

EMERGENCY TELEPHONE SERVICE AMENDMENTS

2017 GENERAL SESSION

STATE OF UTAH

LONG TITLE

General Description:

This bill amends and enacts provisions related to 911 services.

Highlighted Provisions:

This bill:

- ▶ defines terms;
- ▶ requires the 911 Division to create an educational program;
- ▶ requires certain multi-line telephone systems to provide certain information to a public safety answering point; and
- ▶ requires a multi-line telephone system to be capable of accessing 911 services directly.

Money Appropriated in this Bill:

None

Other Special Clauses:

None

Utah Code Sections Affected:

AMENDS:

63H-7a-302, as last amended by Laws of Utah 2016, Chapters 123 and 179

ENACTS:

69-2-201, Utah Code Annotated 1953

69-2-202, Utah Code Annotated 1953

69-2-203, Utah Code Annotated 1953

69-2-204, Utah Code Annotated 1953

69-2-205, Utah Code Annotated 1953

69-2-206, Utah Code Annotated 1953

69-2-207, Utah Code Annotated 1953

Be it enacted by the Legislature of the state of Utah:

33 Section 1. Section **63H-7a-302** is amended to read:
34 **63H-7a-302. 911 Division duties and powers.**
35 (1) The 911 Division shall:
36 (a) review and make recommendations to the executive director:
37 (i) regarding:
38 (A) technical, administrative, fiscal, network, and operational standards for the
39 implementation of unified statewide 911 emergency services;
40 (B) emerging technology; and
41 (C) expenditures from the restricted accounts created in Section 69-2-5.6 by the 911
42 Division on behalf of local public safety answering points in the state, with an emphasis on
43 efficiencies and coordination in a regional manner;
44 (ii) to assure implementation of a unified statewide 911 emergency services network;
45 (iii) to establish standards of operation throughout the state; and
46 (iv) regarding mapping systems and technology necessary to implement the unified
47 statewide 911 emergency services;
48 (b) prepare and submit to the executive director for approval by the board:
49 (i) an annual budget for the 911 Division;
50 (ii) an annual plan for the programs funded by the Computer Aided Dispatch Restricted
51 Account created in Section 63H-7a-303 and the Unified Statewide 911 Emergency Service
52 Account created in Section 63H-7a-304; and
53 (iii) information required by the director to contribute to the comprehensive strategic
54 plan described in Subsection 63H-7a-204(18);
55 (c) assist local Utah public safety answering points with the implementation and
56 coordination of the 911 Division responsibilities as approved by the executive director and the
57 board;
58 (d) reimburse the state's Automated Geographic Reference Center in the Division of
59 Integrated Technology of the Department of Technology Services, an amount equal to 1 cent
60 per month levied on telecommunications service under Section 69-2-5.6 to enhance and
61 upgrade digital mapping standards for unified statewide 911 emergency service as required by
62 the division; [~~and~~]
63 (e) create a program to educate owners of multi-line telephone systems on the

64 requirements of Title 69, Chapter 2, Part 2, Enhanced 911 for Multi-Line Telephones; and

65 [~~(e)~~] (f) fulfill all other duties imposed on the 911 Division by this chapter.

66 (2) The 911 Division may recommend to the executive director to sell, lease, or
67 otherwise dispose of equipment or personal property purchased, leased, or belonging to the
68 authority that is related to funds expended from the restricted account created in Sections
69 69-2-5.5 and 69-2-5.6, the proceeds from which shall return to the respective restricted
70 accounts.

71 (3) The 911 Division may make recommendations to the executive director to own,
72 operate, or enter into contracts for the use of the funds expended from the restricted account
73 created in Section 69-2-5.5.

74 (4) (a) The 911 Division shall review information regarding:

75 (i) in aggregate, the number of service subscribers by service type in a political
76 subdivision;

77 (ii) network costs;

78 (iii) public safety answering point costs;

79 (iv) system engineering information; and

80 (v) a computer aided dispatch system.

81 (b) In accordance with Subsection (4)(a) the 911 Division may request:

82 (i) information as described in Subsection (4)(a)(i) from the State Tax Commission;

83 and

84 (ii) information from public safety answering points related to the computer aided
85 dispatch system.

86 (c) The information requested by and provided to the 911 Division under Subsection
87 (4) is a protected record in accordance with Section 63G-2-305.

88 (5) The 911 Division shall recommend to the executive director, for approval by the
89 board, rules in accordance with Title 63G, Chapter 3, Utah Administrative Rulemaking Act, to:

90 (a) administer the program funded by the Unified Statewide 911 Emergency Service
91 restricted account created in Section 63H-7a-304, including rules that establish the criteria,
92 standards, technology, and equipment that a public safety answering point in Utah must adopt
93 in order to qualify for goods or services that are funded from the restricted account; and

94 (b) administer the Computer Aided Dispatch Restricted Account created in Section

95 63H-7a-303, including rules that establish the criteria, standards, technology, and equipment
96 that a public safety answering point must adopt in order to qualify as a recipient of goods or
97 services that are funded from the restricted account.

98 (6) The board may authorize the 911 Division to employ an outside consultant to study
99 and advise the division on matters related to the 911 Division duties regarding the public safety
100 communications network.

101 (7) This section does not expand the authority of the State Tax Commission to request
102 additional information from a telecommunication service provider.

103 Section 2. Section **69-2-201** is enacted to read:

104 **Part 2. Enhanced 911 for Multi-Line Telephones**

105 **69-2-201. Title.**

106 This part is known as "Enhanced 911 for Multi-Line Telephones."

107 Section 3. Section **69-2-202** is enacted to read:

108 **69-2-202. Definitions.**

109 As used in this part:

110 (1) "Location database" means the database or data set used by a multi-line telephone
111 system to provide a public safety answering point with the information that the multi-line
112 telephone system is required to send to the public safety answering point under this part.

113 (2) "Lodging establishment" means the same as that term is defined in Section
114 29-2-102.

115 (3) (a) "Multi-line telephone system" means a telephone system that:

116 (i) is designed to aggregate more than one incoming voice communication channel for
117 use by more than one telephone; and

118 (ii) consists of a common control unit and common control hardware and software.

119 (b) "Multi-line telephone system" includes both networked systems and premise-based
120 systems.

121 Section 4. Section **69-2-203** is enacted to read:

122 **69-2-203. Applicability.**

123 An owner of a multi-line telephone system is required to comply with the applicable
124 requirements of this part before July 1, 2017.

125 Section 5. Section **69-2-204** is enacted to read:

126 **69-2-204. Location identification information shared with public safety answering**
127 **point.**

128 An owner or operator of a multi-line telephone system shall ensure that the multi-line
129 telephone system is configured in such a manner that, when an individual makes a 911 call
130 using the multi-line telephone system, the multi-line telephone system automatically provides
131 the public safety answering point that receives the call verified automated number information
132 and automated location information that includes:

133 (1) the street address, and, if applicable, the business name, of the location of the
134 communications device from which the call is made;

135 (2) the direct call-back telephone number for the location from which the call is made;

136 (3) any applicable office, unit, or building number of the location from which the call
137 is made;

138 (4) the room number, or other equivalent designation, of the location from which the
139 call is made; and

140 (5) (a) if the multi-line telephone system operates for a multi-story building, the
141 building floor from which the call is made; and

142 (b) if the multi-line telephone system operates for two or more buildings:

143 (i) the building number, or other equivalent designation, of the location from which the
144 call is made; and

145 (ii) the building floor from which the call is made.

146 Section 6. Section **69-2-205** is enacted to read:

147 **69-2-205. Emergency location information and lodging establishment.**

148 In addition to the requirements of Section 69-2-204, a lodging establishment that uses a
149 multi-line telephone system shall ensure that the multi-line telephone system is configured in
150 such a manner that, when an individual makes a 911 call through the multi-line telephone
151 system, the multi-line telephone system will automatically:

152 (1) send the public safety answering point that receives the call:

153 (a) if the lodging establishment contains more than one occupied building, the building
154 number, or other equivalent designation, of the location from which the call is made; and

155 (b) the room number, or other equivalent designation, from which the call is made; or

156 (2) connect the individual, the public safety answering point, and an individual that is

157 designated by the lodging establishment to provide the public safety answering point:

158 (a) if the lodging establishment contains more than one occupied building, the building
159 number, or other equivalent designation, of the location from which the call is made; and

160 (b) the room number, or other equivalent designation, of the location from which the
161 call is made.

162 Section 7. Section **69-2-206** is enacted to read:

163 **69-2-206. Maintenance of address information.**

164 (1) A person described in Section 69-2-204 or 69-2-205 shall ensure that the location
165 database of the multi-line telephone system used by the person is accurately updated:

166 (a) as soon as practicable after the multi-line telephone system is installed; or

167 (b) within one business day of the completion of any changes, not including changes
168 incurred during an installation described in Subsection (1)(a), to the multi-line telephone
169 system.

170 (2) The information in a location database:

171 (a) is proprietary to the person who owns the information;

172 (b) except as required by state law, is not required to be shared with another person;

173 and

174 (c) may not be used by a public safety answering point for a purpose other than to
175 facilitate an emergency response to a 911 call.

176 Section 8. Section **69-2-207** is enacted to read:

177 **69-2-207. Direct 911 dial for multi-line telephone systems.**

178 (1) Before July 1, 2017, a person that owns or operates a multi-line telephone system
179 shall ensure that the multi-line telephone system is configured in a manner that allows an
180 individual to place a 911 call by dialing the digits 9-1-1 without an additional code, digit,
181 prefix, postfix, or trunk-access code.

182 (2) Until a person that owns or operates a multi-line telephone system complies with
183 the requirements described in Subsection (1)(a), the person shall post, in a visible place within
184 five feet of each telephone that is connected to the multi-line telephone system, a notice that:

185 (a) states that the phone may not be used to directly access 911 services by dialing
186 9-1-1;

187 (b) indicates how an individual may access 911 services through the telephone;

- 188 (c) is printed in contrasting colors in at least 16-point boldface type; and
189 (d) includes the following information for the location of the telephone:
190 (i) the street address, and, if applicable, the business name, of the location of the
191 telephone;
192 (ii) any applicable office, unit, or building number of the location of the telephone; and
193 (iii) an applicable room number, or other equivalent designation, of the location of the
194 telephone.

Legislative Review Note
Office of Legislative Research and General Counsel