



BOARD OF COUNTY COMMISSIONERS

PUBLIC SERVICES BUILDING
2051 KAEN ROAD | OREGON CITY, OR 97045

May 6, 2013

Representative Greg Matthews, Chair
House Committee on Veterans' Services and Emergency Preparedness
900 Court Street NE, Room 354
Salem, OR 97301

RE: Letter in Support of 9-1-1 Multi-line Telephone System legislation (SB 598 A)

Dear Chair Matthews and Members of the Committee:

On behalf of the Clackamas County Board of Commissioners, I thank you for the opportunity to express our support for SB 598 A, which helps ensure that first responders have more precise location information when responding to an emergency. This legislation is critical to the Clackamas County Department of Communications, also known as C-COM, which provides 9-1-1 call taking and dispatch services to six law enforcement agencies and nine fire districts and departments.

In many areas of Oregon, including Clackamas County, multi-line telephone systems (MLTS), including private branch exchanges (PBX), lack the necessary equipment to identify the address of a caller who phones 9-1-1 for assistance. As a result, emergency responders are often delayed in responding to emergency calls because more time is needed to verify a caller's location or responders are sent to an incorrect location.

Typically, PBX systems are located in a business park or on a large business campus. In many cases, the billing address of a PBX system is located several miles from or in a different county than that of the actual emergency. Since the 9-1-1 database usually displays the main address of the business location, emergency crews may be directed to an address that is different than where the call originated. Additional delays may occur when a caller is unable to identify their precise address or location.

Fortunately software is available that would properly identify a caller's location within these systems. The legislation before you would require more precise location information from MLTS and PBX, which would greatly enhance the ability of Clackamas County to respond to emergencies.

We strongly urge your support of SB 598 A and thank you for your consideration.

Sincerely,

John Ludlow, Chair

On behalf of the Clackamas County Board of Commissioners