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① ## 911 DIALING

911:    A universal telephone number, easy to remember, and easy to dial. A person could call in an emergency to get any type of help needed; including converting pay telephones so that 911 could be dialed without a coin.

Endorsed or recommended by:

1) President's Commission on Law Enforcement and Administration of Justice.

2) Federal Communications Commission.

3) Several members of Congress, including Fifth District Representative Fletcher Thompson.

4) Local officials, as DeKalb County Commission Chairman Clark Harrison.

911 is proposed as a solution to a problem. What problem is it solving? Is the problem:

1) A person needs help and does not know the telephone number of the correct agency?

2) The present solution of dialing "0" for the operator does not meet the need?

911 to be successful:

1) Must be universal in telephone exchange area for all the same type of agencies included in the emergency telephone number program.

        Example: All police departments or all fire departments in the area--would not work if any part of the area is not included.

2) All agencies must agree to have a central communications center receive all calls.

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3) All agencies must agree on how calls are to be handled.

4) Pay telephones must be converted for coin-free 911 call.

5) Area residents must be informed of which agencies will receive 911 emergency calls.

6) 911 should be used for emergency calls only, not for any other call, otherwise facilities would be paralyzed.

7) What constitutes an emergency needs to be defined and the definition widely publicized.

8) Must solve a problem or satisfy a need.

Atlanta Metropolitan Area

In the Atlanta metropolitan area:

1) Does the Atlanta area have any problems that 911 could solve?

2) Can a complex multi-jurisdictional metropolitan area, as Atlanta, use a universal number?

3) How much will 911 cost each municipality?

4) Will 911 affect the fire insurance rates?

5) What legal problems can arise because police and fire departments do not receive the emergency call directly or have delegated to another agency the authority to dispatch or command their own vehicles and men?

6) What are the boundaries of the Atlanta metropolitan area, the five-county SMSA, or the 17-county telephone exchange toll-free area?

Is There A Need?

A Bell System Nationwide Survey disclosed:

...of all emergency calls:

60 percent dialed direct to correct agency,
40 percent dialed "0" for operator.
(This proportion of percentages varied widely.)

The 40 percent that dialed "0" needed someone to respond to their call quickly. The fastest way--dial "0" for operator. A need was shown to exist if:

1) Person does not know correct number and cannot take the time to look the number up in the book.

2) Person incapacitated--and for any reason can only dial "0" (blind-child-panic).

Are Atlanta people having trouble getting help?
Atlanta Telephone Company Office Survey:

Number of persons dialed "0" for operator:

	Daily Average	Weekly Average
For Police	211.3	1480
For Fire	14.3	100
For Other	22.3	156
(Medical, Ambulance)		
Total	247.9	1736

The number of calls which could be designated as an emergency were not identified in the survey.

Metropolitan Atlanta Council of Local Governments surveyed 15 police and sheriff departments in the Atlanta area. In response to the question, "Are you aware of any difficulties anyone has had in reaching you?"

No: __13__
Yes: __2__ -- Why? "The lines were busy, but 911 would not have helped that situation."
"The line was busy."

A small survey of Atlanta residents revealed:

1) Some agencies do not answer their telephones promptly.

2) At certain times of the day the busy signal is received for too long a time.

3) Telephones are not answered in a professional manner.

4) A person may not have a coin for the pay telephone.

To investigate further, we need to find out what is an
emergency telephone call.

What Is An Emergency?

Webster's definition of emergency: An unforeseen circumstance
which calls for immediate action.

Police: Not emergency, if after you arrive at your office you
find that sometime during the night the office has
been burglarized.

Is an emergency, if prowler is in your yard or burglar
is in process of breaking in your home or office.

Superintendent Beerman of Atlanta Police Department
says a very small percentage of calls can actually be
classified as an emergency that needs immediate help.

Fire: Atlanta Fire Department for 1968 had:

Total Alarms 13,567 of which
Total Fires   6,918.

The daily average number of fires is 18.9. Not all
fires are considered to be emergencies.

What agencies receive calls that could be classified as an
emergency?

Police / Fire / Ambulance / Poison Center / Suicide
Center / G.B.I. / F.B.I. / Civil Defense.

911 sounds like a simple, uncomplicated solution.

Are There Any Problems?

Telephone Company Problem: Find a single number that would be
compatible with the increasing complex and automatic dial
system of the numerous telephone companies.

Bell System: On January 12, 1968, designated 911 as national
emergency number for the Bell System. 911 is in line with
their other national numbers for services such as 411.

Independent Telephone Companies: Independent systems are de-
signed differently than the Bell System and dialing cannot

begin with a nine (9) under their present design. But if there is a need, the companies have agreed to convert their systems.

Jurisdiction Problem: The telephone call must go to the agency that has the jurisdiction for the place the call is made from.

Telephone Exchange Problem: Telephone exchange boundaries are based on service demand and cost of installing equipment. The telephone exchange boundary has no relationship to political boundaries or police and fire departments' legal jurisdiction. Therefore, in one toll-free area all calls dialing 911 would have to be received at one common answering service.

Problem: All agencies must agree to receive their emergency calls through a common answering service.

What is a common answering service?

A Common Answering Service

A common answering service is a central office that would receive all emergency calls for all agencies from persons dialing 911.

But, who would take the call and do what with it? An operator or dispatcher take the call?

If a central operator receives the 911 call, the operator can:

1) Redirect call to the proper agency by:

    1.1) Dialing, then release.
    1.2) Dialing, wait until answered, then release.
    1.3) Dialing and monitoring call.
    1.4) Dialing and tape record.

2) Redirect call via standard telephone lines.

3) Redirect call via direct lines:

    3.1) To the city or county's main PBX board and let the PBX re-redirect the call to their agency.
    3.2) To correct agency in the correct jurisdiction.

If a central dispatcher receives the 911 call, the dispatcher takes the message and then by radio directly dispatches all vehicles (police, fire, and ambulance) for the total 911 area.

Problem: Who should be the dispatcher?

> An American Insurance Association official wrote to the Southeastern Underwriters Association dated April 9, 1969:
>
> "...believe that answering responsibilities should be placed with fire alarm personnel...whereby...answered by only a 'complaint clerk' who then transfers these calls...<u>can be cause for delay and even loss of a call</u>."

Both police and fire departments regard command and control of their field resources too important to be shared or delegated to another agency.

Is 911, a common answering service, feasible in the metropolitan Atlanta area?

Is 911 Feasible For Metropolitan Atlanta?

Telephone exchange boundaries are based on service demand and cost of installing equipment; therefore, each exchange area has boundaries defined as a result of these unique criteria; the result is the telephone exchange boundaries have no relationship to political boundaries or police and fire department jurisdictional boundaries.

Problem: The Atlanta telephone exchange area is the largest toll-free telephone exchange area in the world. Included in this area are:

> 17 counties
> 57 municipalities
> 93 telephone central offices
> 30 exchange areas
> __ police departments
> __ fire departments
> __ ambulance services

What would 911 facilities cost in time and money?

The Cost of 911

The cost of 911 facilities in the Atlanta area is impossible to estimate at this time, because the telephone company must

know the exact details before an estimate is given, such as:

1) Type of answering service.

2) Sophistication of equipment.

3) Number of agencies involved.

4) Geographical area.

The cost, of course, will be borne by each municipality.

The minimum time estimated that would be needed to convert equipment is five years--approximately 1975.

Possible Problem: It would be easier to dial 911 than look up the correct telephone number with the result that 911 facilities would be flooded with non-emergency calls so that the 911 facilities would have to be increased to handle non-emergency calls.

Question: Who would be responsible?

Is such a large complicated system feasible unless sophisticated computers operate the system automatically?

Problem: The telephone company officials stated that the telephone company does not have a computer sophisticated enough to operate such a system.

Do the problems in the Atlanta metropolitan area concerning emergency telephone calls warrant such an extensive, expensive program--or are there better alternatives?
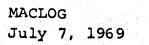

Our Problems Restated

1) Some agencies do not answer their telephone promptly.

2) At certain times of the day the busy signal is received.

3) Telephones are not answered in a professional manner.

4) A person may not have a coin for the pay telephone.

Feasible Alternatives

1) Training program for police switchboard operators and other emergency agencies.

    1.1) Produce training film.
    1.2) In-service training.

2) Install more telephone lines as needed.

3) Install "dial tone first" pay telephones.

4) Install "emergency" public telephones where needed.

5) Campaign to post correct emergency numbers.

6) Route 911 calls to "operator."

MACLOG
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