

Senator Wayne A. Harper proposes the following substitute bill:

**EMERGENCY TELEPHONE SERVICE AMENDMENTS**

2017 GENERAL SESSION

STATE OF UTAH

**Chief Sponsor: Wayne A. Harper**

House Sponsor: V. Lowry Snow

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**LONG TITLE**

**General Description:**

This bill amends and enacts provisions related to 911 services.

**Highlighted Provisions:**

This bill:

- ▶ defines terms;
- ▶ provides an applicability date;
- ▶ 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



26 ENACTS:

27 [69-5-101](#), Utah Code Annotated 1953

28 [69-5-102](#), Utah Code Annotated 1953

29 [69-5-201](#), Utah Code Annotated 1953

30 [69-5-202](#), Utah Code Annotated 1953

31 [69-5-203](#), Utah Code Annotated 1953

32 [69-5-204](#), Utah Code Annotated 1953

33 [69-5-205](#), Utah Code Annotated 1953



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

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

37 **[63H-7a-302. 911 Division duties and powers.](#)**

38 (1) The 911 Division shall:

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

40 (i) regarding:

41 (A) technical, administrative, fiscal, network, and operational standards for the

42 implementation of unified statewide 911 emergency services;

43 (B) emerging technology; and

44 (C) expenditures from the restricted accounts created in Section [69-2-5.6](#) by the 911

45 Division on behalf of local public safety answering points in the state, with an emphasis on

46 efficiencies and coordination in a regional manner;

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

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

49 (iv) regarding mapping systems and technology necessary to implement the unified

50 statewide 911 emergency services;

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

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

53 (ii) an annual plan for the programs funded by the Computer Aided Dispatch Restricted

54 Account created in Section [63H-7a-303](#) and the Unified Statewide 911 Emergency Service

55 Account created in Section [63H-7a-304](#); and

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

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

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

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

66 (e) create a program to educate any owner or operator of a multi-line telephone system  
67 on the requirements of Title 69, Chapter 5, Enhanced 911 for Multi-Line Telephones; and

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

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

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

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

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

80 (ii) network costs;

81 (iii) public safety answering point costs;

82 (iv) system engineering information; and

83 (v) a computer aided dispatch system.

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

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

86 and

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

88 dispatch system.

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

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

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

97 (b) administer the Computer Aided Dispatch Restricted Account created in Section  
98 [63H-7a-303](#), including rules that establish the criteria, standards, technology, and equipment  
99 that a public safety answering point must adopt in order to qualify as a recipient of goods or  
100 services that are funded from the restricted account.

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

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

106 Section 2. Section **69-5-101** is enacted to read:

107 **CHAPTER 5. ENHANCED 911 FOR MULTI-LINE TELEPHONES**

108 **69-5-101. Title.**

109 This chapter is known as "Enhanced 911 for Multi-Line Telephones."

110 Section 3. Section **69-5-102** is enacted to read:

111 **69-5-102. Definitions.**

112 As used in this chapter:

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

115 (2) (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 **69-5-201** is enacted to read:

122 **69-5-201. Applicability.**

123 An owner or operator of a multi-line telephone system is required to comply with this  
124 chapter if, after July 1, 2017, the owner:

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

126 (2) installs a new multi-line telephone system.

127 Section 5. Section **69-5-202** is enacted to read:

128 **69-5-202. Location identification information shared with public safety answering**  
129 **point.**

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

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

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

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

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

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

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

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

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

148 Section 6. Section **69-5-203** is enacted to read:

149 **69-5-203. Emergency location information and lodging establishment.**

150 A lodging establishment that owns or operates a multi-line telephone system shall  
151 configure the multi-line telephone system in such a manner that, when an individual makes a  
152 911 call through the multi-line telephone system, the multi-line telephone system will  
153 automatically:

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

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

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

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

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

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

164 Section 7. Section **69-5-204** is enacted to read:

165 **69-5-204. Maintenance of address information.**

166 (1) An owner or operator of a multi-line telephone system shall ensure that the  
167 multi-line telephone system has a location database that stores the information a multi-line  
168 telephone system is required to provide a public safety answering point under this chapter that  
169 is accurately updated:

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

171 (b) within one business day of the completion of any changes to the physical  
172 characteristics of the facility where the multi-line telephone system is used or changes to the  
173 multi-line telephone system, not including changes incurred during an installation described in

174 Subsection (1)(a).

175 (2) The information in a location database described in Subsection (1):

176 (a) is owned by the multi-line telephone system owner or operator that supplied the  
177 information; and

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

179 (3) A public safety answering point may not use the information supplied from a  
180 database described in Subsection (1) for a purpose other than to facilitate an emergency

181 response to a 911 call.

182 Section 8. Section **69-5-205** is enacted to read:

183 **69-5-205. Direct 911 dial for multi-line telephone systems.**

184 (1) An owner or operator of a multi-line telephone system shall configure a multi-line  
185 telephone system in a manner that allows an individual to place a 911 call by dialing the digits  
186 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.

187 (2) A person that is exempt from this chapter under Section 69-5-201 that has not  
188 complied with Subsection (1) shall post, in a visible place within five feet of each telephone  
189 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.