



CITY OF PORTLAND

BUREAU OF EMERGENCY
COMMUNICATIONS

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Representative Greg Matthews, Chair
House Veterans and Emergency Preparedness Committee
900 Court St. NE, Hearing Room E
Salem, OR 97301

Re: Support for SB 598

Chair Matthews, Members of the House Veterans and Emergency Preparedness Committee:

On behalf of the City of Portland's Bureau of Emergency Communications (BOEC) 9-1-1 Center, I am asking your support of SB598. BOEC provides 9-1-1 call answering and dispatch services to all of the police, fire and medical responders, the 725,000 residents, along with the visitors to Multnomah County. These areas include Fairview, Wood Village, Gresham, Troutdale, Sauvie Island, Corbett, Maywood Park, and Portland. 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 to be provided when callers cannot relay their location information. Traditional home (wireline) phones produce the address of a caller to the 9-1-1 centers via a database listing the address of the caller (phone number and address are accurately maintained and linked). 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 location of the caller in need. Today, many large campuses and corporate environments are unable to identify specific location information to 9-1-1 emergency agencies when a caller dials 9-1-1. Because the 9-1-1 database usually displays the main address of the switching system, 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

According to the National Emergency Number Association (NENA), it has been estimated that perhaps as many as half of the population is living, working or studying behind an MLTS or PBX each day. However, most people believe that since they can dial 9-1-1, they can be immediately located. This is not the case with systems that do not provide the 9-1-1 data from a PBX or MLTS. Not having the correct location information in an emergency creates many problems for the 9-1-1 dispatcher and emergency responders:

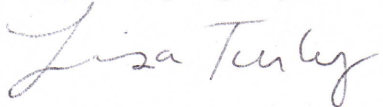
- Multi-story buildings and multi-campus environments can significantly delay and confuse emergency responders
- Visitors may not be able to describe their physical location
- Front door addresses are not always sufficient

Requiring Private Switch / Automatic Location Identification (PS/ALI) to be added to 9-1-1 call answering equipment will help ensure critical and accurate information is provided to the 9-1-1 call-taker. The 9-1-1 dispatcher can then direct emergency response personnel to the correct address, building, floor, room or even cubicle; thereby streamlining operations and increasing accuracy.

The benefits of requiring location from a PBX/MLTS are:

- Shortened response time—when every second counts, and because the first few minutes of a medical emergency or fire can be the most crucial, PS/ALI can shorten response time to more swiftly handle the emergency.
- Property protection—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. PS/ALI can help firefighters get there faster by zeroing in on the source of the call.

BOEC respectfully urges your support for SB 598.



Lisa Turley, MA, MPA, ENP