

## WRITTEN TESTIMONY OF HANK HUNT TO THE CONNECTICUT PUBLIC SAFETY AND SECURITY COMMITTEE

REGARDING:

*H.B. No. 5276 (RAISED) AN ACT REQUIRING INSTRUCTIONS  
FOR DIALING 9-1-1 ON OR ADJACENT TO CERTAIN MULTILINE TELEPHONES.*

Signs. They're everywhere.

As a matter of fact, a song was written about signs and released in 1971 by the 5 Man Electrical Band. The chorus was "Signs, Signs everywhere a sign, blocking out the scenery, breaking my mind, do this don't do that, can't you read the sign".

Signs come in many sizes, from commercial billboards down to the tag on the back of your shirt or blouse. The hope is that your sign will be noticed in order to get your message to the public.

But, how many do you really read?

I ask that you look at a hotel phone for example. What information will you find there? I have sent along some examples of those telephone faceplates. Now, imagine 4 hotels, one on each corner of a 4way intersection. Tell me, how do you call 9-1-1 for an emergency from each hotel?

On December 1, 2013, my nine-year-old grand daughter was faced with an emergency in a hotel room. When her father began attacking her mother in the bath of a hotel room, she did exactly as her mother screamed for her to do, "Call 9-1-1".

So she did, and heard nothing, she did again, and again and again, still nothing. She had no idea that you needed to dial a "9" first to obtain an outside line. I can assure you, she did not stop to read instructions on how to call for help. She had already been taught how to do that by her mother, her grand parents, her SCHOOL, the Police and Fire departments. On any phone, you just pick up the handset and dial 9-1-1.

Many have said that, globally, the most recognizable "brand" is 9-1-1; even where the emergency number is something other than 9-1-1 such as in Europe and the Far East.

Ask anyone "what's the first thing you do in an emergency?" Call 9-1-1 will probably be your answer. Not so if you are in a hotel, motel, SCHOOL, College, office building, military installation etc. etc. I received a letter from a gentleman who witnessed the planes hitting the Twin Towers on September 11, 2001. He told me he tried dialing 9-1-1 several times before he realized he needed to obtain an outside line first. In an emergency, the first response is to do what you've been taught. The interesting thing

about this gentleman is he is the head of a Tele-communications company that sells MLTS phones.

MLTS systems in the past have been a piece meal of ways to call for help. I actually stayed in a hotel that, after taking the time to read the instructions, (there was no emergency) I discovered that in order to reach help through 9-1-1 I needed to first dial "6821". I have no idea who would have answered that call but chances are, not a 9-1-1 PSAP.

Eventually, the way my grand daughter got help that day was because someone else on the property was alerted to an emergency.

I started a petition to make these problems non existent for people when trying to reach help, we call it Kari's Law. With almost 550,000 people backing us through this petition and many others throughout the world offering support, I ask that Connecticut explore all avenues when it comes to 9-1-1. We ask for three things, direct dialing of 9-1-1, no interception or re direction of that 9-1-1 call and onsite notification.

We have already seen Kari's Law passed in Suffolk County New York, Illinois, Maryland, Pennsylvania and the State of Texas. No matter what it's called, please consider making 9-1-1 meaningful and what it was meant to be, a lifeline to help in an emergency. My grand daughter never received that help in time.

Her mother, my daughter Kari, died that day.

It is my personal feeling that only putting a "placard" a "sign, or a "sticker" on or by a phone will be ignored in an emergency. In all honesty, more people would step around a pile of horse manure than read the sign telling them it's there. It's something they already know.

As a farewell and thank you, I apologize if the song 'Signs' is now stuck in your head. It's a good tune!

Respectfully submitted,

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