



Relations

February 7, 2012

City of Eugene
777 Pearl St., Rm 105
Eugene, Oregon, 97401
(541) 971-2208

Senator Boquist, Chair
Senate Committee on Senate Veterans' and Military Affairs

Re: Senate Bill 1559 – Multi-Line Telephone System Enhancements

Chair Boquist and Members of the Committee:

The City of Eugene strongly **SUPPORTS SB 1559** which would improve public safety access to emergency services from a workplace, public place, residential complex or other business location served by a multi-line telephone system (MLTS) . These improvements will reduce the time needed to find an injured or distressed 9-1-1 caller, and minimize the exposure of police, fire and emergency medical responders to dangerous conditions.

Government and public safety agencies have gone to great lengths to ensure that people have 9-1-1 service readily available. However, everyday millions of Americans, primarily at their place of employment, use MLTS systems that do not provide sufficient location information with the 9-1-1 call to enable emergency responders to know the actual location of the caller. For example, a call from the 5th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, scarce public safety resources are misallocated, and critical minutes are added to emergency response times with potentially tragic consequences. This issue arises with large hospitals, public schools, large businesses, chain stores, local government installations, and assisted living facilities, resulting in situations where calls can be misrouted because the caller information does not show the caller's actual location and telephone number. In many cases, callers do not even know that their location is not being accurately presented to the 9-1-1 call taker.

SB 1559 would provide a solution to these challenges by requiring Enhanced 9-1-1 (E9-1-1) service for MLTS. These steps will enable 9-1-1 and public safety agencies to receive the most accurate and precise location information in order to dispatch emergency response.

The City of Eugene appreciates the opportunity to present our position and we respectfully request your **DO PASS** recommendation for **SB 1559**.

Sincerely,


Brenda Wilson

Intergovernmental Relations Manager