



CITY OF PORTLAND

BUREAU OF EMERGENCY
COMMUNICATIONS

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Senator Brian Boquist,
Senate Veterans and Emergency Preparedness Committee
900 Court St. NE, Hearing Room B
Salem, OR 97301

Re: Support for SB 598

Chair Boquist, Members of the Veterans and Emergency Preparedness Committee:

The City of Portland's Bureau of Emergency Communications (BOEC) 9-1-1 Center urges your support of SB 598, which helps ensure that first responders have more precise location information when responding to an emergency.

BOEC provides 9-1-1 call answering and dispatch services to all of the police, fire and medical responders for all of Multnomah County. On average, BOEC answers approximately 3000 telephone calls a day, or over 1 million a year.


Oregon's 9-1-1 centers and public safety responders rely on accurate automatic location information when callers cannot relay their physical location. Traditional home phones produce the address of a caller to the 9-1-1 centers via a database that shows the address of the caller. Multi-line telephone systems (MLTS), including private branch exchanges (PBX), usually provide 9-1-1 centers with only the phone number and location of the billing address. Without precise location information, emergency responders can be delayed while trying to find the precise location of the emergency.

Today, many large campuses and corporate environments are unable to identify specific location information to 9-1-1 call centers when a caller dials 9-1-1. Since the 9-1-1 database usually displays the main address of the location, emergency crews may be directed to an address different than where the call originated. The possibility of potential crisis is serious in single-location organizations and is compounded in multi-location buildings.

The benefits of requiring precise location information from PBX/MLTS are:

- Enhances public safety – every second counts in an emergency and the better information our first responders have, the more lives they will be able to save.
- Greater property protections -- the greater the delay in responding to a fire or other destructive emergency, the greater the risk of loss due to flame, smoke and water damage.

This bill provides both of these benefits by requiring more precise location information from PBX and MLTS and we respectfully request your support.


Lisa Turley, MA, MPA, ENP