

SB

215

<TARGET><BILL>SB 215</BILL><SUBJECT>SB
215</SUBJECT><COMM>SCRA30</COMM></TARGET>

30th Alaska State Legislature

Judiciary Committee
Chairman
Resources Committee
State Affairs Committee
Education Committee
Select Committee on Legislative
Ethics
Joint Armed Services Committee



Session Address:
State Capitol, Room 119
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Senator John Coghill

SENATE BILL 215

SPONSOR STATEMENT

Enhanced 911: Multi-Line Telephone Systems
Version D

Senate Bill 215 ensures 911 dispatchers receive accurate location information so that emergency responders will not be delayed in finding an emergency caller in need. Right now, when a person calls 911 from a Multi-Line Telephone System (MLTS), his or her physical location may only relay the physical street address, but may not provide more specific information about where the individual is actually located, such as a building number, floor number, or room number.

Tragedies can occur when emergency callers are unable to provide a specific location within a large building or complex to the dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information.

SB 215, which only applies to new installations or upgrades, gives municipalities the option, by ordinance, to require MLTS operators in their region to provide an Automatic Location Information (ALI) record for every telephone capable of dialing 911. This critical information enables the 911 dispatcher to immediately relay fire, police, or EMS responders to the caller's location, even when that person is unable to communicate that information.

SENATE COMMITTEE REPORT
First Committee of Referral

DATE: 3/7/18

FURTHER: Rules

DATE TURNED
 IN TO OFFICE: 4/3/18

Community and Regional Affairs Committee considered SENATE BILL NO. 215

SB 215-ENHANCED 911: MULTI-LINE TELEPHONE SYSTEMS

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

and recommends:



- be replaced with CS _____ (_____) Same Title New Title
- adopt previous CS _____ (_____) Same Title New Title
- attached amendment(s)
- adopt _____ Letter of Intent
- further referral to _____ Committee

Dept Abbr.	
ADM	LWF
CED	LAW
COR	LEG
EED	MVA
DEC	DNR
DFG	DPS
GOV	REV
DHS	DOT
AJS	UA

NEW FISCAL NOTE(S)				
Dept.	Fiscal	Indet.	Zero	FN #
CED			✓	1

PREVIOUS FISCAL NOTE(S)				
Dept.	Fiscal	Indet.	Zero	FN #

APPROPRIATION - no fiscal note

SIGNATURES AND RECOMMENDATIONS:	PRINTED LAST NAME	DO PASS	DO NOT PASS	NO REC	AMEND
	STEPH GARDNER	✓			
Berta Gardner	Gardner	✓			
CHAIR: 	Bishop	✓			

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SENATE BILL 215 SECTIONAL SUMMARY

Enhanced 911: Multi-Line Telephone Systems
Version D

Section 1

AS 29.35.134 - Multi-line telephone systems.

A municipality may, by ordinance, require a multi-line telephone system (MLTS) that is installed or upgraded after January 1, 2019, to comply with the requirements contained in section 2, and repeals existing MLTS statutes.

Section 2

AS 29.35.134 - Multi-line telephone systems.

An operator of an MLTS phone system that is required by ordinance to comply with these sections shall ensure that the system allows a caller to call 911 without dialing a prefix, and that the system automatically provides the dispatching agency with exact physical location of a call. An MLTS operator must comply with these requirements soon after installation or upgrade.

An operator of an MLTS that is not required to comply by ordinance and that does not allow for direct 911 dialing shall post signage notifying the public of the limitations of their phone system.

Includes definitions for "multi-line telephone system" and "multi-line telephone system operator".

Cost how much?

*Cost signage -
Brail ADA compliant*

SENATE BILL NO. 215

IN THE LEGISLATURE OF THE STATE OF ALASKA

THIRTIETH LEGISLATURE - SECOND SESSION

BY THE SENATE JUDICIARY COMMITTEE

Introduced: 3/7/18

Referred: Community and Regional Affairs

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

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 SB 215?

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 SB 215 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.

SB 215 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. How much does it cost?

It depends on the provider of the solution and whether the cost is a one-time purchase or obtained as an on-going service. The costs range from \$0 (i.e., technician or end user effort only) to \$25-\$30 per device for a service bureau. Capital (one-time) costs will also vary based on the manufacturer and number of extensions. Some solutions range in the \$3,000-\$5,000 range for a large PBX.

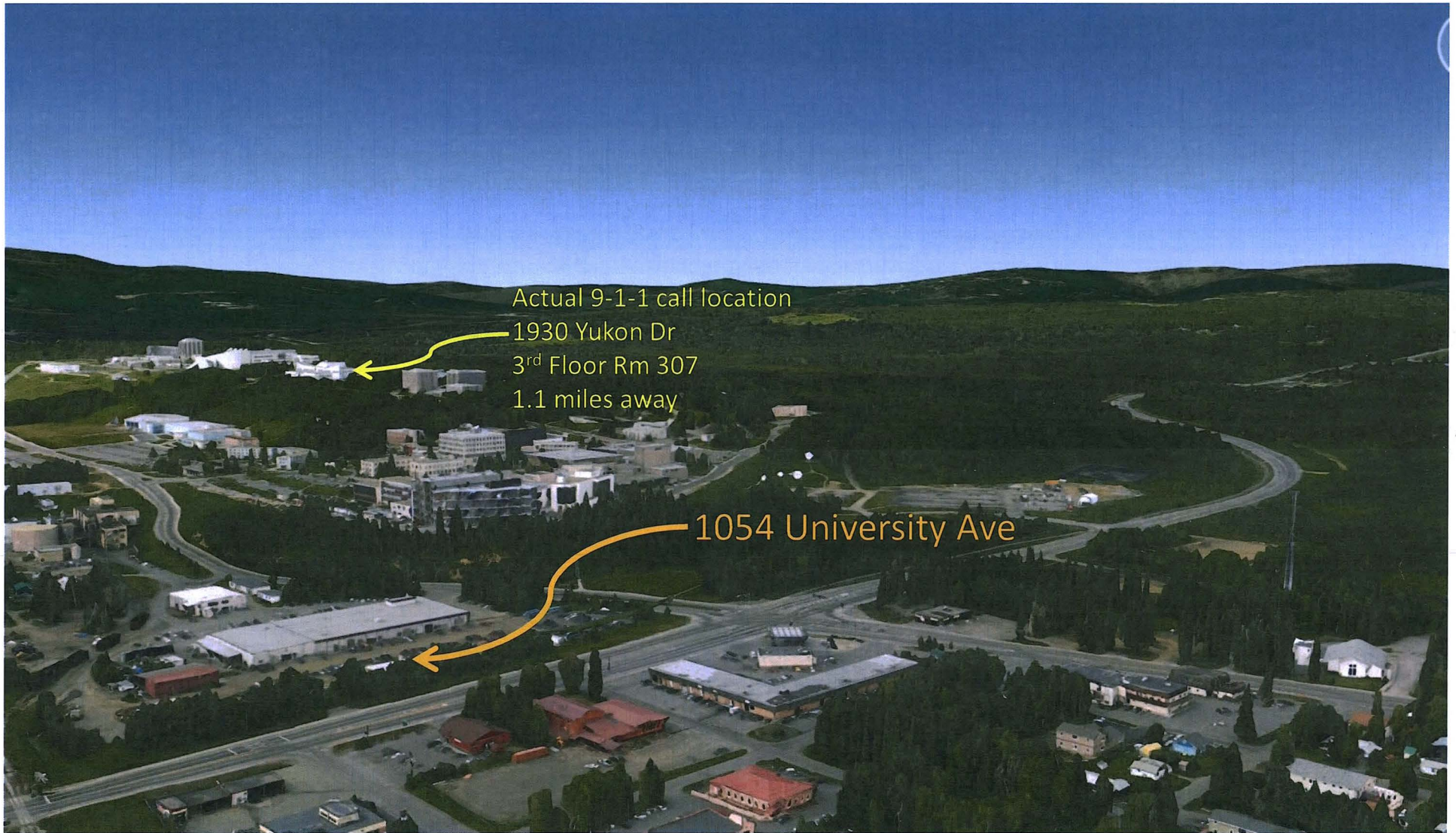
X. Why has this issue not been addressed to date?

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.

XI. 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.



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
[A]	[A]	[A]	[A]	[A]	[A]	[A]	[A]	[A]	[A]
[907] 474-7809	[907] 474-7809	UAF ACCOUNTS PAY	1054		UNIVERSITY AVE		FAIRBANKS	FNSB	AK

Fiscal Note

State of Alaska
2018 Legislative Session

Bill Version: SB 215
Fiscal Note Number: _____
() Publish Date: _____

Identifier: SB215-DCCED-DCRA-03-16-18
Title: ENHANCED 911: MULTI-LINE TELEPHONE SYSTEMS
Sponsor: JUDICIARY
Requester: (S) 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 Appropriation Requested	Included in Governor's FY2019 Request	Out-Year Cost Estimates					
			FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
OPERATING EXPENDITURES								
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	0.0

Fund Source (Operating Only)

None								
Total	0.0	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	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. SB215

Analysis

SB215 provides that municipalities may by ordinance require installation of enhanced 911 systems when system operators upgrade or install multi-line telephone systems.

The bill mandates that an operator of a multi-line system that does not allow for direct 911 dialing, and is not required by ordinance to install enhanced 911, posts a prominent notice instructing callers how to reach 911.

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



ALASKA FIRE CHIEF'S ASSOCIATION

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March 13th, 2018

The Honorable John Coghill
Alaska State Senate
State Capitol Room 119
Juneau, AK 99801

Dear Senator Coghill,

On behalf of the Alaska Fire Chiefs Association I am writing to give our support to Senate Bill 215, "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. SB 215 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 with 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 be 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 SB 215 and we support its passage.

Sincerely,

Jeff Tucker, President
Alaska Fire Chiefs Association



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 14, 2018

The Honorable John Coghill
Alaska State Senate
Alaska State Capitol, Room 119
Juneau, Alaska 99801

RE: Support for SB215

Senator Coghill:

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.

SB215 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.

SB215 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 SB215 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,

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

Karl Kassel, Mayor
FAIRBANKS NORTH STAR BOROUGH