



**Testimony To The
Senate Committee on Veterans' and Military Affairs**

Senate Bill 1559

*By: Larry L. Hatch
Oregon APCO/NENA Legislative Chair
Washington County 9-1-1 Assistant Director*

Chair Boquist, Committee Members;

I am here today representing Oregon APCO/NENA and the people who staff 9-1-1 centers across the State of Oregon. Our membership supports Senate Bill 1559 which brings multi-line telephone systems (PBX's) into compliance with Oregon's enhanced 9-1-1 law. These phone systems are in place across the State to service a campus or business park where you dial a single digit to get dial tone, usually a 9. During the interim APCO/NENA members worked with Senator Olsen and his workgroup to come up with the bill before you today.

When a 9-1-1 call is placed from one of these systems, the enhanced 9-1-1 information we receive is for the location where the telephone switch is located and not the specific location of the office where the call is coming from.

Software is available to be placed on the telephone switch which allows the owner of the switch to load location specific information for each telephone it services. If that phone places a 9-1-1 call, the 9-1-1 Call Taker will be presented with this specific location information.

Currently we overcome this lack of specific location information by the Call Taker identifying the call as coming from a PBX. Then, making sure to ask where the caller is located and not relying on the location information presented to them with the call. If the caller is unable to speak or does not know their specific location, this will cause a significant delay in our ability to get the needed help to the caller.

The membership of Oregon APCO/NENA urges you to support of Senate Bill 1559.