

LEGISLATIVE COMMITTEE MINUTES

**SB68**

Bill as  
Introduced

SB 68 - AS INTRODUCED

2015 SESSION

15-0625  
09/05

SENATE BILL

**68**

AN ACT

relative to requirements for multiple line telephone systems.

SPONSORS:

Sen. Hosmer, Dist 7

COMMITTEE:

Executive Departments and Administration

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ANALYSIS

This bill places certain requirements on multiple telephone line system owners/operators to ensure that the accurate geographic location of a 911 caller can be determined.

.....

Explanation:

Matter added to current law appears in *bold italics*.

Matter removed from current law appears [~~in brackets and struckthrough.~~]

Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.



**SB 68 – AS INTRODUCED**

**- Page 2 -**

1           V. An MLTS which is based in New Hampshire and has telephones or other communications  
2 devices attached to the MLTS but located outside of New Hampshire shall not route 911 calls from  
3 these devices to the New Hampshire public safety answering point and shall comply with 911  
4 regulations for the local jurisdiction of that device.

5           VI. An MLTS which is not based in New Hampshire and has telephones or other  
6 communications devices attached to the MLTS but located in New Hampshire shall route 911 calls  
7 from these devices to the New Hampshire public safety answering point as prescribed in this section.

8           VII. An MLTS with telephones or other communications devices that are nomadic or able to  
9 be transported from one location to another with reconfiguration shall report the correct physical  
10 address and ERL information automatically and without reconfiguration.

11           4 Effective Date. This act shall take effect 60 days after its passage.

# Committee Minutes

SENATE CALENDAR NOTICE

EXECUTIVE DEPARTMENTS AND ADMINISTRATION

- ✓ Senator Sharon Carson Chairman
- ✓ Senator John Reagan V Chairman
- ✓ Senator Sam Cataldo
- Senator Donna Soucy - 12:00 AM
- Senator Jeff Woodburn - 12:03 AM

*Close 12:17 PM*

For Use by Senate Clerk's Office ONLY

Bill Status

Docket

Calendar

Proof:  Calendar  Bill Status

Date: January 26, 2015

HEARINGS

Wednesday

1/28/2015

EXECUTIVE DEPARTMENTS AND ADMINISTRATION

LOB 101

12:00 PM

(Name of Committee)

(Place)

(Time)

EXECUTIVE SESSION MAY FOLLOW

Comments: THE AMENDED CALENDAR NOTICE CHANGES THE START TIME OF ALL HEARINGS. HEARINGS WILL NOW BEGIN AT NOON AND NOT 9:00 A.M. AS ORIGINALLY CALENDARED.

12:00 PM ~~SB68~~ relative to requirements for multiple line telephone systems.

12:15 PM SB73 relative to documentation of age to purchase alcoholic beverages.

12:30 PM SB91 relative to appointment of counsel for indigent defendants.

Sponsors:

SB68

Sen. Andrew Hosmer

SB73

Sen. David Watters

Sen. Nancy Stiles

Sen. Donna Soucy

Rep. Peter Schmidt

Sen. Andy Sanborn

Rep. John Sytek

Sen. David Boutin

SB91

Sen. Bette Lasky

Rep. Janet Wall

Sen. Sharon Carson

Rep. David Woodbury

Sen. David Pierce

Rep. Deborah Wheeler

Rep. Robert Rowe

**SENATE EXECUTIVE DEPARTMENTS AND ADMINISTRATION  
COMMITTEE**

**Deb Chroniak, Legislative Aide**

**SB 68 relative to requirements for multiple line telephone  
systems.**

Hearing Date: January 28, 2015

Time Opened: 12:00 p.m.

Time Closed: 12:18 p.m.

**Members of the Committee Present:** Senators Carson, Reagan, Cataldo, Soucy and Woodburn.

**Members of the Committee Absent:** No one.

**Bill Analysis:** This bill places certain requirements on multiple telephone line system owners/operators to ensure that the accurate geographic location of a 911 caller can be determined.

**Sponsors:** Sen. Hosmer, Dist 7

**Who supports the bill:** Senator Hosmer; Timothy Scott, Database Administrator for New Hampshire Bureau of Emergency Communication (NH BEC 911); and Robert Christensen, NH BEC 911.

**Who opposes the bill:** No one.

**Who is neutral to the bill:** Henry Veilleux, NH Lodging and Restaurant Association and Ski New Hampshire; Chris Hodgdon, Comcast; and Theresa Rosenberger, New Hampshire Telephone Association.

**Summary of testimony presented in support:**

**Senator Reagan** introduced for Senator Hosmer (testimony provided).

Timothy Scott, Database Administrator, 911 Bureau of Emergency Communication (testimony provided):

- This legislation creates more specific requirements for 911.

Currently, RSA 106-H:2 defines the Automatic Location Identification or ALI, which automatically finds the geographical location of the telephone being used by the caller.



- Currently, seventeen other states have PS ALI or MLTS (multi-line telephone system) legislation, which is what is proposed in SB 68. Five other states have legislation pending.
- The goal is to define a more correct geographical location, and what is required of businesses and public entities that establish their own phone systems.
- With more technology there is an increase in discrepancies in 911 call locations.
- Some buildings have unique addresses.
- This bill addresses two issues: It would advise 911 call-ins to the physical address from which a caller is calling from, and for large buildings and multiple story buildings it would advise of at least the floor number the call is coming from or the office.
- Nomadic phones (devices that are transportable to different locations) have become a larger problem over the last few years and there is no way to identify where the soft phones (a piece of software which mimics a phone) are coming from without this legislation.
- Technology is out there, but it is a configuration step which a lot of people are not addressing.
- This legislation addresses the non-cell phone, i.e., PRI (a group of copper lines with a PBX) or newer configuration, such as a SIP (Session Initiation Protocol) TRUNK (a larger internet connection into a VoIP (Voice over IP) system).

**Senator Reagan** asked, how often had this issue led to a loss of life or property and did he have particular numbers on this? Mr. Scott stated he could not say that it has led to a loss of life, but definitely delays a response, and that he did not have numbers on this issue.

#### **Neutral to the Bill:**

Henry Veilleux on behalf of NH Lodging and Restaurant Association and Ski NH:

- These two organizations would be impacted by this legislation. Lodging properties would have to have required systems to tell exactly which room a 911 call was made from.
- The Association is presently outreaching to its members to find out if they presently have the capability to do what this legislation is requiring with present phone equipment, and, if not, what kind of investment would be needed.
- Not in support or opposition to this legislation because both organizations became aware of this legislation a week ago.
- Legislation has a 60 day after passage effective date which may be a problem.
- Asking committee to hold legislation until the Association has had time to investigate any impacts.
- Will advise committee as to what these impacts may or may not be.

Senator Carson would be interested in feedback from the members, and noted that there was some time on this legislation because it did not have a fiscal note attached.

Chris Hodgdon, Government Affairs for Comcast in NH:

- They are supportive of efforts to shorten response times and increase accuracy in the 911 system.
- Stated there were three elements to consider to this bill. The last provision in the bill, Roman VII, requires MLTS nomadic systems to report the correct physical address and ERL information automatically and without reconfiguration, rather than a circuit being established where you know where the loop passes through. The intelligence is in the handset the customer has (where they can move them). He believes this is and not necessary.
- There is a need to be careful about how specific we are in terms of what these systems are going to be required to do.
- The alternative is to say, the owner/operator of these systems (nomadic systems) are required to update them if they move, which is a more reasonable way to attack this issue.
- Effective date on this bill is an issue. If you had to reconfigure these systems, they have several thousand offices which would apply to this.
- Comcast is a unique example due to the fact that they have a lot of large offices within this state, where the eastern third of the company is run out of a switch which is in NH.
- To look at upgrading to comply with NH it would have to be completed for the entire footprint of the company at a cost of about \$200,000.

Theresa Rosenberger, New Hampshire Telephone Association:

- The telephone association agrees with Chris Hodgson and Henry Veilleux.
- The issues are the same, that being the cost and the effective date.
- An additional issue to these is the issue of "liability".
- Phone companies' service large facilities, some being resorts. In some of these facilities, moving of desks and telephone lines are common. If a company does not advise of the phone and desk moves, where does the liability lie?
- Is it possible for 911 to develop a customer portal where the customer could send information directly into 911?

The hearing closed at 12:18 p.m.

Fiscal Note: N/A

Future Action: Pending.

dac

Date hearing report completed: 01-30-15

[file: SB 0068 report]

# Speakers



# Testimony

## Summary SB 68

#1

This bill places certain requirements on multiple telephone line systems owner/operators to ensure that the accurate geographic location of a 911 caller can be determined. This is accomplished by creating more exact definitions of MLTS, MLTS owner/operators and ERL's along with adding Compliance requirements that determine who is responsible for locating callers, size and details of location, jurisdiction of callers, routing of calls and the use of nomadic communication devices. The Department of Safety is here to provide further information and will be available to better address any questions you may have. Thank you.



# State of New Hampshire

DEPARTMENT OF SAFETY  
JAMES H. HAYES BLDG. 33 HAZEN DR.  
CONCORD, N.H. 03305  
603/271-2559

#2

JOHN J. BARTHELMES  
COMMISSIONER OF SAFETY

EARL M. SWEENEY  
ASSISTANT COMMISSIONER

## LEGISLATIVE POSITION NH DEPARTMENT OF SAFETY

**SB 68:** Relative to requirements for multiple line telephone systems.

**Position:** In Favor

Dear Honorable Members of the Committee:

This bill deals with requirements for multiple telephone line systems to ensure accurate geographic location of emergency calls to E-911 and we urge its passage.

As our state has grown and we have acquired a number of large businesses, nonprofits, government buildings, colleges, schools, hotels, nursing homes, apartment buildings, town houses, condominiums, resorts, and other locations where there are multiple telephones in different rooms and offices throughout their large, multi-floor buildings, so have the need to place calls to E-911 from these locations. People in these buildings have heart attacks or other medical emergencies, sometimes there are fires in kitchens or other locations, and of course in today's society there are unfortunately crimes committed including sometimes active shooter situations.

When responding to a large building, it's extremely important – in fact often a matter of life and death – that police officers, firefighters, or emergency medical personnel responding to those calls know the exact or at least approximate location in the building that they are needed or the event is happening. Today, the 911 program has provided maps and floor plans to the police and fire departments in many of those communities but without a room number or locations precious seconds or even minutes can be lost trying to locate the emergency. Our 911 operators attempt to keep callers on the phone so they can ask the right questions to glean this information and relay it while help is on the way, but the callers will often hang up before we can make this determination. Sometimes they hang the phone up to try and provide help to the person in distress, and sometimes they panic and hang up. Other times, the caller may be the person in distress him or herself, who may be working alone somewhere in the building on an evening or weekend, and collapses before completing the call.

What this bill provides is an ERL, or emergency response location, which is the room number, floor number, or similar descriptive location that will help the responders more accurately locate the source of the 911 call within the building or structure. The phone will automatically transmit that call along with the voice message and the location will appear on the computer screen the

911 operator has in front of him or her, and allow the operator to give that information to the responding units, along with the call.

It will be the responsibility of the owner or operator of a building with a multi-line telephone system to make sure the system is configured to correctly report this physical address where the telephone that is making the 911 call is located. If the building or structure is larger than 10,000 square feet, the property owner or operator must provide emergency response locations and additional location information to narrow down the location within the building. This can be a room number but in any case the size of this ERL cannot exceed the fire alarm zone of the nearest alarm panel within the building.

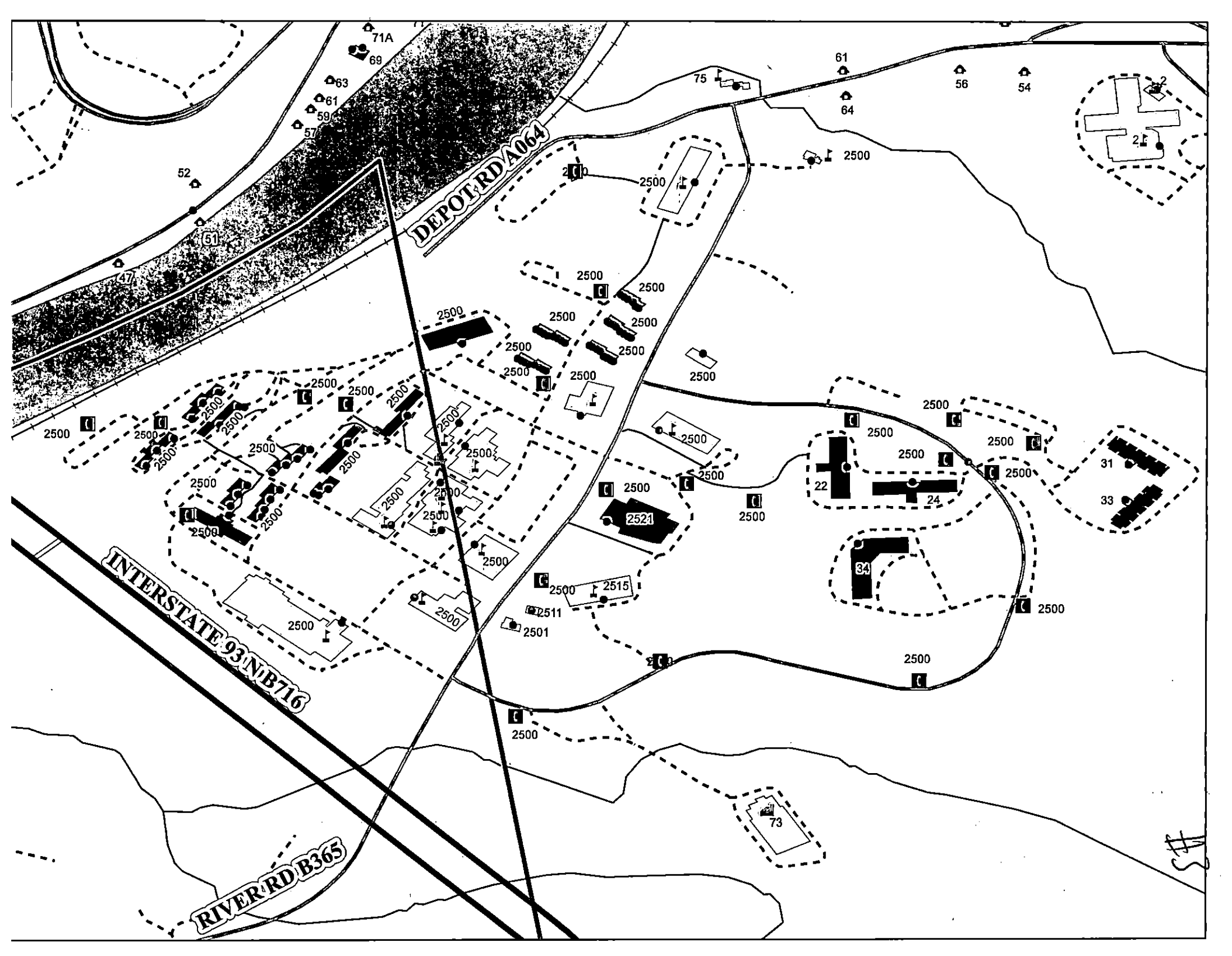
In cases of a multi-line phone system based in NH but which has phones attached to it located outside the state, it must be configured so as not to route emergency calls from a location in the other state through the NH 911 system but should send them to the 911 system where the particular building is located.

On the other hand, if a multi-line phone system in another state has phones in NH connected to it, it must route 911 calls from these devices to the New Hampshire 911 center.

For nomadic devices, that is phones on the system that are transportable to different locations, when they are reconfigured to the new location they must report the correct physical address and emergency response location automatically to 911 without further reconfiguration, so if someone forgets to do it the emergency calls will still go through correctly.

If the bill passes, our Mapping Unit will work closely with the owners of these systems and do our best to make it as easy as possible for them to conform.





# Committee Report



## New Hampshire General Court - Bill Status System

**Docket of SB68**

Docket Abbreviations

**Bill Title:** relative to requirements for multiple line telephone systems.*Official Docket of SB68:*

<b>Date</b>	<b>Body</b>	<b>Description</b>
1/8/2015	S	<b>Introduced</b> and Referred to Executive Departments and Administration; <b>SJ 4</b>
1/14/2015	S	Hearing:=== TIME CHANGE === 1/28/15, Room 101, LOB, 12:00 p.m.; <b>SC6</b>
2/5/2015	S	Committee Report: Inexpedient to Legislate, 2/12/15; Vote 5-0; CC; <b>SC9</b>
2/12/2015	S	Inexpedient to Legislate, MA, VV === BILL KILLED ===; <b>SJ 5</b>

NH House

NH Senate

# Other Referrals

# COMMITTEE REPORT FILE INVENTORY

SB68 ORIGINAL REFERRAL

\_\_\_\_\_ RE-REFERRAL

1. THIS INVENTORY IS TO BE SIGNED AND DATED BY THE COMMITTEE AIDE AND PLACED INSIDE THE FOLDER AS THE FIRST ITEM IN THE COMMITTEE FILE.
2. PLACE ALL DOCUMENTS IN THE FOLDER FOLLOWING THE INVENTORY IN THE ORDER LISTED.
3. THE DOCUMENTS WHICH HAVE AN "X" BESIDE THEM ARE CONFIRMED AS BEING IN THE FOLDER.
4. THE COMPLETED FILE IS THEN DELIVERED TO THE CALENDAR CLERK.

- DOCKET (Submit only the latest docket found in Bill Status)
- COMMITTEE REPORT
- CALENDAR NOTICE
- HEARING REPORT
- PREPARED TESTIMONY AND OTHER SUBMISSIONS HANDED IN AT THE PUBLIC HEARING  
#1-3
- SIGN-UP SHEET(S)

**ALL AMENDMENTS (passed or not) CONSIDERED BY COMMITTEE:**

\_\_\_\_ - AMENDMENT # \_\_\_\_\_ - AMENDMENT # \_\_\_\_\_  
\_\_\_\_ - AMENDMENT # \_\_\_\_\_ - AMENDMENT # \_\_\_\_\_

**ALL AVAILABLE VERSIONS OF THE BILL:**

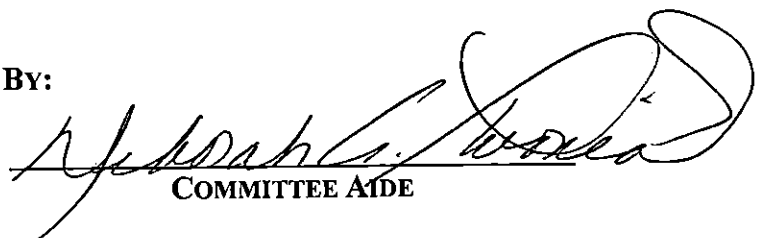
AS INTRODUCED \_\_\_\_\_ AS AMENDED BY THE HOUSE  
\_\_\_\_ FINAL VERSION \_\_\_\_\_ AS AMENDED BY THE SENATE

\_\_\_\_ OTHER (Anything else deemed important but not listed above, such as amended fiscal notes):

DATE DELIVERED TO SENATE CLERK

8-12-15

BY:

  
COMMITTEE AIDE