



State of Connecticut

HOUSE OF REPRESENTATIVES STATE CAPITOL

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Public Health Committee
February 24, 2016

TESTIMONY IN SUPPORT OF HOUSE BILL 5269 - AN ACT CONCERNING INSTRUCTIONS FOR MULTILINE TELEPHONE SYSTEMS TO ACCESS 9-1-1

Good Morning Co-Chairs Senator Gerratana, Representative Ritter; Vice Chairs Senator Crisco, Representative Riley; Ranking Members Senator Markley, Representative Srinivasan; and esteemed members of the Committee.

Thank you for allowing me to submit testimony on House Bill 5269 - An Act Concerning Instructions for Multiline Telephone Systems to Access 9-1-1.

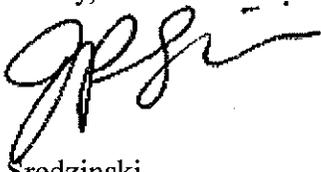
As someone who has been involved in the 9-1-1 Communications Profession for seventeen years, I have been a vocal advocate for all levels of providing access to emergency services via direct dialing 9-1-1. This includes educating the general public on how best to access 9-1-1 services in the most effective way.

When it comes to accessing emergency services from a landline phone, the easiest method to do so is by simply dialing the three digits "911". However, due to certain technologies and phone systems, that simple action is not possible. These enhanced multiline systems require the user to dial a certain digit, usually "8" or "9", in order to access an outside line. Once the outside line is accessed, then dialing "911" would reach emergency services.

In the event of a life-threatening emergency, every second counts. When someone is choking, going into labor, seeing someone collapse from cardiac arrest, witnessing a fire or watching a crime in progress, they should not be spending valuable time trying to determine how to reach an outside line in order to get help.

HB 5269 will mandate all multiline phone systems provide clear instructions on how to access an outside line and therefore provide a better, more efficient way to reach help when it is truly needed and I urge the committee's full support.

Sincerely,

A handwritten signature in black ink, appearing to read 'JP Sredzinski', written in a cursive style.

JP Sredzinski
State Representative – 112th District
Monroe • Newtown