

City of New Orleans

The Mayor's Criminal
Justice Coordinating Council

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ON EMERGENCY
TELEPHONE SYSTEMS
CONSIDERATION FOR
IMPLEMENTATION IN
NEW ORLEANS

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911 EMERGENCY TELEPHONE SYSTEMS:
CONSIDERATION FOR IMPLEMENTATION IN NEW ORLEANS

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Coordinating Council

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Executive Summary

911 EMERGENCY TELEPHONE SYSTEMS: CONSIDERATION FOR IMPLEMENTATION IN NEW ORLEANS

American Telephone and Telegraph, in 1968, announced its plans to make 911, a three digit emergency telephone number, available throughout the United States. The purpose of 911 is to provide a "short, easy to remember telephone number that will shorten the time in the total emergency response cycle between the detection of an event and the dispatch of emergency assistance to that event".

This paper is the end result of an effort to determine the capabilities of 911, how it has been implemented elsewhere and the feasibility of establishing a system in the New Orleans area. Research was initiated by contacting the local Emergency Medical Services Council, representatives of South Central Bell and other cities which have acquired 911 emergency telephone systems. Descriptions of existing 911 systems were reviewed as well as the 1975 plan for the establishment of 911 in Louisiana, which was published by the Department of Public Safety.

PROBLEM DEFINITION

Since its introduction in 1968, several localities have adopted 911 in response to the problems inherent in the use of

separate seven digit numbers dedicated to each of the public safety agencies in a community. Seven digit emergency telephone numbers are often quite numerous, difficult to remember and tied into a less sophisticated communications system than 911, which falls far short of maximizing emergency response capabilities.

In cities which do not employ 911, there are usually several seven digit telephone numbers for police, fire and emergency medical services. Some areas are served by as many as 50 to 100 emergency numbers. Since in most cases, it is virtually impossible for a citizen to memorize all of the numbers, time is often lost in emergency situations when the caller must first locate the number of the appropriate agency in a telephone directory or dial the long distance operator who may be just as unfamiliar with emergency telephone numbers for that area.

Most established emergency telephone communications systems assume that the caller will always be fully capable of providing all of the information necessary to dispatch services. Most communications facilities do not allow for the caller who is hysterical, handicapped, a young child, or a stranger who is unfamiliar with his location. These people might be unable to provide the operator with the address where the emergency has occurred.

911 CAPABILITIES

The 911 system introduces greater accuracy and eliminates those potential problems which can occur in reporting emergencies. It helps to conserve a considerable amount of time which is most

valuable during a police, fire or medical emergency. With the establishment of a 911 system, the caller need only know the three digit telephone number. 911 facilities can be equipped with electronic switching devices that eliminate the steps of placing the caller on hold and dialing another telephone number. ✓ The call can be transferred to the emergency agency with the ✓ touch of a button and calls are almost never disconnected. Furthermore, the problems which result when the caller is unable to provide sufficient information are overcome with features that automatically display at the answering center the telephone ✓ number and address from which the call originated.

Several locations around the country have instituted 911 emergency telephone systems. Some of these are New York City; Alameda County, California; Metropolitan-Dade County, Florida; ✓ Chicago, Illinois; and Jackson, Mississippi. Louisiana cities which have acquired 911 include Alexandria, Baton Rouge, Bunkie, Lake Providence, Leesville, Oakdale, Rayne, Rustin, Tallulah, and Vidalia. Planning is now underway for establishment of a system to serve Lafayette Parish.

EMERGENCY TELEPHONE COMMUNICATIONS NEEDS IN THE NEW ORLEANS AREA

The City of New Orleans is currently served by separate seven digit emergency telephone numbers established for the reporting of police, fire and medical emergencies. The establishment of the NOPD Command and Control Center which receives police and EMS calls has resulted in a considerable improvement over past communications technology, yet overall the city's communications facilities still require that citizens have knowledge of

several emergency telephone numbers and are able to provide all pertinent information when placing an emergency call. From the citizen's viewpoint, it is also important to recognize that because of the proximity of Jefferson and St. Bernard parishes to Orleans and the mobility of our populations, residents of Orleans tend to frequent the adjoining parishes and vice-versa. It would not be uncommon then for an individual to find himself in need of emergency assistance in a neighboring parish. There are currently approximately 31 emergency telephone numbers listed in the local telephone directory for all three parishes and it is unlikely that the majority of citizens would have memorized most of these listings. A single 911 system can serve all three parishes making it unnecessary to have access to 31 emergency telephone numbers. A joint system does not necessitate the centralization of 911 call answering and dispatching. Rather it allows for calls to be automatically routed to the appropriate parish.

Cost estimates for a 911 system in this area are as yet unavailable. The cost will be dependent upon several factors linked to the ultimate design of the system and the features which are included as well as the area to be served.

It is important to note that because of the overlap between parish boundaries and telephone company exchange service area boundaries, the establishment of a 911 system in this area would require the cooperation of the parishes of Orleans, Jefferson and St. Bernard. Planning for 911 would have to be engaged in jointly by all of the localities to be affected by the system.

RECOMMENDATIONS

Since the conservation of time in responding to emergency situations can be translated into lives and property saved, serious consideration must be given to the establishment of a 911 system in this area. Due to the jurisdictional overlap, it is imperative that any 911 planning be an intergovernmental effort involving the parishes of Orleans, Jefferson and St. Bernard. While several individuals from these areas have looked into the 911 concept from time to time, no definitive stance has yet materialized because there has been no effort to engage the cooperation of all three parishes.

The initial step in improving upon the current emergency telephone services in this area will be the formation of a planning group composed of representatives of police departments, fire departments and emergency medical service agencies as well as communications experts from the parishes of Orleans, Jefferson and St. Bernard. This planning group should meet jointly on a regular basis to assess the area's 911 needs, determine the 911 features which would best serve these needs, determine costs of a 911 system and possible cost sharing arrangements for the three parishes, decide upon terms of any necessary multi-parish agreements, and consider potential funding sources to subsidize the costs of the system. In carrying out its functions, the planning group should seek to minimize the possible infringements upon the budgets and operations of any agencies which could be chosen to provide 911 communications facilities.

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I. INTRODUCTION

A. Origin of 911 Nationally

American Telephone and Telegraph, in 1968 announced its plans to make 911, a three digit emergency telephone number, available throughout the United States. The purpose of 911 is to provide "a short, easy to remember telephone number that will shorten the time in the total emergency response cycle between the detection of an event and the dispatch of emergency assistance to that event."¹ Generally, the 911 system is implemented through the establishment of answering centers manned by operators in a public safety agency such as a police or fire department. The operators, who are trained and experienced in receiving requests for emergency assistance, are able to channel those requests to appropriate agencies for dispatch of emergency services.

B. History of 911 in Louisiana

The Louisiana Legislature, in 1974, enacted Act 94 which required that by January 1, 1978 local emergency telephone services should be implemented throughout the state providing for at least emergency police, fire, medical and ambulance protection. The legislation designated the Department of Public Safety as the state agency responsible for 1. developing an overall plan for instituting 911 statewide; 2. coordinating the implementation of systems; and 3. providing assistance to local public agencies and public safety agencies in securing financial assistance and in

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State of Louisiana, Department of Public Safety, Louisiana 911 System Standards and Planning Guidelines Manual, p. 7

planning and designing their systems. Act 94 mandated the appropriation of \$35,000 to the Department of Public Safety for fiscal year 1974-75 for use in implementing 911 systems. Included in the Act was a commitment by the state legislature that in its 1977 regular session or prior thereto it would enact legislation and appropriate funds to enable local public agencies to establish 911 systems. It was further stated that if the legislature failed to enact such measures and to appropriate such funds during the 1977 regular session, then the provisions of the Act which require implementation after 1977 would remain postponed by the number of years elapsing between 1975 and the year in which funds are appropriated.

As an outgrowth of Act 94, the Department of Public Safety, in 1975, published the Louisiana 911 System Standards and Planning Guidelines Manual for use by local agencies in planning, designing and implementing 911 emergency telephone services. The manual detailed the responsibilities to be carried out by local agencies and the Department of Public Safety in implementing 911. Defined in the document were steps to be carried out in the planning process, time frames, procedures for reporting progress to the Department of Public Safety and to the state legislature, and requirements for multi-parish agreements in cases where 911 boundaries would exceed parish lines.

In tracing the fate of the 911 emergency telephone reporting system in Louisiana it becomes evident that the statewide effort in Louisiana was abandoned, but it is difficult to determine at

what point this occurred. It is evident that a 911 project office was once established in the Department of Public Safety since that was the source of the Louisiana 911 System Standards and Planning Guidelines Manual. Apparently, the role of the Department of Public Safety as defined by the Manual gradually diminished. Speculation among communications experts in various public safety agencies around the state indicates that legislation and funding expected to result from the 1977 regular session of the legislature to assist localities in developing 911 systems were not forthcoming and this resulted in the plan coming to a halt. The ten 911 systems currently in operation in Louisiana were established independent of Act 94 and Department of Public Safety involvement.

II. The 911 SYSTEM (FEATURES AND CAPABILITIES)

A. Types of 911 Systems

There are two types of 911 systems. The Basic 911 system" is currently in operation in several locations in Louisiana. Until recently, South Central Bell had not developed the capability to provide "Enhanced 911" in Louisiana. With the recent introduction of some advancements, planning has begun for the establishment of "Enhanced 911" in Lafayette. The telephone company expects to introduce this technology in the New Orleans area in the near future.

The "Basic 911 system" simply equips a normal telephone facility to serve as a 911 answering center. All calls within an exchange service area* will be routed to that 911 answering

*

Exchange Service Area- A defined area served by one or more telephone company central offices, within which the telephone company furnishes service.

center.² The "Basic 911 system" is most suitable for implementation in small areas.

The "Enhanced 911 system" is a "Basic 911 system" which includes any of the following features:

Selective Routing - when several municipalities participate in a single 911 system, an electronic switching system* recognizes the caller's telephone number, identifies the geographic location of the call, and automatically routes the call to the appropriate Public Service Answering Point. (PSAP).

Automatic Number Identification (ANI)-the caller's number is automatically displayed at the PSAP. The ANI feature is expected to discourage false alarms. It also allows the 911 operator to establish a missing address by using a reverse street directory.

Automatic Location Identification (ALI)-the caller's address is automatically displayed at the PSAP. A 1974 Study for Alameda County 911 cited a survey by the National Academy of Engineering at the New York Police Department which concluded that in 18% of NYPD's emergency calls an ALI feature would have saved considerably more than 10 to 20 seconds in processing the call. This is particularly applicable to those cases involving individuals who are confused or incoherent, foreign speaking, young children or strangers who are unfamiliar with their location. In Alameda County, it was found that in most cases the call will originate either from the site of the incident or within a few addresses of the site so that knowledge of the calling location can be helpful in the speedy dispatch of assistance.

Single-Button Transfer Feature-allows the call to be quickly transferred to another agency or organization, i.e. fire, emergency medical service, foreign language translation, or poison control.

Call Detail Recording-provides a call-by-call printout of each incoming emergency call answered, including the calling number, the time of answer, the time of

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State of Louisiana, Department of Public Safety, Louisiana 911 System Standards and Planning Guidelines Manual, p. 19.

*

Electronic Switching System-a modern central office with programmable phone switching logic

disconnect and/or transfer, and identification of the answering position.³

Enhanced 911 is most often required in complex metropolitan areas where municipal boundaries and telephone company exchange service area boundaries overlap. It has been implemented in Alameda County, California; Metropolitan-Dade County, Florida; Chicago, Illinois; and Jackson, Mississippi.

B. Response Methods

There are four methods of response which can be applied to a basic or sophisticated 911 system. Louisiana law required that local 911 systems be capable of employing at least three of the four methods of response. The following are brief definitions of the methods of response:

Direct Dispatch Method-all call answering and dispatching is done by the personnel at the 911 answering center.

Relay Method-the call is answered at the 911 answering center where the pertinent information is gathered; then the interrogator relays that information to the proper public safety agency for their action.

Transfer Method-the interrogator determines the proper responding agency and directly connects the caller to the agency that would perform the necessary dispatching.

Referral Method-the call goes to the 911 answering center where the interrogator determines the nature of the call and refers the caller to the telephone number of the proper agency. The caller would then reinitiate his call.⁴

³

Bell System, Expanded 911 (Brochure)

⁴State of Louisiana, Department of Public Safety, Louisiana 911 System Standards and Planning Guidelines Manual, P. 20,21.

III. 911 SYSTEMS APPLIED

A. Overview of 911 in Louisiana

The 911 emergency telephone system is currently operating in ten locations in Louisiana. The cities employing the system include Alexandria, Baton Rouge, Bunkie, Lake Providence, Leesville, Oakdale, Rayne, Rustin, Tallulah, and Vidalia. Although Act 94 of the Louisiana State Legislature was to facilitate 911 system planning through the Department of Public Safety, all of these 911 systems were established through the independent efforts of these localities with no assistance from the Department of Public Safety. The Baton Rouge system was implemented in 1972 prior to the passage of Act 94.

The ten 911 systems established in Louisiana are all "Basic 911" systems. The most commonly used Response Method in Louisiana is the Transfer Method. This means that in most of these 911 systems, telephone hardware in a public safety agency is equipped to receive calls to the emergency 911 number and the 911 operator is able to connect the caller to the appropriate agency which would dispatch the needed services. Features of the "Enhanced" system such as Selective Routing, Automatic Number Identification and Automatic Location Identification were not available when these systems were established and South Central Bell is only now developing the capability to provide these services to Louisiana.

B. Baton Rouge

The Baton Rouge 911 emergency telephone system was introduced in 1972 to serve East and West Baton Rouge parishes including the cities of Baton Rouge, Baker, Brusly, Port Allen, Rugon and Zachary. In 1976 when several communications operations for the City of Baton Rouge were consolidated into one location, some modifications were made to update the 911 system. The following is a description of the current 911 system which operates in Baton Rouge.

The Baton Rouge 911 is a "Basic" system which employs the transfer method of response. It is the most sophisticated 911 system currently in operation in Louisiana. Its operations are linked to police department communications. Police information operators are furnished with a 770APBX console. The console consists of 20 trunks to handle incoming 911 calls and 40 station lines which provide access to emergency service agencies and extensions for outgoing calls. The 770APBX system allows the 911 operator to directly select extensions to contact appropriate public safety agencies by pushing the corresponding buttons. The operator can remain on the line and monitor a 911 call until it is certain that the caller is in contact with the appropriate agency. If it happens that the caller is initially connected to an agency that is unable to assist in the matter the operator, who has proceeded to monitor the call, will transfer the caller to another agency which will, hopefully, meet the need. The 770A system also permits the operator to conference up to four

extensions with any incoming calls. Another recent modification was the introduction of an Electronic Switching System which has virtually eliminated the problem of calls being unanswered due to equipment failure.

The Baton Rouge 911 system, in the first three quarters of 1979, handled an average of 1,484 total calls per month to 911 of which a monthly average of 576 were classified as legitimate. This figure is somewhat misleading in so far as it excludes some valid calls which do not readily fall into the established categories provided in the 911 operators' daily logs. In an effort to save time, the operators simply tally such calls in the wrong number category, therefore it can be assumed that the average number of legitimate 911 calls is somewhat higher than these figures indicate.

The 911 system was made available to the City of Baton Rouge at a cost of \$1,106.42 per month for the first five years of operation to be reduced to \$150.50 per month thereafter. The 911 costs are covered by the budget of the Baton Rouge Police Department through an account established to provide 911 emergency telephone services.

C. Alameda County

In October 1974, the Study for Alameda County 911, conducted by the Office of Criminal Justice Planning in Oakland, California, recommended the establishment of an "Enhanced 911 system" with selective routing, automatic number identification, automatic location identification and supplementary dispatch

support data* features to serve all of Alameda County. By June, 1978, 911 was implemented with selective routing and ANI capabilities. Automatic location identification is planned for October, 1980. The municipalities comprising Alameda County are Oakland, Berkley, San Leandro, Hayward, Albany, Emeryville, the City of Alameda, Union City, Fremont, Newark, Pleasanton and Livermore. There are 16 initial answering points and 5 secondary answering points. The PSAPs are located in each municipality with three additional ones operated at the Alameda County Sheriff's Office, the University of California Police Department and the East Bay Regional Park District.

The cost for the initial establishment of the Alameda County 911 was \$1.5 million. Recurring costs are \$390,000 per year. The Law Enforcement Assistance Administration (LEAA) funded 60% of the system for the first year and 10% thereafter while the balance is paid by the State of California.

D. Lafayette

Lafayette Parish is currently working with South Central Bell to establish an "Enhanced 911 system" for that area. The system will include selective routing, automatic number identification, and automatic location identification capabilities.

In the 1979 regular session of the Louisiana State Legislature, two bills were passed to enable the establishment of 911 emergency telephone services in Lafayette Parish. The first measure created

* Supplementary Dispatch Support Data-Information beyond address and business name which could assist in dispatching emergency services. (i.e., police beat designation, fire box area and ambulance zone)

the Lafayette Parish Communication District for the purpose of establishing 911. The Act provided that the governing body of the Communication District shall be a seven-member board of commissioners composed of the Sheriff of Lafayette Parish, Troop I Commander of the Louisiana State Police, Chief of the Lafayette City Police Department, Secretary-Treasurer of the Acadian Ambulance Service, Chief of the Lafayette City Fire Department, Chief of the University of Southwestern Louisiana Police, and Coordinator of the Office of Civil Defense for the City and Parish of Lafayette. The commission is authorized to appoint a director and to employ any personnel it deems necessary to achieve implementation of the 911 emergency telephone system to the extent that funds are available. The legislation further states that the Lafayette Parish Communication District may be funded through receipt of federal, state or municipal funds and that the Lafayette Parish governing authority shall determine the methods and sources of funding on the parish level.

In another legislative act it was provided that of the fees, commissions, and monies generated from horse race meetings in Lafayette Parish, one half of the balance would be appropriated to the state general fund of which the sum of fifty thousand dollars (\$50,000) shall be distributed annually to the Lafayette Parish Communications District for 911 implementation.

IV. EXISTING EMERGENCY COMMUNICATIONS CAPABILITIES-ORLEANS PARISH

The City of New Orleans is currently modernizing some of its communications operations and enhancing its capability for responding to emergency situations. In the past there were several telephone numbers published for emergency medical services and many agencies dispatched EMS vehicles. There were also separate communications facilities established for the Police and Fire Departments. As a result, there was much duplication and fragmentation in the provision of emergency services. At present, emergency medical and police communications are consolidated, for the most part, under the NOPD Command and Control Center while the Fire Department maintains its own communications.

The New Orleans Police Department Communications Division houses a sophisticated, computerized command and control system which receives emergency calls, dispatches assistance, monitors calls to determine arrival of emergency vehicles and logs calls. Computerization increases the speed with which calls are handled and facilitates more accurate reporting. The command and control system was recently modified to accept calls for emergency medical services and to dispatch EMS vehicles. Emergency calls to the NOPD Command and Control Center are generated through two seven digit telephone numbers. Citizens dial 821-2222 to report police emergencies and 821-3232 to request emergency medical assistance.

The New Orleans Fire Department operates a separate communications system at its headquarters. The department receives reports of fires at 581-FIRE and dispatches its vehicles to the scene. The NOFD has also established the number 524-BURN as the arson hotline. Individuals wishing to report an arson fire in progress or to provide any information pertaining to an arson case call the arson hotline which runs directly to NOFD headquarters.

While it can be assumed that the centralization of EMS calls, and the computerization of police communications have eliminated much duplication and conserved much time in responding to emergencies, the fact remains that citizens must have knowledge of at least three 7-digit telephone numbers in order to be prepared to react quickly in case of an emergency. The numbers are not as simple and easy to remember as 911 and it is unlikely that the majority of citizens would have them memorized for easy recall during a crisis. The situation then continues to invite classic problems such as locating telephone directories or calling a telephone company operator at a time when anxiety levels are soaring. The problems are further complicated when children or handicapped individuals are attempting to call for help.

It is also important to note that because of the proximity of Jefferson and St. Bernard parishes to Orleans and the mobility of our populations, residents of Orleans tend to frequent the adjoining parishes and vice-versa. Each parish is served by several emergency telephone numbers and it is very unlikely that an Orleans resident who becomes ill or finds himself in need of

assistance in either Jefferson or St. Bernard would be familiar with emergency telephone numbers in those areas. There are currently approximately 31 emergency telephone numbers listed in the local telephone directory for the three parishes. Because of the nature of 911 and the telephone company exchange service area boundaries, the establishment of a 911 system would require the participation of all three parishes and then an individual in need of assistance in any of the areas could receive help by simply dialing 911.

The establishment of the NOPD Command and Control Center obviously represents a considerable improvement over past communications technology in terms of time saved in responding to calls and more accurate reporting. The introduction of EMS dispatching into the Command and Control System serves to coordinate the activities of providers of emergency medical care. Recognizing the value of these advancements it must be acknowledged, however, that present communications operations still fall short of providing the level of emergency telephone services which can now be afforded citizens through modern technological capabilities. It should also be noted that the 7 digit EMS number was recommended for implementation in a 1978 report by Joseph Lopez of the Chief Administrative office as an interim measure pending the establishment of a 911 system. Implementation of a 911 system in New Orleans could result in (1) further consolidation of emergency telephone communications at the citizens' point of access without

necessarily relieving participating agencies of their autonomy in dispatching services; (2) a further reduction in the time required to receive and respond to emergency calls and; (3) a means to address the potential problem of a resident of either Orleans, Jefferson or St. Bernard being confronted with an emergency situation in one of the adjoining parishes. It is obvious that time saved in responding to fire and medical emergencies can account for a reduction in property damage and the loss of life. Moreover, it is believed that decreasing the response time in police cases can increase the chances of arrest.

V. CONSIDERATION FOR IMPLEMENTING 911 IN NEW ORLEANS

A. Intergovernmental Cooperation

The geographic base for telephone company planning is the exchange service area. An exchange service area is a defined area within which the telephone company furnishes service. The exchange service area boundaries designated by the telephone company are rarely consistent with political subdivisions. Such is the case with New Orleans. The telephone company exchange service areas covering Orleans Parish extend into parts of Jefferson and St. Bernard parishes. The technology of the telephone company does not recognize political boundaries and would necessitate the joint participation of all three parishes in a 911 system established in this area. An attempt at introducing a 911 System to serve primarily Orleans Parish would require the inclusion of at least those portions of Jefferson and St. Bernard which overlap with the Orleans exchange service area. In this case, 911 operators based in Orleans and receiving calls from the adjoining parishes would be ill-equipped to dispatch assistance to those areas and the calls would have to be manually transferred to the appropriate agency. This would result in a disservice to the individuals involved in those emergency situations in the form of a more complicated reporting process and an increase in the time spent between the occurrence and the dispatch of emergency assistance. To avoid such consequences, it is much more desirable to provide full service to all of Orleans, Jefferson and St. Bernard parishes.

B. Enhanced 911

Officials of South Central Bell and the NOPD Communications Division indicate that the size of the area and the vast number of telephone subscribers to be served dictate the implementation of an "Enhanced 911 system" to be shared in by the three parishes. The parishes are served by 15 telephone company central offices which could be equipped to forward 911 calls to the PSAP.

It has been recommended that a 911 system serving Orleans, Jefferson and St. Bernard parishes must include such "Enhanced 911" features as selective routing, automatic number identification and automatic location identification in order to provide adequate emergency telephone services to this complex area. A 911 system covering multiple jurisdictions would have to be designed with the capability of accurately determining the source of the call and routing it to the appropriate PSAP to avoid the complications and time delays that can result when calls must be manually transferred between municipalities.

C. Costs

A representative of South Central Bell has indicated that the costs of the 911 systems implemented in Baton Rouge and Lafayette are not nearly comparable to the probable cost of a system that would serve Orleans, Jefferson and St. Bernard parishes. Baton Rouge is served by a "Basic 911 system" and both Lafayette and Baton Rouge would have smaller, less complex operations than those which would be required in this area. Some of the costs of the "Basic 911" are incorporated into the telephone company's base rate structure, whereas, an "Enhanced 911" would have to be paid

for by government. The Alameda County 911 more closely approximates the type of costs and funding arrangements which might be applicable to an "Enhanced 911 system" in the New Orleans area. Reliable cost estimates for an "Enhanced 911" for New Orleans are not yet available since it is dependent upon the features which are ultimately included, the area to be served, and several other factors which will be determined by the final plan.

VI. RECOMMENDATIONS

1. Inasmuch as the consolidation of emergency telephone services can result in a considerable conservation of time between the occurrence of an emergency situation and the dispatch of assistance to that event and this result can be translated into lives and property saved, it is most desirable that a 911 system be established to serve this area. A suitable 911 system for this area should be shared in by Orleans, Jefferson and St. Bernard Parishes and should include the enhanced features of selective routing, automatic number identification and automatic location identification.

2. South Central Bell will be equipped to provide "Enhanced 911" here in the near future and is now prepared to undertake planning efforts with governmental officials. Intergovernmental cooperation is imperative in the planning stages for "Enhanced 911", therefore, it is recommended that representatives of public safety agencies such as police departments, fire departments and providers of emergency medical services as well as their communications experts begin to meet jointly on a regular basis to address the following tasks:

- a. assess the features of "Enhanced 911: and their applicability to our emergency telephone needs
- b. determine our existing technological capability for adapting to 911
- c. decide upon the number and location of PSAPs to be established
- d. secure the assistance of South Central Bell in 911

planning

- e. assemble data which is descriptive of current emergency communications workloads for use by South Central Bell in 911 planning
- f. determine a cost-sharing arrangement agreeable to the three parishes
- g. investigate possible funding sources and legislative avenues to subsidize a local 911 System.

3. This task force will ultimately decide to establish either one or several PSAPs to handle 911 calls and it is likely that existing communications facilities like the NOPD Command and Control Center will be considered as PSAP sites. In making a determination on this issue, it is important that the 911 System be adequately planned and sufficiently funded so as to provide for all additional personnel, equipment, etc. without infringing upon current budgets and operations of those agencies.

VII. APPENDIX

BY MESSRS. J. L. LEBLANC, BARES, M. THOMPSON AND SENATOR MOUTON AND

MR. CHAMPAGNE

AN ACT

To create the Lafayette Parish Communication District for the purpose

of establishing a local emergency telephone service; to establish a primary emergency telephone number; to provide for the governing body of the district, including its powers; to authorize a source of funds; and otherwise to provide with respect thereto.

Notice of intention to introduce this Act has been published as provided by Article III, Section 13 of the Constitution of Louisiana.

Be it enacted by the Legislature of Louisiana:

Section 1. Statement of purpose

It has been shown to be in the public interest to shorten the time required for a citizen to request and receive emergency aid. Provision of a single, primary three digit emergency number through which emergency services can be quickly and efficiently obtained will provide a significant contribution to law enforcement and other public service efforts by making it less difficult to quickly notify public service personnel. Such a simplified means of procuring emergency services will result in the saving of life, a reduction in the destruction of property, quicker apprehension of criminals and ultimately the saving of money. The establishment of a uniform emergency number is a matter of concern and interest to all inhabitants and citizens. It is the purpose of this Act to establish the number 911 as the primary emergency telephone number for use in Lafayette Parish.

Section 2. Primary emergency telephone number

The digits 911 shall be the primary emergency telephone number, but the involved agencies may maintain a separate secondary backup number and shall maintain a separate number for nonemergency telephone calls.

Section 3. Methods

The emergency telephone system shall be designed to have the capability of utilizing at least one of the following four methods in response to emergency calls:

(1) "Direct dispatch method" means a telephone service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken.

(2) "Relay method" means a telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services, and is relayed to appropriate public safety agencies or other providers of emergency services for dispatch of an emergency service unit.

(3) "Transfer method" means a telephone service which received telephone requests for emergency services and directly transfers such requests to an appropriate public safety agency or other provider of emergency services.

(4) "Referral method" means a telephone service which, upon the receipt of a telephone request for emergency services, provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services.

The board of commissioners of the Lafayette Parish Communication District shall select the method which it determines to be the most feasible for the parish of Lafayette.

Section 4. Creation of district; jurisdiction; board of commissioners; powers

A. The Lafayette Parish Communication District is hereby created with territorial jurisdiction extending throughout the parish of Lafayette. Its governing authority shall be a seven-member board of commissioners, hereinafter sometimes referred to as the commission. The commission shall be composed of the sheriff of Lafayette Parish, Troop I Commander of the Louisiana State Police, chief of the Lafayette City Police Department, secretary-treasurer of the Acadian Ambulance Service, chief of the

Lafayette City Fire Department, chief of the University of Southwestern Louisiana Police and coordinator of the Office of Civil Defense for the city and parish of Lafayette. Each of whom may appoint and designate a person to serve in his stead as member of the commission, which appointment shall not preclude the appointing member from serving as a member in person, instead of through a person so appointed. After a person has been so appointed, the appointment may not be revoked or changed until the appointing member has given the commission notice of his intention to revoke or change the appointment by deposit of such notice by certified mail in the United States mail system, at least ninety days prior to the effectiveness of the revocation or change of appointment. The commission may by majority vote increase the membership of the commission by adding additional agencies.

B. The commission shall have complete and sole authority to appoint a chairman and any other officers it may deem necessary from among the membership of the commission.

C. Unless a quorum is present, the commission shall not take any binding or final action on any item. A quorum shall be defined as a majority of the total membership of the commission.

D. At the first meeting of the commission or as soon thereafter as practicable it may appoint a director and fix his salary. In addition the commission shall have authority to employ such experts, employees and consultants as it may deem necessary to assist the commission in the discharge of its responsibilities to the extent that funds are made available.

Section 5. Funding

In order to fund the district it may receive federal, state or municipal funds as well as private funds and expend such funds for the purposes of this Act. The Lafayette Parish governing authority shall determine the methods and sources of funding on the parish level.

The Lafayette Parish Communication District shall have no taxing powers.

Section 6. Effective date

This Act shall become effective upon signature by the governor or, if not signed by the governor, upon expiration of the time for bills

to become law without signature by the governor, as provided by Article III, Section 13 of the constitution.

Section 7. If any provision or item of this Act or the application thereof is held invalid, such invalidity shall not affect other provisions, items, or applications of this Act which can be given effect without the invalid provisions, items, or applications, and to this end the provisions of this Act are hereby declared severable.

Section 8. All laws or parts of laws in conflict herewith are hereby repealed.

SPEAKER OF THE HOUSE OF REPRESENTATIVES

PRESIDENT OF THE SENATE

GOVERNOR OF THE STATE OF LOUISIANA

APPROVED: _____

ALLEGEDLY

HOUSE BILL NO. 625

BY MESSRS. J. L. LEBLANC, BARES AND M. THOMPSON AND SENATOR MOUTON

7/17 Larivee
Hyde
Program
9/11 Funding

AN ACT

To amend and reenact priority "fourth" of Subsection C of Section 163 of Title 4 of the Louisiana Revised Statutes of 1950, relative to the distribution of fees, commissions, and monies from horse racing meetings in Lafayette Parish, to provide with respect to the allocation of such to the Lafayette Parish Communications District, and otherwise to provide with respect thereto.

Be it enacted by the Legislature of Louisiana:

Section 1. Priority "fourth" of Subsection C of Section 163 of Title 4 of the Louisiana Revised Statutes of 1950 is hereby amended and reenacted to read as follows:

§163. Disposition of fees, commissions and monies

* * *

C. Notwithstanding any provisions of Subsection B hereof, in Lafayette Parish where a racing meeting or meetings are conducted, after being first credited to the Bond Security and Redemption Fund in accordance with Article VII, Section 9, Subsection (3) of the Constitution of the state of Louisiana of 1974, the license fees and taxes collected under this Section shall be distributed in the following order of priority:

* * *

Fourth: One-half of the balance to the state general fund and from said one-half the sum of seventy-five thousand dollars shall be distributed to the appropriate management board to be

used solely for the purpose of making capital improvements; twenty-five thousand dollars of said amount to be used for said purpose at Louisiana State University at Eunice; and fifty thousand dollars of said amount to be used for said purpose at Louisiana State University at Alexandria; also from said one-half the sum of twenty-five thousand dollars shall be distributed to the governing authority of the town of Carencro; also from said one-half the sum of fifty thousand dollars shall be distributed to the Lafayette Parish Communications District to fund the district; and the remaining one-half of the balance to the governing authority of the parish of Lafayette, to assist in defraying the cost of operations of the parish government. Provided; however, that the allocation so received from the state treasurer by the parish of Lafayette shall be distributed within said parish as follows: fifty thousand dollars shall be distributed to the Lafayette Parish Communications District to fund the district; ten percent of the remaining total parish allocation shall be retained by the parish governing authority for expenditures throughout the parish at the discretion of that body; and the remaining ninety percent of the remaining total parish allocation shall be expended by the parish governing authority in equal sums for each of the fifteen parish police jury districts for projects solely within each such district, unless a majority of the legislative delegation representing any particular police jury district approves the expenditure of the sum allotted to such district for projects outside of that district. The governing authority of Lafayette Parish may anticipate the revenues distributed in this Paragraph and may issue certificates of indebtedness or bonds to be paid in principal and interest from the proceeds of this distribution. Certificates of indebtedness or bonds herein authorized shall be issued under the procedures provided in Chapter 4 of Title 39 of the Louisiana Revised Statutes of 1950. All qualified voters of the parish shall be entitled to vote in the election held to authorize the issuance of the certificates or bonds. The proceeds from the sale of the certificates or bonds may be used by the parish for any of its public purposes.

Section 2. If any provision or item of this Act or the application thereof is held invalid, such invalidity shall not affect other provisions, items, or applications of this Act which can be given effect without the invalid provisions, items, or applications, and to this end the provisions of this Act are hereby declared severable.

Section 3. All laws or parts of laws in conflict herewith are hereby repealed.

Section 4. This Act shall become effective only if and when the Lafayette Parish Communications District is created as proposed by House Bill No. 480 of this 1979 regular legislative session.

SPEAKER OF THE HOUSE OF REPRESENTATIVES

PRESIDENT OF THE SENATE

GOVERNOR OF THE STATE OF LOUISIANA

APPROVED: _____

END