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"911" VERSUS "0"

Is "911" the proper number from a human engineering analysis or is it the number that fits into the AT & T convenience without upsetting the Direct Distance Dialing system?

Can all telephone companies accept the "911" into their equipment? Preliminary checks indicate some can never do so without a complete replacement of central office equipment. Other companies must make major modification. Thirty years is the time period an AT & T representative estimated before "911" could be implemented nationally. So we must draw the conclusion that "911" cannot reasonably become a universal emergency telephone number.

Looking at the situation from another viewpoint: We already have a Universal Emergency Telephone Number - used throughout the United States - "0" - (Operator).

Perhaps it would be the better plan to use "0" as the Universal Emergency Telephone Number. The telephone companies to route all calls to "0" to the Emergency Center of the city or county, or if no Emergency Center, then to the operator to handle as now done.

It would be much easier to educate the public to call 216, 214, 211, or 116, etc. for telephone service calls to Directory Service, reporting telephone out of service, toll credit call or long distance. Likewise, it would be easy for an Emergency Center, where established, to advise a caller to call 216, 214, etc. if the call was for telephone company business and not an emergency call. Temporarily

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this would put a burden on the Emergency Center until all telephone instruments were placarded and telephone company directories reprinted.

A consultant at the APCO Conference in August, 1970 stated that anyone against "911" was against Motherhood. Well, when a child is conceived on the back seat of an automobile . . . I am against such cases of Motherhood. I am for Motherhood with Planned Parenthood! In this case the parents, properly married (the Public Safety Services and the Common Carriers) who first plan their requirements for a child (an emergency telephone number), then arrange all of the necessary adjuncts - prenatal care - hospital - birth and growth. Such a conception can then lead to a healthy, mentally sound child that all will love.

Looking back, the entire thought was to reduce response time to an emergency call from a citizen. Has that goal been achieved in any instance where "911" has been instituted or where "0" would not have attained the same result?

What are the costs? Is "911" a burden on the taxpayer that continues month after month ad infinitum. The setting forth of all of the costs attendant upon instituting "911" is not for this paper to pursue at this time. We must comment, however, that the great costs the telephone common carriers state will be their burden is pure myth. Equipment costs, whatever they may be, are amortized and earnings on all equipment investment is guaranteed by the Commerce Commissions of the various States. If operating costs rise - general rate increases are in order. So it is the telephone subscriber and the taxpayer who pays and pays with more profit for the telephone company stockholders. There is no expense by the telephone companies that is not recovered.

The concept is excellent. We now have a Universal Emergency Telephone Number - children are taught on TV and Radio to dial "0" in emergency. A person stricken and on the floor can possibly reach a telephone, knock off the handset and dial "0". The telephone operator can hold and trace the call and arrange for succor. The telephone company does this today - read their advertising. Let's continue this but where an Emergency Operating Center is established, have the telephone company terminate the line and light at that position rather than in front of an operator.

Who should be in charge of the Emergency Center? That depends on the circumstances. It could be Fire, Police, Civil Defense, or the Department of Public Safety. Calls could be transferred to the proper department to respond to the emergency (longer response time and possible loss of call) or proper dispatch made directly of fire equipment, police, or ambulance. Most fire departments dispatch pre-determined equipment for each alarm location address and dispatch only one fire vehicle on the occasion of the report of an auto on fire in the street.

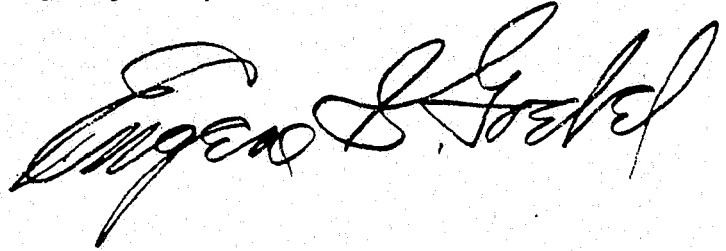
ANI (Automatic Number Identifier) is a future possibility and perhaps a necessity with a visual display plus any pertinent information for Police, Fire, or Ambulance response.

Some have said "911" will remove the responsibility from the telephone company of handling emergency calls where "911" is established. Using "0" as the Universal Emergency Telephone Number and automatically reverting such dialing to the Emergency Center of a city or county would likewise remove the onus from the common carrier and possibly provide improved response for the citizens versus dialing the individual Fire or Police Number.

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For the emotionally upset, excited citizen, or one trying hurriedly to dial in the dark, certainly the "0" is easier to remember and find on the dial. Let us continue "0" as the Universal Emergency Telephone Number.

A large, stylized handwritten signature in black ink, which appears to read "Eugene S. Gould".

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Also formerly w/  
MOTOROLA, Chicago.

**END**