested	Governor's FY2019 Request	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
OPERATING EXPENDITURES	FY 2019	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Personal Services							
Travel							
Services							
Commodities							
Capital Outlay							
Grants & Benefits							
Miscellaneous							
Total Operating	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Fund Source (Operating Only)

None							
Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Positions

Full-time							
Part-time							
Temporary							

Change in Revenues

None							
Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Estimated SUPPLEMENTAL (FY2018) cost: 0.0 *(separate supplemental appropriation required)*
(discuss reasons and fund source(s) in analysis section)

Estimated CAPITAL (FY2019) cost: 0.0 *(separate capital appropriation required)*
(discuss reasons and fund source(s) in analysis section)

ASSOCIATED REGULATIONS

Does the bill direct, or will the bill result in, regulation changes adopted by your agency? yes
If yes, by what date are the regulations to be adopted, amended or repealed? 01/02/22

Why this fiscal note differs from previous version/comments:

Not applicable, initial version.

Prepared By: <u>Stephen McAlpine, Chairman</u>	Phone: <u>(907)276-6222</u>
Division: <u>Regulatory Commission of Alaska</u>	Date: <u>03/16/2018</u>
Approved By: <u>Catherine Reardon, Director</u>	Date: <u>03/16/18</u>
Agency: <u>Division of Administrative Services, DCCED</u>	

FISCAL NOTE ANALYSIS

**STATE OF ALASKA
2018 LEGISLATIVE SESSION**

BILL NO. HB 385

Analysis

HB 385 will require municipalities to require an enhanced 911 system from Mutli-Line Telephone Systems (MLTS) upgraded or installed after January 1, 2019, unless otherwise provided by ordinance.

The proposed legislation also allows the RCA to adopt regulations to establish MLTS guidelines consistent with the statute. The RCA has the discretion to be the enforcement entity for issues arising under the guidelines, which could require RCA proceedings to address disputes that arise regarding MLTS service.

The RCA expects to implement the provisions of this legislation with existing resources.



Fairbanks North Star Borough

Mayor's Office

907 Terminal Street, PO Box 71267, Fairbanks, Alaska 99701 (907)459-1300 FAX (907)459-1102

****TRANSMITTED VIA ELECTRONIC MAIL****

March 6, 2018

The Honorable Jason Grenn
State House of Representatives
Alaska State Capitol, Room 418
Juneau, Alaska 99801

RE: Support for HB385

Representative Grenn:

I write this letter today on behalf of the Fairbanks North Star Borough and in support of House Bill 385, "An Act relating to multi-line telephone systems." Multi-Line Telephone Systems (MLTS) connect dozens, hundreds, or thousands of "extension" telephones to a telephone switch and are frequently used by institutions and business such as government agencies, banks, hotels, health care facilities, and schools.

MLTS include VoIP, as well as other network and premises-based telephone systems. Facilities using MLTS are located in communities throughout Alaska.

Emergency response delays have resulted when callers using MLTS have been unable to provide a specific location within a large complex or campus to a 911 dispatcher or a caller is unaware that they must dial a prefix such as "9" before calling 911.

HB 385 authorizes municipalities to elect, by ordinance, to require operators of MLTS to provide with each 911 call made from the system, accurate location information of the telephone from which the call originated. Municipalities will also be authorized to enforce their own MLTS/911 ordinances, reducing the burden of relying upon a hearing before the Regulatory Commission of Alaska when disputes arise.

This legislation ensures that a "dispatchable location", including floor, room, and suite location information is provided to a 911 center when calls are received from large buildings using MLTS. This enables first responders to reach 911 callers without having to spend precious minutes or even hours searching a building for the person in need of help.

HB 385 also requires that MLTS operators ensure that their systems will allow a caller to call 911 without dialing an additional prefix (such as 9) or an access code. This aligns with a national initiative to provide direct access to 911 from MLTS called "Kari's Law." Named after Kari Hunt, the victim of an attack in a hotel room who died while her child attempted to call 911 and was unaware of the need to dial "9", the initiative ensures that a person needing police, fire, or emergency medical services is able to directly dial 911 from any MLTS telephone and receive assistance.

The Fairbanks North Star Borough strongly supports HB 385 and the language included in this bill was identified as a legislative priority by the Borough Assembly. Seconds count during emergency responses, and passage of this legislation will have an immediate and far-reaching benefit for emergency responders and the citizens they serve.

Sincerely,

FAIRBANKS NORTH STAR BOROUGH

A handwritten signature in cursive script that reads "Karl Kassel".

Karl Kassel, Mayor



One Sealaska Plaza, Suite 200 • Juneau, Alaska 99801

Tel (907) 586-1325 • Fax (907) 463-5480 • www.akml.org

March 20, 2018

House Community & Regional Affairs Committee
Chair, Representative Justin Parish
State Capitol, Room 416
Juneau, Alaska 99811

RE: HB 385 – An Act relating to multi-line telephone systems.

Dear Chair Parish,

The Alaska Municipal League would like to offer its support for HB 385.

Firstly, this is a service which can truly advance the ability for first responders to be able to more ably pinpoint from where an emergency call is coming. As the technology is available, we believe that Alaskans should be able to take advantage of all means that might make our environment safer.

This bill would not have a fiscal impact on the State, but would simply increase costs to those municipalities that chose to take advantage of this service.

The added fact that this bill is “optional” sits VERY well with the Alaska Municipal League and we thank the sponsor for submitting this bill.

Sincerely,

Kathie Wasserman
Executive Director



ALASKA FIRE CHIEF'S ASSOCIATION

One Sealaska Plaza, Suite 200 Juneau, Alaska 99801

(907) 586-1325 Fax (907) 463-5480

www.alaskafirechiefs.org

March 2, 2018

**Representative Jason Grenn
State Capitol Room 418
Juneau, Alaska 99801**

Representative Grenn,

On behalf of the Alaska Fire Chiefs Association I am writing to give our support to House Bill 385, "An Act relating to multi-line telephone systems."

Time is critical in any emergency response. The ability for a 911 dispatcher to direct responders to a specific location can truly be a matter of life or death. HB 385 addresses two critical issues that have the potential to delay responders.

In Alaska many organizations use Multi-Line Telephone Systems (MLTS) that when someone in need of 911 services dials out from a phone, that phone does not provide the dispatcher with a good location address. This bill will mandate that operators of MLTS provide specific location information up to and including the specific address, floor, or room the call is originating from.

The second part of the bill will implement Kari's Law which requires MLTS operators to program their systems to allow a caller to dial 911 without having to use an additional prefix before dialing.

Both of these requirements will aid first responders in being able to quickly locate and assist those who call for our assistance.

The Alaska Fire Chiefs Association on behalf of all firefighters and EMS responders in Alaska want to thank you for introducing HB385 and we support its passage.

Sincerely,

A handwritten signature in black ink, appearing to be "Jeff Tucker", written over a horizontal line.

**Jeff Tucker, President
Alaska Fire Chiefs Association**



ALASKA PROFESSIONAL FIRE FIGHTERS ASSOCIATION
PO Box 111222 ANCHORAGE, AK 99511
North Pole – Fairbanks – Shemya – Anchorage – Juneau – Ketchikan
www.alaskapffa.org



March 6, 2018

Representative Jason Grenn

State Capital Room 418

Juneau, Alaska 99801

Representative Grenn,

I am writing today in support of HB 385 the enhanced 911 bill. HB 385 would address two critical issues related to 911 systems. First it would mandate that Multi Line Telephone Systems provides specific locations and second it would allow individuals to call 911 without having to use a prefix. Both measures will aid in getting first responder to those who need assistance in a timely manner.

The fire service takes great pride in being able to deliver critical services in a timely manner. Outcomes are affected by how quickly we can respond and begin to mitigate the emergency. Almost all responses start with a 911 call. Being able to pinpoint an exact location is critical to getting the proper resources on location. HB 385 will help 911 dispatcher pinpoint locations in building that use MLTS and direct first responders to the appropriate locations.

Often calls to the 911 are made under stressful circumstances. An individual could be very ill, they may have witnessed a traumatic event, or may be involved in domestic abuse situation. The need to dial a prefix before 911 is easily missed when experiencing stress. HB 385 fixes this issue and makes it so no one must dial a prefix before dialing 911.

HB 385 incorporates positive changes to the 911 system. These changes will assist 911 dispatchers in pinpointing the location of the caller and by eliminating the need to dial a prefix make it easier for callers connect with 911 dispatcher. Ultimately these enhancements will help first responder mitigate emergencies and better serve their communities. For these reasons the AKPFFA is happy to support HB 385.

Thomas A. Wescott

President Alaska Professional Fire Fighters

RESOLUTION NO. 4829

**A RESOLUTION IN SUPPORT OF SENATE BILL 215, AN ACT RELATING
TO MULTI-LINE TELEPHONE SYSTEMS**

WHEREAS, the City of Fairbanks operates a 911 Regional Dispatch Center, serving as the primary public safety answering point (PSAP) for 911 call taking to citizens and visitors in Interior Alaska; and

WHEREAS, the City of Fairbanks contains entities within its boundaries operating multi-line telephone systems, which are capable of connecting numerous "extension" telephones to a telephone switch with access to 911; and

WHEREAS, the ability for citizens and visitors to access 911 for emergency response by directly dialing 911 without dialing additional codes or digits is critical in emergencies; and

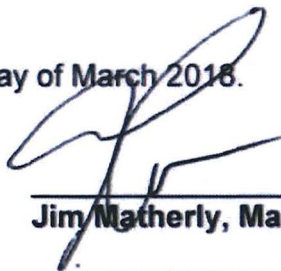
WHEREAS, the correct location of the access device calling 911 is critical to provide an accurate location for an emergency response; and

WHEREAS, the call back number of the access device calling 911 is critical to ability to maintain contact and re-contact emergency callers; and

WHEREAS, the 115th Congress of the United States amended the Communications Act of 1934 to include Kari's Law Act of 2017 or Configuration of Multi-line Telephone Systems for Direct Dialing of 911; and

NOW, THEREFORE, BE IT RESOLVED that the Fairbanks City Council supports legislation which facilitates the implementation of Senate Bill 215 or House Bill 385, An Act relating to multi-line telephone systems.

PASSED and APPROVED this 19th day of March 2018.

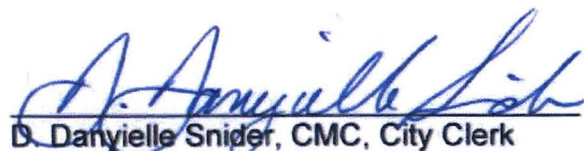


Jim Matherly, Mayor

AYES: PASSED and APPROVED on the CONSENT AGENDA
NAYS: None
ABSENT: Huntington
APPROVED: March 19, 2018

ATTEST:

APPROVED AS TO FORM:



D. Danyielle Snider, CMC, City Clerk



Paul Ewers, City Attorney

One Hundred Fifteenth Congress
of the
United States of America

AT THE SECOND SESSION

*Begun and held at the City of Washington on Wednesday,
the third day of January, two thousand and eighteen*

An Act

To amend the Communications Act of 1934 to require multi-line telephone systems to have a configuration that permits users to directly initiate a call to 9-1-1 without dialing any additional digit, code, prefix, or post-fix, and for other purposes.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the "Kari's Law Act of 2017".

SEC. 2. CONFIGURATION OF MULTI-LINE TELEPHONE SYSTEMS FOR DIRECT DIALING OF 9-1-1.

(a) IN GENERAL.—Title VII of the Communications Act of 1934 (47 U.S.C. 601 et seq.) is amended by adding at the end the following:

"SEC. 721. CONFIGURATION OF MULTI-LINE TELEPHONE SYSTEMS FOR DIRECT DIALING OF 9-1-1.

"(a) SYSTEM MANUFACTURE, IMPORTATION, SALE, AND LEASE.—A person engaged in the business of manufacturing, importing, selling, or leasing multi-line telephone systems may not manufacture or import for use in the United States, or sell or lease or offer to sell or lease in the United States, a multi-line telephone system, unless such system is pre-configured such that, when properly installed in accordance with subsection (b), a user may directly initiate a call to 9-1-1 from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit '9', regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls.

"(b) SYSTEM INSTALLATION, MANAGEMENT, AND OPERATION.—A person engaged in the business of installing, managing, or operating multi-line telephone systems may not install, manage, or operate for use in the United States such a system, unless such system is configured such that a user may directly initiate a call to 9-1-1 from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit '9', regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls.

"(c) ON-SITE NOTIFICATION.—A person engaged in the business of installing, managing, or operating multi-line telephone systems shall, in installing, managing, or operating such a system for use in the United States, configure the system to provide a notification

H. R. 582—2

to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

“(d) EFFECT ON STATE LAW.—Nothing in this section is intended to alter the authority of State commissions or other State or local agencies with jurisdiction over emergency communications, if the exercise of such authority is not inconsistent with this Act.

“(e) ENFORCEMENT.—This section shall be enforced under title V, except that section 501 applies only to the extent that such section provides for the punishment of a fine.

“(f) MULTI-LINE TELEPHONE SYSTEM DEFINED.—In this section, the term ‘multi-line telephone system’ has the meaning given such term in section 6502 of the Middle Class Tax Relief and Job Creation Act of 2012 (47 U.S.C. 1471).”

(b) EFFECTIVE DATE.—The amendment made by subsection (a) shall apply with respect to a multi-line telephone system that is manufactured, imported, offered for first sale or lease, first sold or leased, or installed after the date that is 2 years after the date of the enactment of this Act.

Speaker of the House of Representatives.

*Vice President of the United States and
President of the Senate.*

30-LS1455D
Laffen
3/2/18

SENATE BILL NO. 215

IN THE LEGISLATURE OF THE STATE OF ALASKA

THIRTIETH LEGISLATURE - SECOND SESSION

BY THE SENATE JUDICIARY COMMITTEE

Introduced:
Referred:

A BILL

FOR AN ACT ENTITLED

1 "An Act relating to multi-line telephone systems."

2 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

3 * Section 1. AS 29.35.134 is amended to read:

4 Sec. 29.35.134. Multi-line telephone systems. A municipality may by
5 ordinance [ELECT TO] require [AN ENHANCED 911 SYSTEM FROM] a multi-line
6 telephone system operator to comply with this section if, after January 1, 2019, the
7 system operator

8 (1) upgrades an existing multi-line telephone system; or

9 (2) installs a new multi-line telephone system [. A MULTI-LINE

10 TELEPHONE SYSTEM OPERATOR MUST ARRANGE TO UPDATE THE
11 AUTOMATIC LOCATION IDENTIFICATION DATABASE WITH AN
12 APPROPRIATE MASTER STREET ADDRESS GUIDE, VALID ADDRESS, AND
13 CALLBACK NUMBER FOR EACH MULTI-LINE TELEPHONE SYSTEM
14 TELEPHONE, SO THAT THE LOCATION INFORMATION SPECIFIES THE
15 EMERGENCY RESPONSE LOCATION OF THE CALLER. A MULTI-LINE

1 TELEPHONE SYSTEM OPERATOR IS CONSIDERED TO BE IN COMPLIANCE
2 WITH THIS SECTION WHEN THE MULTI-LINE TELEPHONE SYSTEM
3 COMPLIES WITH ENHANCED 911 GENERALLY ACCEPTED INDUSTRY
4 STANDARDS AS DEFINED BY THE REGULATORY COMMISSION OF
5 ALASKA. FOR PURPOSES OF THIS SECTION,

6 (1) "CALLBACK NUMBER" MEANS A NUMBER USED BY THE
7 PUBLIC SAFETY ANSWERING POINT TO RE-CONTACT THE LOCATION
8 FROM WHICH A 911 CALL IS PLACED; THE NUMBER MAY OR MAY NOT
9 BE THE NUMBER OF THE STATION USED TO ORIGINATE THE 911 CALL;

10 (2) "EMERGENCY RESPONSE LOCATION" MEANS THE
11 LOCATION TO WHICH A 911 EMERGENCY RESPONSE TEAM MAY BE
12 DISPATCHED THAT IS SPECIFIC ENOUGH TO PROVIDE A REASONABLE
13 OPPORTUNITY FOR THE EMERGENCY RESPONSE TEAM TO QUICKLY
14 LOCATE A CALLER ANYWHERE WITHIN IT;

15 (3) "MASTER STREET ADDRESS GUIDE" MEANS A
16 DATABASE OF FORMATTED STREET NAMES, NUMERICAL ADDRESSES
17 OR ADDRESS RANGES, AND OTHER PARAMETERS DEFINING VALID
18 LOCATIONS AND EMERGENCY SERVICES ZONES, AND THEIR
19 ASSOCIATED EMERGENCY SERVICES NUMBERS, THAT ENABLES THE
20 PROPER ROUTING AND RESPONSE TO 911 CALLS;

21 (4) "MULTI-LINE TELEPHONE SYSTEM" MEANS A SYSTEM
22 MADE UP OF COMMON CONTROL UNITS, TELEPHONE SETS, AND
23 CONTROL HARDWARE AND SOFTWARE, INCLUDING NETWORK AND
24 PREMISES BASED SYSTEMS SUCH AS CENTREX AND PBX, HYBRID, AND
25 KEY TELEPHONE SYSTEMS, AS CLASSIFIED BY THE FEDERAL
26 COMMUNICATIONS COMMISSION UNDER PART 68 REQUIREMENTS, AND
27 INCLUDING SYSTEMS OWNED OR LEASED BY GOVERNMENTAL
28 AGENCIES OR NONPROFIT ENTITIES, AS WELL AS FOR PROFIT ENTITIES;

29 (5) "MULTI-LINE TELEPHONE SYSTEM OPERATOR" MEANS
30 AN ENTITY THAT OWNS, LEASES, OR RENTS FROM A THIRD PARTY, AND
31 OPERATES A MULTI-LINE TELEPHONE SYSTEM THROUGH WHICH A

1 CALLER MAY PLACE A 911 CALL THROUGH A PUBLIC SWITCHED
2 NETWORK].

3 * Sec. 2. AS 29.35.134 is amended by adding new subsections to read:

4 (b) The operator of a multi-line telephone system that is required to comply
5 with this section shall ensure that the system

6 (1) allows a caller to call 911 by dialing 911 directly without an
7 additional code, digit, prefix, postfix, or trunk-access code;

8 (2) for every 911 call made using the system, provides to the public
9 safety answering point receiving the call verified automated number and location
10 information for the call, including

11 (A) the street name, valid address, and business name, if
12 applicable;

13 (B) the direct callback telephone number;

14 (C) the office, unit, or building number, as applicable;

15 (D) the room number or equivalent designation;

16 (E) if the multi-line telephone system operates for a building
17 that has more than one floor, the building floor;

18 (F) if the multi-line telephone system operates for more than
19 one building, the

20 (i) building number or equivalent designation; and

21 (ii) building floor; and

22 (3) has a location database that stores the information required under
23 (2) of this subsection and that the system is updated

24 (A) as soon as practicable after the system is installed; and

25 (B) within one business day after completion of any changes
26 made to the system or the physical characteristics of the facility where the
27 system is used; this subparagraph does not apply to changes incurred during
28 the installation of the system.

29 (c) Information in a location database created under (b)(3) of this section

30 (1) is owned by the multi-line telephone system operator that supplied
31 the information;

1 (2) may not be shared, except as required by law; and

2 (3) may not be used by a public safety answering point for any purpose
3 except to facilitate an emergency response to a 911 call.

4 (d) The operator of a multi-line telephone system that is not required by
5 ordinance to comply with this section and that does not allow for direct 911 dialing
6 shall post, in a visible place not more than five feet from each telephone that is
7 connected to the multi-line telephone system, a notice that

8 (1) states that 911 services cannot be accessed by dialing 911 directly
9 on the telephone;

10 (2) indicates how a caller may access 911 services through the
11 telephone;

12 (3) is printed in contrasting colors in a bold font not smaller than 16
13 points;

14 (4) includes the following information, as applicable, about the
15 location of the telephone:

16 (A) the street address and business name;

17 (B) the office, unit, or building number;

18 (C) the room number or equivalent designation.

19 (e) In this section,

20 (1) "multi-line telephone system" includes

21 (A) a network or premises-based telephone system

22 (i) installed at an end-use location that uses common
23 control units, common telephone, and common control hardware and
24 software to provide a connection to the public;

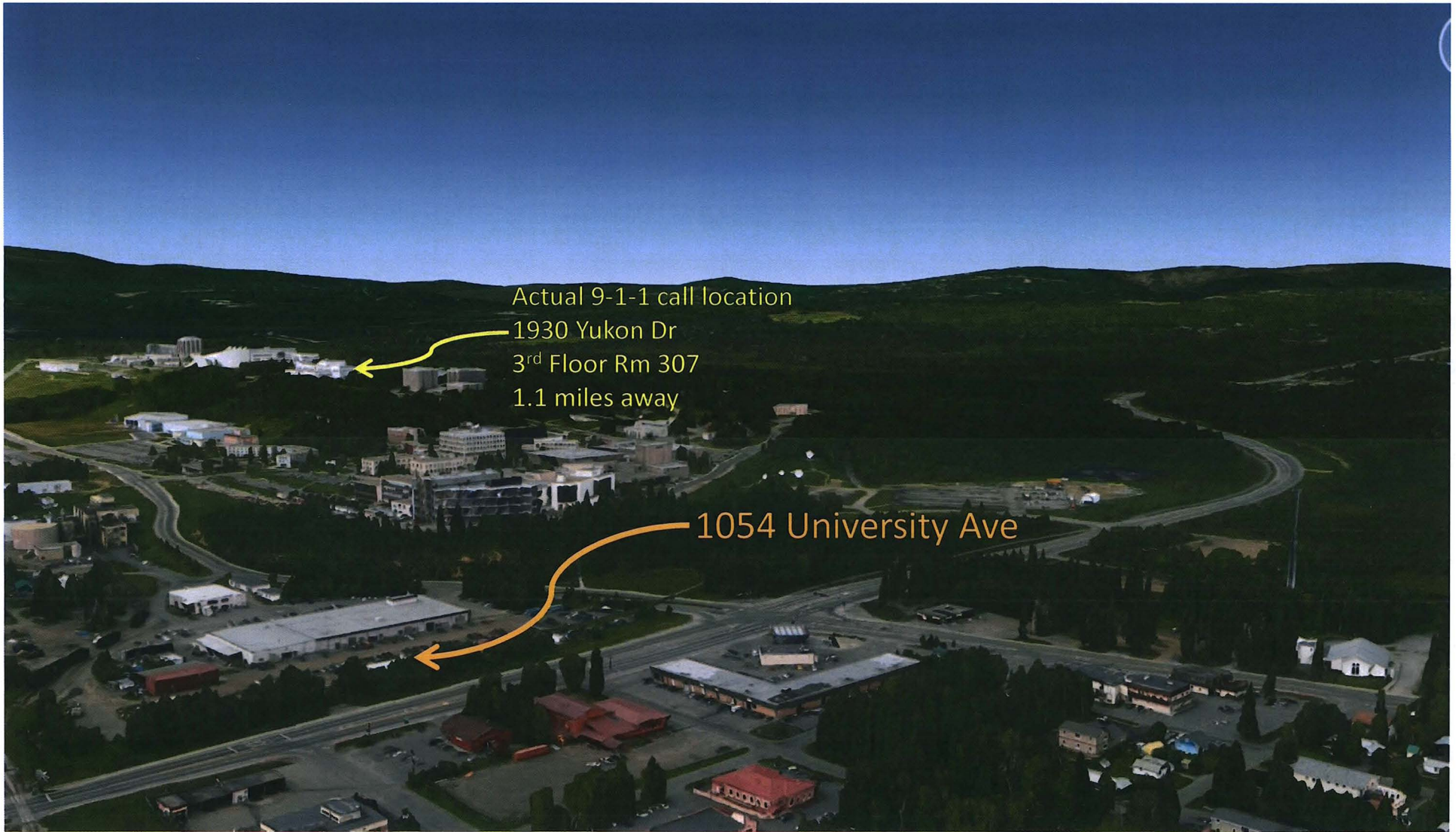
25 (ii) such as Centrex, Voice over Internet Protocol, and
26 PBX, Hybrid, and Key Telephone Systems, as classified by the Federal
27 Communications Commission under 47 C.F.R. Part 68 requirements;
28 and

29 (B) systems owned or leased by government agencies and
30 nonprofit and for-profit entities;

31 (2) "multi-line telephone system operator" means an entity that owns,

1
2

leases, or rents from a third party, and operates a multi-line telephone system by which a caller may place a 911 call through a public switched network.



What the 9-1-1 call taker sees as a location for 907-474-7809

ANI	Main TN	Customer Name	House #	Suffix	Full Street Name	Location	Community	County	State
[907] 474-7809	[907] 474-7809	UAF ACCOUNTS PAY	1054		UNIVERSITY AVE		FAIRBANKS	FNSB	AK

ALASKA STATE LEGISLATURE

Session
State Capitol, Rm. 418
Juneau, AK 99801
(907) 465-3892
Fax: (907) 465-6595

Interim
1500 W. Benson Blvd.
Anchorage, AK 99503
(907) 269-0234
Fax: (907) 269-0238



House Finance Committee

Dept. of Law
Finance Subcommittee
Chairman

Dept. of Administration
Finance Subcommittee
Chairman

Rep.Jason.Grenn@akleg.gov

REPRESENTATIVE JASON GRENN

House Bill 385 FAQ's

I. What is E911 and why is it important?

Residents of Alaska have depended on reaching local emergency services by dialing 911 for decades. Today, the advancement of technology allows for "E911" or "Enhanced 911," which means that when 911 is dialed, the calling party's callback number and location information are delivered to the geographically appropriate Public Safety Answering Point (PSAP). The delivery of caller-location information to the PSAP call-taker's (dispatcher's) screen is the feature that sets E911 apart from basic 911.

E911 technology has significantly improved PSAPs' ability to effectively deliver critical public safety and emergency response services in a timely manner. In many instances, it has proven to be a life-saving, essential emergency response tool in providing critical information when the caller is unable to verbally communicate his or her location, including when the voice call is dropped, discontinued, and cannot be reestablished.

To provide the specific location information for a caller, every telephone capable of dialing 911 must have an Automatic Location Information (ALI) record in the 911 database to identify the caller's specific location. If ALI records are properly entered and maintained in the 911 database, a caller's location or Emergency Response Location (ERL) will display on the PSAP display, reducing response time for emergency services.

II. What is a Multi-Line Telephone System (MLTS)?

A Multi-line Telephone System or Private Branch Exchange Telephone System (PBX), is a telephone system comprised of common control units, telephones, and controls providing local telephone service to multiple end-users. Specifically, an MLTS telephone system consists of a computerized telephone "switch," typically managed by technical staff or vendors. It is often located in a particular room and connects to dozens, hundreds, or thousands of "extension" phones located in offices, rooms, workspaces, classrooms, or other locations. The central switch is typically connected to outside "trunk" lines to a local telephone central office, allowing callers on the extension phones to make outside calls. Multi-line Telephone Systems includes VoIP, as well as network and premises-based systems such as Centrex, PBX, and hybrid key telephone systems. Multi-line Telephone Systems are frequently used by institutions and businesses such as government agencies, banks, hotels, health care systems, and schools.

III. Why is location information so important?

There are many reasons a person calling 911 might not be able to communicate his or her specific location to the 911 dispatcher. Here are a few examples:

- Someone is choking, having a heart attack, or some other physical injury which prevents them from speaking.
- The caller is unable to talk or are fearful of speaking, for instance during a bank robbery at a branch location of a banking network.
- A person is disabled in some way that makes telephone communication difficult or impossible, such as being deaf or mute.
- The caller is a child or visitor and doesn't know their address/location.
- The caller cannot speak English.

By automatically providing specific location information through the 911 system, the 911 dispatcher can immediately relay fire, police, or EMS responders to the caller's location, even when that person is unable to communicate that information.

IV. How does E911 work?

UAF Example: Fred Smith, works in an office in a clustered building complex along UAF's West Ridge with a MLTS phone system that provides phone service for dozens of University buildings. Fred calls 911 from the extension in his office, which is located on the third story of a building at 1930 Yukon Drive, Fairbanks, Alaska. Without MLTS compliant information, the location information presented to 911 dispatchers can be much less useful, not useful at all, and sometimes misleading.

When Fred makes a 911 call from his work extension, the 911 dispatcher may have no information where Fred is located or could be led to believe that he is located at 1054 University Avenue – the address of UAF's physical plant which houses the MLTS/PBX switch. In many of these situations, the 911 dispatcher often receives a location that is in another building, far away from where the caller is located – in this example, Fred is 1.1 miles away. There could be thousands of phones in dozens of buildings that are connected to one MLTS/PBX switch, and the ALI is always identified as 1054 University Avenue, rather than the caller's actual address.

With MLTS compliant information, Fred calls 911 from his wired office phone and the 911 dispatcher receiving the call sees the location of Fred's phone on a special computerized 911 phone screen (the 911 community calls that location information "ALI" for Automatic Location Identification). The 911 dispatcher would see something like this:

(907) 474-7809 12:23 03/05/18	Calling phone number (called ANI) and the time/date
FRED SMITH	Customer's name
1930 YUKON DRIVE	Fred's street address
ROOM 307	Fred's specific location information
FAIRBANKS, AK	City and state of Fred's phone's location

Note that Fred did not enter any of this information about his phone. When his phone was installed, his subscriber's name (FRED SMITH), his street address, city and state ("1930 YUKON DR" and

“FAIRBANKS, AK”), and other helpful location information (“ROOM 307”) were provided by the MLTS operator to a centralized 911 database (the “ALI Database”) that is maintained as part of the centralized 911 system in Fairbanks. Because of this, when Fred dials 911 from his office phone, the 911 telephone switching equipment can look up Fred’s location information from the ALI Database using Fred’s calling phone number as the lookup key.

V. What is a Public Safety Answering Point (PSAP)?

A public safety answering point (PSAP) is a call center responsible for answering calls to an emergency telephone number for police, firefighting and ambulance services. A PSAP facility runs 24 hours a day, dispatching emergency services or passing 911 calls on to public or private safety agencies. Trained operators are responsible for dispatching the emergency services.

VI. Why do we need HB385?

There is a large segment of E911 end-users in Alaska using a MLTS that do not have the same level of E911 safety protections as small business and residential systems. As illustrated above, when an individual calls 911 from a multi-line telephone system, that system may only relay the physical street address of the facility’s main building (or, alternatively, the address of the building in which the MLTS is located), but may not provide more specific information about where the individual calling 911 was actually physically located (such as a building number, floor number, or room number).

Emergency response delays and tragedies have resulted when emergency callers have been unable to provide a specific location within a large building or complex to the 911 dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information. The provisions in HB385 will help ensure that 911 dispatchers receive accurate location information so emergency responders will not be delayed while trying to find the emergency caller in need.

HB385 requires that MLTS operators provide a sufficiently precise indication of a caller’s location so emergency response services may be dispatched to the specific location of the device. The MLTS operator is also required to provide a call back number. This means the PSAP that receives the 911 call from the MLTS will be able to call back the location from which the 911 call was placed, if needed. The MLTS is also required to provide a specific Emergency Response Location. An ERL is a specific location to which emergency response services may be dispatched and can be easily located by emergency responders in a reasonable amount of time.

VII. Do all MLTS systems come equipped to produce Automatic Location Information (ALI)?

Yes. If the system is premise-based (such as a PBX) then the manufacturer will have an E9-1-1 product that meets the requirements. If the vendor does not have a product, then there are several third-party providers that will sell them a solution. There are also no-cost alternatives for fixed telephones. As the technician completes their service order, they could also enter the information directly into the E9-1-1 system database.

VIII. Will producing Automatic Location Information require additional hardware, software or programming?

Not necessarily. In some cases, the information from a telephone installation will need to be entered into a database which would then be transferred to the E9-1-1 system. In others, the location is input by the customer as they log-into the telephone system (e.g., working from home or a hotel room). In a third type of MLTS, the location is determined by Internet Protocols (router and access point location) and provided as a latitude/longitude rather than a street address.

IX. Why has this issue not been addressed to date?

In 2005, the Alaska Legislature enacted AS 29.35.134 allowing municipalities to require enhanced 911 (E911) service from a MLTS. The statute required that MLTS provide Emergency Response Location (ERL) information in compliance with generally accepted standards relating to 911 service as defined by the Regulatory Commission of Alaska (RCA). The RCA opened docket R-05-005 and developed proposed regulations which received many comments primarily from the public safety community. In 2008, the RCA was advised by the Department of Law that it lacked the dispute resolution authority to enforce those standards. Recognizing that there had been significant changes to the model legislation upon which the statute had been based, changes to federal legislation, and changes to the underlying technology and 911 services, the RCA closed the docket in 2015 without further action.

X. What is Kari's Law?

On February 16, 2018, President Trump signed into law H.R. 582—legislation better known as Kari's Law—requiring that emergency callers can dial 911 directly, instead of having to include an additional number or code. On some MLTS, callers must dial an additional number—often “9”—to get an outside line to make a normal phone call, so a 911 call would require the caller to dial “9-911.” Under the legislation, all MLTS deployments completed after two years of the measure's enactment would have to be preconfigured to enable direct 911 dialing.

The namesake of the bill is Kari Hunt, whose estranged husband murdered her in a Texas hotel room in December 2013. While the murder took place, Hunt's 9-year-old daughter Brianna tried calling 911 four times. Because the youngster didn't know that the hotel required a prefix to be dialed to get an outside line, none of the calls were received by a public-safety answering point.