

1 **EMERGENCY TELEPHONE SERVICE AMENDMENTS**

2 2017 GENERAL SESSION

3 STATE OF UTAH

4 **Chief Sponsor: Wayne A. Harper**

5 House Sponsor: V. Lowry Snow

7 **LONG TITLE**

8 **Committee Note:**

9 The Public Utilities, Energy, and Technology Interim Committee recommended this
10 bill.

11 **General Description:**

12 This bill amends and enacts provisions related to 911 services.

13 **Highlighted Provisions:**

14 This bill:

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

21 **Money Appropriated in this Bill:**

22 None

23 **Other Special Clauses:**

24 None

25 **Utah Code Sections Affected:**

26 AMENDS:

27 **63H-7a-302**, as last amended by Laws of Utah 2016, Chapters 123 and 179



28 ENACTS:

29 [69-2-201](#), Utah Code Annotated 1953

30 [69-2-202](#), Utah Code Annotated 1953

31 [69-2-203](#), Utah Code Annotated 1953

32 [69-2-204](#), Utah Code Annotated 1953

33 [69-2-205](#), Utah Code Annotated 1953

34 [69-2-206](#), Utah Code Annotated 1953

35 [69-2-207](#), Utah Code Annotated 1953

36

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

38 Section 1. Section [63H-7a-302](#) is amended to read:

39 **[63H-7a-302. 911 Division duties and powers.](#)**

40 (1) The 911 Division shall:

41 (a) review and make recommendations to the executive director:

42 (i) regarding:

43 (A) technical, administrative, fiscal, network, and operational standards for the
44 implementation of unified statewide 911 emergency services;

45 (B) emerging technology; and

46 (C) expenditures from the restricted accounts created in Section [69-2-5.6](#) by the 911
47 Division on behalf of local public safety answering points in the state, with an emphasis on
48 efficiencies and coordination in a regional manner;

49 (ii) to assure implementation of a unified statewide 911 emergency services network;

50 (iii) to establish standards of operation throughout the state; and

51 (iv) regarding mapping systems and technology necessary to implement the unified
52 statewide 911 emergency services;

53 (b) prepare and submit to the executive director for approval by the board:

54 (i) an annual budget for the 911 Division;

55 (ii) an annual plan for the programs funded by the Computer Aided Dispatch Restricted
56 Account created in Section [63H-7a-303](#) and the Unified Statewide 911 Emergency Service
57 Account created in Section [63H-7a-304](#); and

58 (iii) information required by the director to contribute to the comprehensive strategic

59 plan described in Subsection 63H-7a-204(18);

60 (c) assist local Utah public safety answering points with the implementation and
61 coordination of the 911 Division responsibilities as approved by the executive director and the
62 board;

63 (d) reimburse the state's Automated Geographic Reference Center in the Division of
64 Integrated Technology of the Department of Technology Services, an amount equal to 1 cent
65 per month levied on telecommunications service under Section 69-2-5.6 to enhance and
66 upgrade digital mapping standards for unified statewide 911 emergency service as required by
67 the division; [~~and~~]

68 (e) create a program to educate owners of multi-line telephone systems on the
69 requirements of Title 69, Chapter 2, Part 2, Enhanced 911 for Multi-Line Telephones; and

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

71 (2) The 911 Division may recommend to the executive director to sell, lease, or
72 otherwise dispose of equipment or personal property purchased, leased, or belonging to the
73 authority that is related to funds expended from the restricted account created in Sections
74 69-2-5.5 and 69-2-5.6, the proceeds from which shall return to the respective restricted
75 accounts.

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

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

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

82 (ii) network costs;

83 (iii) public safety answering point costs;

84 (iv) system engineering information; and

85 (v) a computer aided dispatch system.

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

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

88 and

89 (ii) information from public safety answering points related to the computer aided

90 dispatch system.

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

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

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

99 (b) administer the Computer Aided Dispatch Restricted Account created in Section
100 63H-7a-303, including rules that establish the criteria, standards, technology, and equipment
101 that a public safety answering point must adopt in order to qualify as a recipient of goods or
102 services that are funded from the restricted account.

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

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

108 Section 2. Section 69-2-201 is enacted to read:

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

110 **69-2-201. Title.**

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

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

113 **69-2-202. Definitions.**

114 As used in this part:

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

118 (2) "Lodging establishment" means the same as that term is defined in Section
119 29-2-102.

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

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

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

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

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

127 **69-2-203. Applicability.**

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

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

131 **69-2-204. Location identification information shared with public safety answering**
132 **point.**

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

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

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

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

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

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

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

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

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

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

152 **69-2-205. Emergency location information and lodging establishment.**

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

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

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, from which the call is made; or

161 (2) connect the individual, the public safety answering point, and an individual that is
162 designated by the lodging establishment to provide the public safety answering point:

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

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

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

168 **69-2-206. Maintenance of address information.**

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

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

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

175 (2) The information in a location database:

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

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

178 and

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

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

182 **69-2-207. Direct 911 dial for multi-line telephone systems.**

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

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

190 (a) states that the phone may not be used to directly access 911 services by dialing
191 9-1-1;

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

193 (c) is printed in contrasting colors in at least 16-point boldface type; and

194 (d) includes the following information for the location of the telephone:

195 (i) the street address, and, if applicable, the business name, of the location of the
196 telephone;

197 (ii) any applicable office, unit, or building number of the location of the telephone; and

198 (iii) an applicable room number, or other equivalent designation, of the location of the
199 telephone.

Legislative Review Note
Office of Legislative Research and General Counsel