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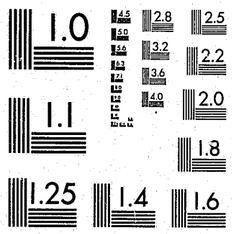

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National Institute of Justice
United States Department of Justice
Washington, D. C. 20531

Date Filmed

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U.S. Department of Justice
Bureau of Justice Statistics

A National Directory of 911 Systems

12936

A NATIONAL DIRECTORY OF 911 SYSTEMS

Final Report
7543-80-FR-99

September 1980

By:

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Prepared for:

BUREAU OF JUSTICE STATISTICS
U.S. DEPARTMENT OF JUSTICE
WASHINGTON, D.C. 20531

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CHAPTER I. INTRODUCTION

In 1968, the telephone industry reserved the three digits "9-1-1" as the Universal Emergency Telephone Number. Since then, the Law Enforcement Assistance Administration (LEAA) has helped a large number of state and local agencies to implement 911 service. Because LEAA believes that 911 helps deter crime and improve public safety, a comprehensive program was initiated by LEAA in mid-1978 to make information regarding 911 more available to the American public. This program, "Dial 911 Systems Assessment and Transfer," was conducted by SRI International (formerly Stanford Research Institute) with LEAA funding.

The objectives of the program were (1) to compile and translate the national experience with basic and state-of-the-art 911 systems into a form that readily can be used by community planners and managers, (2) to document cost factors and benefits associated with the development of a 911 system, and (3) to provide technical assistance in problem areas commonly encountered by 911 system planners, designers, and operators. This "National Directory of 911 Systems" is one of the documents prepared by SRI in the LEAA 911 program.

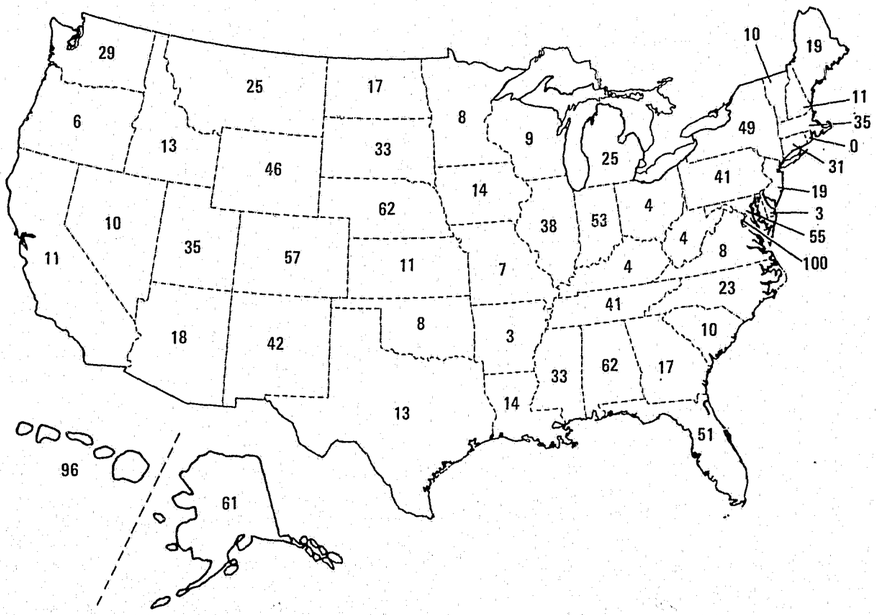
A. Purpose of Directory

To design an effective 911 system, community planners must have information and documents that provide such guidelines as how to begin, what problems may be encountered, and what cost factors are involved. Since 911 system requirements vary with each location, it is not feasible to develop a standard 911 system design and implementation plan. However, it would be valuable to make the experiences of directors of operating 911 system Public Safety Answering Points (PSAPs) available, because these PSAP directors are an invaluable source of information regarding 911 system planning, implementation, operation, and management.

The purpose of this directory, then, is to provide a compilation of information on operating 911 systems for ready use by community planners who are contemplating the implementation of a 911 system. A key objective of this document is to facilitate the nationwide exchange of 911 information available from the 911 systems that presently serve approximately 26% of the nation's estimated 218 million people (Figure 1).

B. Data Collection

To compile information on existing 911 services, a questionnaire entitled "911 Assessment Survey -- General Form Questionnaire" was developed. The primary questionnaire design requirement was to obtain



*Populations based on December 1979 estimates.

FIGURE 1 STATE POPULATIONS* SERVED BY 911 (percentages)

data that would be useful to 911 planners in the planning and implementation of new 911 systems or in the improvement of service provided by existing systems. The survey questions were used to collect information in the following basic categories:

- Political-Demographic--Political and demographic factors influencing the Integrated Call Processing System (ICPS)/ dispatch plan choices.
- Telephone--Descriptive data on the telephone companies involved in the ICPS and the telephone system equipment features.
- PSAP--Descriptive data on the PSAP equipment, facilities, and service areas.
- Management--Organization(s) used to plan, implement, and operate the ICPS.
- Finance Plan--Funding methods for planning, implementing, and operating a 911 service.
- General--Anything not specific to the rest of the categories.

Draft copies of the questionnaire were sent to the PSAP directors of four 911 systems of different sizes for their comments and suggestions. Several of the recipients submitted valuable comments, which were discussed and, as applicable, incorporated into the questionnaire. The questionnaire was then sent to LEAA and the federal Office of Management and Budget (OMB) for comments and approval. Once approval was received from LEAA and the OMB and applicable modifications were made, the questionnaire was structured in its final format for printing.

C. Questionnaire Dissemination

In August 1979, the General Form Questionnaire was mailed to the PSAP directors of 762 operating 911 systems nationwide. The return deadline for the survey instruments was 31 October 1979.

Most of the names and addresses of the PSAP directors on the questionnaire mailing list were determined during a preliminary telephone survey conducted from August to November 1978, based on what was then the most complete available listing of 911 systems -- AT&T's 911 Report dated December 1977. This listing identified, by state, the 911 systems that were in service and those that were scheduled for implementation. Information regarding 911 systems served by independent telephone companies was provided to AT&T by the United States Independent Telephone Association (USITA).

The mailing list developed by SRI was substantially shorter than indicated by AT&T's directory, for three main reasons: (1) some of the systems scheduled to go into service did not become operational, for some unknown reason; (2) sometimes, in multijurisdictional 911 systems, each incorporated community served by the system was listed in the AT&T report, rather than just the location of the PSAP; and (3) for most cases in which two or more telephone companies provide 911 service to the same PSAP, each telephone company listed the 911 system.

To ensure that all existing 911 system PSAPs were included in the mailing list, a letter was sent to one of the following individuals or organizations in each state:

- State director of telecommunications or equivalent
- Telephone company representative
- State utility regulatory commission
- Other similar agency or organization directors.

Each recipient was asked to verify the name, title, address, and telephone number of the PSAP director of each 911 system in his/her state and to obtain information on any additional PSAPs omitted from the list. Responses to these letters continued to be received after the initial 762 General Form Questionnaires were mailed. Consequently, it was possible to send questionnaires to some new 911 system PSAPs that began operations after the AT&T listing was published.

D. Preparation of Directory

When the questionnaire deadline passed, a letter was sent to all non-respondents in November 1979, and January 1980, encouraging the PSAP directors to share their knowledge of 911 with the public. Several "reminder" telephone calls were also made. It was hoped such follow-up methods would increase the response rate. By April 1980, slightly more than 400 completed general form questionnaires had been received.

After the directory format and design was completed, the data from the questionnaires were coded and entered into a computer for processing. The data describing a 911 system PSAP were provided entirely by the PSAP director or other representative, unless stated otherwise. For example, the population connected to the PSAP was omitted from a few responses but was estimated using other data from the questionnaire and outside reference materials; these cases are footnoted in the directory.

CHAPTER II. HOW TO USE THE DIRECTORY

Information on the 911 systems is organized alphabetically by state for easy reference. Each state section may comprise as many as three parts: (1) "911 System Descriptions," (2) "Survey Non-Respondents," and (3) "911 Systems Not Contacted." These are discussed below.

A. 911 System Descriptions

The descriptions within each state are presented in alphabetical order by PSAP name, which is generally the city or county in which the PSAP is located. The PSAP name appears in the upper right corner of the page. Each 911 system is described according to the following categories:

- Community
- Historical background
- Telephone system
- PSAP administration and operations
- Legal
- Fiscal
- Problem areas--comments
- PSAP director

Because the data were provided by the questionnaire respondent, no entries were made for items that were (1) stated as unknown or unavailable, or (2) left blank.

To help the reader fully utilize 911 system information in the directory, the entries for each category will be explained in the following diagrams (Figure 2). Pertinent terms are defined in the glossary.

B. Survey Non-Respondents

Following the 911 system descriptions is a list of the PSAP directors who were sent a General Form Questionnaire but did not respond to the survey. The names, mailing addresses, and telephone numbers of the non-respondents are listed alphabetically by city. Any advanced system capability, such as selective routing (SR), automatic number identification (ANI), or automatic location identification (ALI), will appear between two asterisks (e.g.: *SR*) after the telephone number.

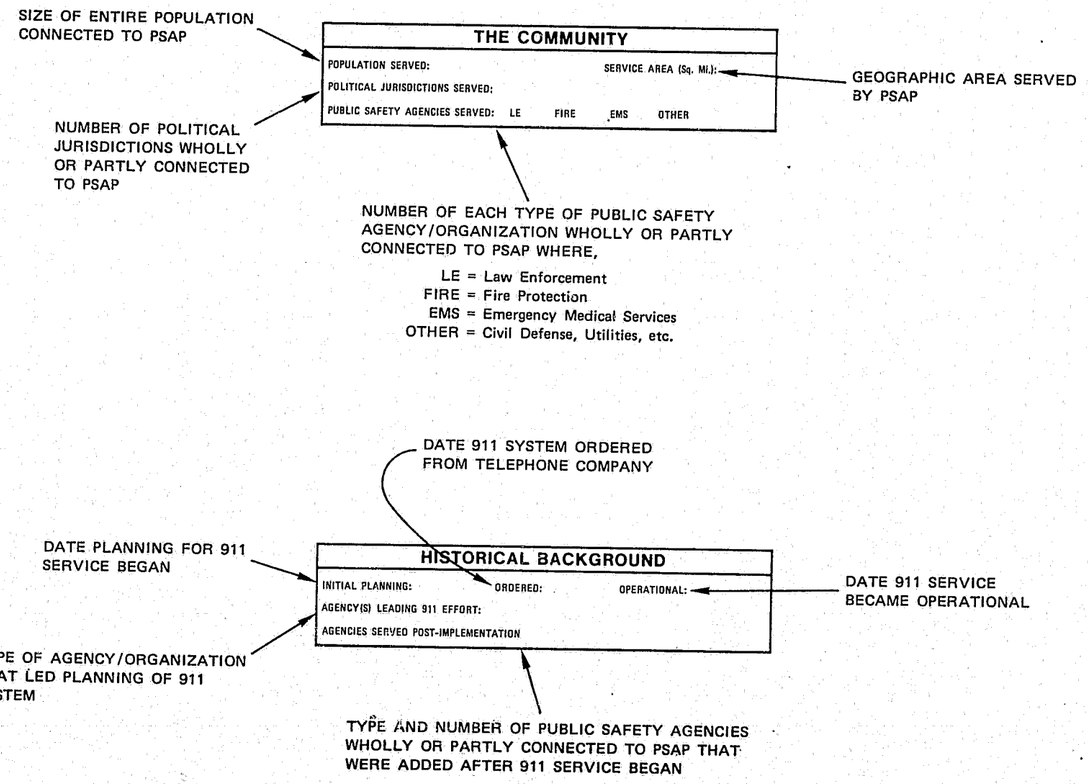


FIGURE 2 CATEGORICAL ENTRIES OF 911 SYSTEM DESCRIPTION

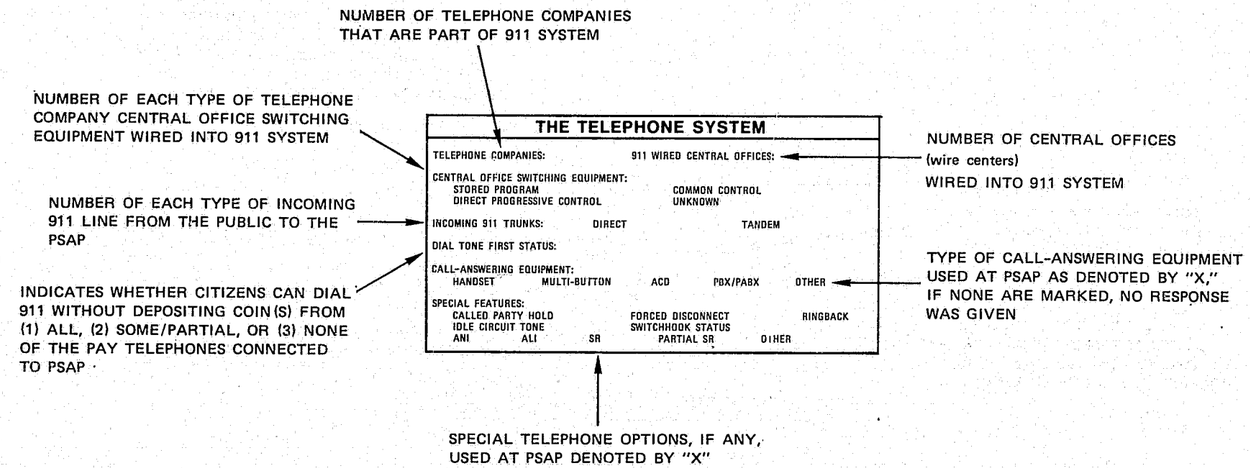


FIGURE 2 (Continued)

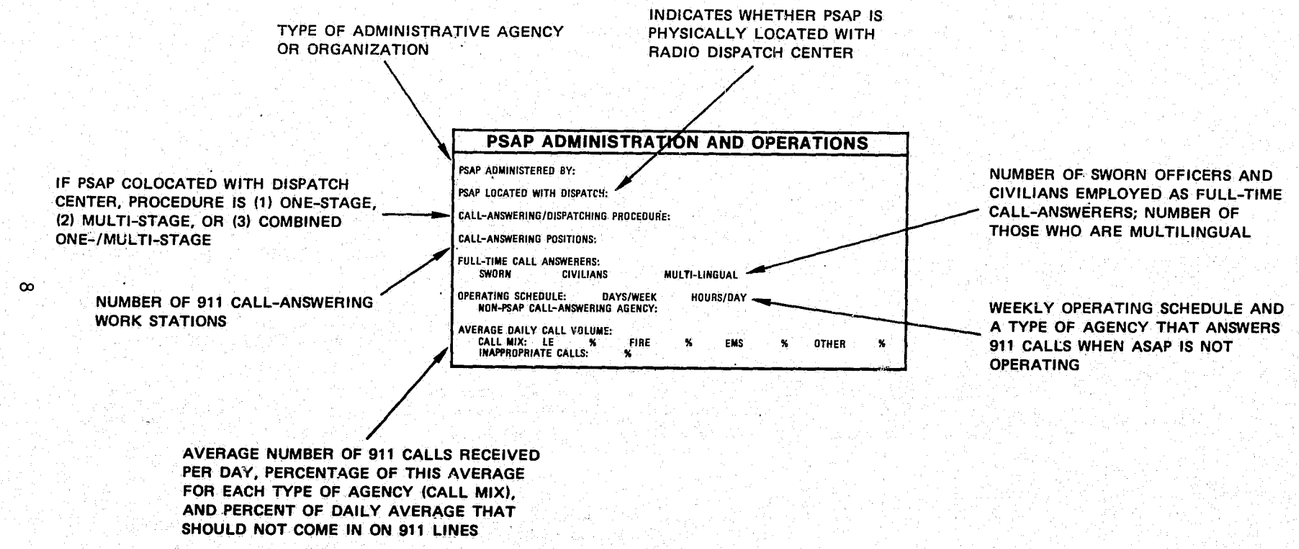


FIGURE 2 (Continued)

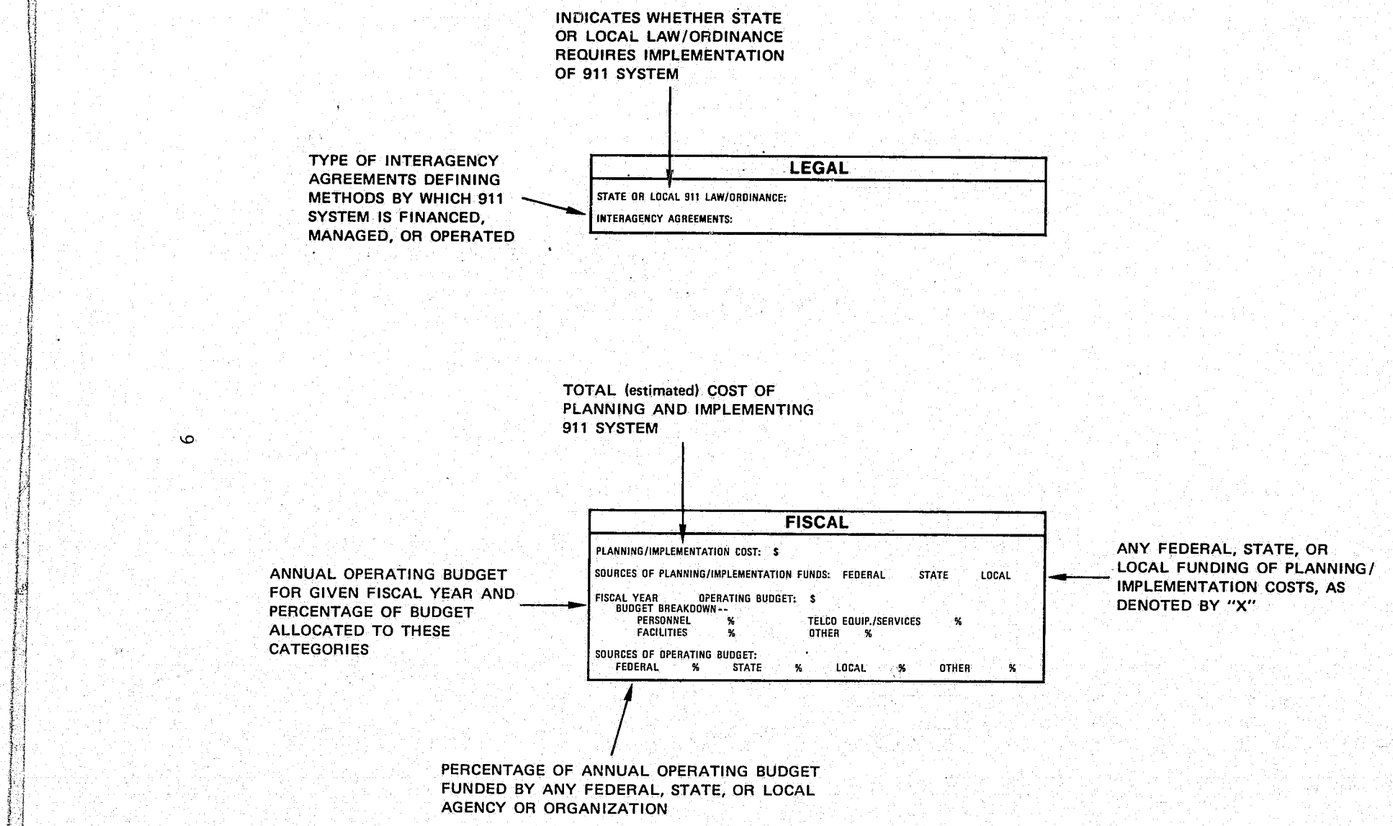


FIGURE 2 (Continued)

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL
TECHNICAL
FINANCIAL MANAGEMENT

COMMENTS.

GENERAL COMMENTS AND/OR ADVICE PROVIDED BY RESPONDENT

AREAS IN WHICH MOST SIGNIFICANT PROBLEMS OCCUR, AS DENOTED BY "X"

PSAP DIRECTOR

NAME:
TITLE:
AGENCY:
ADDRESS:

TELEPHONE NO.:

NAME, ADDRESS, AND TELEPHONE NUMBER OF PSAP DIRECTOR

FIGURE 2 (Concluded)

C. 911 Systems Not Contacted

To make the directory as complete as possible, a second list of PSAP directors may follow the list of non-respondents. This second listing, which will appear at the end of each applicable state section, contains the names of the PSAP directors and the addresses of 911 systems that were not sent a questionnaire for one of the following reasons:

- System recently became operational and would not have sufficient data to complete questionnaire.
- Knowledge of an existing system occurred after response deadline.

In addition, detailed reports are already available from the National Criminal Justice Reference Service in Washington, DC, describing the advanced 911 systems of Alameda County, California, and Chicago, Illinois. Consequently, a 911 description will not be included for these systems, although the name and address of the PSAP will be listed.

D. Cross-Index

As a reference tool, a cross-index to the 911 system descriptions is provided at the back of the directory. Each 911 system has been assigned a two-digit numeric code that corresponds to a combination of the following three system characteristics:

- Size of population served:
  - 0 - 10,000
  - 10,001 - 60,000
  - over 60,000.
- Type of administrative agency/organization at which PSAP is located:
  - Police department (PD)
  - Sheriff department
  - Fire department (FD), emergency medical services (EMS), public safety (PS), city or county communications center (Comm. Ctr.)
  - Other organizations such as civil defense, telephone company, etc.
- Number of political jurisdictions (wholly or partly) served:
  - one
  - two
  - three or more.

Based on these criteria, a total of 36 combinations (and codes) are possible. The matrix in Table 1 defines the meaning of the numeric codes that appear in the matrix cells or bins.

Table 1
CROSS INDEX CODES

Population		0 - 10,000				10,001 - 60,000				Over 60,000			
PSAP Location		PD	Sheriff	FD,EMS, PS,Comm. Ctr.	Other	PD	Sheriff	FD,EMS, PD,Comm. Ctr.	Other	PD	Sheriff	RD,EMS, PS,Comm. Ctr.	Other
Political Jurisdictions	1	01	02	03	04	13	14	15	16	25	26	27	28
	2	05	06	07	08	17	18	19	20	29	30	31	32
	3+	09	10	11	12	21	22	23	24	33	34	35	36

As an example, assume that you are interested in 911 systems operating in a community having the following traits:

- Population served is 50,000
- PSAP is located at a police department
- More than three political jurisdictions are wholly or partly connected to the PSAP.

Refer to Table 1 to determine the population range in which 50,000 belongs; in this case, it is the 10,001 - 60,000 range. Directly below the population range are the different PSAP locations. Since the PSAP location of interest is a police department, find the column heading "PD." In this column, there are three codes--13, 17, and 21. By looking at the row headings at the far left of Table 1, you see that the last row contains 911 systems serving three or more political jurisdictions. Therefore, the cross-index code for this example is 21. Since the 911 systems are listed in ascending order by population under each code, you can easily find the systems assigned a code 21 in the cross-index with a population of 50,000 -- Sheboygan, Wisconsin, and Raybrook, New York -- and look up each description in the state sections to obtain more detailed data.

To include as many 911 systems in the cross-index as possible, systems that do not have an entry for the number of political jurisdictions served but that do have an entry for the population served were assumed to have at least one jurisdiction. These systems are:

- Crawfordville, Florida
- Nevada, Missouri
- Cheraw, South Carolina
- Harriman, Tennessee.

Insufficient data were provided for the following 911 systems, which are consequently omitted from the cross-index:

- Mt. Vernon, Illinois
- Mishawaka, Indiana
- Shelbyville, Indiana
- Canton, Mississippi
- Conrad, Montana
- Clearfield, Pennsylvania
- Jefferson City, Tennessee
- Alice, Texas.

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911 SYSTEM DESCRIPTION

PSAP NAME BREWTON, AL

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.):962

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 04/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 97 % FIRE 1 % EMS 2 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR1978 OPERATING BUDGET: $ 772
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Wayne Purnell
TITLE: Lieutenant
AGENCY: Brewton Police Department
ADDRESS: 212 St. Joseph Street
Brewton, AL 36426

TELEPHONE NO.: 205/867-3212

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911 SYSTEM DESCRIPTION

PSAP NAME DADEVILLE, AL

THE COMMUNITY

POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 1973 OPERATIONAL: 1973

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 50 % FIRE 5 % EMS 45 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 380
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 98 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Any telephone number containing the digits "9-1" comes through the 911 lines.

PSAP DIRECTOR

NAME: C.H. Abbott
TITLE: Chief of Police
AGENCY: Dadeville Police Department
ADDRESS: 200 S. Broadnox
Dadeville, AL 36853

TELEPHONE NO.: 205/825-6212

911 SYSTEM DESCRIPTION

PSAP NAME DEMOPOLIS, AL

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 18 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: L.C. Johnson
TITLE: Chief of Police
AGENCY: Demopolis Police Department
ADDRESS: P.O. "Y"
Demopolis, AL 36732

TELEPHONE NO.: 205/289-3072

911 SYSTEM DESCRIPTION

PSAP NAME EVERGREEN, AL

THE COMMUNITY

POPULATION SERVED: 4,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/70

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD
- FORCED DISCONNECT
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- FINANCIAL X
- TECHNICAL
- MANAGEMENT

COMMENTS:

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Henry Vickrey
TITLE: Chief of Police
AGENCY: Evergreen Police Department
ADDRESS: P.O. Box 229
Evergreen, AL 36401

TELEPHONE NO.: 205/578-1574

911 SYSTEM DESCRIPTION

PSAP NAME FLORENCE, AL

THE COMMUNITY

POPULATION SERVED: 72,080 SERVICE AREA (Sq. Mi.): 262

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/74 ORDERED: 05/75 OPERATIONAL: 03/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 3

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 20 % FIRE 25 % EMS 30 % OTHER 25 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Telco should inform PSAP of all circuit numbers, etc.--would be helpful when problems arise.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 58,526

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 73,564
BUDGET BREAKDOWN--
PERSONNEL 51 % TELCO EQUIP./SERVICES 44 %
FACILITIES 2 % OTHER 3%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Leo Bailey
TITLE: Chief of Police
AGENCY: Florence Police Department
ADDRESS: 110 Short Court St., P.O. Box 98
Florence, AL 35630

TELEPHONE NO.: 205/764-3131

911 SYSTEM DESCRIPTION

PSAP NAME HARTSELLE, AL

THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 120

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1974 ORDERED: 1975 OPERATIONAL: 1975

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 10% FIRE 10% EMS 10% OTHER 70%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 600
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 0%
FACILITIES 90 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need better public education program.

PSAP DIRECTOR

NAME: Curtis M. Chaney
TITLE: Asst. to the Chief of Police
AGENCY: Hartselle Police Department
ADDRESS: P.O. Box 390
Hartselle, AL 35640

TELEPHONE NO.: 205/773-6534

911 SYSTEM DESCRIPTION

PSAP NAME JACKSONVILLE, AL

THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 75

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 05/74 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 10% FIRE 20% EMS 70% OTHER 0%
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract Svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

More emphasis in publicity of the 911 emergency number.

PSAP DIRECTOR

NAME: Ernest Henderson
TITLE: Fire Department Coordinator
AGENCY: Jacksonville Fire Department
ADDRESS: E. Lediga Street
Jacksonville, AL 36265

TELEPHONE NO.: 205/435-7911

911 SYSTEM DESCRIPTION

PSAP NAME MARION, AL

THE COMMUNITY

POPULATION SERVED: 15,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 1971 OPERATIONAL: 1971

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 40 % FIRE 5 % EMS 5 % OTHER 50 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 310
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Inappropriate calls are due to telephone problems.

Any telephone number starting with 9 gets the 911 line. Telco unable to correct at this time.

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: John Anderson
TITLE: Chief of Police
AGENCY: Marion Police Department
ADDRESS: P.O. Box 959
Marion, AL 36756

TELEPHONE NO.: 205/683-6761

911 SYSTEM DESCRIPTION

PSAP NAME MONTGOMERY, AL

THE COMMUNITY

POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 80

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/76 ORDERED: 12/76 OPERATIONAL: 03/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET — MULTI-BUTTON X — ACD X — PBX/PABX — OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT X — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI — ALI — SR — PARTIAL SR — OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 11 CIVILIANS 25 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 350
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X — FINANCIAL
TECHNICAL — MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Marshall F. Gothard
TITLE: Supervisor--Records & Communications
AGENCY: Montgomery Police Department
ADDRESS: Drawer 159, 320 N. Ripley St.
Montgomery, AL 36102

TELEPHONE NO.: 205/832-4400

911 SYSTEM DESCRIPTION

PSAP NAME PHENIX CITY, AL

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 18

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: 04/74 OPERATIONAL: 04/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM — COMMON CONTROL
- DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD — FORCED DISCONNECT — RINGBACK
- IDLE CIRCUIT TONE — SWITCHHOOK STATUS
- ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X — FINANCIAL
- TECHNICAL — MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL % — TELCO EQUIP./SERVICES %
- FACILITIES % — OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Larry Brewer
TITLE: Chief
AGENCY: Phenix City Police Department
ADDRESS: 111 Broad
Phenix City, AL 36867

TELEPHONE NO.: 205/298-0611

911 SYSTEM DESCRIPTION

PSAP NAME SELMA, AL

THE COMMUNITY

POPULATION SERVED: 99,999 SERVICE AREA (Sq. Mi.): 249

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Every law enforcement agency needs a 911 system.

PSAP DIRECTOR

NAME: Paul R. Lewellen
TITLE: Lieutenant
AGENCY: Selma Police Department
ADDRESS: 1300 Alabama Avenue
Selma, AL 36701

TELEPHONE NO.: 205/874-6611

SURVEY NON-RESPONDENTS

MARVIN L. STILL
FIRE CHIEF
ALEXANDER CITY FIRE DEPT.
ALEXANDER CITY , AL 35010
(205) 234-2521

IRA F FINN
CHIEF OF POLICE
CHILDERSBURG POLICE DEPT.
119 SOUTHWEST
CHILDERSBURG , AL 35044
(205) 378-5568

GIL HEART
CHIEF OF POLICE
FAIRHOPE POLICE DEPARTMENT
P.O. DRAWER 429
FAIRHOPE , AL 36532
(205) 928-2385

ROBERT U. BEARDON
CAPTAIN, COMMUNICATIONS DIV.
HUNTSVILLE POLICE DEPARTMENT
P.O. BOX 308
HUNTSVILLE , AL 35804
(205) 532-7230

FRED L. BAIRD
RADIO COMMUNICATIONS OFFICER
MOBILE POLICE DEPT.
51 GOVERNMENT ST.
MOBILE , AL 36602
(205) 438-7221

LANDY JONES
SERGEANT
TALLADEGA POLICE DEPT.
203 SOUTH ST.
TALLADEGA , AL 35160
(205) 362-4162

JAMES HULSEY
2ND LIEUTENANT
ANNISTON AMBULANCE
210 W. 14TH
ANNISTON , AL 36201
(205) 237-8572

JAMES C. JOHNSON
CHIEF OF POLICE
CLANTON POLICE DEPT.
P.O. BOX 580
CLANTON , AL 35045
(205) 755-1120

ARCHIE L WARD
CHIEF OF POLICE
GOODWATER POLICE DEPT.
P.O. BOX 45
GOODWATER , AL 35072
(205) 839-6321

WILLIAM S TAYLOR
CHIEF OF POLICE
JACKSON POLICE DEPT.
118 COLLEGE AVE
JACKSON , AL 36545
(205) 246-4484

HARVEY KINES
FIREMAN
PIEDMONT FIRE DEPT.
FIRE DEPARTMENT
PIEDMONT , AL 36272
(205) 447-9091

JACK A. MANLLEY
SERGEANT - COMMUNICATIONS DIV
TUSCALOOSA POLICE DEPT.
2520 7TH ST.
TUSCALOOSA , AL 35401
(205) 349-2121

RICHARD FAULK
CHIEF OF POLICE
ATHENS POLICE DEPT.
200 HOBBS
ATHENS , AL 35611
(205) 232-6010

PACK SELF
CHIEF OF POLICE
DECATUR POLICE DEPT.
P.O. BOX 488
DECATUR , AL 35601
(205) 353-2515

H. C. COLVIN
SHERIFF
HALE COUNTY SHERIFF'S DEPT.
P.O. BOX 160
GREENSBORO , AL 36744
(205) 624-5001

LEO MURRAY
CHIEF OF POLICE
JASPER POLICE DEPT.
401 W. 19TH ST.
JASPER , AL 35501
(205)221-2121

DON WILSON
DEPT HEAD, COMMUNICATIONS DIV
PRATTVILLE POLICE DEPT.
101 W. MAIN
PRATTVILLE , AL 36067
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HERBERT SEARS
CHIEF OF POLICE
TUSKEGEE POLICE DEPT.
TUSKEGEE POLICE DEPT.
TUSKEGEE , AL 36083
(205) 727-0200

SADIE D MORGADO
DIRECTOR OF CIVIL DEFENSE
BIRMINGHAM CIVIL DEFENSE
709 N. 19TH
BIRMINGHAM , AL 35203
(205) 254-2049

RON MOSLEY
SERGEANT
EUFAULA POLICE DEPARTMENT
545 E. BARBOUR ST
EUFAULA , AL 36027
(205) 687-4861

JOE CRITTENDEN
POLICE CHIEF
HALEYVILLE POLICE DEPT
CITY HALL
HALEYVILLE , AL 35565
(205)486-3111

LARRY E. MOODY
CHIEF OF POLICE
LIVINGSTON POLICE DEPT.
P.O. BOX 945
LIVINGSTON , AL 35470
(205) 652-9525

ALBERT E. HIGGINS
CHIEF OF POLICE
SYLACAUGA POLICE DEPT.
P.O. BOX 467
SYLACAUGA , AL 35150
(205) 245-4334

911 SYSTEM DESCRIPTION

PSAP NAME ANCHORAGE, AK

THE COMMUNITY

POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 110

POLITICAL JURISDICTIONS SERVED: 11

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/72 ORDERED: 06/73 OPERATIONAL: 08/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 14 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 190
CALL MIX: LE 70% FIRE 7% EMS 23% OTHER 0%
INAPPROPRIATE CALLS: 40%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 35,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 318,700
BUDGET BREAKDOWN--
PERSONNEL 68 % TELCO EQUIP./SERVICES 9%
FACILITIES 1 % OTHER 22%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

Other sources of operating budget consist of PSAP services agreement with other agencies.

*Also has contract services agreement.

PSAP DIRECTOR

NAME: Ralph W. Christianson
TITLE: Capt. of Police, Cdr, Technical Services
AGENCY: Anchorage Police Department
ADDRESS: 625 C Street
Anchorage, AK 99501

TELEPHONE NO.: 907/264-4124

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911 SYSTEM DESCRIPTION

PSAP NAME KODIAK, AK

THE COMMUNITY

POPULATION SERVED: 7,754 SERVICE AREA (Sq. Mi.): 8

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/65 ORDERED: 1965 OPERATIONAL: 1965

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 100 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 50% FIRE 20% EMS 30% OTHER 0%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Jack L. Rhines
TITLE: Chief of Police
AGENCY: Kodiak Police Department
ADDRESS: P.O. Box 509
Kodiak, AK 99615

TELEPHONE NO.: 907/486-3221

911 SYSTEM DESCRIPTION

PSAP NAME PALMER, AK

THE COMMUNITY

POPULATION SERVED: 22,800 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 11/77 OPERATIONAL: 02/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 31 % FIRE 9 % EMS 59 % OTHER 1 %
INAPPROPRIATE CALLS: 35%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 6,336
BUDGET BREAKDOWN--
PERSONNEL 100 % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Robert M. Henderson
TITLE: Chief of Police
AGENCY: Palmer Police Department
ADDRESS: P.O. Box 1368
Palmer, AK 99645

TELEPHONE NO.: 907/745-4811

911 SYSTEM DESCRIPTION

PSAP NAME HAINES, AK

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Difficulty in funding enough full-time dispatchers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 63,940
BUDGET BREAKDOWN--
PERSONNEL 96 % TELCO EQUIP./SERVICES 1 %
FACILITIES 2 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 40 % LOCAL 60 % OTHER %

PSAP DIRECTOR

NAME: James Wadsworth
TITLE: Police Chief
AGENCY: Haines Police Department
ADDRESS: P.O. Box 576
Haines, AK 99827

TELEPHONE NO.: 907/766-2121

911 SYSTEM DESCRIPTION

PSAP NAME SITKA, AK

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1.

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 01/74 OPERATIONAL: 01/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 20 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 50 % FIRE 35 % EMS 5 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

We have a 966 prefix which comes in on the 911

line as a wrong number.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Edgar J. Thornton
TITLE: Chief of Police
AGENCY: Sitka Police Department
ADDRESS: P.O. Box 79, 304 Lake Street
Sitka, AK 99835

TELEPHONE NO.: 907/747-3245,3246

911 SYSTEM DESCRIPTION

PSAP NAME VALDEZ, AK

THE COMMUNITY

POPULATION SERVED: 4,066 SERVICE AREA (Sq. Mi.): 274

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/76 ORDERED: 12/76 OPERATIONAL: 12/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: David W. Oehler
TITLE: Chief of Police
AGENCY: Valdez Police Department
ADDRESS: Box 307
Valdez, AK 99686

TELEPHONE NO.: 907/835-4560

SURVEY NON-RESPONDENTS

WILLIAM T BAGRON
CHIEF OF POLICE
POLICE DEPT
P.O. BOX 1210
CORDOVA , AK 99574
(907) 424-3673

RICHARD R. WOLFE
CHIEF OF POLICE
FAIRBANKS POLICE DEPT.
656 7TH AVE.
FAIRBANKS , AK 99701
(907) 452-1527

ARIZONA

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911 SYSTEM DESCRIPTION

PSAP NAME TUCSON, AZ

THE COMMUNITY

POPULATION SERVED: 450,000 SERVICE AREA (Sq. Mi.): 250

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 5 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/74 ORDERED: 12/75 OPERATIONAL: 10/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: LE--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 5 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 29 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 30 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 500
CALL MIX: LE 60% FIRE 15% EMS 25% OTHER 0%
INAPPROPRIATE CALLS: 60%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 150,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 165,240
BUDGET BREAKDOWN--
PERSONNEL 78 % TELCO EQUIP./SERVICES 18%
FACILITIES 3 % OTHER 1%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Problems arise in upgrade of systems, adequate personnel authorizations, & enough funding for a better training program & public education.

PSAP DIRECTOR

NAME: Robert A. Johnson
TITLE: Communications Administrator
AGENCY: City of Tucson, Communications Div.
ADDRESS: 1000 S. Randolph Way
Tucson, AZ 85726

TELEPHONE NO.: 602/791-3111

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SURVEY NON-RESPONDENTS

JACK A. GARSHOW
COMMANDER
PIMA COUNTY SHERIFF'S DEPT
1249 WELL RD.
AJO , AZ 85321
(602) 387-7621

HAROLD C. STEVENS
SHERIFF
GRAHAM COUNTY SHERIFF'S DEPT.
523 10TH AVENUE
SAFFORD , AZ 85546
(602) 428-3141

REED C. VANCE
CHIEF OF POLICE
SIERRA VISTA POLICE DEPT.
2400 E. TACOMA
SIERRA VISTA , AZ 85635
(602) 458-3311

ARKANSAS

911 SYSTEM DESCRIPTION

PSAP NAME JONESBORO, AR

THE COMMUNITY

POPULATION SERVED: 33,000 SERVICE AREA (Sq. Mi.): 12

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 07/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 42 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Edward M. Cunningham
TITLE: Chief of Police
AGENCY: Jonesboro Police Department
ADDRESS: 524 South Church
Jonesboro, AR 72401

TELEPHONE NO.: 501/935-5553

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911 SYSTEM DESCRIPTION

PSAP NAME WEST MEMPHIS, AR

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 55 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get news media to publicize 911. Make public aware of the use & benefits of 911 in emergency situations. Get parents to teach their children not to "play" with 911.

PSAP DIRECTOR

NAME: Bobby R. Keen
TITLE: Chief of Police
AGENCY: West Memphis Police Department
ADDRESS: 100 Court Street
West Memphis, AR 72301

TELEPHONE NO.: 501/735-1210

SURVEY NON-RESPONDENTS

LAWRENCE E. BRATTON
CHIEF OF POLICE
COMDEN POLICE DEPT.
213 MADISON AVE.
COMDEN , AR 71701
(501) 836-5755

PAUL A. DOAKS
CHIEF OF POLICE
MOUNTAIN HOME POLICE DEPT.
7TH AND HICKORY
MOUNTAIN HOME AR 72653

CALIFORNIA

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911 SYSTEM DESCRIPTION

PSAP NAME AVALON, CA

THE COMMUNITY

POPULATION SERVED: 1,800 SERVICE AREA (Sq. Mi.): 1

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 04/78 OPERATIONAL: 07/78

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 10 % FIRE 1 % EMS 5 % OTHER 84 %
INAPPROPRIATE CALLS: 2 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Majority of wrong numbers are children playing with the phone. We do not recommend this system. Problems occur in the equipment when transferring calls & calls are lost.

PSAP DIRECTOR

NAME: Jack Goslin
TITLE: Chief
AGENCY: Avalon Fire Department
ADDRESS: P.O. Box 707
Avalon, CA 90704

TELEPHONE NO.: 213/510-0203

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911 SYSTEM DESCRIPTION

PSAP NAME CARPINTERIA, CA

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/77 ORDERED: 06/78 OPERATIONAL: 04/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 44 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 70% FIRE 10% EMS 10% OTHER 10%
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 9,340

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

Numerous calls are recieved on 911 trunk when calling party is dialing a 7-digit number.

PSAP DIRECTOR

NAME: Fred Smith
TITLE: Sergeant
AGENCY: Carpinteria Police Department
ADDRESS: 5775 Carpinteria Avenue
Carpinteria, CA 93013

TELEPHONE NO.: 805/684-4561

911 SYSTEM DESCRIPTION

PSAP NAME GILROY, CA

THE COMMUNITY

POPULATION SERVED: 16,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 06/73 OPERATIONAL: 11/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 55
CALL MIX: LE 90% FIRE 6% EMS 3% OTHER 1%
INAPPROPRIATE CALLS: 1%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 386

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 140,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: To research those areas where 911 has been successful for many years.

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Don N. Buehring
TITLE: Supervisor, South County Communications
AGENCY: EMA/GSA Communications, Santa Clara Cnty
ADDRESS: 7370 Rosanna Street
Gilroy, CA 95020

TELEPHONE NO.: 408/842-5696

911 SYSTEM DESCRIPTION

PSAP NAME HOLLISTER, CA

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 500

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 08/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 4
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %
FACILITIES 5 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL 5 % STATE 5 % LOCAL 70 % OTHER 20 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Other sources of operating budget--15% user agencies contirbutions, 2% PSAP billings of user agencies, 3% special taxing district.

ADVICE: Better public education programs

PSAP DIRECTOR

NAME: Henry Brandis
TITLE: Communications Supervisor
AGENCY: San Benito County Communications
ADDRESS: 451 4th St., P.O. Box 700
Hollister, CA 95023

TELEPHONE NO.: 408/637-5326

911 SYSTEM DESCRIPTION

PSAP NAME MONTEREY, CA

THE COMMUNITY

POPULATION SERVED: 118,000 SERVICE AREA (Sq. Mi.): 1,155

POLITICAL JURISDICTIONS SERVED: 60

PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 8 EMS 0 OTHER 44

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/70 ORDERED: 05/73 OPERATIONAL: 01/75

AGENCY(S) LEADING 911 EFFORT: County comm.

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM 10

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET | MULTI-BUTTON | ACD | PBX/PABX | OTHER *

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI | ALI | SR | PARTIAL SR | OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 15 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 201
CALL MIX: LE 89 % FIRE 4 % EMS 6 % OTHER 1 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers**

FISCAL

PLANNING/IMPLEMENTATION COST: $ 17,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 199,780
BUDGET BREAKDOWN--
- PERSONNEL 85 % TELCO EQUIP./SERVICES 10 %
- FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

40% of operating budget comes from PSAP billings.

ADVICE: See SALINAS, CA PSAP

NOTE: Same PSAP Director as SALINAS, CA PSAP.

*Special custom switch **Also has contract service

PSAP DIRECTOR

NAME: Art McDole
TITLE: Director of Communications
AGENCY: Monterey County Communications
ADDRESS: P.O. Box 1883
Salinas, CA 93901

TELEPHONE NO.: 408/422-9881

911 SYSTEM DESCRIPTION

PSAP NAME PACIFICA, CA

THE COMMUNITY

POPULATION SERVED: 39,700 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/72 ORDERED: 01/73 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET — MULTI-BUTTON X — ACD — PBX/PABX — OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT X — RINGBACK X
IDLE CIRCUIT TONE — SWITCHHOOK STATUS X
ANI — ALI — SR — PARTIAL SR — OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 35
CALL MIX: LE 65 % FIRE 10 % EMS 10 % OTHER 15 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 98,507
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 12 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL
TECHNICAL X — MANAGEMENT

COMMENTS:

After 5 years of operation, system is working well except for technical problem in telephone equipment which cuts off callers in the middle of conversation.

PSAP DIRECTOR

NAME: Bruce Rivers
TITLE: Captain
AGENCY: Pacifica Police Department
ADDRESS: 171 Salada
Pacifica, CA 94044

TELEPHONE NO.: 415/877-8613

CONTINUED

1 OF 12

911 SYSTEM DESCRIPTION

PSAP NAME RANCHO SANTA FE, CA

THE COMMUNITY

POPULATION SERVED: 4,500 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/68 ORDERED: 04/69 OPERATIONAL: 12/70

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 10 % FIRE 80 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 3 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 25,000
BUDGET BREAKDOWN--
PERSONNEL 100 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: James A. Fox
TITLE: Fire Chief
AGENCY: Rancho Santa Fe Fire Department
ADDRESS: El Fuego Street
Rancho Santa Fe, CA 92067

TELEPHONE NO.: 714/756-1522

911 SYSTEM DESCRIPTION

PSAP NAME REEDLEY, CA

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 69

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/77 ORDERED: 03/78 OPERATIONAL: 12/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 80 % FIRE 1 % EMS 18 % OTHER 1 %
INAPPROPRIATE CALLS: 90 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 8,270

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 52,000
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 10 %
FACILITIES 2 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 90 % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Be prepared to spend a lot of effort to educate the public on how & when to use 911.

PSAP DIRECTOR

NAME: Forrest J. Brown
TITLE: Chief of Police
AGENCY: Reedley Police Department
ADDRESS: 843 G Street
Reedley, CA 93653

TELEPHONE NO.: 209/638-6881

911 SYSTEM DESCRIPTION

PSAP NAME RIO VISTA, CA

THE COMMUNITY

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 250

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/74 ORDERED: 05/76 OPERATIONAL: 09/76

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 75% FIRE 25% EMS 0% OTHER 0%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,970

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 64,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 0%
FACILITIES 10 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 60 % OTHER 40 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Have a good working agreement with your local telephone agency. They can be very helpful.

PSAP DIRECTOR

NAME: Stan Simi
TITLE: Fire Chief
AGENCY: Rio Vista Fire Department
ADDRESS: 100 Main
Rio Vista, CA 94571

TELEPHONE NO.: 707/374-2233

911 SYSTEM DESCRIPTION

PSAP NAME SALINAS, CA

THE COMMUNITY

POPULATION SERVED: 168,000 SERVICE AREA (Sq. Mi.): 2,170

POLITICAL JURISDICTIONS SERVED: 69

PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 12 EMS 0 OTHER 44

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/70 ORDERED: 05/73 OPERATIONAL: 01/75

AGENCY(S) LEADING 911 EFFORT: County comm.

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 13

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 10 TANDEM 30

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 21 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 421
CALL MIX: LE 89 % FIRE 4 % EMS 6 % OTHER 1 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers**

FISCAL

PLANNING/IMPLEMENTATION COST: $ 32,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 371,020
BUDGET BREAKDOWN--
- PERSONNEL 95 %
- TELCO EQUIP./SERVICES 1 %
- FACILITIES 3 %
- OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

ADVICE: Need good training program for call answerers/dispatchers. Involve all agencies.

NOTE: Same PSAP Director as MONTEREY, CA PSAP.

*Special custom switch **Also has contract service

PSAP DIRECTOR

NAME: Art McDole
TITLE: Director of Communications
AGENCY: Monterey County Communications
ADDRESS: P.O. Box 1883
Salinas, CA 93901

TELEPHONE NO.: 408/422-9881

911 SYSTEM DESCRIPTION

PSAP NAME SAN CLEMENTE, CA

THE COMMUNITY

POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 07/71 OPERATIONAL: 01/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 40% FIRE 20% EMS 35% OTHER 5%
INAPPROPRIATE CALLS: 15%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

ADVICE: Automatic dialers programmed to dial 911 are tieing up emergency lines--an ordinance to prohibit them is required.

*Also has charter/ordinance.

PSAP DIRECTOR

NAME: Ronny J. Coleman
TITLE: Director of Fire Protection
AGENCY: San Clemente Fire Department
ADDRESS: 100 Avenida Presidio
San Clemente, CA 92672

TELEPHONE NO.: 714/492-5101

911 SYSTEM DESCRIPTION

PSAP NAME SANTA CLARA, CA

THE COMMUNITY

POPULATION SERVED: 83,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 1 OTHER 8

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/72 ORDERED: 04/73 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: Comm. ctr.

AGENCIES SERVED POST-IMPLEMENTATION: LE--3, Fire--3.

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 16 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER #

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 14 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 250
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,750

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 382,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 2 %
FACILITIES 2 % OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 2 % LOCAL 98 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Minor problem of children playing with dial tone first pay phones. ADVICE: Need good public education programs. *From outside source (1975). #635 key system as part of communications consoles.

PSAP DIRECTOR

NAME: Max E. Watson
TITLE: Director of Communications
AGENCY: City of Santa Clara Communications Dept.
ADDRESS: 1500 Warburton Avenue
Santa Clara, CA 95050

TELEPHONE NO.: 408/984-3212

911 SYSTEM DESCRIPTION

PSAP NAME SANTA CRUZ, CA

THE COMMUNITY

POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 500

POLITICAL JURISDICTIONS SERVED: 15

PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 18 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/77 ORDERED: 02/78 OPERATIONAL: 06/79

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 13

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 26 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR X OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage .

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 4

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 140
CALL MIX: LE 40% FIRE 10% EMS 10% OTHER 1 %
INAPPROPRIATE CALLS: 40%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 80,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Develop standardized dispatch procedure for all users. We believe transfer relay method of call handling to be least effective & troublesome.

SR provided by class marking of 2 central offices.

PSAP DIRECTOR

NAME: Robert L. Gordon
TITLE: Director of Communications
AGENCY: County of Santa Cruz
ADDRESS: 701 Ocean Street
Santa Cruz, CA 95060

TELEPHONE NO.: 408/425-2355

911 SYSTEM DESCRIPTION

PSAP NAME SANTA MARIA, CA

THE COMMUNITY

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 110

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/76 ORDERED: 01/78 OPERATIONAL: 07/78

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 8 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER %

PSAP DIRECTOR

NAME: William J. Anthony
TITLE: Chief of Police
AGENCY: Santa Maria Police Department
ADDRESS: 222 East Cook Street
Santa Maria, CA 93454

TELEPHONE NO.: 805/922-7811

911 SYSTEM DESCRIPTION

PSAP NAME SUNNYVALE, CA

THE COMMUNITY

POPULATION SERVED: 115,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/72 ORDERED: 05/72 OPERATIONAL: 10/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 16
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 19 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 500
CALL MIX: LE 90% FIRE 3% EMS 3% OTHER 4%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 345,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 5%
FACILITIES 5 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 5 % LOCAL 95 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Richard S. Bischoff
TITLE: Emergency Communications Supervisor
AGENCY: Sunnyvale Public Safety Department
ADDRESS: 650 W. Olive
Sunnyvale, CA 94086

TELEPHONE NO.: 408/738-5719

911 SYSTEM DESCRIPTION

PSAP NAME YREKA, CA

THE COMMUNITY

POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 4/73 ORDERED: OPERATIONAL: 1974

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 50 % FIRE 40 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 85 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Had significant space & manpower problems.

PSAP DIRECTOR

NAME: William E. Duncan
TITLE: Chief of Police
AGENCY: Yreka Police Department
ADDRESS: 412 W. Minor
Yreka, CA 96097

TELEPHONE NO.: 916/842-4131

SURVEY NON-RESPONDENTS

LYNN HARRIS
SHERIFF
COUNTY SHERIFF'S DEPT.
BOX 1516
ALTURAS , CA 96101
(916) 233-3810

ROBERT U. BELMONT
CHIEF OF POLICE
GUSTINE POLICE DEPT.
397 4TH ST.
GUSTINE , CA 95322
(209) 854-3737

HAROLD L. BARNUM
CHIEF OF POLICE
MT. SHASTA POLICE DEPT.
303 N. MT. SHASTA BLVD.
MT. SHASTA , CA 96067
(916) 926-2344

MICHAEL E. LOCKE
EXECUTIVE DIRECTOR
CITY OF TRACY
P.O. BOX 1029
TRACY , CA 95376
(209) 835-2211

JAMES C. RING
LIEUTENANT
BENICIA POLICE DEPT.
200 E. L STREET
BENICIA , CA 94510
(707) 745-0510

JOHN BEEN
CHIEF OF POLICE
LINDSAY DEPT OF PUBLIC SAFETY
PO BOX 369
LINDSAY , CA 93247
(209)562-2511

CLIFFORD J. ALMEIDA
MANAGER OF COMMUNICATIONS
CITY HALL
250 HAMILTON AVE.
PALO ALTO , CA 94301
(415) 329-2341

GEORGE W GUHL
ELECTRICAL COMP. SUPERVISOR
CITY OF VALLEJO
111 AMADOR ST.
VALLEJO , CA 94590
(707)553-4218

BRUCE T. CRANDALL
CITY MANAGER
DUNSMUIR CITY HALL
DRAWER 377
DUNSMUIR , CA 96025
(916) 235-4822

JIM WESTGATE
CAPTAIN

117 SOUTH D STREET
LOMPOC , CA 93436
(805) 736-1261

CINDY LABAND
COMMUNICATIONS DIRECTOR

215 E. FIGUEROA
SANTA BARBARA , CA 93101
(805) 963-3616

MEL GORDON
CHIEF
TECHNICAL PLANS & REQ'T DIV
392D COMMUNICATIONS GP (XP)
VANDENBERG AFB CA 93437
(805) 866-5544

EDWARD A. KALIN
CHIEF OF POLICE
GUADALUPE POLICE DEPT
4490 10TH STREET
GUADALUPE , CA 93434
(805) 343-2112

RICHARD TRAPPEN
SERGEANT
LOS ALTOS POLICE DEPARTMENT
1 N. SAN ANTONIO ROAD
LOS ALTOS , CA 94022
(408) 948-8223

DAVID DORSEY
LIEUTENANT
COUNTY SHERIFF'S DEPT
PO BOX 6427
SANTA BARBARA , CA 93111
(805) 967-5561

ARTHUR HAMMOND
LIEUTENANT
ALAMEDA POLICE DEPARTMENT
1555 OAK STREET
ALAMEDA , CA 94501
(415) 522-1221 *SR/ANI*

WILLIAM H. HILDEBRAND
EAST BAY REGIONAL PARK DIST
DEPARTMENT OF PUBLIC SAFETY
17930 LAKE CHABOT ROAD
CASTRO VALLEY , CA 94546
(415) 881-1833 *SR/ANI*

JOSEPH NICHOLS
CAPTAIN
LIVERMORE POLICE DEPARTMENT
1050 SOUTH LIVERMORE AVENUE
LIVERMORE , CA 94550
(415 443-0111 *SR/ANI*

D.L. FREEMAN
LIEUTENANT
PLEASANTON POLICE DEPARTMENT
PO BOX 520
PLEASANTON , CA 94566
(415) 846-3202 *SR/ANI*

GERALD M. MARTIN
LIEUTENANT
ALBANY POLICE DEPARTMENT
1000 SAN PABLO AVENUE
ALBANY , CA 94706
(415) 525-7300 *SR/ANI*

PHIL MANHAN
LIEUTENANT
EMERYVILLE POLICE DEPARTMENT
2449 POWELL STREET
EMERYVILLE , CA 94608
(415) 652-0120 *SR/ANI*

BERT RICE

NEWARK POLICE & FIRE DEPTS.
37101 NEWARK BLVD
NEWARK , CA 94560
(415) 793-1400 *SR/ANI*

ROBERT SEELEY
LIEUTENANT
SAN LEANDRO POLICE DEPARTMENT
825 EAST 14TH STREET
SAN LEANDRO , CA 94577
(415) 577-3221 *SR/ANI*

BOB PETERS
LIEUTENANT
BERKELEY POLICE DEPARTMENT
2171 MC KINLEY
BERKELEY , CA 94703
(415) 644-6921 *SR/ANI*

HARRY HEYEN
CAPTAIN
FREMONT POLICE DEPARTMENT
39710 CIVIC CENTER DRIVE
FREMONT , CA 94538
(415) 791-4444 *SR/ANI*

A.F. YANKE
LT, COMMUNICATIONS SECTION
OAKLAND POLICE DEPARTMENT
455 - 7TH STREET
OAKLAND , CA 94607
(415) 273-3487 *SR/ANI*

HOWARD GARRIGAN
CHIEF, ALAMEDA COUNTY OFFICE
OF EMERGENCY SERVICES
PO BOX 3247
SAN LEANDRO , CA 94578
(415) 577-1603 *SR/ANI*

CALVIN HANDY
OFFICER
UNIV. OF CALIF. POLICE DEPT.
ROOM #2, SPROUL HALL
BERKELEY , CA 94720
(415) 642-3185 *SR/ANI*

KEITH BENNETT
CAPTAIN
HAYWARD POLICE DEPARTMENT
300 WEST WINTON
HAYWARD , CA 94544
(415) 888-7061 *SR/ANI*

JOHN MOILAN
OFFICER, STAFF SERVICE
PIEDMONT POLICE DEPARTMENT
120 VISTA AVENUE
PIEDMONT , CA 94611
(415) 273-2007 *SR/ANI*

JEROME BASHINSKI
CAPTAIN
UNION CITY POLICE & FIRE DEPT
1154 WHIPPLE ROAD
UNION CITY , CA 94587
(415) 471-1365 *SR/ANI*

COLORADO

911 SYSTEM DESCRIPTION

PSAP NAME COMMERCE CITY, CO

THE COMMUNITY

POPULATION SERVED: 160,000 SERVICE AREA (Sq. Mi.): 2,700

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 12/75 OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 21 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 16 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 75% FIRE 20% EMS 5% OTHER 0%
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 20,000.

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 490,000
BUDGET BREAKDOWN--
PERSONNEL 52 % TELCO EQUIP./SERVICES 8%
FACILITIES 20 % OTHER 20%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

*Also has contract services agreement.

PSAP DIRECTOR

NAME: Larry L. McNatt
TITLE: Director of Communications
AGENCY: Adams County Communication Center, Inc.
ADDRESS: 7321 Birch Street
Commerce City, CO 80022

TELEPHONE NO.: 303/289-2235

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911 SYSTEM DESCRIPTION

PSAP NAME DENVER, CO

THE COMMUNITY

POPULATION SERVED: 650,000 SERVICE AREA (Sq. Mi.): 106

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/70 ORDERED: 01/71 OPERATIONAL: 5/71

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 52

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 15 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City/cnty

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,370
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Problems caused by equipment malfunctions.

ADVICE: Establish agreement among all user agencies--must have 100% control under one agency not directly under police, fire, or EMS departments.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,757

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 22,800
BUDGET BREAKDOWN--
PERSONNEL 47 % TELCO EQUIP./SERVICES 47%
FACILITIES 0 % OTHER 6%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Ross Benson
TITLE: Communications & Utilities Coordinator
AGENCY: Denver City & County Government
ADDRESS: City & County Building, Room 507
Denver, CO 80253

TELEPHONE NO.: 303/575-2244

911 SYSTEM DESCRIPTION

PSAP NAME DURANGO, CO

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 08/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 50% FIRE 20% EMS 20% OTHER 10%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 79,000
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 15%
FACILITIES 15 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL 60 % STATE 30 % LOCAL % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

Better public education. Plan well in advance of implementation.

PSAP DIRECTOR

NAME: Chris R. Wiggins
TITLE: Chief of Police
AGENCY: Durango Police Department
ADDRESS: 990 2nd Avenue
Durango, CO 81301

TELEPHONE NO.: 303/247-3232

911 SYSTEM DESCRIPTION

PSAP NAME ESTES PARK, CO

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 92 % FIRE 3 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 90%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need better public education & publicity to inform public the purpose of 911.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Robert W. Ault
TITLE: Chief of Police
AGENCY: Estes Park Police Department
ADDRESS: 170 Mac Gregor Avenue
Estes Park, CO 80517

TELEPHONE NO.: 303/586-4465

911 SYSTEM DESCRIPTION

PSAP NAME FORT COLLINS, CO

THE COMMUNITY

POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 126

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 04/75 OPERATIONAL: 01/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 20 % FIRE 4 % EMS 8 % OTHER 68 %
INAPPROPRIATE CALLS: 85%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Dave Feldman
TITLE: Director-Planning, Budgeting, & Admin.
AGENCY: Fort Collins Police Department
ADDRESS: 300 La Porte Avenue
Fort Collins, CO 80521

TELEPHONE NO.: 303/484-4220

911 SYSTEM DESCRIPTION

PSAP NAME LITTLETON, CO

THE COMMUNITY

POPULATION SERVED: 360,000 SERVICE AREA (Sq. Mi.): 400

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/72 ORDERED: 08/75 OPERATIONAL: 02/76

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 28 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE
- ANI
- ALI
- SR
- FORCED DISCONNECT X
- SWITCHHOOK STATUS
- PARTIAL SR
- OTHER
- RINGBACK

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 295
CALL MIX: LE 60% FIRE 30% EMS 9% OTHER 1%
INAPPROPRIATE CALLS: 25%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 65,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 159,212
BUDGET BREAKDOWN--
PERSONNEL 55 % TELCO EQUIP./SERVICES 25%
FACILITIES 10 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Some political jurisdictions have expressed dissatisfaction due "loss" of jurisdictional power.

ADVICE: Need good coordination with each user agency. *All user agencies.

PSAP DIRECTOR

NAME: Phil Baker
TITLE: Manager of Public Safety
AGENCY: Arapahoe 911 Resource Center
ADDRESS: 5334 S. Prince Street
Littleton, CO 80166

TELEPHONE NO.: 303/795-4585

911 SYSTEM DESCRIPTION

PSAP NAME LONGMONT, CO

THE COMMUNITY

POPULATION SERVED: 47,673 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/70 ORDERED: 02/75 OPERATIONAL: 11/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 4
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 50 % FIRE 25 % EMS 25 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 600

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,204,111
BUDGET BREAKDOWN--
PERSONNEL 87 % TELCO EQUIP./SERVICES 1 %
FACILITIES 10 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

PSAP DIRECTOR

NAME: Harry C. Johns
TITLE: Chief of Police
AGENCY: Longmont Police Department
ADDRESS: Civic Center Complex
Longmont, CO 80501

TELEPHONE NO.: 303/776-2121

911 SYSTEM DESCRIPTION

PSAP NAME PUEBLO, CO

THE COMMUNITY

POPULATION SERVED: 126,700 SERVICE AREA (Sq. Mi.): 2,400

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/69 ORDERED: 02/74 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 22 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 9 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 75% FIRE 25% EMS 0% OTHER 0%
INAPPROPRIATE CALLS: 90%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 20,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 250,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 15%
FACILITIES 5 % OTHER 5%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 98 % OTHER 2 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

*Also has charter/ordinance of city, county, or special district.

PSAP DIRECTOR

NAME: Robert O. Silva
TITLE: Chief of Police
AGENCY: Pueblo Police Department
ADDRESS: 130 Central Main
Pueblo, CO 81003

TELEPHONE NO.: 303/543-1375

SURVEY NON-RESPONDENTS

WILLIAM MC CAA
DIRECTOR OF COMMUNICATIONS
BOULDER REGIONAL COMM. CTR.
1777 SIXTH ST.
BOULDER , CO 80302
(303) 441-3604

LAWRENCE SEIB
CHIEF OF POLICE
LOVELAND POLICE DEPT.
410 EAST FIFTH
LOVELAND , CO 80537
(303) 667-2151

AL WARD
DIRECTOR OF COMMUNICATIONS
SUMMIT COMMUNICATIONS CENTER
P.O. BOX 68
BRECKENRIDGE , CO 80424
(303) 453-6222

KATHY KOWALSKI
HEAD DISPATCHER
VAIL POLICE DEPARTMENT
P.O. BOX 567
VAIL , CO 81657
(303) 476-5671

CARROL R. JOHNSTON
CHIEF OF POLICE
BURLINGTON POLICE DEPT.
1394 WEBSTER
BURLINGTON , CO 80807
(303) 346-8353

ELMER B REYNOLDS
DIRECTOR OF COMMUNICATIONS
WELD COUNTY COMMUNICATIONS
P.O. BOX 758
GREELY , CO 80631
(303) 356-4000

CONNECTICUT

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911 SYSTEM DESCRIPTION

PSAP NAME ANSONIA, CT

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: OPERATIONAL: 02/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Unknown

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 40 % FIRE 1 % EMS 9 % OTHER 50 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Paul E. Schumacher, Jr.
TITLE: Chief of Police
AGENCY: Ansonia Police Department
ADDRESS: 253 Main Street
Ansonia, CT 06401

TELEPHONE NO.: 203/735-1885

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911 SYSTEM DESCRIPTION

PSAP NAME CHESHIRE, CT

THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 34

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 06/69 OPERATIONAL: 01/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 50 % FIRE 10 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Most significant problem is public misuse of 911.

Better public education methods must be developed

PSAP DIRECTOR

NAME: Richard J. Sartor
TITLE: Chief of Police
AGENCY: Cheshire Police Department
ADDRESS: 500 Highland Avenue
Cheshire, CT. 06410

TELEPHONE NO.: 203/272-5333

911 SYSTEM DESCRIPTION

PSAP NAME CLINTON, CT

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 18

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 19 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Public education is the biggest problem.

PSAP DIRECTOR

NAME: H. Frank Breiling
TITLE: Chief of Police
AGENCY: Clinton Police Department
ADDRESS: 50 Main Street
Clinton, CT 06413

TELEPHONE NO.: 203/669-8686

911 SYSTEM DESCRIPTION

PSAP NAME FARMINGTON, CT

THE COMMUNITY

POPULATION SERVED: 16,500 SERVICE AREA (Sq. Mi.): 29

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 05/75 OPERATIONAL: 11/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: To involve all agencies in all phases; to have a written dispatch manual; to establish a policy or user committee.

PSAP DIRECTOR

NAME: Leroy Bangham
TITLE: Chief of Police
AGENCY: Farmington Police Department
ADDRESS: School Street
Farmington, CT 06032

TELEPHONE NO.: 203/673-2525

911 SYSTEM DESCRIPTION

PSAP NAME GLASTONBURY, CT

THE COMMUNITY

POPULATION SERVED: 26,000 SERVICE AREA (Sq. Mi.): 54

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/72 ORDERED: 06/72 OPERATIONAL: 12/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 30 % FIRE 10 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

325 families residing in Glastonbury cannot be connected to PSAP because their prefix belongs to neighboring town.

ADVICE: Better public education via news media.

PSAP DIRECTOR

NAME: F.J. Hoffman
TITLE: Chief of Police
AGENCY: Glastonbury Police Department
ADDRESS: 2108 Main Street
Glastonbury, CT 06033

TELEPHONE NO.: 203/633-8301

911 SYSTEM DESCRIPTION

PSAP NAME GUILFORD, CT

THE COMMUNITY

POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 46

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/69 ORDERED: 01/70 OPERATIONAL: 03/70

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 100,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 15 %
FACILITIES 0 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Better public education & publicity as to the purpose & usage of 911.

PSAP DIRECTOR

NAME: Karl Kalbfleisch
TITLE: Supervisor of Communications
AGENCY: Town of Guilford
ADDRESS: c/o Town Hall, 31 Park Street
Guilford, CT 06437

TELEPHONE NO.: 203/453-2763

911 SYSTEM DESCRIPTION

PSAP NAME MILFORD, CT

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 26

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Fire/EMS

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18
CALL MIX: LE 40 % FIRE 20 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 11,990

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 12,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Funding to modernize equipment for data storage & retrieval difficult to obtain after cutover.

ADVICE: Plan ahead for community growth so that PSAP improvements can be made accordingly.

PSAP DIRECTOR

NAME: William A. Healey
TITLE: Chief of Fire Department
AGENCY: Milford Fire Department
ADDRESS: 72 New Haven Avenue
Milford, CT 06460

TELEPHONE NO.: 203/878-5991

911 SYSTEM DESCRIPTION

PSAP NAME NEW BRITAIN, CT

THE COMMUNITY

POPULATION SERVED: 83,441 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1968 ORDERED: 1969 OPERATIONAL: 1970

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 8 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 300
CALL MIX: LE 50 % FIRE 18 % EMS 30 % OTHER 2 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

ADVICE: Have plenty of publicity -- 911 as emergency only.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 198,097
BUDGET BREAKDOWN--
PERSONNEL 45 % TELCO EQUIP./SERVICES 50 %
FACILITIES 0 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Gordon S. Alling
TITLE: Captain
AGENCY: New Britain Fire Department
ADDRESS: 125 Columbus Blvd.
New Britain, CT 06051

TELEPHONE NO.: 203/229-1616

911 SYSTEM DESCRIPTION

PSAP NAME NEW HAVEN, CT.

THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 8

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 01/77 OPERATIONAL: 11/79

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 4 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 26 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS 24 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 20 % FIRE 10 % EMS 5 % OTHER 65 %
INAPPROPRIATE CALLS: 65 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Richard A. Rife
TITLE: Lieutenant
AGENCY: Fire Service
ADDRESS: 952 Grand Avenue
New Haven, CT 06511

TELEPHONE NO.: 203/787-6234

911 SYSTEM DESCRIPTION

PSAP NAME NEWINGTON, CT

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 14

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/69 ORDERED: 02/70 OPERATIONAL: 04/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75
CALL MIX: LE 75 % FIRE 15 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 118,792
BUDGET BREAKDOWN--
PERSONNEL 76 % TELCO EQUIP./SERVICES 6 %
FACILITIES 0 % OTHER 18 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Budgetary considerations prevent desireable up-

grading of equipment & addition of more manpower.

PSAP DIRECTOR

NAME: Philip R. Lincoln
TITLE: Chief of Police
AGENCY: Newington Police Department
ADDRESS: 131 Cedar Street
Newington, CT 06111

TELEPHONE NO.: 203/666-8445

911 SYSTEM DESCRIPTION

PSAP NAME SEYMOUR, CT

THE COMMUNITY

POPULATION SERVED: 14,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 19 CIVILIANS 0 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Response time is more rapid. Citizens do not have to look up emergency number.

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Kenneth Connors
TITLE: Chief of Police
AGENCY: Seymour Police Department
ADDRESS: 1 First Street
Seymour, CT 06483

TELEPHONE NO.: 203/888-3828

911 SYSTEM DESCRIPTION

PSAP NAME SHELTON, CT

THE COMMUNITY

POPULATION SERVED: 63,700 SERVICE AREA (Sq. Mi.): 58

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 01/69 OPERATIONAL: 01/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 60 CIVILIANS MULTI-LINGUAL 10

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 2 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Peter J. Siraco
TITLE: Chief of Police
AGENCY: Shelton Police Department
ADDRESS: 85 Wheeler Street
Shelton, CT 06484

TELEPHONE NO.: 203/735-3357

911 SYSTEM DESCRIPTION

PSAP NAME WALLINGFORD, CT

THE COMMUNITY

POPULATION SERVED: 38,000 SERVICE AREA (Sq. Mi.): 42

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/74 ORDERED: 01/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 6,000
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 90 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Operations handled by on duty firefighters so new personnel have difficulties with system.

ADVICE: Have an on-going 911 committeee headed by local govt. official & have reps. of all agencies.

PSAP DIRECTOR

NAME: Robert R. Romanski
TITLE: Chief of Fire Department
AGENCY: Wallingford Fire Department
ADDRESS: 75 Masonic Avenue
Wallingford, CT 06492

TELEPHONE NO.: 203/269-0276

911 SYSTEM DESCRIPTION

PSAP NAME WATERFORD, CT

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 38

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 5 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/75 ORDERED: 01/76 OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Sometimes numbers with "9-1-1" in them come in on our 911 lines. Also businesses where dialing "9" to get outside number rings at the PSAP. ADVICE: Public education imperative. Keep 7-digit number.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 54,000
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 7 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Thomas J. Dembek
TITLE: Administrator
AGENCY: Waterford Emergency Communications Ctr.
ADDRESS: 204 Boston Post Road
Waterford, CT 06385

TELEPHONE NO.: 203/442-5332

911 SYSTEM DESCRIPTION

PSAP NAME WATERTOWN, CT

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1969

AGENCY(S) LEADING 911 EFFORT: Comm. dept.

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Carol R. Berube
TITLE: Supervisor of Communications
AGENCY: Watertown Town Hall
ADDRESS: 37 Deforest Street
Watertown, CT 06795

TELEPHONE NO.: 203/274-5411

911 SYSTEM DESCRIPTION

PSAP NAME WEST HAVEN, CT

THE COMMUNITY

POPULATION SERVED: 57,000 SERVICE AREA (Sq. Mi.): 11

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 04/70 OPERATIONAL: 05/71

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM 6

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 32 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 350
CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 82,887
BUDGET BREAKDOWN--
PERSONNEL 62 % TELCO EQUIP./SERVICES 33 %
FACILITIES 4 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

10% of city population not connected to PSAP due to central office boundary mismatches.

ADVICE: Use 911 for emergency calls only---this will save money.

PSAP DIRECTOR

NAME: Philip P. Damicis
TITLE: Superintendent of Communications
AGENCY: West Haven Emergency Reporting Center
ADDRESS: 355 Main Street, City Hall
West Haven, CT 06516

TELEPHONE NO.: 203/934-3421 x349

911 SYSTEM DESCRIPTION

PSAP NAME WINDSOR, CT

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 37

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 3

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need thorough public education program on 911.

PSAP DIRECTOR

NAME: John J. Riccio
TITLE: Lieutenant
AGENCY: Windsor Police Department
ADDRESS: 340 Bloomfield Avenue
Windsor, CT 06095

TELEPHONE NO.: 203/688-6790

911 SYSTEM DESCRIPTION

PSAP NAME WOLCOTT, CT

THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 21

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1969

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 50 % FIRE 30 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Have an extensive public education program regarding how & when to use 911. Emphasize non-emergency calls should be made on 7-digit business telephone number.

PSAP DIRECTOR

NAME: Leroy Hoffman
TITLE: Acting Chief of Police, Deputy Chief
AGENCY: Wolcott Police Department
ADDRESS: 225 Nichols Road
Wolcott, CT 06716

TELEPHONE NO.: 203/879-1414

SURVEY NON-RESPONDENTS

JOHN F. GLEASON
CHIEF ENGINEER
BRIDGEPORT FIRE DEPT.
30 CONGRESS ST.
BRIDGEPORT , CT 06604
(203) 576-7638

ANGELO A. TOSCANO
CAPTAIN
DARIEN POLICE DEPT.
P.O. BOX 146
DARIEN , CT 06820
(203) 655-9239

CYRUS GAETA
CHIEF OF POLICE
MADISON POLICE DEPT.
P.O. BOX 854
MADISON , CT 06443
(203) 245-2727

THOMAS ROTUNDA
CHIEF OF POLICE
RIDGEFIELD POLICE DEPT.
76 EAST RIDGE
RIDGEFIELD , CT 06877
(203) 438-6531

WILLIAM S LANDERS
CAPTAIN
WATERBURY POLICE DEPARTMENT
235 GRAND ST
WATERBURY , CT 06702
(203) 574-6931

NANCY A POZZO
DISPATCHER
BROOKFIELD POLICE DEPARTMENT
GRAYSBRIDGE ROAD
BROOKFIELD , CT 06804
(203) 775-2576

ANDREW J. MANCINI
CHIEF OF POLICE
DERBY POLICE DEPT.
35 5TH ST.
DERBY , CT 06418
(203)734-1651

A. F. CALABRESE
CHIEF OF POLICE
MIDDLEBURY POLICE DEPT.
200 SOUTH FORD ROAD
MIDDLEBURY , CT 06762
(203)758-2433

THOMAS J. HANKARD
CHIEF OF POLICE
SIMSBURY POLICE DEPT.
#6 STATION ST.
SIMSBURY , CT 06070
(203)658-7683

JOHN F. ARCELASCHI
CHIEF OF POLICE
WINSTED POLICE DEPARTMENT
339 MAIN STREET
WINSTED , CT 06098
(203)379-2721

STEPHEN W CUDWORTH
SERGEANT
TOWN OF CANTON
4 MARKET ST
CANTON , CT 06022
(203)693-4600

HERBERT FOY
DISPATCHER & LIEUTENANT
ENFIELD POLICE DEPARTMENT
820 ENFIELD
ENFIELD , CT 06082
(203) 745-1671

EDMUND H. MOSCA
CHIEF OF POLICE
OLD SAYBROOK POLICE DEPT.
225 MAIN ST.
OLD SAYBROOK , CT 06475
(203) 388-4675

DOMINIC ANTONELLI
CHIEF OF POLICE
TORRINGTON POLICE DEPT.
140 MAIN ST.
TORRINGTON , CT 06790
(203) 489-4111

PAUL E. FARLEY
CHIEF DISPATCHER
COLCHESTER EMERGENCY COMM.
OLD HARTFORD RD.
COLCHESTER , CT 06415
(203) 537-3415

DONALD R. ALGREN
CHIEF OF POLICE
GRANBY POLICE DEPT.
15 NORTH GRANBY RD.
GRANBY , CT 06035
(203)653-7221

OMER M. KENTILE
CHIEF OF POLICE
PUTNAM POLICE DEPARTMENT
189 CHURCH STREET
PUTNAM , CT 06260
(203)928-6565

JOSEPH C. KANE
CHIEF OF POLICE
TRUMBULL POLICE DEPARTMENT
TOWN HALL
TRUMBULL , CT 06611
(203)261-3665

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911 SYSTEM DESCRIPTION

PSAP NAME SEAFORD, DE

THE COMMUNITY

POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 70

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/76 ORDERED: 12/76 OPERATIONAL: 03/77

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE
- FORCED DISCONNECT
- SWITCHHOOK STATUS
- RINGBACK

ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 55

CALL MIX: LE 75 % FIRE 10 % EMS 5 % OTHER 10 %

INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL
- FINANCIAL X
- MANAGEMENT

COMMENTS:

Would like to have ANI feature.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 45,000

BUDGET BREAKDOWN--
- PERSONNEL 80 %
- FACILITIES 5 %
- TELCO EQUIP./SERVICES 15 %
- OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: William E. Higgins
TITLE: Lieutenant
AGENCY: Seaford Police Department
ADDRESS: P.O. Box 326
Seaford, DE 19973

TELEPHONE NO.: 203/629-6644

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SURVEY NON-RESPONDENTS

HARRY J. MAICHLE
CHIEF OF POLICE
REHOBOTH BEACH POLICE DEPT.
73 REHOBOTH AVENUE
REHOBOTH BEACH , DE 19971

DISTRICT OF COLUMBIA

911 SYSTEM DESCRIPTION

PSAP NAME WASHINGTON, DC

THE COMMUNITY

POPULATION SERVED: 750,000 SERVICE AREA (Sq. Mi.): 69

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 01/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Other--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 24 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 15

FULL-TIME CALL ANSWERERS:
SWORN 131 CIVILIANS 21 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3,000
CALL MIX: LE 94% FIRE 2% EMS 4% OTHER 0%
INAPPROPRIATE CALLS: 60%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 50,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,725,920
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 2%
FACILITIES 0 % OTHER 3%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Efforts are being made to educate the public as to the proper use of 911 for emergency calls only.

PSAP DIRECTOR

NAME: Clay W. Goldston
TITLE: Inspector, Director of Communications
AGENCY: Metropolitan Police Department
ADDRESS: 300 Indiana Avenue N.W.
Washington, DC 20001

TELEPHONE NO.: 202/727-4207

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911 SYSTEM DESCRIPTION

PSAP NAME BROOKSVILLE, FL

THE COMMUNITY

POPULATION SERVED: 34,341 SERVICE AREA (Sq. Mi.): 430

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 8 EMS 2 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 05/78 OPERATIONAL: 12/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 15 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 20 % FIRE 20 % EMS 60 % OTHER 10 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers**

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: List 911 as emergency number & 7-digit number for non-emergency next to it in phone book.

*8A Key system

PSAP DIRECTOR

NAME: R. Melvin Kelly
TITLE: Sheriff
AGENCY: Hernando County Sheriff's Department
ADDRESS: 234 E. Jefferson Street, P.O. Box 1960
Brooksville, FL 33512

TELEPHONE NO.: 904/796-3541

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911 SYSTEM DESCRIPTION

PSAP NAME COCOA BEACH, FL

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 70

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/74 ORDERED: 06/74 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 42 CIVILIANS 230 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 35 % FIRE 7 % EMS 7 % OTHER 1 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 60,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 34,367
BUDGET BREAKDOWN--
PERSONNEL 86 % TELCO EQUIP./SERVICES 14 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Have one agency with overall responsibil-
ity for PSAP. 911 reduces time for citizens to
call for help & reduces response time.

PSAP DIRECTOR

NAME: Winston Sarver
TITLE: Captain
AGENCY: Cocoa Beach Police Department
ADDRESS: 20 S. Orlando Avenue
Cocoa Beach, FL 32931

TELEPHONE NO.: 305/783-4911 x204

911 SYSTEM DESCRIPTION

PSAP NAME CORAL GABLES, FL

THE COMMUNITY

POPULATION SERVED: 45,000 SERVICE AREA (Sq. Mi.): 12

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/75 ORDERED: 11/77 OPERATIONAL: 02/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 15 COMMON CONTROL 20
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 12

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI X ALI SR PARTIAL SR X OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 8

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 23 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 150
CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Federal grant*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

High attrition rate of operations personnel.

*Also has charter/ordinance

NOTE: This 1 of 5 PSAPs of Metropolitan Dade County Advanced 911 system.

PSAP DIRECTOR

NAME: Charles Skalaski
TITLE: Technical Services Commander--Captain
AGENCY: City of Coral Gables Police Department
ADDRESS: 2801 Salvedo Street
Coral Gables, FL 33134

TELEPHONE NO.: 305/442-2300

911 SYSTEM DESCRIPTION

PSAP NAME CRAWFORDVILLE, FL

THE COMMUNITY

POPULATION SERVED: 12,180 SERVICE AREA (Sq. Mi.): 638

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/75 ORDERED: 1977 OPERATIONAL: 06/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 33 % FIRE 33 % EMS 33 % OTHER 1 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 22,759
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

*In addition to the joint powers agreement, this PSAP also has a federal grant & charter/ordinance of city, county, or special district.

PSAP DIRECTOR

NAME: David F. Harvey
TITLE: Sheriff
AGENCY: Wakulla County Sheriff's Department
ADDRESS: P.O. Box 36, Church Street
Crawfordville, FL 32327

TELEPHONE NO.: 904/926-7171,7172

911 SYSTEM DESCRIPTION

PSAP NAME FORT LAUDERDALE, FL

THE COMMUNITY

POPULATION SERVED: 1,250,000 SERVICE AREA (Sq. Mi.): 1,200

POLITICAL JURISDICTIONS SERVED: 13

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: 04/74 OPERATIONAL: 11/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 10

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 94 MULTI-LINGUAL 8

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6,000
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,200,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 84,300
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 15 %
FACILITIES 5 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Investigate & study other operating 911 systems during planning stage.

Problems arise from equipment failures & lack of proper maintenance. Acquire good equipment.

PSAP DIRECTOR

NAME: Elihu Phares
TITLE: Captain, Director of Communications
AGENCY: Broward County Sheriff's Office
ADDRESS: 201 S.E. 6 Street
Fort Lauderdale, FL 33310

TELEPHONE NO.: 305/765-4496,4350

911 SYSTEM DESCRIPTION

PSAP NAME HIALEAH, FL

THE COMMUNITY

POPULATION SERVED: 150,000 SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/74 ORDERED: 11/77 OPERATIONAL: 02/79

AGENCY(S) LEADING 911 EFFORT: Dade County

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 4
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 10

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI X ALI SR PARTIAL SR X OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 16 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 250
CALL MIX: LE 75 % FIRE 23 % EMS 2 % OTHER 0 %
INAPPROPRIATE CALLS: 0%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Obtain accurate, guaranteed costs in writing before ordering system.

NOTE: This is 1 of 5 PSAPs of Metropolitan Dade County Advanced 911 system.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 85,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Lawrence D. Leggett
TITLE: Chief
AGENCY: Hialeah Police Department
ADDRESS: P.O. Box 40
Hialeah, FL 33310

TELEPHONE NO.: 305/885-1531 x244

911 SYSTEM DESCRIPTION

PSAP NAME KEY WEST, FL

THE COMMUNITY

POPULATION SERVED: 91,000 SERVICE AREA (Sq. Mi.): 1,418

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 07/74 OPERATIONAL: 04/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 12 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 15 CIVILIANS . MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 130
CALL MIX: LE 27 % FIRE 2 % EMS 70 % OTHER 1 %
INAPPROPRIATE CALLS: 60%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 11,000
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100%
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Have state finance operations each year.

PSAP DIRECTOR

NAME: Franklin Hernandez
TITLE: Major
AGENCY: Monroe County Sheriff's Office
ADDRESS: P.O. Box 1269
Key West, FL 33040

TELEPHONE NO.: 305/296-2424

911 SYSTEM DESCRIPTION

PSAP NAME LAKE BUTLER, FL

THE COMMUNITY

POPULATION SERVED: 10,758 SERVICE AREA (Sq. Mi.): 245

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/75 ORDERED: OPERATIONAL: 02/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: John H. Whitehead
TITLE: Sheriff
AGENCY: Union County Sheriff's Office
ADDRESS: Courthouse Room 102
Lake Butler, FL 32054

TELEPHONE NO.: 904/496-2501

911 SYSTEM DESCRIPTION

PSAP NAME LARGO, FL

THE COMMUNITY

POPULATION SERVED: 450,000 SERVICE AREA (Sq. Mi.): 190

POLITICAL JURISDICTIONS SERVED: 26

PUBLIC SAFETY AGENCIES SERVED: LE 17 FIRE 21 EMS 20 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/74 ORDERED: OPERATIONAL: 07/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 14

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 14 COMMON CONTROL 30
DIRECT PROGRESSIVE CONTROL 36 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 29 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 9

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 49 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 300
CALL MIX: LE 50 % FIRE 30 % EMS 10 % OTHER 10 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 253,367

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 253,367
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Funding for additional personnel difficult.

ADVICE: All 911 calls must be taped.

PSAP DIRECTOR

NAME: Daniel J. Mink
TITLE: Lieutenant
AGENCY: Pinellas County Sheriff's Department
ADDRESS: 250 West Ulmerton Road
Largo, FL 33540

TELEPHONE NO.: 813/585-9911

911 SYSTEM DESCRIPTION

PSAP NAME METROPOLITAN DADE COUNTY

THE COMMUNITY

POPULATION SERVED: 1,500,000 SERVICE AREA (Sq. Mi.): 3,000

POLITICAL JURISDICTIONS SERVED: 23

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 01/78 OPERATIONAL: 02/79

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 43

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 17 COMMON CONTROL 20
DIRECT PROGRESSIVE CONTROL 6 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 35 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI X ALI SR X PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 20

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 67 MULTI-LINGUAL 15

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3,800
CALL MIX: LE 87 % FIRE 2 % EMS 4 % OTHER 7 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $ 3,700,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 3 %
FACILITIES 1 % OTHER 21 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Infrequent misrouting of 911 calls due to equip-

ment problems. ADVICE: Monitor equip. installation

NOTE: This is 1 of 5 PSAPs of Metropolitan Dade

County Advanced 911 system.

PSAP DIRECTOR

NAME: Thomas J. Spurlock
TITLE: Supervisor, Communications Bureau
AGENCY: Dade County Public Safety Department
ADDRESS: 5680 S.W. 87 Avenue
Miami, FL 33173

TELEPHONE NO.: 305/596-8180

911 SYSTEM DESCRIPTION

PSAP NAME MILTON, FL

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 1,100

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 1 EMS 1 OTHER 3

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 03/77

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 32

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 8 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 17 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 115
CALL MIX: LE 50 % FIRE 5 % EMS 25 % OTHER 20 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $ 69,489

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 55,961
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 15 %

SOURCES OF OPERATING BUDGET:
FEDERAL 80 % STATE 10 % LOCAL 10 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Limited funds are available for salaries.

*Regional Planning Agency

PSAP DIRECTOR

NAME: Richard D. Norris
TITLE: Lieutenant, Communications Supervisor
AGENCY: Santa Rosa County Sheriff's Department
ADDRESS: P.O. Box 729
Milton, FL 32570

TELEPHONE NO.: 904/623-3691

911 SYSTEM DESCRIPTION

PSAP NAME OKEECHOBEE, FL

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 800

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/76 ORDERED: 07/78 OPERATIONAL: 10/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 6 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $ 11,960

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Better public education is needed.

PSAP DIRECTOR

NAME: David Clayton Williams
TITLE: Sheriff
AGENCY: Okeechobee County Sheriff's Department
ADDRESS: 307 N.W. 5th Avenue
Okeechobee, FL 33472

TELEPHONE NO.: 813/763-3117

911 SYSTEM DESCRIPTION

PSAP NAME PUNTA GORDA, FL

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 14

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/77 ORDERED: 07/78 OPERATIONAL: 01/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR X OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 98 % FIRE 1 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL
TECHNICAL X
FINANCIAL
MANAGEMENT

COMMENTS:

One central office is selectively routed using class of service marks.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Don Bennett
TITLE: Chief
AGENCY: Punta Gorda Police Department
ADDRESS: 1410 South Tamiami Trail
Punta Gorda, FL 33950

TELEPHONE NO.: 813/639-4111, -3897

911 SYSTEM DESCRIPTION

PSAP NAME PUNTA GORDA, FL

THE COMMUNITY

POPULATION SERVED: 60,500 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 4 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/78 ORDERED: 06/78 OPERATIONAL: 01/79

AGENCY(S) LEADING 911 EFFORT: Other#

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR X OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 47 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 70 % FIRE 10 % EMS 10 % OTHER 10 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 42,451

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 15,100
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 90 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE:Attempt to have single answering point for a central emergency answering/dispatching.

* Contract svcs & fed. grant # Disaster/emerg prep

NOTE: See Comments of other Punta Gorda PSAP

PSAP DIRECTOR

NAME: Richard G. Keating
TITLE: Lieutenant, Communications Supervisor
AGENCY: Charlotte County Sheriff's Department
ADDRESS: 2400 Airport Road
Punta Gorda, FL 33950

TELEPHONE NO.: 813/639-2101

911 SYSTEM DESCRIPTION

PSAP NAME QUINCY, FL

THE COMMUNITY

POPULATION SERVED: 39,000 SERVICE AREA (Sq. Mi.): 504

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: OPERATIONAL: 04/77

AGENCY(S) LEADING 911 EFFORT: Other#

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2[illegible]
CALL MIX: LE 60 % FIRE 5 % EMS 35 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 30,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,300
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Problems with telephone computer routing non-911 calls to PSAP. In bad weather, underground cable sends call to all trunks at one time.

*Key telephone. #Regional Planning Agency.

PSAP DIRECTOR

NAME: William A. Woodham
TITLE: Sheriff
AGENCY: Gadsden County Sheriff's Department
ADDRESS: P.O. Box 1126
Quincy, FL 32351

TELEPHONE NO.: 904/627-9233

911 SYSTEM DESCRIPTION

PSAP NAME TALLAHASSEE, FL

THE COMMUNITY

POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 700

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 08/76 OPERATIONAL: 12/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: LE--2

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 40 % FIRE 5 % EMS 50 % OTHER 5 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- FINANCIAL
- TECHNICAL X
- MANAGEMENT

COMMENTS:

*In addition, PSAP has federal grant & charter/ ordinance of city, county, or special district agreements.

PSAP DIRECTOR

NAME: Richard Crook
TITLE: Lieutenant
AGENCY: Leon County Sheriff's Department
ADDRESS: P.O. Box 727
Tallahassee, FL 32302

TELEPHONE NO.: 904/222-4740

911 SYSTEM DESCRIPTION

PSAP NAME WAUCHULA, FL

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 630

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/77 ORDERED: 05/77 OPERATIONAL: 11/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 34 CIVILIANS 3 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 10 % FIRE 5 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,300

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,386
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 20 % OTHER 80 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

80% of operating budget comes from PSAP billings of system users.

ADVICE: 911 has been very beneficial & not an additional burden to local government financing.

PSAP DIRECTOR

NAME: Newton H. Murdock
TITLE: Sheriff
AGENCY: Hardee County Sheriff's Office
ADDRESS: P.O. Box 158
Wauchula, FL 33873

TELEPHONE NO.: 813/773-4144

SURVEY NON-RESPONDENTS

P. A. EDMONSEN
SHERIFF
SHERIFF'S DEPARTMENT
P.O. BOX 445
BUNNEL , FL 32010
(904)437-3381

EARL S DYESS
SHERIFF
HENDRY CTY SHERIFF'S OFFICE
P.O. BOX 577
LABELLE , FL 33935
(813) 675-1122

ROY LUNDY
SHERIFF
GLADES COUNTY SHERIFF'S DEPT.
P.O. BOX 39
MOORE HAVEN , FL 33471
(813)946-0100

JAMES D. HOLT
SHERIFF
MARTIN CTY SHERIFF'S DEPT.
PO BOX 87
STUART , FL 33494
(305) 283-1300

HARRY STRICKLAND
CHIEF OF POLICE
CHATAHOOCHEE POLICE DEPARTMENT
32 JEFFERSON STREET
CHATAHOOCHEE , FL 32324
(904) 663-4383

JOE NEWMAN
SHERIFF
BAKER COUNTY SHERIFF'S DEPT.
56 N. 2ND ST.
MACCLENNY , FL 32063
(904) 259-2231

BILL MCNULTY
COORD, 911 PLANNING COMMISSION
COLLIER CTY SHERIFF'S DEPT.
P.O. BOX DRAWER 1277
NAPLES , FL 33940
(813) 774-4434

RALPH A. JENNINGS
LIEUTENANT
FT PIERCE SHERIFF/POLICE DEPT
435 NORTH SEVENTH ST.
FT. PIERCE , FL 33450
(305) 461-3820

JOE PEAVY
SHERIFF
MADISON CTY SHERIFF'S OFFICE
MADISON COUNTY COURTHOUSE
MADISON , FL 32340
(904)973-4151

JANICE TYNER
COMMUNICATIONS SUPERVISOR
ESCAMBIA COUNTY CIVIL DEFENSE
2920 NORTH "L"
PENSACOLA , FL 32501
(904) 436-9700

WALTER STARR
LIEUTENANT
ALACHUA CTY COM CTR
COUNTY COURTHOUSE
GAINESVILLE , FL 32602
(904) 377-2211

LARRY COTZIN
CHIEF
MIAMI BEACH POLICE DEPT.
120 MERIDIAN AVENUE
MIAMI BEACH , FL 33139
(305) 673-7925 *SR/ANI*

VON WIDDON
SHERIFF
TAYLOR COUNTY SHERIFF'S DEPT.
P.O. BOX 507
PERRY , FL 32347
(904)584-2429

GEORGIA

911 SYSTEM DESCRIPTION

PSAP NAME ASHBURN, GA

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 400

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 0 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/75 ORDERED: 09/75 OPERATIONAL: 07/76

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Civil def.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 50 % FIRE 10 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 90,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,200
BUDGET BREAKDOWN--
PERSONNEL 50 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 50 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 85 % OTHER 15 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

15% of operating budget comes from pre-established contributions of user agencies. ADVICE: Consider needs of all agencies when planning system.

* Civil defense

PSAP DIRECTOR

NAME: Deral Dukes
TITLE: Director
AGENCY: Turner County Civil Defense
ADDRESS: Courthouse
Ashburn, GA 31714

TELEPHONE NO.: 912/567-3501,2501

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911 SYSTEM DESCRIPTION

PSAP NAME BLAKELY, GA

THE COMMUNITY

POPULATION SERVED: 6,800 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 15 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 0%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: 911 is very helpful for the elderly.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 1 % OTHER %

PSAP DIRECTOR

NAME: Carl Gilbert
TITLE: Chief of Police
AGENCY: Blakely Police Department
ADDRESS: City of Blakely
Blakely, GA 31723

TELEPHONE NO.: 912/723-3414

911 SYSTEM DESCRIPTION

PSAP NAME DECATUR, GA

THE COMMUNITY

POPULATION SERVED: 480,200 SERVICE AREA (Sq. Mi.): 269

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 10/77

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 16

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 9 COMMON CONTROL 6
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 20 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 10

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 24 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 387
CALL MIX: LE 75 % FIRE 10 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 242,000
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: F.D. Hand, Jr.
TITLE: Director
AGENCY: DeKalb Public Safety Department
ADDRESS: 4400 Memorial Drive Complex
Decatur, GA 30032

TELEPHONE NO.: 404/294-2501

911 SYSTEM DESCRIPTION

PSAP NAME JEKYLL ISLAND, GA

THE COMMUNITY

POPULATION SERVED: 2,000 SERVICE AREA (Sq. Mi.): 9

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/75 ORDERED: 07/76 OPERATIONAL: 07/77

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 90 % FIRE 1 % EMS 9 % OTHER 0 %
INAPPROPRIATE CALLS: 65 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Have difficulties keeping trained personnel.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 250

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 40,000
BUDGET BREAKDOWN--
PERSONNEL 98 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 100 % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Carl L. Hamilton
TITLE: Chief, Jekyll Island Fire Department
AGENCY: Jekyll Island State Park Authority
ADDRESS: 315 Riverview Drive
Jekyll Island, GA 31520

TELEPHONE NO.: 912/635-2930

911 SYSTEM DESCRIPTION

PSAP NAME JESUP, GA

THE COMMUNITY

POPULATION SERVED: 19,400 SERVICE AREA (Sq. Mi.): 646

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/77 ORDERED: 06/78 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 10 % FIRE 10 % EMS 40 % OTHER 40 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,500
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Problems with telephone equipment & operations have been difficult to solve when working with two telcos.

PSAP DIRECTOR

NAME: J. Hugh Strictland
TITLE: Dispatch Center Chief
AGENCY: Jesup Police Department
ADDRESS: Jesup-Wayne County Dispatch Center
Jesup, GA 31545

TELEPHONE NO.: 912/427-7373

911 SYSTEM DESCRIPTION

PSAP NAME MILLEDGEVILLE, GA

THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: 02/76 OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Other

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 2%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract Svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 400

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,194
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 30 %
FACILITIES 10 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Joe Boone
TITLE: Owner
AGENCY: Mobilefone Answering Service
ADDRESS: 232 S. Wilkinson
Milledgeville, GA 31061

TELEPHONE NO.: 912/452-7871

911 SYSTEM DESCRIPTION

PSAP NAME SANDERSVILLE, GA

THE COMMUNITY

POPULATION SERVED: 17,500 SERVICE AREA (Sq. Mi.): 1,050

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/77 ORDERED: 09/78 OPERATIONAL: 05/79

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE
- FORCED DISCONNECT X
- SWITCHHOOK STATUS
- RINGBACK X

ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 40%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 70

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 10,000
BUDGET BREAKDOWN--
- PERSONNEL 80 %
- FACILITIES 10 %
- TELCO EQUIP./SERVICES 10%
- OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Need better & more comprehensive training programs

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: James M. Williamson
TITLE: Chief of Police
AGENCY: Sandersville Police Department
ADDRESS: P.O. Box 71, 126 Malone Street
Sandersville, GA 31545

TELEPHONE NO.: 912/552-3038

911 SYSTEM DESCRIPTION

PSAP NAME VALDOSTA, GA

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 508

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/74 ORDERED: 07/75 OPERATIONAL: 07/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 60 % FIRE 5 % EMS 30 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Allen L. Arnold
TITLE: Chief of Police
AGENCY: Valdosta Police Department
ADDRESS: 500 N. Toombs
Valdosta, GA 31601

TELEPHONE NO.: 912/242-2606

911 SYSTEM DESCRIPTION

PSAP NAME WINDER, GA

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: 07/76 OPERATIONAL: 07/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 18 % FIRE 16 % EMS 50 % OTHER 16 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 15 %
FACILITIES 5 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Clifford Sykes
TITLE: Chief of Police
AGENCY: Winder Police Department
ADDRESS: City of Winder
Winder, GA 30680

TELEPHONE NO.: 404/867-2156

SURVEY NON-RESPONDENTS

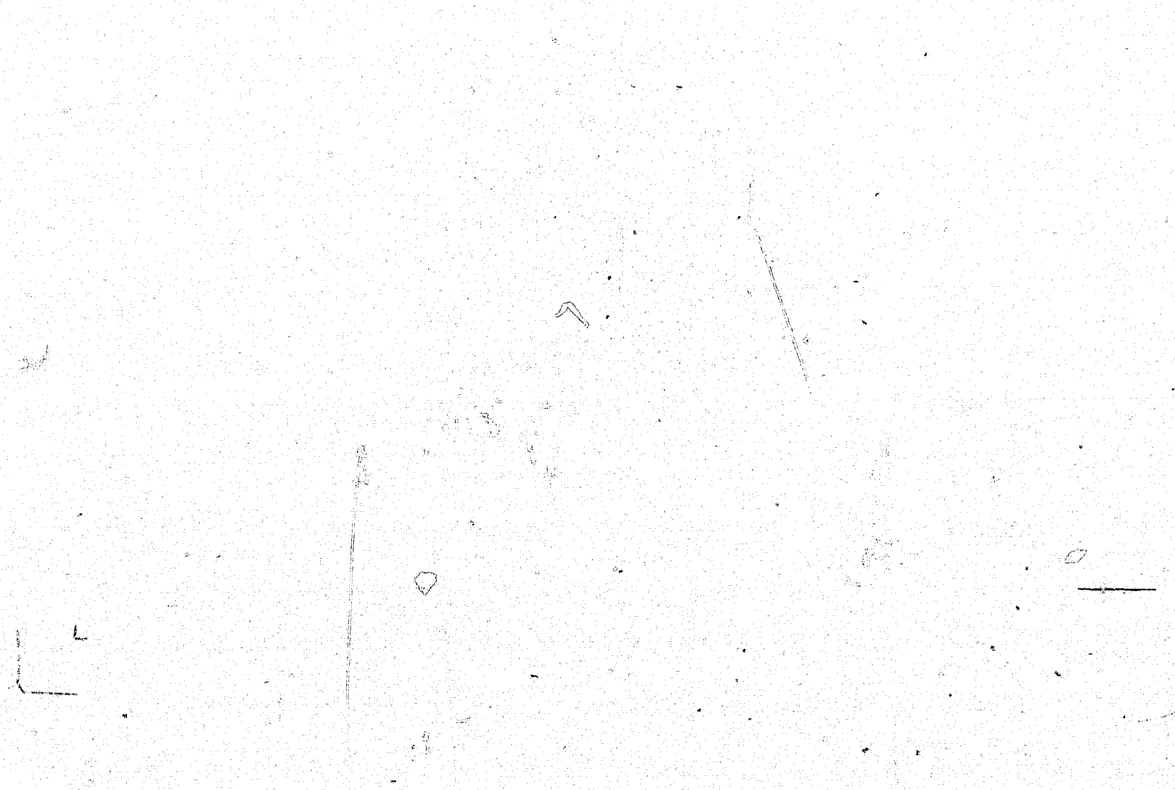
LESLIE SUMMERFORD
CHIEF OF POLICE
ALBANY POLICE DEPT.
225 PINE AVE.
ALBANY , GA 31701
(912) 883-3900

LELAND BELL
CITY ADMINISTRATOR
AMERICUS CITY HALL
PO BOX M
AMERICUS , GA 31709
(912) 924-4411

W. H. DUBOSE
DIRECTOR OF COMMUNICATIONS
CITY OF MACON
700 POPLAR ST.
MACON , GA 31202
(912) 745-9411

W. J. LANE
ASST. CHIEF
THOMASVILLE POLICE DEPT.
MUNICIPAL BLDG.
THOMASVILLE , GA 31792
(912) 226-2101

GERALD FULLER
POLICE CHIEF
TOCCOA POLICE DEPARTMENT
CITY OF TOCCOA
TOCCOA , GA 30577
(404) 886-3720



HAWAII

911 SYSTEM DESCRIPTION

PSAP NAME HONOLULU, HI

THE COMMUNITY

POPULATION SERVED: 815,600 SERVICE AREA (Sq. Mi.): 607

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/74 ORDERED: 08/74 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: Other--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 11 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 60 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 8

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 18 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,017
CALL MIX: LE 64 % FIRE 7 % EMS 12 % OTHER 17 %
INAPPROPRIATE CALLS: 16%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 216,417

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 209,350
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Do not copy another agency's system.

Define your own needs.

PSAP DIRECTOR

NAME: Joyce P. Kalai
TITLE: 911 Supervisor--Communications Division
AGENCY: Honolulu Police Department
ADDRESS: 1455 South Beretania Street
Honolulu, HI 96814

TELEPHONE NO.: 808/955-8259

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911 SYSTEM DESCRIPTION

PSAP NAME WAILUKU, HI

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/78 ORDERED: 01/79 OPERATIONAL: 07/79

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 7 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 13 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 110
CALL MIX: LE 90 % FIRE 1 % EMS 9 % OTHER 0 %
INAPPROPRIATE CALLS: 3 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT X

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 92,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Harold Tonai
TITLE: Commander of Wailuku Patrol Division
AGENCY: Maui Police Department
ADDRESS: 250 South High Street
Wailuku, HI 96793

TELEPHONE NO.: 808/244-7857

IDAHO

911 SYSTEM DESCRIPTION

PSAP NAME IDAHO FALLS, ID

THE COMMUNITY

POPULATION SERVED: 48,000 SERVICE AREA (Sq. Mi.): 518

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: 11/74 OPERATIONAL: 12/74

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 15 % FIRE 25 % EMS 50 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Have a good public education program.

PSAP DIRECTOR

NAME: Robert D. Pollock
TITLE: Chief of Police
AGENCY: Idaho Falls Police Department
ADDRESS: 585 North Capital Avenue
Idaho Falls, ID 83401

TELEPHONE NO.: 208/529-1404

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911 SYSTEM DESCRIPTION

PSAP NAME MOUNTAIN HOME, ID

THE COMMUNITY

POPULATION SERVED: 23,400 SERVICE AREA (Sq. Mi.): 3,000

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/74 ORDERED: 12/74 OPERATIONAL: 02/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 60 % FIRE 10 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Do it.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 60

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 549
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Jack Freeman
TITLE: Chief of Police
AGENCY: Mountain Home Police Department
ADDRESS: P.O. Drawer 490
Mountain Home, ID 83647

TELEPHONE NO.: 208/587-4461

911 SYSTEM DESCRIPTION

PSAP NAME RUPERT, ID

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 280

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: OPERATIONAL: 1973

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: Other--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 16
CALL MIX: LE 83 % FIRE 9 % EMS 8 % OTHER 0 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 53,796
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %
FACILITIES 4 % OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 64 % OTHER 36 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

36% of operating budget comes from pre-established contributions of agencies served by the 911 systems.

PSAP DIRECTOR

NAME: Ray Jarvis
TITLE: Sheriff
AGENCY: Minidoka County Sheriff's Department
ADDRESS: City/County Law Enforcement Building
Rupert, ID 83350

TELEPHONE NO.:

911 SYSTEM DESCRIPTION

PSAP NAME STANLEY, ID

THE COMMUNITY

POPULATION SERVED: 400 SERVICE AREA (Sq. Mi.): 2,500

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 4 MULTI-LINGUAL 4

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 33 % LOCAL 67 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Switching equipment problem causes calls from all over the county to come in on the 911 lines.

NOTE: 911 calls ring at 3 places simultaneously.

PSAP DIRECTOR

NAME: Carl G. Ellis
TITLE: Sergeant (Resident Deputy)
AGENCY: Custer County Sheriff Department
ADDRESS: P.O. Box 86
Stanley, ID 83278

TELEPHONE NO.: 208/774-3540

SURVEY NON-RESPONDENTS

MIKE LABROSS
SHERIFF
BOUNDARY CTY SHERIFF'S DEPT.
BOX 127
BONNERS FERRY ID 83805
(208)267-2212

FAY MARSH
CHIEF DISPATCHER
GEM COUNTY SHERIFF'S DEPT.
415 EMMETT
EMETTE , ID 83617
(208) 365-3521

DON E FOWLER
CAPTAIN
REXBURG POLICE DEPT.
12 NORTH CENTER
REXBURG , ID 83440
(208)356-9343

KARL H. LJUNGGREN
SHERIFF
FREMONT COUNTY SHERIFF'S DEPT.
127 W. 1ST NORTH
ST. ANTHONY , ID. 83445
(208) 624-3158

ILLINOIS

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911 SYSTEM DESCRIPTION

PSAP NAME ANTIOCH, IL

THE COMMUNITY

POPULATION SERVED: 28,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/77 ORDERED: 06/78 OPERATIONAL: 10/78

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 64% FIRE 1% EMS 25% OTHER 10%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers**

FISCAL

PLANNING/IMPLEMENTATION COST: $ 732

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 75 % OTHER 25 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

* Add on conference ** Also has contract services

25% of operating budget comes from pre-established

contributions of user agencies.

PSAP DIRECTOR

NAME: Mrs. Garnet K. Cook
TITLE: Director of Communications & Records
AGENCY: Antioch Police Department
ADDRESS: 882 Main Street
Antioch, IL 60002

TELEPHONE NO.: 312/395-8585

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911 SYSTEM DESCRIPTION

PSAP NAME AURORA, IL

THE COMMUNITY

POPULATION SERVED: 120,000 SERVICE AREA (Sq. Mi.): 104

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 7 EMS 4 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/74 ORDERED: 06/77 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 14 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS 12 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 300
CALL MIX: LE 90 % FIRE 2 % EMS 8 % OTHER 0 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers**

FISCAL

PLANNING/IMPLEMENTATION COST: $ 150,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 210,000
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 80 % OTHER 20 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

*Speed dialer

**Also has contract services

20% of operating budget comes from pre-

established contributions of user agencies.

PSAP DIRECTOR

NAME: Norman W. Perkins
TITLE: Lieutenant
AGENCY: Aurora Police Department
ADDRESS: 350 N. River Street
Aurora, IL 60506

TELEPHONE NO.: 312/859-1700 x33

911 SYSTEM DESCRIPTION

PSAP NAME BROOKFIELD, IL

THE COMMUNITY

POPULATION SERVED: 20,500 SERVICE AREA (Sq. Mi.): 3

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 0 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/70 ORDERED: 03/72 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 79 % FIRE 4 % EMS 17 % OTHER 0 %
INAPPROPRIATE CALLS: 45%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Training & consistancy of personnel has been a difficult problem.

Have a good public education program & be sure organizations & schools recieve program.

PSAP DIRECTOR

NAME: John Hymel
TITLE: Lieutenant
AGENCY: Brookfield Police Department
ADDRESS: 8820 Brookfield Avenue
Brookfield, IL 60513

TELEPHONE NO.: 312/485-8131

911 SYSTEM DESCRIPTION

PSAP NAME CAMBRIDGE, IL

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 826

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

This diepartment has 1 911 line which is seldom used. More accurate data on our system is unavailable because lack of funding & interest has caused a stand still in plans, but we do support 911.

PSAP DIRECTOR

NAME: Gilbert M. Cady
TITLE: Sheriff
AGENCY: Henry County Sheriff's Department
ADDRESS: West Court Street
Cambridge, IL 61238

TELEPHONE NO.: 309/937-333,3334

911 SYSTEM DESCRIPTION

PSAP NAME CRYSTAL LAKE, IL

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 1974 OPERATIONAL: 1974

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 28
CALL MIX: LE 78 % FIRE 1 % EMS 20 % OTHER 1 %
INAPPROPRIATE CALLS: 35 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 100,000
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Have many interjurisdictional problems.

ADVICE: If multi-jurisdictions are involved,

selective routing is the only answer to 911.

PSAP DIRECTOR

NAME: Samuel Johns
TITLE: Chief of Police
AGENCY: Crystal Lake Police Department
ADDRESS: 121 W. Woodstock
Crystal Lake, IL 60014

TELEPHONE NO.: 815/459-2020

911 SYSTEM DESCRIPTION

PSAP NAME EDWARDSVILLE, IL

THE COMMUNITY

POPULATION SERVED: 31,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 8 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 03/78 OPERATIONAL: 07/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 17
CALL MIX: LE 90 % FIRE 2 % EMS 7 % OTHER 1 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 20,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 50,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 2 %
FACILITIES 3 % OTHER 15 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

*Also has contract services.

PSAP DIRECTOR

NAME: Ralph J. Leuschke
TITLE: Communications Supervisor
AGENCY: City of Edwardsville, Dept. of Police
ADDRESS: 400 North Main Street
Edwardsville, IL 62025

TELEPHONE NO.: 618/656-2131

911 SYSTEM DESCRIPTION

PSAP NAME EVANSTON, IL

THE COMMUNITY

POPULATION SERVED: 80,500 SERVICE AREA (Sq. Mi.): 8

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/68 ORDERED: 03/69 OPERATIONAL: 03/70

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 15 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 146
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 148,000
BUDGET BREAKDOWN--
PERSONNEL 64 % TELCO EQUIP./SERVICES 25 %
FACILITIES 0 % OTHER 11 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Eberhardt Steinbuck
TITLE: Sergeant
AGENCY: Evanston Police Department
ADDRESS: 1454 Elmwood
Evanston, IL 60201

TELEPHONE NO.: 312/866-5079

911 SYSTEM DESCRIPTION

PSAP NAME FOX LAKE, IL

THE COMMUNITY

POPULATION SERVED: 10,675 SERVICE AREA (Sq. Mi.): 11

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 12/77 OPERATIONAL: 01/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 15 % FIRE 10 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Increased workload & low pay have made it very hard to keep personnel.

ADVICE: Educate the public about 911. Make sure local hospital is aware of its importance too.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Robert Trinski
TITLE: Chief of Police
AGENCY: Fox Lake Police Department
ADDRESS: 301 S. Rt. 59
Fox Lake, IL 60020

TELEPHONE NO.: 312/587-2381

911 SYSTEM DESCRIPTION

PSAP NAME GALESBURG, IL

THE COMMUNITY

POPULATION SERVED: 61,280 SERVICE AREA (Sq. Mi.): 720

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/73 ORDERED: 06/75 OPERATIONAL: 01/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 8 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 70
CALL MIX: LE 80 % FIRE 5 % EMS 10 % OTHER 5 %
INAPPROPRIATE CALLS: 15%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Planning should include budget categories separating 911 expenses from other operating costs within system. Make sure you get equipment that can be expanded as community grows.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 80,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 74,000
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 4 %
FACILITIES 0 % OTHER 11 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: James H. Frakes
TITLE: Chief of Police
AGENCY: Galesburg Police Department
ADDRESS: 150 S. Broad Street
Galesburg, IL 61401

TELEPHONE NO.: 309/343-9151

CONTINUED

3 OF 12

911 SYSTEM DESCRIPTION

PSAP NAME GLENCOE, IL

THE COMMUNITY

POPULATION SERVED: 10,500 SERVICE AREA (Sq. Mi.): 4

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/74 ORDERED: 10/74 OPERATIONAL: 06/75

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 20 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

Operating budget of PSAP is not separated from overall communications operations.

PSAP DIRECTOR

NAME: Robert B. Bonneville
TITLE: Director of Public Safety
AGENCY: Glencoe Department of Public Safety
ADDRESS: 675 Village Court
Glencoe, IL 60022

TELEPHONE NO.: 312/835-4111

911 SYSTEM DESCRIPTION

PSAP NAME HIGHLAND PARK, IL

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 18

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1976 ORDERED: OPERATIONAL: 1977

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 8 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 90% FIRE 2% EMS 8% OTHER 0%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 125,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 10%
FACILITIES 0 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get assistance from those communities that already have 911. Plan well.

PSAP DIRECTOR

NAME: Norman G. Swalgren
TITLE: Deputy Chief
AGENCY: Highland Park Police Department
ADDRESS: 1677 Old Deerfield Road
Highland Park, IL 60035

TELEPHONE NO.: 312/432-7730

911 SYSTEM DESCRIPTION

PSAP NAME JACKSONVILLE, IL

THE COMMUNITY

POPULATION SERVED: 32,000 SERVICE AREA (Sq. Mi.): 105

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 8 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 04/78 OPERATIONAL: 11/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD	X	FORCED DISCONNECT	X	RINGBACK	
IDLE CIRCUIT TONE	X	SWITCHHOOK STATUS	X		
ANI	ALI	SR	PARTIAL SR	OTHER	

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 51% FIRE 17% EMS 32% OTHER 0%
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 10,930

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $ 32,916
BUDGET BREAKDOWN--
PERSONNEL 83 % TELCO EQUIP./SERVICES 2%
FACILITIES 0 % OTHER 15%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Equipment costs can escalate rapidly & few law enforcement agencies have in-house expertise in telephone systems. ADVICE: Invovle all user agencies. County-wide steering committee works well.

PSAP DIRECTOR

NAME: Wilbur Stafford
TITLE: Chief
AGENCY: Jacksonville Police Department
ADDRESS: 200 West Douglas
Jacksonville, IL 62650

TELEPHONE NO.: 217/243-8512

911 SYSTEM DESCRIPTION

PSAP NAME LAKE ZURICH, IL

THE COMMUNITY

POPULATION SERVED: 14,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/77 ORDERED: 12/77 OPERATIONAL: 07/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Keep the politics out of the planning & implementation as well as operations. Let the Chiefs work it out.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 75,000
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 20 %
FACILITIES 10 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: James E. Zipp
TITLE: Chief of Police
AGENCY: Lake Zurich Police Department
ADDRESS: 61 West Main Street
Lake Zurich, IL 60047

TELEPHONE NO.: 312/438-5141

911 SYSTEM DESCRIPTION

PSAP NAME MARENGO, IL

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/72 ORDERED: 10/73 OPERATIONAL: 01/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 50,000
BUDGET BREAKDOWN--
PERSONNEL 98 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Training of dispatching personnel is a problem.

ADVICE: Should be part of a police dispatching ctr

and all other calls for emergency service.

PSAP DIRECTOR

NAME: Gene F. Westergren
TITLE: Chief of Police
AGENCY: Marengo Police Department
ADDRESS: 132 E. Prairie
Marengo, IL 60152

TELEPHONE NO.: 815/568-7231

911 SYSTEM DESCRIPTION

PSAP NAME MARSEILLES, IL

THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.): 64

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 03/75 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Committee

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 25 % FIRE 25 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

* Two multiline PHNX

PSAP DIRECTOR

NAME: Ritchie Miller
TITLE: Police Chief, Chrmn. 911 Committee
AGENCY: City of Marseilles, IL 911 Committee
ADDRESS: 209 Lincoln Street
Marseilles, IL 61341

TELEPHONE NO.: 815/795-2131

911 SYSTEM DESCRIPTION

PSAP NAME MT. VERNON, IL

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: OPERATIONAL: 04/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: A continuous "public awareness" program on 911.

PSAP DIRECTOR

NAME: Fred Dedman
TITLE: Chief of Police
AGENCY: Mt. Vernon Police Department
ADDRESS: 213 N. Tenth Street
Mt. Vernon, IL 62864

TELEPHONE NO.: 318/242-2131

911 SYSTEM DESCRIPTION

PSAP NAME NAPERVILLE, IL

THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 76

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 3 EMS 2 OTHER 1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 12 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/75 ORDERED: 03/77 OPERATIONAL: 08/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Fire--2, EMS--1

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 65
CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %
INAPPROPRIATE CALLS: 85 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

PROBLEM AREAS--COMMENTS

PROBLEM AREAS:
[illegible] X FINANCIAL
[illegible] MANAGEMENT

[illegible] contract services.

[illegible]rating budget comes from PSAP billings

[illegible]ystem users.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 141,241

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 184,847
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 85 % OTHER 15 %

PSAP DIRECTOR

NAME: Priscilla E. VanCura
TITLE: Communications Supervisor
AGENCY: Naperville & Warrenville Police Dept.
ADDRESS: 131 West Jefferson
Naperville, IL 60540

TELEPHONE NO.: 312/420-6175

911 SYSTEM DESCRIPTION

PSAP NAME OAK PARK, IL

THE COMMUNITY

POPULATION SERVED: 62,500 SERVICE AREA (Sq. Mi.): 5

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/70 ORDERED: 09/72 OPERATIONAL: 03/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 17 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 25,133
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

* Also has contract services.

ADVICE: Plan carefully--do not take the telco at face value.

PSAP DIRECTOR

NAME: Wilbur E. Reichert
TITLE: Chief of Police
AGENCY: Oak Park Police Department
ADDRESS: 1 Village Hall Plaza
Oak Park, IL 60302

TELEPHONE NO.: 312/386-3800

911 SYSTEM DESCRIPTION

PSAP NAME PEORIA, IL

THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 41

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/72 ORDERED: 06/74 OPERATIONAL: 01/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 17 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X	

ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 29 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 146
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 9,320
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 10 %
FACILITIES 10 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL 10 % STATE % LOCAL 90 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

* Tally meters

PSAP DIRECTOR

NAME: Del E. Pickel
TITLE: Sergeant/Special Projects
AGENCY: Peoria Police Department
ADDRESS: 542 S.W. Adams Street
Peoria, IL 61602

TELEPHONE NO.: 309/673-4521

911 SYSTEM DESCRIPTION

PSAP NAME TINLEY PARK, IL

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 04/74 OPERATIONAL: 05/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X	
ANI ALI SR.	PARTIAL SR OTHER	

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 78
CALL MIX: LE 91 % FIRE 2 % EMS 1 % OTHER 6 %
INAPPROPRIATE CALLS: 6 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 76,537
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 4 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

The ringback feature is tricky to operate & confirm operation; recommend telephone hardware change.

* Also has contract services & charter/ordinance.

PSAP DIRECTOR

NAME: Robert Long
TITLE: Chief of Police
AGENCY: Tinley Park Police Department
ADDRESS: 6823 W. 173 Place
Tinley Park, IL 60477

TELEPHONE NO.: 312/532-9111

911 SYSTEM DESCRIPTION

PSAP NAME TRI-COM (GENEVA), IL

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 12/75 OPERATIONAL: 07/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 6 COMMON CONTROL 7
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 13 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER #

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 11 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 110
CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 6,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 200,000
BUDGET BREAKDOWN--
PERSONNEL 74 % TELCO EQUIP./SERVICES 9 %
FACILITIES 2 % OTHER 15 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget comes from PSAP billings where each system user is billed by number of calls dispatched.

*30-button call director #Trunk transfer

PSAP DIRECTOR

NAME: Jerry R. Bleck
TITLE: Director of Communications for Tri-Com
AGENCY: Tri-Com Central Dispatch Center
ADDRESS: 15 S. First Street
Geneva, IL 60134

TELEPHONE NO.: 312/232-4739

911 SYSTEM DESCRIPTION

PSAP NAME VANDALIA, IL

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/66 ORDERED: OPERATIONAL: 06/67

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 90 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Dale Slater
TITLE: Chief of Police
AGENCY: Vandalia Police Department
ADDRESS: 221 S. 5th Street
Vandalia, IL 62471

TELEPHONE NO.: 618/283-0556

911 SYSTEM DESCRIPTION

PSAP NAME WAUCONDA, IL

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 26

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/77 ORDERED: 05/78 OPERATIONAL: 12/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 30 % FIRE 30 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: James V. Bart
TITLE: Chief of Police
AGENCY: Wauconda Police Department
ADDRESS: 100 Main Street
Wauconda, IL 60084

TELEPHONE NO.: 312/526-2307

911 SYSTEM DESCRIPTION

PSAP NAME WILMETTE, IL

THE COMMUNITY

POPULATION SERVED: 31,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1974 ORDERED: 05/75 OPERATIONAL: 10/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Problem is finding competent personnel for PSAP positions.

ADVICE: All agencies must cooperate 100%. Keep good records.

PSAP DIRECTOR

NAME: Walter R. Witt
TITLE: Deputy Chief of Police
AGENCY: Wilmette Police Department
ADDRESS: 710 Ridge Road
Wilmette, IL 60091

TELEPHONE NO.: 312/251-1200

911 SYSTEM DESCRIPTION

PSAP NAME WOODSTOCK, IL

THE COMMUNITY

POPULATION SERVED: 22,367 SERVICE AREA (Sq. Mi.): 21

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/74 ORDERED: 11/74 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD. PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 75 % FIRE 5 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 76,052
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL 10 % STATE % LOCAL 90 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Would like to initiate call-transfer feature.

ADVICE: When planning, look into selective routing & call-transfer features if funds are available.

PSAP DIRECTOR

NAME: William P. Patrick
TITLE: Chief of Police
AGENCY: Woodstock Police Department
ADDRESS: 121 W. Calhoun Street
Woodstock, IL 60098

TELEPHONE NO.: 815/338-2131

SURVEY NON-RESPONDENTS

HOWARD SHAPIRO
CHIEF
ALGONQUIN POLICE DEPARTMENT
ALGONQUIN POLICE DEPARTMENT
ALGONQUIN , IL 60102
(312) 658-4531

WALTER HENRY
CHIEF
GENESCO POLICE DEPT
119 S OAKWOOD AVE
GENESCO , IL 61254
(309)944-5141

JERRY WOOLSEY
SHERIFF
SHERIFF'S OFFICE

PINCKNEYVILLE , IL 62274
(618)357-5212

RICHARD MCGUIRE
CHIEF OF POLICE
NORMAL POLICE DEPT
100 E PHOENIX
BLOOMINGTON-NORMAL , IL 61761
(309)452-1121

ELMER STALTER
MAYOR
CITY OF MINONK
CITY HALL
MINONK , IL 61760
(309)432-2351

WILLIAM L HINES
CHIEF OF POLICE
PLANO POLICE
9 EAST NORTH ST.
PLANO , IL 60545
(312) 552-3121

JIM D DRUIN
COMDR.-COMMUNICATION BUREAU
E. PEORIA POLICE/PUB. SAFETY
201 N MAIN STREET
EAST PEORIA , IL 61611
(309)694-6251

DAVID MILLETT
CAPTAIN
MOLINE EMERGENCY CENTER
1630 8TH AVE
MOLINE , IL 61265
(309) 797-0442

FRED N MCWHIRTER
DISPATCHER
SALEM POLICE
107 S. ROADWAY
SALEM , IL 62881
(618) 548-2232

CHARLES W BROEHL
LIEUTENANT
POLICE
517 DESPLAINES AVE
FOREST PARK , IL 60130
(312) 366-2425

CAROL A CUMMINGS
COMMUNICATION SUPERVISOR
OAK FOREST POLICE DEPARTMENT
15601 SOUTH CICERO
OAK FOREST , IL 60452
(312)687-1376

JAMES MARSHALL
DECTIVE
WASHINGTON POLICE DEPT
115 W JEFFERSON ST
WASHINGTON , IL 61571
(309)283-2313

911 SYSTEMS NOT CONTACTED

WILLIAM L. MILLER
ASST. DEPUTY SUPERINTENDENT
CHICAGO POLICE DEPARTMENT
1121 SOUTH STATE STREET
CHICAGO., IL 60605
(312) 744-6351 *SR/ANI/ALI*

911 SYSTEM DESCRIPTION

PSAP NAME ANDERSON, IN

THE COMMUNITY

POPULATION SERVED: 72,000 SERVICE AREA (Sq. Mi.): 40

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/72 ORDERED: 09/72 OPERATIONAL: 03/73

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 7 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 13 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 150
CALL MIX: LE 60 % FIRE 40 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,768

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 26,400
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Lock in for 911 calls--stop false calls.

PSAP DIRECTOR

NAME: C. Edwin Ballinger
TITLE: Fire Chief
AGENCY: Anderson Fire Department
ADDRESS: P.O. Box 2100
Anderson, IN 46011

TELEPHONE NO.: 317/646-5691

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911 SYSTEM DESCRIPTION

PSAP NAME BEDFORD, IN

THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 375

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1977

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 40 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 32 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 8
CALL MIX: LE 63 % FIRE 6 % EMS 27 % OTHER 4 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Larry S. Shaver
TITLE: Captain
AGENCY: Bedford Police Department
ADDRESS: 1617 "K" Street
Bedford, IN 47421

TELEPHONE NO.: 812/275-3311

911 SYSTEM DESCRIPTION

PSAP NAME BLOOMINGTON, IN

THE COMMUNITY

POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/72 ORDERED: 06/73 OPERATIONAL: 06/74

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD	FORCED DISCONNECT	RINGBACK X
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 25 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 160
CALL MIX: LE 94 % FIRE 1 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 82,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Richard Post
TITLE: Deputy Chief
AGENCY: Bloomington Police Department
ADDRESS: P.O. Box 100, 122 S. Walnut
Bloomington, IN 47401

TELEPHONE NO.: 812/339-4477

911 SYSTEM DESCRIPTION

PSAP NAME BLUFFTON, IN

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 372

POLITICAL JURISDICTIONS SERVED: 12

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 16 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 10 % FIRE 10 % EMS 75 % OTHER 5 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: We have several prefixes in the county but

911 only operates for one prefix.

PSAP DIRECTOR

NAME: Howard D. Perry
TITLE: Records Sergeant
AGENCY: Bluffton Police Department
ADDRESS: 204 E. Market Street
Bluffton, IN 46714

TELEPHONE NO.: 219/824-3320

911 SYSTEM DESCRIPTION

PSAP NAME COLUMBUS, IN

THE COMMUNITY

POPULATION SERVED: 36,105 SERVICE AREA (Sq. Mi.): 365

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE
- ANI ALI SR
- FORCED DISCONNECT
- SWITCHHOOK STATUS
- PARTIAL SR
- RINGBACK X
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL X
- FINANCIAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- FACILITIES %
- TELCO EQUIP./SERVICES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Fred L. Armstrong
TITLE: Captain
AGENCY: Columbus Police Department
ADDRESS: 350 Second
Columbus, IN 47201

TELEPHONE NO.: 812/372-8271

911 SYSTEM DESCRIPTION

PSAP NAME DECATUR, IN

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 288

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 5 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/70 ORDERED: 02/76 OPERATIONAL: 11/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 64 % FIRE 1 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 8,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 48,552
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 1 %
FACILITIES 1 % OTHER 8 %

SOURCES OF OPERATING BUDGET:
FEDERAL 50 % STATE % LOCAL 50 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

* Also has federal grant.

ADVICE: Contact an agency already established for 911 advice before starting program.

PSAP DIRECTOR

NAME: Thomas K. Coolman
TITLE: Sheriff
AGENCY: Adams County Sheriff's Department
ADDRESS: P.O. Box 545, 313 S. 1st Street
Decatur, IN 46733

TELEPHONE NO. 219/724-7141

911 SYSTEM DESCRIPTION

PSAP NAME ELKHART, IN

THE COMMUNITY

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: 12/75 OPERATIONAL: 01/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 8 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75
CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS: -

ADVICE: Extensive testing

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Nick Ambrose
TITLE: Communications Coordinator
AGENCY: Elkhart Police Department
ADDRESS: 175 Waterfall Drive
Elkhart, IN 46514

TELEPHONE NO.: 219/295-7070

911 SYSTEM DESCRIPTION

PSAP NAME EVANSVILLE, IN

THE COMMUNITY

POPULATION SERVED: 168,000 SERVICE AREA (Sq. Mi.): 90

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 11 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 800
CALL MIX: LE 70 % FIRE 5 % EMS 10 % OTHER 15 %
INAPPROPRIATE CALLS: 90 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Telco fails to list a non-emergency number on inside front cover of telephone book.

PSAP DIRECTOR

NAME: Jerome A. Muensterman
TITLE: Lieutenant
AGENCY: Evansville Police Department
ADDRESS: 7 N.W. 7th St., City-County Complex
Evansville, IN 47708

TELEPHONE NO.: 812/426-5501

911 SYSTEM DESCRIPTION

PSAP NAME FRANKFORT, IN

THE COMMUNITY

POPULATION SERVED: 14,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 06/73 OPERATIONAL: 03/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 48 CIVILIANS 120 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Paul Underwood
TITLE: Assistant Chief
AGENCY: Frankfort Police Department
ADDRESS: 260 E. Washington
Frankfort, IN 46401

TELEPHONE NO.: 317/654-4431

911 SYSTEM DESCRIPTION

PSAP NAME HAMMOND, IN

THE COMMUNITY

POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 27

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 08/77 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 11 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 11 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 150
CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

There is not enough training for the civilian dispatchers. They do not function as well as a police officer.

PSAP DIRECTOR

NAME: Ronald J. Matonovich
TITLE: Sergeant, Communications
AGENCY: Hammond Police Department
ADDRESS: 5925 Calumet Avenue
Hammond, IN 46320

TELEPHONE NO.: 219/853-6469

911 SYSTEM DESCRIPTION

PSAP NAME HARTFORD CITY, IN

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 78

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: 08/75 OPERATIONAL: 05/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 50 % FIRE 15 % EMS 30 % OTHER 5 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 146,524
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Robert Meredith
TITLE: Chief of Police
AGENCY: Hartford City Police Department
ADDRESS: 315 W. Washington
Hartford City, IN 47348

TELEPHONE NO.: 317/348-3730,4819

911 SYSTEM DESCRIPTION

PSAP NAME KENDALLVILLE, IN

THE COMMUNITY

POPULATION SERVED: 6,000* SERVICE AREA (Sq. Mi.): 7

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 10/72

AGENCY(S) LEADING 911 EFFORT: Other#

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 11 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 26,370
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Educate public of value of 911 for emergencies only. *Population (1975) provided by other source. #Planning was effort of PD, FD, city/county admin., & citizen group.

PSAP DIRECTOR

NAME: Craig A. Streich
TITLE: Chief of Police
AGENCY: Kendallville Police Department
ADDRESS: City Hall, S. Main Street
Kendallville, IN 46755

TELEPHONE NO.: 219/347-0654,0655

911 SYSTEM DESCRIPTION

PSAP NAME KOKOMO, IN

THE COMMUNITY

POPULATION SERVED: 81,000 SERVICE AREA (Sq. Mi.): 296

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 03/76 OPERATIONAL: 05/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 3

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 168
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Problems are caused by flaws in the telephone equipment.

ADVICE: Get latest telco equipment. Have 911 ctr. & communications in same area for less delays.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 44,736
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 10 %
FACILITIES 15 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Jerry Harrison
TITLE: Lieutenant
AGENCY: Kokomo Communications Center
ADDRESS: 215 W. Superior
Kokomo, IN 46901

TELEPHONE NO.: 317/459-4711

911 SYSTEM DESCRIPTION

PSAP NAME LOGANSPORT, IN

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/76 ORDERED: 08/76 OPERATIONAL: 06/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 10 % FIRE 0 % EMS 90 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Pat D. Rozzi
TITLE: Chief of Police
AGENCY: Logansport Police Department
ADDRESS: 601 E. Broadway
Logansport, IN 46947

TELEPHONE NO.: 219/753-4101

911 SYSTEM DESCRIPTION

PSAP NAME MISHAWAKA, IN

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 01/74 OPERATIONAL: 04/75

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: EMS

PSAP LOCATED WITH DISPATCH:

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Michael R. Hargreaves
TITLE: Chief, Emergency Medical Services Dept.
AGENCY: Mishawaka Emergency Medical Services
ADDRESS: 200 N. Church Street
Mishawaka, IN 46544

TELEPHONE NO.: 219/259-5215

911 SYSTEM DESCRIPTION

PSAP NAME SHELBYVILLE, IN

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/77 ORDERED: OPERATIONAL: 03/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 11
CALL MIX: LE 59 % FIRE 1 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 2 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

People dialing 7-digit numbers may come in on 911 line.

ADVICE: List non-emergency phone number under 911 listing.

PSAP DIRECTOR

NAME: Mary Jo Phares
TITLE: Dispatcher
AGENCY: Shelbyville Police Department
ADDRESS: 44 W. Washington Street
Shelbyville, IN 46176

TELEPHONE NO.: 317/392-2428

911 SYSTEM DESCRIPTION

PSAP NAME SOUTH BEND, IN

THE COMMUNITY

POPULATION SERVED: 115,000 SERVICE AREA (Sq. Mi.): 31

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 85 % FIRE 5 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Call answerers tend to take too much time getting information from caller.

ADVICE: Adopt a call screening procedure.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 6,600
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 1 %
FACILITIES 0 % OTHER 19%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Spandward T. Mitchem
TITLE: Service Division Chief
AGENCY: South Bend Police Department
ADDRESS: 701 W. Sample Street
South Bend, IN 46621

TELEPHONE NO.: 219/284-9314

911 SYSTEM DESCRIPTION

PSAP NAME VINCENNES, IN

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/75 ORDERED: 06/76 OPERATIONAL: 10/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 31 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 20 % FIRE 20 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

10% of operating budget comes from ambulance service.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,500
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 95 %
FACILITIES 0 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PSAP DIRECTOR

NAME: James H. Dotson
TITLE: Captain
AGENCY: Vincennes City Police
ADDRESS: 21 South Fourth Street
Vincennes, IN 47591

TELEPHONE NO.: 812/882-1630

911 SYSTEM DESCRIPTION

PSAP NAME WABASH, IN

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 420

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 05/74 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 25 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 6 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 30 % FIRE 60 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,500
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 50 %
FACILITIES 0 % OTHER 50 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Jerry G. Mullett
TITLE: Chief of Police
AGENCY: Wabash Police Department
ADDRESS: 633 South Wabash Street
Wabash, IN 46992

TELEPHONE NO.: 219/563-1111

911 SYSTEM DESCRIPTION

PSAP NAME WASHINGTON, IN

THE COMMUNITY

POPULATION SERVED: 11,232 SERVICE AREA (Sq. Mi.): 5

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 01/77 OPERATIONAL: 03/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Personally feel 911 is a waste of money for community of this size.

PSAP DIRECTOR

NAME: C.T. Baumert
TITLE: Chief of Police
AGENCY: Washington Police Department
ADDRESS: 101 N.E. 3rd
Washington, IN 47501

TELEPHONE NO.: 812/254-4410,4411

SURVEY NON-RESPONDENTS

JAY RIGGS
CHIEF OF POLICE
ALEXANDRIA POLICE DEPT.
204 SO HARRISON
ALEXANDRIA , IN 46001
(317) 724-3222

RAY NASH
LIEUTENANT, COMM DIV
CRAWFORDSVILLE POLICE DEPT.
100 S WATER ST
CRAWFORDSVILLE IN 47933
(317)362-3300

JOHN HADLEY
CAPT. OF COMMUNICATIONS
ALLEN COUNTY SHERIFF, RM B-20,
CITY-COUNTY BLDG, 1 MAIN ST.
FORT WAYNE , IN 46802
(219) 423-3631

WILLIAM OWEN
COMMUNICATIONS BRANCH CMDR.
INDIANAPOLIS POLICE DEPT.
50 N. ALABAMA
INDIANAPOLIS , IN 46204
(317)633-2811

ROBERT D WATSON
LIEUTENANT
MUNCIE POLICE DEPT.
228 INDIANA ST
MUNCIE , IN 47302
(317)747-4838

TRISH FIELDFERN
RECORDS COORDINATOR
TELL CITY POLICE DEPT.
CITY HALL BUILDINGS
TELL CITY , IN 47586
(812)547-7068

NAOMI A. COOK
DISPATCHER
CITY HALL, POLICE DEPT.
CEDAR & 9TH
AUBURN , IN 46706
(219) 925-1500

R MELENDEZ
SERGEANT
E CHICAGO POLICE DEPT
2301 E COLUMBUS DR
E CHICAGO , IN 46312
(219)392-8404

JERRY W CUSTER
CHIEF POLICE DEPT
GARRET POLICE DEPT
GARRET CITY HALL
GARRET , IN 46738
(219)357-5151

JOHN N POWELL
DESPATCHER
LINTON POLICE DEPT.
CITY OF LINTON
LINTON , IN 47441
(812)847-4411

THORNTON B MURPHY
LIEUTENANT
MCHENRY POLICE DEPT.
227 N MAIN
NEWCASTLE , IN 47362
(317)529-4890

JOSEPH P. GRENCHIK
MAYOR
CITY OF WHITING
1443 119TH STREET
WHITING , IN 46394
(219) 659-7700

MICHAEL LANNING
EMF DIRECTOR
BOONVILLE HOSPITAL
1116 MILLIS
BOONVILLE , IN 47610
(812) 897-1207

WILMER L. MORRIS
MAYOR
ADMINISTRATIVE OFFICES
CITY BUILDING
ELWOOD , IN 46036
(317) 552-5076

GARY MARTIN
CORPORAL
GARY POLICE DEPT.
1301 BROADWAY
GARY , IN 46407
(219)944-6661

THOMAS DROOK
CHIEF
MARION POLICE DEPARTMENT
202 S ADAMS ST
MARION , IN 46952
(317)662-9981

LARRY SHINNEMAN
CHIEF OF POLICE
PORTAGE CITY POLICE DEPARTMENT
2693 IRVING
PORTAGE , IN 46368
(219) 762-3122

HAROLD T GIBSON
CHIEF OF POLICE
BROWNSVILLE POLICE DEPT.
53 E MAIN
BROWNSBURG , IN 46112
(317)852-2253

TOM MCCOMB
CH. DISPATCHER, FT. WAYNE COM.
FORT WAYNE POLICE DEPARTMENT
#1 MAIN ST
FORT WAYNE , IN 46802
(219)423-7373

RUSSELL TEUSCH
CHIEF OF POLICE
HUNTINGTON POLICE DEPT.
CHERRY & MARKET STS
HUNTINGTON , IN 46750
(219)356-7110

WALTER W NORMAN
RADIO/COMPUTER OPERATOR
MARTINSVILLE POLICE DEPT.
59 S JEFFERSON
MARTINSVILLE , IN 46151
(317)342-6614

FERMIN M YERBY
MAYOR
ROCKPORT POLICE DEPT
5TH & MAIN
ROCKPORT , IN 47635
(812)649-2242

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911 SYSTEM DESCRIPTION

PSAP NAME ADEL, IA

THE COMMUNITY

POPULATION SERVED: 2,771 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1976 ORDERED: 1977 OPERATIONAL: 1978

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 50 % FIRE 25 % EMS 25 % OTHER 0 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Should have had proper training. Telco will not list non-emergency number in phone book.

ADVICE: Better public education.

* Regional Planning Agency

PSAP DIRECTOR

NAME: Dexter L. Struble
TITLE: Sheriff
AGENCY: Dallas County Sheriff's Office
ADDRESS: 808 Court
Adel, IA 50003

TELEPHONE NO.: 515/993-4567

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911 SYSTEM DESCRIPTION

PSAP NAME AMES, IA

THE COMMUNITY

POPULATION SERVED: 47,000 SERVICE AREA (Sq. Mi.): 50

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/73 ORDERED: OPERATIONAL: 11/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 85 % FIRE 10 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Arnold E. Siedelmann
TITLE: Chief of Police
AGENCY: Ames Police Department
ADDRESS: Public Safety Building
Ames, IA 50010

TELEPHONE NO.: 515/232-9366

911 SYSTEM DESCRIPTION

PSAP NAME BOONE, IA

THE COMMUNITY

POPULATION SERVED: 26,470 SERVICE AREA (Sq. Mi.): 576

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 2 OTHER 3

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/75 ORDERED: 05/76 OPERATIONAL: 11/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--2, Fire--2, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 4

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 93 % FIRE 2 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 12,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 41,842
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 25 %
FACILITIES 0 % OTHER 4 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Telco representative is 40 miles away making repairs difficult.

ADVICE: Better public education programs.

* Transfer relay

PSAP DIRECTOR

NAME: Henry N. Wallace
TITLE: Sheriff
AGENCY: Boone County Sheriff's Department
ADDRESS: Boone County Court House
Boone, IA 50036

TELEPHONE NO.: 515/432-6252

911 SYSTEM DESCRIPTION

PSAP NAME BURLINGTON, IA

THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 35

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/70 ORDERED: 04/70 OPERATIONAL: 10/70

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 1

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Somebody has to take charge & push to get it.

* 8A key telephone.

PSAP DIRECTOR

NAME: Patrick W. Mewes
TITLE: Captain
AGENCY: Burlington Police Department
ADDRESS: 412 Valley
Burlington, IA 52601

TELEPHONE NO.: 319/753-8352

911 SYSTEM DESCRIPTION

PSAP NAME CARROLL, IA

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/75 ORDERED: 04/76 OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 15 CIVILIANS 6 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 10 % FIRE 40 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get all telcos to participate in 911 program at same time.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 75,873
BUDGET BREAKDOWN--
PERSONNEL 65 % TELCO EQUIP./SERVICES 5 %
FACILITIES 10 % OTHER 20 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Maurice Dion
TITLE: Assistant Chief
AGENCY: Carroll Police Department
ADDRESS: 112 E. Fifth Street
Carroll, IA 51401

TELEPHONE NO.: 712/792-3537

911 SYSTEM DESCRIPTION

PSAP NAME CLARINDA, IA

THE COMMUNITY

POPULATION SERVED: 14,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 12/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 50% FIRE 5% EMS 5% OTHER 40%
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 99 % TELCO EQUIP./SERVICES 1%
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Vernon W. Woodard
TITLE: Chief of Police
AGENCY: Clarinda Police Department
ADDRESS: 15th & Steward
Clarinda, IA 51632

TELEPHONE NO.: 712/542-2194

911 SYSTEM DESCRIPTION

PSAP NAME COUNCIL BLUFFS, IA

THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 150

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 08/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 10 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X	
ANI ALI SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 17 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 300
CALL MIX: LE 30 % FIRE 30 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 250,000
BUDGET BREAKDOWN--
- PERSONNEL 80 %
- FACILITIES 0 %
- TELCO EQUIP./SERVICES 10 %
- OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Staff training & turnover is a problem.

ADVICE: Consolidate communications prior to implementation. Operators should be civilians.

PSAP DIRECTOR

NAME: Robert B. Cox
TITLE: Director of Communications
AGENCY: Pottawattami County Division of Comm.
ADDRESS: 227 S. 6th Street
Council Bluffs, IA 51501

TELEPHONE NO.: 712/328-5739

911 SYSTEM DESCRIPTION

PSAP NAME PERRY, IA

THE COMMUNITY

POPULATION SERVED: 6,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: OPERATIONAL: 01/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 7
CALL MIX: LE 42 % FIRE 1 % EMS 4 % OTHER 53 %
INAPPROPRIATE CALLS: 53 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Ringback feature sometimes malfunctions & some

7-digit numbers ring the 911 lines.

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Harold C. Wicks
TITLE: Chief of Police
AGENCY: Perry Police Department
ADDRESS: 1102 Willis Avenue
Perry, IA 50220

TELEPHONE NO.: 515/465-4636

CONTINUED

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SURVEY NON-RESPONDENTS

HENRY J. FRIES
CAPTAIN
CLINTON POLICE DEPT.
247 7TH AVENUE N.
CLINTON , IA 52732
(319) 242-5151

AMY CYBARTH
POLICE DISPATCHER
MUSCATINE PUBLIC SAFETY DEPT.
5TH & CEDAR ST.
MUSCATINE , IA 52761
(319) 263-9922

DONALD STEHR
SHERIFF
CRAWFORD CTY SHERIFF'S DEPT
CRAWFORD CTY LAW ENFORC'T CTR
DENISON , IA 51442
(712)263-3195

JIM CALHOUN
SUP OF COMMUNICATIONS
SIOUX CITY POLICE DEPT
116 6TH ST
SIOUX CITY , IA 51103
(712)279-6585

JOEL L DYER
COMMUNICATIONS OFFICER
BUCHANON CTY PUB SAFETY CTR
210 FIFTH AVE NE
INDEPENDENCE , IA 50644
(319)334-2568

ARTHUR C. SIMPSON
POLICE CHIEF
WAVERLY POLICE DEPT.
111 FOURTH ST. N.E.
WAVERLY , IA 50677
(319) 352-5400

HARVEY D. MILLER
CHIEF OF POLICE
IOWA CITY POLICE DEPT.
410 E. WASHINGTON ST.
IOWA CITY , IA 52240
(319) 354-1800 X282

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911 SYSTEM DESCRIPTION

PSAP NAME GARDEN CITY, KS

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 10,000

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 02/75 OPERATIONAL: 11/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 70
CALL MIX: LE 60 % FIRE 5 % EMS 15 % OTHER 20 %
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 6,500 .
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 0 %
FACILITIES 10 % OTHER 90 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need more public education programs to stop non-emergency calls on 911 lines.

PSAP DIRECTOR

NAME: Novice E. Sullivan
TITLE: Captain, Service Division
AGENCY: Garden City Police Department
ADDRESS: 116 E. Chestnut
Garden City, KS 67846

TELEPHONE NO.: 316/275-4251

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911 SYSTEM DESCRIPTION

PSAP NAME EL DORADO, KS

THE COMMUNITY

POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 200

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 02/70 OPERATIONAL: 04/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 1%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need to educate public that 911 is for emergency calls only.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Victor S. Marshall
TITLE: Director of Public Safety
AGENCY: El Dorado Department of Public Safety
ADDRESS: 220 E. First
El Dorado, KS 67042

TELEPHONE NO.: 316/321-9100

911 SYSTEM DESCRIPTION

PSAP NAME LAWRENCE, KS

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 17

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1968 ORDERED: 1968 OPERATIONAL: 10/69

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Other--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 13 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 80 % FIRE 5 % EMS 10 % OTHER 5 %
INAPPROPRIATE CALLS: 35 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 426
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive too many non-emergency calls on 911 lines.

*Trace option

PSAP DIRECTOR

NAME: Verner L. Newman III
TITLE: Captain
AGENCY: Lawrence Police Department
ADDRESS: 111 East 11th
Lawrence, KS 66044

TELEPHONE NO.: 913/841-7210

911 SYSTEM DESCRIPTION

PSAP NAME MANHATTAN, KS

THE COMMUNITY

POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 625

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: 01/75 OPERATIONAL: 10/75

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 8 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 8 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 11
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 4 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 8,000
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 90 %
FACILITIES % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

Problems relate to training 911 call answerers as well as the maintenance of equipment.

ADVICE: Have good training program & get enough manpower for PSAP.

PSAP DIRECTOR

NAME: Nicholas J. Edvy
TITLE: Inspector II
AGENCY: Riley County Police Department
ADDRESS: 600 Colorado Street
Manhattan, KS 66502

TELEPHONE NO.: 913/537-2112

911 SYSTEM DESCRIPTION

PSAP NAME MC PHERSON, KS

THE COMMUNITY

POPULATION SERVED: 12,985 SERVICE AREA (Sq. Mi.): 134

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/76 ORDERED: 09/76 OPERATIONAL: 10/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 36 % FIRE 10 % EMS 10 % OTHER 45 %
INAPPROPRIATE CALLS: 45 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 791

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 11,107
BUDGET BREAKDOWN--
PERSONNEL 10 % TELCO EQUIP./SERVICES 90 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 39 % OTHER 61 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

61% of operating budget comes from pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: Robert C. Perkins
TITLE: Chief of Police
AGENCY: McPherson Police Department
ADDRESS: 312 E. Kansas Avenue
McPherson, KS 67460

TELEPHONE NO.: 316/241-2500

911 SYSTEM DESCRIPTION

PSAP NAME STEVENS COUNTY, KS

THE COMMUNITY

POPULATION SERVED: 4,000* SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1974 ORDERED: OPERATIONAL: 1974

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 30

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Wrong numbers received occasionally. Public does not use 911 as they should.

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Russ DeWitt
TITLE: Sheriff
AGENCY: Stevens County Sheriff's Office
ADDRESS: P.O. Box 459
Hugoton, KS 67951

TELEPHONE NO.: 316/544-4386

911 SYSTEM DESCRIPTION

PSAP NAME YATES CENTER, KS

THE COMMUNITY

POPULATION SERVED: 4,100 SERVICE AREA (Sq. Mi.): 504

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: John N. Wade
TITLE: Sheriff
AGENCY: Woodson County Sheriff's Department
ADDRESS:
Yates Center, KS 66783

TELEPHONE NO.: 316/625-2147,2148

SURVEY NON-RESPONDENTS

IVAN G. DEAN
CHIEF
COLBY POLICE DEPT.
25 N. COURT
COLBY , KS 67701
(913) 462-6711

DAN SCHMIDT
CHIEF
HAYS POLICE DEPT.
P.O. BOX 796
HAYS , KS 67601
(913) 625-3434

HARLAND D REUSINK
SHERIFF
NORTON SHERIFF'S DEPT.
COURTHOUSE
NORTON , KS 67654
(913) 877-3347

RALPH OAKLEY
CHIEF OF POLICE
DODGE CITY POLICE DEPT
705 FIRST ST.
DODGE CITY , KS 67801
(316)225-4101

DALE R. OGREN
CHIEF
HERINGTON POLICE DEPT.
715 S. BROADWAY
HERINGTON , KS 67449
(913) 258-2226

BOB MCLAUGHLIN
SHERIFF
DECATUR COUNTY SHERIFF'S DEPT.
194 SOUTH PENN
OBERLIN , KS 67749
(913) 475-2132

JERI L. TATUM
CITY CLERK
ELWOOD FIRE/POLICE DEPT.
6 KENTUCKY ST.
ELWOOD , KS 66024
(913) 365-0021

STAN LEWIS
CHIEF
INDEPENDENCE POLICE DEPT.
120 NORTH SIXTH
INDEPENDENCE , KS 67301
(316) 331-1700

JIMMY D HUSS
CAPTAIN
SALINA POLICE DEPT
255 NORTH 10TH ST
SALINA , KS 67401
(913) 825-0571

LYLE G. ARMITAGE
DIRECTOR OF COMMUNICATIONS
EMPORIA POLICE DEPT.
104 E. FIFTH
EMPORIA , KS 66801
(316) 342-1766

LELAND REEDY
CHIEF
NEODESHA FIRE DEPT.
113 SOUTH FIFTH ST.
NEODESHA , KS 66757
(316) 325-2642

911 SYSTEMS NOT CONTACTED

KENNETH M DUCKWORTH
DIRECTOR, WICHITA-SEDGWICK
DEPT. OF EMERGENCY COMM.
525 N. MAIN, BASEMENT RM. 6
WICHITA , KS 67203
(316) 268-4329 *ANI*

KENTUCKY

911 SYSTEM DESCRIPTION

PSAP NAME DANVILLE, KY

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 17

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/73 ORDERED: 09/76 OPERATIONAL: 11/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 59 % FIRE 11 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 19 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Phillip M. Lamb
TITLE: Supervisor, Communications
AGENCY: Danville Police Department
ADDRESS: West Main Street
Danville, KY 40422

TELEPHONE NO.: 606/236-2431

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911 SYSTEM DESCRIPTION

PSAP NAME FRANKFORT, KY

THE COMMUNITY

POPULATION SERVED: 38,000 SERVICE AREA (Sq. Mi.): 211

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/69 ORDERED: 03/70 OPERATIONAL: 03/71

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 23 % FIRE 35 % EMS 40 % OTHER 2 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 89,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 29,565
BUDGET BREAKDOWN--
PERSONNEL 62 % TELCO EQUIP./SERVICES 38 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Extend 911 service to cover pay-phones too

PSAP DIRECTOR

NAME: Joe D. Jennings
TITLE: Fire Chief
AGENCY: Frankfort Fire Department
ADDRESS: 315 W. Second Street
Frankfort, KY 40601

TELEPHONE NO.: 502/227-7331

911 SYSTEM DESCRIPTION

PSAP NAME MAYFIELD, KY

THE COMMUNITY

POPULATION SERVED: 12,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/69 ORDERED: 01/70 OPERATIONAL: 04/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 15 % FIRE 10 % EMS 75 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 120
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Work through your telco.

PSAP DIRECTOR

NAME: Charles Johnson
TITLE: Chief of Police
AGENCY: Mayfield Police Department
ADDRESS: 215 East Broadway
Mayfield, KY 42066

TELEPHONE NO.: 502/247-1621

911 SYSTEM DESCRIPTION

PSAP NAME MAYSVILLE, KY

THE COMMUNITY

POPULATION SERVED: 8,500 SERVICE AREA (Sq. Mi.): 14

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/77 ORDERED: 11/77 OPERATIONAL: 11/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 5 % FIRE 5 % EMS 90 % OTHER 0 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 31,000
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 0 %
FACILITIES 20 % OTHER 20 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Douglas Culp
TITLE: Chief of Police
AGENCY: Maysville Police Department
ADDRESS: 215 E. Third Street
Maysville, KY 41056

TELEPHONE NO.: 606/564-5521

911 SYSTEM DESCRIPTION

PSAP NAME PARIS, KY

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/67 ORDERED: 09/68 OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 10 % FIRE 5 % EMS 5 % OTHER 80 %
INAPPROPRIATE CALLS: 80 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Public uses 911 for non-emergency calls.

PSAP DIRECTOR

NAME: George G. Boling
TITLE: Chief of Police
AGENCY: Paris Police Department
ADDRESS: 300 1/2 Pleasant Street
Paris, KY 40361

TELEPHONE NO.: 606/987-4400

SURVEY NON-RESPONDENTS

MILFORD JOBE
POLICE CHIEF
FULTON POLICE DEPT.
BRODDER ST
FULTON , KY 42041
(502) 472-3465

TIMOTHY J. BRYANT
POLICE CHIEF
HARRODSBURG POLICE DEPT.
125 W. BROADWAY
HARRODSBURG , KY 40330
(606) 734-3311

W. EARL CROFT
CHIEF OF COMMUNICATIONS
EMERGENCY COMMUNICATION CTR
116-A WEST 1ST ST.
HOPKINSVILLE , KY 42240
(502) 886-9025

LOUISIANA

911 SYSTEM DESCRIPTION

PSAP NAME OAKDALE, LA

THE COMMUNITY

POPULATION SERVED: 14,500 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 23 CIVILIANS 18 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 20 % FIRE 40 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Advertise use of 911.

PSAP DIRECTOR

NAME: Judie G. McCoy
TITLE: Records & Secretary
AGENCY: Oakdale City Police
ADDRESS: P.O. Box 728, 118 N. 10th Street
Oakdale, LA 71463

TELEPHONE NO.: 318/335-0291,02090

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MARSHALL T CAPPEL
SHERIFF
RAPIDES PARISH COURTHOUSE
PO BOX 1510
ALEXANDRIA , LA 71301
(318)445-6201

BILL HILLMAN
CHIEF OF POLICE
LEESVILLE POLICE DEPT.
PO BOX 1267
LEESVILLE , LA 71446
(318)238-0331

PATSY DELAUGHTER
DISPATCHER
VIDALIA POLICE DEPT.
504 5TH ST
VIDALIA , LA 71373
(318)336-5254

HOWARD A KIDDER
CHIEF OF POLICE
BATON ROUGE POLICE DEPT.
300 NORTH BLVD, PO BOX 2406
BATON ROUGE , LA 70821
(504)389-3802

HENRY B HABBETY
ADMINISTRATIVE ASST TO CHIEF
RAYNE POLICE DEPARTMENT
PO BOX 246
RAYNE , LA 70578
(318)334-4215

W L CONSTANT
MAYOR
CITY HALL
PO BOX 630
BUNKIE , LA 71322
(318)346-2131

STANLEY H NEAL
CAPTAIN
POLICE
PO BOX 280
RUSTON , LA 71270
(318)255-7000

ROCHELLA K ROBINSON
CLERK OF TOWN
CITY HALL
200 BELL
LAKE PROVIDENCE , LA 71254
(318)559-2288

BILLY R GUIC
ASST CHIEF OF POLICE
TULLULAH POLICE DEPT.
500 E GREEN
TULLULAH , LA 71282
(318)574-3230

911 SYSTEM DESCRIPTION

PSAP NAME BOOTHBAY HARBOR, ME.

THE COMMUNITY

POPULATION SERVED: 4,607 SERVICE AREA (Sq. Mi.): 32

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 50 % FIRE 10 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 46 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO./EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get voice recorders.

PSAP DIRECTOR

NAME: Duey C. Graham
TITLE: Chief of Police
AGENCY: Boothbay Harbor Police Department
ADDRESS: 15 McKown Street
Boothbay Harbor, ME 04538

TELEPHONE NO.: 207/633-2451

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911 SYSTEM DESCRIPTION

PSAP NAME BRUNSWICK, ME

THE COMMUNITY

POPULATION SERVED: 18,500 SERVICE AREA (Sq. Mi.): 44

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/77 ORDERED: 01/78 OPERATIONAL: 10/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT X — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 31 CIVILIANS 6 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $ 9,000
BUDGET BREAKDOWN--
PERSONNEL 20 % — TELCO EQUIP./SERVICES 70 %
FACILITIES 5 % — OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL X
TECHNICAL — MANAGEMENT

COMMENTS:

Expending more resources than expected.

ADVICE: Conduct in-depth cost analysis. Telephone equipment costs can be higher than estimated in planning stage.

PSAP DIRECTOR

NAME: Dominic F. Vermette
TITLE: Chief of Police
AGENCY: Brunswick Police Department
ADDRESS: 28 Federal Street
Brunswick, ME 04011

TELEPHONE NO.: 207/729-1600

911 SYSTEM DESCRIPTION

PSAP NAME LEWISTON, ME

THE COMMUNITY

POPULATION SERVED: 67,779 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 10/78 OPERATIONAL: 08/79

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL 6

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 60
CALL MIX: LE 35 % FIRE 35 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 50,458

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gilles M. Lessard
TITLE: 911 Supervisor
AGENCY: Lewiston-Auburn 911 Emerg. Comm. System
ADDRESS: 2 College Street
Lewiston, ME 04240

TELEPHONE NO.: 207/784-5713

911 SYSTEM DESCRIPTION

PSAP NAME WATERVILLE, ME

THE COMMUNITY

POPULATION SERVED: 35,868 SERVICE AREA (Sq. Mi.): 135

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/69 ORDERED: OPERATIONAL: 11/71

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 9 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 55 % FIRE 10 % EMS 30 % OTHER 5 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

33% of operating budget comes from PSAP billings of system users

FISCAL

PLANNING/IMPLEMENTATION COST: $ 175,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 70,000
BUDGET BREAKDOWN--
PERSONNEL 72 % TELCO EQUIP./SERVICES 8 %
FACILITIES 7 % OTHER 13 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 67 % OTHER 33 %

PSAP DIRECTOR

NAME: Ronald F. Laliberte
TITLE: Chief of Police
AGENCY: Waterville Police Department
ADDRESS: City Hall
Waterville, ME 04901

TELEPHONE NO.: 207/872-5551

SURVEY NON-RESPONDENTS

ALBERT M SMITH
CHIEF OF POLICE
CAMDEN POLICE DEPT.
WASHINGTON ST
CAMDEN , ME 04843
(207)236-3030

CINDY SHAW
MANAGER, COMMUNICATIONS DIV.
PUBLIC SAFETY DEPARTMENT
P.O. BOX 455
YARMOUTH , ME 04096
(207) 846-3333

RAYMOND LORD
DIR OF HAMPDEN AMBULANCE
HAMPDEN AMBULANCE
PO 108
HAMPDEN , ME 04444
(207)862-3300

DAVID L YOUNG
CHIEF OF POLICE
LISBON FALLS POLICE DEPT.
PO BOX 8
LISBON FALLS , ME 04252
(207)353-2500

SAM ALLEN
DIRECTOR OF COMMUNICATION
DEPARTMENT OF PUBLIC SAFETY
109 MIDDLE STREET
PORTLAND , ME 04111
(207) 775-5451

MARYLAND

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911 SYSTEM DESCRIPTION

PSAP NAME CALVERT COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 31,500 SERVICE AREA (Sq. Mi.): 216

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 04/76 OPERATIONAL: 10/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 6
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 12 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 25 % FIRE 25 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,936

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 175,494
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 3%
FACILITIES 0 % OTHER 5%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: 911 system should limited to county boundary with 1 central PSAP.

*60 button console

PSAP DIRECTOR

NAME: Ida H. Gibson
TITLE: Director
AGENCY: Calvert Control Center
ADDRESS: Court House, 4th Street
Prince Frederick, MD 20678

TELEPHONE NO.: 301/535-1400

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911 SYSTEM DESCRIPTION

PSAP NAME CHARLES COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 500

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 11 EMS 9 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 1971 OPERATIONAL: 11/72

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 17 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE X
- FORCED DISCONNECT X
- SWITCHHOOK STATUS
- RINGBACK X

ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 14 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 20 % FIRE 30 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 143,000
BUDGET BREAKDOWN--
- PERSONNEL 70 %
- FACILITIES 0 %
- TELCO EQUIP./SERVICES 12 %
- OTHER 18 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 5 % LOCAL 95 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Problem is that public uses 911 for non-emergency calls. ADVICE: Check with other 911 PSAPs for planning advice.

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: Alton Hancock
TITLE: Chief Dispatcher
AGENCY: Charles County Communications Center
ADDRESS: Box 189
Laplata, MD 20646

TELEPHONE NO.: 301/934-2222

911 SYSTEM DESCRIPTION

PSAP NAME ELKTON, MD

THE COMMUNITY

POPULATION SERVED: 55,900 SERVICE AREA (Sq. Mi.): 386

POLITICAL JURISDICTIONS SERVED: 16

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 12 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/75 ORDERED: 10/76 OPERATIONAL: 01/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 15 TANDEM 9

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Civil def.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 11 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3,500
CALL MIX: LE 20 % FIRE 70 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 67,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 40 % TELCO EQUIP./SERVICES 45 %
FACILITIES 10 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: Daniel H. Mahan, Jr.
TITLE: Director of Civil Defense
AGENCY: Cecil County Control Center
ADDRESS: Rm. 6, Court House, E. Main Street
Elkton, MD 21921

TELEPHONE NO.: 301/398-1350

911 SYSTEM DESCRIPTION

PSAP NAME GARRETT COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 21,000 SERVICE AREA (Sq. Mi.):664

POLITICAL JURISDICTIONS SERVED: 14

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 9 EMS 9 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 07/77 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 14 TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY: 7-digit number

AVERAGE DAILY CALL VOLUME: 35
CALL MIX: LE 65 % FIRE 15 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $12,556

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $7,432,152
BUDGET BREAKDOWN--
PERSONNEL 65 % TELCO EQUIP./SERVICES 25 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Telco having problems installing patch circuit.

ADVICE: Need faster method of tracing calls.

*8A key system

#Disaster/emergency preparedness

PSAP DIRECTOR

NAME: Edward J. Livengood
TITLE: Chief Dispatcher
AGENCY: Garrett County Communications Center
ADDRESS: 203 S. 4th Street
Oakland, MD 21550

TELEPHONE NO.: 301/334-9401

911 SYSTEM DESCRIPTION

PSAP NAME MONTGOMERY COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 600,000 SERVICE AREA (Sq. Mi.): 526

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 11/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 24 TANDEM 24

DIAL TONE FIRST STATUS: Parial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 12

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 65 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,200
CALL MIX: LE 85 % FIRE 15 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 35 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Need vigorous education of public about uses of 911 system.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Virgil C. Hottinger
TITLE: Lieutenant
AGENCY: Montgomery County Police Comm. Division
ADDRESS: 100 Maryland Avenue
Rockville, MD 20850

TELEPHONE NO.: 301/279-1899

911 SYSTEM DESCRIPTION

PSAP NAME PRINCE GEORGE COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 700,000 SERVICE AREA (Sq. Mi.): 487

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 11/72 OPERATIONAL: 11/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 13 TANDEM 20

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,865
CALL MIX: LE 21 % FIRE 9 % EMS 0 % OTHER 70 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 271,773
BUDGET BREAKDOWN--
PERSONNEL 74 % TELCO EQUIP./SERVICES 24 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT X

COMMENTS:

PSAP DIRECTOR

NAME: Harold F. Rodenhausen
TITLE: Communications Officer
AGENCY: Prince George Communications Center
ADDRESS: 14741 Govenor Oden Bowie Drive, L140
Upper Marlboro, MD 20870

TELEPHONE NO.: 301/952-3175

911 SYSTEM DESCRIPTION

PSAP NAME ST. MARY'S COUNTY, MD

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 367

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/74 ORDERED: 07/75 OPERATIONAL: 08/76

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 15 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER X

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Civil def.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 50 % FIRE 20 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,968

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 111,000
BUDGET BREAKDOWN--
PERSONNEL 94 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL 25 % STATE 25 % LOCAL 50 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Minor problems exist with telephone equipment.

ADVICE: Try to get ANI & ALI.

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: Thomas L. Oliver
TITLE: Deputy Director of Civil Defense
AGENCY: St. Mary's County Civil Defense & DPA
ADDRESS: P.O. Box 271
Leonardtown, MD 20650

TELEPHONE NO.: 301/475-8016

SURVEY NON-RESPONDENTS

JAMES HELLER
CAPTAIN
HOWARD CTY CENTRAL ALARM
COURTHOUSE DR
ELLICOTT CITY , MD 21043
(301)992-2314

911 SYSTEMS NOT CONTACTED

ROBERT J BENSON
CHIEF
CENTRAL COMMUNICATIONS CENTER
401 BOSLEY AVENUE
TOWSON , MD 21204
(301) 494-4110 *ANI*

MASSACHUSETTS

911 SYSTEM DESCRIPTION

PSAP NAME BOSTON, MA

THE COMMUNITY

POPULATION SERVED: 650,000 SERVICE AREA (Sq. Mi.): 46

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 12/71 OPERATIONAL: 11/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 9
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 29 TANDEM 17

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 14

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 56 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4,500
CALL MIX: LE 55 % FIRE 20 % EMS 25 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

ADVICE: Be sure public is educated to use 911 for emergencies only.

PSAP DIRECTOR

NAME: John F. Geagan
TITLE: Deputy Superintendent
AGENCY: Boston Police Department
ADDRESS: 154 Berkeley Street
Boston, MA 02116

TELEPHONE NO.: 617/247-4600

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911 SYSTEM DESCRIPTION

PSAP NAME BREWSTER, MA

THE COMMUNITY

POPULATION SERVED: 4,600 SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 04/77 OPERATIONAL: 12/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 16 CIVILIANS 1 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 40 % FIRE 10 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 726
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

NOTE: Population increases to 20,000 during the summer.

PSAP DIRECTOR

NAME: James R. Ehrhart
TITLE: Chief of Police
AGENCY: Brewster Police Department
ADDRESS: 1657 Main Street
Brewster, MA 02631

TELEPHONE NO.: 617/896-7011

911 SYSTEM DESCRIPTION

PSAP NAME CAMBRIDGE, MA

THE COMMUNITY

POPULATION SERVED: 104,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 15 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Intensive public education of using 911

for emergencies only.

PSAP DIRECTOR

NAME: William D. Cummings
TITLE: Sergeant
AGENCY: Cambridge Police Department
ADDRESS: 5 Weston Avenue
Cambridge, MA 02139

TELEPHONE NO.: 617/868-3400

911 SYSTEM DESCRIPTION

PSAP NAME DALTON, MA

THE COMMUNITY

POPULATION SERVED: 7,127 SERVICE AREA (Sq. Mi.): 22

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/70 ORDERED: OPERATIONAL: 06/71

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 2
DIRECT PROGRESSIVE ONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 52 % FIRE 20 % EMS 28 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 18,581

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 34,921
BUDGET BREAKDOWN--
PERSONNEL 96 % TELCO EQUIP./SERVICES 3 %
FACILITIES 1 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Difficult to get funding for equipment upgrading.

ADVICE: If system is multi-jurisdictional, get computer readout of addresses of callers & what emergency agency is closest.

PSAP DIRECTOR

NAME: Robert F. Kirchner
TITLE: Fire Chief--Director of Communications
AGENCY: Dalton Fire Department
ADDRESS: 20 Flansburg Avenue
Dalton, MA 01226

TELEPHONE NO.: 413/684-0500

911 SYSTEM DESCRIPTION

PSAP NAME E. WEYMOUTH, MA

THE COMMUNITY

POPULATION SERVED: 57,000 SERVICE AREA (Sq. Mi.): 17

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 06/75 OPERATIONAL: 03/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Critical evaluation of system proposed by telco--numbers & type of equipment.

NOTE: 911 system is presently converting from PBX system to a 21-52 key system.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 67,500
BUDGET BREAKDOWN--
PERSONNEL 89 % TELCO EQUIP./SERVICES 11 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Chester A. MacKenzie
TITLE: Detective
AGENCY: Weymouth Police Department
ADDRESS: 1393 Pleasant Street
E. Weymouth, MA 02189

TELEPHONE NO.: 617/335-1212

911 SYSTEM DESCRIPTION

PSAP NAME EAST LONGMEADOW, MA

THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/74 ORDERED: 08/74 OPERATIONAL: 11/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 26 CIVILIANS 2 MULTI-LINGUAL 6

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 10 % FIRE 10 % EMS 80 % OTHER 0 %
INAPPROPRIATE CALLS: 3 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO./EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Edward Craven
TITLE: Chief of Police
AGENCY: East Longmeadow Police Department
ADDRESS: 160 Somers Road
East Longmeadow, MA 01028

TELEPHONE NO.: 413/525-6826

911 SYSTEM DESCRIPTION

PSAP NAME HOLLISTON, MA

THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 19

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: OPERATIONAL: 12/75

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 20 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Call answerers have other duties besides answering 911 calls.

ADVICE: Isolate 911 from all other activities.

PSAP DIRECTOR

NAME: William L. Marsell
TITLE: Chief of Police
AGENCY: Holliston Police Department
ADDRESS: 532 Washington Street
Holliston, MA 01746

TELEPHONE NO.: 617/429-4372

911 SYSTEM DESCRIPTION

PSAP NAME MARSHFIELD, MA

THE COMMUNITY

POPULATION SERVED: 26,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/70 ORDERED: 06/73 OPERATIONAL: 05/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 52 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 50 % FIRE 40 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 760

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,056
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget comes from PSAP billings of the system users.

PSAP DIRECTOR

NAME: John R. Roderick
TITLE: Acting Chief of Police
AGENCY: Marshfield Police Department
ADDRESS: 1639 Ocean Avenue
Marshfield, MA 02050

TELEPHONE NO.: 617/834-6655

911 SYSTEM DESCRIPTION

PSAP NAME MEDFIELD, MA

THE COMMUNITY

POPULATION SERVED: 10,380 SERVICE AREA (Sq. Mi.): 14

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/69 ORDERED: 1972 OPERATIONAL: 04/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 85 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

Some 911 call answerers tend to answer non-emergency calls that come in on the 911 lines.

ADVICE: Get 911 & promote its proper use.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 0

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 38,500
BUDGET BREAKDOWN--
PERSONNEL 97 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: William H. Mann
TITLE: Chief of Police
AGENCY: Medfield Police Department
ADDRESS: 110 North Street
Medfield, MA 02052

TELEPHONE NO.: 617/359-2315

911 SYSTEM DESCRIPTION

PSAP NAME MEDWAY, MA

THE COMMUNITY

POPULATION SERVED: 9,000 SERVICE AREA (Sq. Mi.): 11

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/75 ORDERED: 01/76 OPERATIONAL: 06/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT X — RINGBACK
IDLE CIRCUIT TONE X — SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 20 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 50 % FIRE 0 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 900
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL
TECHNICAL — MANAGEMENT

COMMENTS:

ADVICE: Need a lot of public education of proper 911 use.

PSAP DIRECTOR

NAME: William J. Giallonardo
TITLE: Chief of Police
AGENCY: Medway Police Department
ADDRESS: 161 Village Street
Medway, MA 02053

TELEPHONE NO.: 617/533-8211

911 SYSTEM DESCRIPTION

PSAP NAME MIDDLEBOROUGH, MA

THE COMMUNITY

POPULATION SERVED: 19,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/70 ORDERED: 12/70 OPERATIONAL: 06/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X		FORCED DISCONNECT X		RINGBACK
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL X
- FINANCIAL MANAGEMENT

COMMENTS:

Have had some difficulty transferring calls to fire department. Can only trace calls 8AM-5PM when CO is opened.

ADVICE: A method of dual answering capabilities.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,285,490
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 10 %
FACILITIES 10 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: William E. Warner
TITLE: Chief of Police
AGENCY: Middleborough Police Department
ADDRESS: 99 N. Main Street
Middleborough, MA 02346

TELEPHONE NO.: 617/947-1212

911 SYSTEM DESCRIPTION

PSAP NAME MILLBURY, MA

THE COMMUNITY

POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 40

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 11/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 18 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Received numerous wrong numbers on 911 lines. Central office & city boundary mismatches has caused problems.

PSAP DIRECTOR

NAME: George R. Brady
TITLE: Chief of Police
AGENCY: Millbury Police Department
ADDRESS: 127 Elm Street
Millbury, MA 01527

TELEPHONE NO.: 617/865-3521

CONTINUED

5 OF 12

911 SYSTEM DESCRIPTION

PSAP NAME NEEDHAM, MA

THE COMMUNITY

POPULATION SERVED: 29,936 SERVICE AREA (Sq. Mi.): 14

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/76 ORDERED: 06/77 OPERATIONAL: 06/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 27 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need public education of using 911 for emergencies only.

PSAP DIRECTOR

NAME: Louis Roman
TITLE: Chief of Police
AGENCY: Needham Police Department
ADDRESS: 99 School Street
Needham, MA 02192

TELEPHONE NO.: 617/444-1212

911 SYSTEM DESCRIPTION

PSAP NAME NEWTON, MA

THE COMMUNITY

POPULATION SERVED: 86,500 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 06/76 OPERATIONAL: 12/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 10 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 20 % FIRE 1 % EMS 4 % OTHER %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Need additional space & personnel training.

PSAP DIRECTOR

NAME: William F. Quinn
TITLE: Chief of Police
AGENCY: New Police Department
ADDRESS: 1321 Washington Street
Newton, MA 02165

TELEPHONE NO.: 617/552-7258

911 SYSTEM DESCRIPTION

PSAP NAME NORTON, MA

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 29

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/78 ORDERED: 05/78 OPERATIONAL: 09/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 35
CALL MIX: LE 35 % FIRE 20 % EMS 45 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Other#

FISCAL

PLANNING/IMPLEMENTATION COST: $ 0

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,684
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

*Disaster/emergency preparedness

#Town by-law

PSAP DIRECTOR

NAME: Woodrow E. Wilson, Jr.
TITLE: Supervisor of Communications
AGENCY: Norton Communications Center
ADDRESS: 70 E. Main Street
Norton, MA 02766

TELEPHONE NO.: 617/285-6301

911 SYSTEM DESCRIPTION

PSAP NAME PEPPERELL, MA

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. MI.): 23

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 10/74 OPERATIONAL: 10/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 30 % FIRE 35 % EMS 35 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 43,168
BUDGET BREAKDOWN--
PERSONNEL 98 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Absolute cooperation between department heads, town officials, & telco.

PSAP DIRECTOR

NAME: Maunsell B. Babin
TITLE: Chief of Police
AGENCY: Pepperell Police Department
ADDRESS: Foster Street
Pepperell, MA 01437

TELEPHONE NO.: 617/433-2113

911 SYSTEM DESCRIPTION

PSAP NAME PROVINCETOWN, MA

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 8

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 21 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get 911. Response from the community has been great.

PSAP DIRECTOR

NAME: James J. Meads
TITLE: Chief of Police
AGENCY: Provincetown Police Department
ADDRESS: 260 Commercial Street
Provincetown, MA 02657

TELEPHONE NO.: 617/487-1212

911 SYSTEM DESCRIPTION

PSAP NAME QUINCY, MA

THE COMMUNITY

POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 27

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 06/71 OPERATIONAL: 03/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 10
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 10 TANDEM 10

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 8

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS 13 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 33 % FIRE 27 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 10,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 20,000
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 15 %
FACILITIES 5 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL 10 % STATE % LOCAL 90 % OTHER %

PSAP DIRECTOR

NAME: Francis X. Finn
TITLE: Chief of Police
AGENCY: Quincy Police Department
ADDRESS: 442 Southern Artery
Quincy, MA 02169

TELEPHONE NO.: 617/479-1212

911 SYSTEM DESCRIPTION

PSAP NAME SOUTHWICK, MA

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 32

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 60 % FIRE 10 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 33,000
BUDGET BREAKDOWN--
PERSONNEL 25 % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Charles Wolfe
TITLE: Chief of Police
AGENCY: Southwick Police Departmen.
ADDRESS: P.O. Box 4, 11 Depot Street
Southwick, MA 01077

TELEPHONE NO.: 413/569-5348

911 SYSTEM DESCRIPTION

PSAP NAME TOPSFIELD, MA

THE COMMUNITY

POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/69 ORDERED: 06/71 OPERATIONAL: 05/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 98 % FIRE 1 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 45,300
BUDGET BREAKDOWN--
PERSONNEL 89 % TELCO EQUIP./SERVICES 15 %
FACILITIES 0 % OTHER 2%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Robert E. Howlett, Jr.
TITLE: Chairman, Communications Committee
AGENCY: Town of Topsfield
ADDRESS: Town Hall
Topsfield, MA 01983

TELEPHONE NO.: 617/887-2116

911 SYSTEM DESCRIPTION

PSAP NAME TYNGSBORO, MA

THE COMMUNITY

POPULATION SERVED: 4,800 SERVICE AREA (Sq. Mi.): 18

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: 06/73 OPERATIONAL: 09/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 95 % FIRE 4 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 844

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 39,230
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL X MANAGEMENT X

COMMENTS:

Difficult to train personnel in full capabilities of 911. Lines ring with no response on other end. Occasionally have disputes between agencies as to controlling head. ADVICE: Promote to all parties.

PSAP DIRECTOR

NAME: Harold L. Pivirotto
TITLE: Police Chief
AGENCY: Tyngsboro Police Department
ADDRESS: 10 Kendall Road
Tyngsboro, MA 01879

TELEPHONE NO.: 617/649-7504

911 SYSTEM DESCRIPTION

PSAP NAME WORCESTER, MA

THE COMMUNITY

POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 39

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1969 ORDERED: OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 11 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN 69 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 250
CALL MIX: LE 70 % FIRE 10 % EMS 15 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: John J. Hanlon
TITLE: Chief of Police
AGENCY: Worcester Police Department
ADDRESS: 9-11 Lincoln Square
Worcester, MA 01608

TELEPHONE NO.: 617/798-7011

SURVEY NON-RESPONDENTS

DON N MAIA
CHIEF OF POLICE
AMHERST POLICE DEPARTMENT
P.O. BOX 711
AMHERST , MA 01002
(413) 253-2511

WALTER M BURKE
CAPTAIN
BROOKLINE POLICE DEPARTMENT
350 WASHINGTON ST
BROOKLINE , MA 02146
(617) 734-1212

REGINA MANTHORN
SUPERVISOR
HAMILTON-WENHAM 911
EMERGENCY CENTER
HAMILTON MA 01936

DUANE TUTTLE
POLICE CHIEF
MATTAPOISETT POLICE DEPT.
1 CHURCH ST
MATTAPOISETT , MA 02739
(617) 758-2323

DANIEL L LABATO
POLICE CHIEF
NORTHAMPTON POLICE DEPARTMENT
35 CENTER ST
NORTHAMPTON , MA 01060
(413) 584-0205

LOUIS F. ANDERSON
CHIEF OF POLICE
ROCKPORT POLICE DEPT.
BROADWAY
ROCKPORT , MA 01966
(617) 546-3444

CASIMER J KENCKI
CHIEF OF POLICE
WARE POLICE DEPARTMENT
TOWN HALL
WARE , MA 01082
(413) 967-3571

ROBERT F JOHNSON
CHIEF OF POLICE
AUBURN POLICE DEPARTMENT
434 SOUTHBRIDGE ST.
AUBURN , MA 01501
(617) 832-3231

PAUL M DOMENICO
OFFICER
CLINTON POLICE DEPARTMENT
176 CHESTNUT ST
CLINTON , MA 01510
(617) 368-8766

FELIX RADACK
CHIEF OF POLICE
MANCHESTER POLICE DEPARTMENT
CENTRAL ST
MANCHESTER , MA 01944
(617) 526-1212

DONALD J MONTIGNY
CHIEF OF POLICE
MERRIMAC POLICE DEPARTMENT
16 E. MAIN ST.
MERRIMAC , MA 01860
(617) 346-8321

RONALD E GAGNER
LIEUTENANT
OXFORD POLICE DEPARTMENT
450 MAIN ST
OXFORD , MA 01540
(617) 987-0156

REGINA G MANTHORN
SUPERVISOR
EMERGENCY REPORT CENTER
265 BAY ROAD
S. HAMILTON , MA 01982
(617) 468-4421

JAMES DEVLIN
LIEUTENANT
WATERTOWN POLICE DEPARTMENT
34 CROSS STREET
WATERTOWN , MA 02172

ERNEST A TAFT
DISPATCHER
BELLINGHAM POLICE DEPARTMENT
1 COMMON ST
BELLINGHAM , MA 02019
(617) 966-1515

CARL E SHERIDON
CHIEF OF POLICE
DOVER POLICE DEPARTMENT
3 WALPOLE ST
DOVER , MA 02030
(617) 785-1130

LAWRENCE D'AFILE
CHIEF OF POLICE
MANSFIELD POLICE DEPARTMENT
50 WEST ST
MANSFIELD , MA 02048
(617) 339-9311

GEORGE J SMITH
CHIEF OF POLICE
MILLIS POLICE DEPARTMENT
885 MAIN ST
MILLIS , MA 02054
(617) 376-5112

FRANK E FREDERICKSON
CHIEF OF POLICE
RANDOLPH POLICE DEPARTMENT
1 NORTH ST
RANDOLPH , MA 02368
(617) 963-1212

BERNARD A FIORELLI
CHIEF OF POLICE
SOUTHBRIDGE POLICE DEPARTMENT
260 MAIN ST
SOUTHBRIDGE , MA 01550
(617) 764-4339

HARRY F SHEPHERD
CHIEF OF POLICE
WESTBORO POLICE DEPARTMENT
P.O. BOX 411
WESTBORO , MA 01581
(617) 366-8801

GERALD B LEWIS
FINANCIAL COORDINATOR
BRAINTREE POLICE DEPARTMENT
282 UNION ST
BRAINTREE , MA 02184
(617) 843-1212

DOMINIC FERRAZZI
LIEUTENANT
FRAMINGHAM POLICE DEPARTMENT
89 UNION AVE.
FRAMINGHAM , MA 01701
(617) 872-1212

BRIAN J SCOTT
CHIEF OF POLICE
MARION POLICE DEPT.
50 STRING ST
MARION , MA 02738
(617)748-1212

JOEL A JOHNSON
CHIEF OF POLICE
EASTON POLICE DEPARTMENT
LOTHROP ST
N. EASTON , MA 02356
(617) 238-6523

KENNETH MINASIAN
CAPTAIN
REVERE POLICE DEPARTMENT
23 PLEASANT ST
REVERE , MA 02151
(617) 284-1212

PAUL J FENTON
CHIEF OF POLICE
SPRINGFIELD POLICE DEPARTMENT
130 PEARL ST
SPRINGFIELD , MA 01105
(413) 785-5841

GERALD O'CONNOR
CHIEF OF POLICE
WESTFIELD POLICE DEPARTMENT
15 WASHINGTON ST
WESTFIELD , MA 01085
(413) 562-2133

KENNETH R MURPHY
CAPT-ACTING CHIEF OF POLICE
WOBURN POLICE DEPARTMENT
10 COMMON ST
WOBURN , MA 01801
(617) 933-1212

PAUL A SCHWALBE
CHIEF OF POLICE
WRENTHAM POLICE DEPARTMENT
SOUTH ST
WRENTHAM , MA 02093
(617) 384-2121

MICHIGAN

911 SYSTEM DESCRIPTION

PSAP NAME ANN ARBOR, MI

THE COMMUNITY

POPULATION SERVED: 104,000 SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 11

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/69 ORDERED: 09/74 OPERATIONAL: 08/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 16 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK X
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 4 DAYS/WEEK 10 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 271
CALL MIX: LE 94 % FIRE 2 % EMS 3 % OTHER 1 %
INAPPROPRIATE CALLS: 3 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL X
- FINANCIAL MANAGEMENT

COMMENTS:

Would like ANI & ALI.

ADVICE: Use 911 for fire & emergency medical as well as for law enforcement. Do not use for emergency calls only. Look at 911 as a public service.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 12 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Walter Hawkins
TITLE: Executive Major
AGENCY: Ann Arbor Police Department
ADDRESS: 100 N. 5th Avenue
Ann Arbor, MI 48107

TELEPHONE NO.: 313/994-2855

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911 SYSTEM DESCRIPTION

PSAP NAME DETROIT, MI

THE COMMUNITY

POPULATION SERVED: 2,000,000 SERVICE AREA (Sq. Mi.): 200

POLITICAL JURISDICTIONS SERVED: 18

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/70 ORDERED: 05/72 OPERATIONAL: 09/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 12

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 55 TANDEM 9

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 22

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 91 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5,000
CALL MIX: LE 80 % FIRE 3 % EMS 10 % OTHER 7 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 420,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,480,726
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Difficult to secure funds for expansion & upgrade.

Other cities apathetic because they do not control

PSAP. ADVICE: Low-key 911 publicity--our program

made public expect more than possible. *Fed. grant

PSAP DIRECTOR

NAME: Don G. McDonald
TITLE: Lieutenant, Supervisor of Operations
AGENCY: Detroit Police Department
ADDRESS: 1300 Beaubien
Detroit, MI 48226

TELEPHONE NO.: 313/224-4430

911 SYSTEM DESCRIPTION

PSAP NAME GRAND RAPIDS, MI

THE COMMUNITY

POPULATION SERVED: 197,649+ SERVICE AREA (Sq. Mi.): 42+

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 7 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/74 ORDERED: 09/74 OPERATIONAL: 05/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 25 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 22 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Population & service area figures are for the city of Grand Rapids only.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 10,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Rory E. McCarthy
TITLE: Emergency Communications Supervisor
AGENCY: Grand Rapids Police Department
ADDRESS: 333 Monroe Avenue N.W.
Grand Rapids, MI 49502

TELEPHONE NO.: 616/456-3840

911 SYSTEM DESCRIPTION

PSAP NAME LANSING, MI

THE COMMUNITY

POPULATION SERVED: 246,450 SERVICE AREA (Sq. Mi.): 524

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 7 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/72 ORDERED: 05/76 OPERATIONAL: 02/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 15

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 7 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 66 TANDEM 59

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 15 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 32 % FIRE 17 % EMS 46 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 150,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 743,861
BUDGET BREAKDOWN--
PERSONNEL 83 % TELCO EQUIP./SERVICES 9 %
FACILITIES 5 % OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 86 % OTHER 14 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

14% of operating budget comes from pre-established contributions of user agencies.

* Also has contract services.

PSAP DIRECTOR

NAME: Matt Winger
TITLE: Director, 911 Emergency Operations
AGENCY: Lansing Police Department
ADDRESS: 120 W. Michigan Avenue
Lansing, MI 48910

TELEPHONE NO.: 517/372-9400

911 SYSTEM DESCRIPTION

PSAP NAME LIVONIA, MI

THE COMMUNITY

POPULATION SERVED: 360,000 SERVICE AREA (Sq. Mi.): 147

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 7 EMS 7 OTHER 7

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/73 ORDERED: 09/74 OPERATIONAL: 04/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 21 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 21 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 85
CALL MIX: LE 94 % FIRE 2 % EMS 3 % OTHER 1 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 9,800

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 8,700
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER 99 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

ADVICE: Plan a lot of public education. Attempt to get multiple agencies in a cooperative effort. Explore new technologies available in 911 implementation.

PSAP DIRECTOR

NAME: Robert M. Skinner
TITLE: Systems Analyst
AGENCY: Livonia Police Department
ADDRESS: 15050 Farmington Road
Livonia, MI 48154

TELEPHONE NO.: 313/421-2900 x334

911 SYSTEM DESCRIPTION

PSAP NAME MARYSVILLE, MI

THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.): 7

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: 04/76 OPERATIONAL: 08/76

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 30 % FIRE 40 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 720
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Richard R. Hinkley
TITLE: Chief of Police
AGENCY: Marysville Police Department
ADDRESS: 1111 Delaware
Marysville, MI 48040

TELEPHONE NO.: 313/364-6300

911 SYSTEM DESCRIPTION

PSAP NAME MONROE, MI

THE COMMUNITY

POPULATION SERVED: 37,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/69 ORDERED: 01/70 OPERATIONAL: 10/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--2, Other--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 14
CALL MIX: LE 96 % FIRE 1 % EMS 2 % OTHER 1 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 0

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER % %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 98 % OTHER 2 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

2% of operating budget comes from pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: Dalvin C. Arnold
TITLE: Chief of Police
AGENCY: Monroe Police Department
ADDRESS: 120 S. Macomb Street
Monroe, MI 48161

TELEPHONE NO.: 313/241-3300

911 SYSTEM DESCRIPTION

PSAP NAME MUSKEGON, MI

THE COMMUNITY

POPULATION SERVED: 160,000 SERVICE AREA (Sq. Mi.): 514

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 15 EMS 5 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 04/70 OPERATIONAL: 02/72

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: LE--2, Fire--3, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 8 UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 8

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 21 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,100
CALL MIX: LE 94 % FIRE 3 % EMS 2 % OTHER 1 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Other*

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need well-rounded training program that includes an SOP manual & records retrieval. Ops. budget is from pre-established contributions of user agencies. *Has interlocal agreement.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 428,000
BUDGET BREAKDOWN--
PERSONNEL 61 % TELCO EQUIP./SERVICES 4 %
FACILITIES 2 % OTHER 33 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PSAP DIRECTOR

NAME: Michael Gaunt
TITLE: Director
AGENCY: Muskegon County Central Dispatch
ADDRESS: 980 Jefferson Street
Muskegon, MI 49440

TELEPHONE NO.: 616/722-3524

911 SYSTEM DESCRIPTION

PSAP NAME SOUTHFIELD, MI

THE COMMUNITY

POPULATION SERVED: 96,500 SERVICE AREA (Sq. Mi.): 29

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/72 ORDERED: 02/73 OPERATIONAL: 09/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 17 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 60%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 30,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 162,827
BUDGET BREAKDOWN--
PERSONNEL 49 % TELCO EQUIP./SERVICES 4 %
FACILITIES 0 % OTHER 51 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Greater emphasis on initial & continuing public education.

PSAP DIRECTOR

NAME: Kenneth A. LaBenne
TITLE: Administrative Aide (Sergeant)
AGENCY: City of Southfield Police Department
ADDRESS: 26000 Evergreen Road
Southfield, MI 48076

TELEPHONE NO.: 313/354-4754

911 SYSTEM DESCRIPTION

PSAP NAME STERLING HEIGHTS, MI

THE COMMUNITY

POPULATION SERVED: 120,000 SERVICE AREA (Sq. Mi.): 40

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 01/72 OPERATIONAL: 04/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 13 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 56 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,500
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Maurice D. Foltz
TITLE: Chief of Police
AGENCY: Sterling Heights Police Department
ADDRESS: 42700 Utica Road
Sterling Heights, MI 48078

TELEPHONE NO.: 313/739-4500

911 SYSTEM DESCRIPTION

PSAP NAME WAYNE, MI

THE COMMUNITY

POPULATION SERVED: 22,500 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/73 ORDERED: 02/74 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 22
CALL MIX: LE 44 % FIRE 1 % EMS 20 % OTHER 35 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gwen W. Whitworth, Jr.
TITLE: Lieutenant
AGENCY: Dept. of Public Safety, Police Division
ADDRESS: 34840 Sims Avenue
Wayne, MI 48184

TELEPHONE NO.: 313/721-1414

911 SYSTEM DESCRIPTION

PSAP NAME WHITE CLOUD, MI

THE COMMUNITY

POPULATION SERVED: 32,000 SERVICE AREA (Sq. Mi.): 864

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 10/77 OPERATIONAL: 06/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 8 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 200 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 33,056

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 8,203
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL 90 % STATE 5 % LOCAL 5 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Notify public to use 911 for emergency calls only.

*Also has charter/ordinance.

PSAP DIRECTOR

NAME: Kenneth P. Muma
TITLE: Sheriff
AGENCY: Newaygo County Sheriff Department
ADDRESS: 300 Williams
White Cloud, MI 49349

TELEPHONE NO.: 616/689-6623

SURVEY NON-RESPONDENTS

STEVEN SAIRMAN
RECORDS COMMANDER
OAK PARK POLICE DEPT.
13600 OAK PARK BLVD.
OAK PARK , MI 48237
(313) 547-1337

MINNESOTA

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911 SYSTEM DESCRIPTION

PSAP NAME DULUTH, MN

THE COMMUNITY

POPULATION SERVED: 100,000 SERVICE AREA (Sq. Mi.): 67

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 10/75 OPERATIONAL: 10/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 11 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 80
CALL MIX: LE 84 % FIRE 6 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 10,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 214,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 6 %
FACILITIES 3 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE 3 % LOCAL 97 % OTHER %

PSAP DIRECTOR

NAME: Milo S. Tasky
TITLE: Chief of Police
AGENCY: Duluth Police Department
ADDRESS: City Hall
Duluth, MN 55802

TELEPHONE NO.: 218/723-3223

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911 SYSTEM DESCRIPTION

PSAP NAME FARIBAULT, MN

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 140

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/73 ORDERED: 12/73 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 95 % FIRE 1 % EMS 4 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Check with present 911 PSAPs for problems.

50% of operating budget comes from pre-established contributions of user agencies.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,800

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 5,200
BUDGET BREAKDOWN--
PERSONNEL 69 % TELCO EQUIP./SERVICES 24 %
FACILITIES 5 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 50 % OTHER 50 %

PSAP DIRECTOR

NAME: Ronald H. Drew
TITLE: Director of Public Safety
AGENCY: Law Enforcement Center
ADDRESS: 128 N.W. 3rd Street
Faribault, MN 55021

TELEPHONE NO.: 507/334-4305

911 SYSTEM DESCRIPTION

PSAP NAME MOORHEAD, MN

THE COMMUNITY

POPULATION SERVED: 33,000 SERVICE AREA (Sq. Mi.): 9+

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/70 ORDERED: OPERATIONAL: 03/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 24
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,944
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Future plans involve several telcos with different equipment causing technical & financial problems.

ADVICE: It took a wide-spread & continuous 1 year promotion to aquaint public with proper 911 use.

PSAP DIRECTOR

NAME: Hubert L. Warren
TITLE: Captain of Police (Comm. Officer)
AGENCY: Moorhead Police Department
ADDRESS: 915 9th Avenue North
Moorhead, MN 56560

TELEPHONE NO.: 218/236-8181

911 SYSTEM DESCRIPTION

PSAP NAME ROCHESTER, MN

THE COMMUNITY

POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 144

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/72 ORDERED: 04/75 OPERATIONAL: 11/75

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 45
CALL MIX: LE 60 % FIRE 39 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 241

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 125,000
BUDGET BREAKDOWN--
PERSONNEL 89 % TELCO EQUIP./SERVICES 6%
FACILITIES 3 % OTHER 2%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

* Citizen Action Group

PSAP DIRECTOR

NAME: Ilot S. Klomstad
TITLE: Captain
AGENCY: Rochester Police Department
ADDRESS: 515 Second Street, S.W.
Rochester, MN 55901

TELEPHONE NO.: 507/285-8272

911 SYSTEM DESCRIPTION

PSAP NAME ST. JAMES, MN

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 200

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/68 ORDERED: 01/69 OPERATIONAL: 06/69

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 60 % FIRE 30 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Other*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 30,000
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 73 % OTHER 17 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

17% of operating budget comes from pre-established contributions of user agencies.

* Disaster/emergency preparedness

Agreement is between city & county.

PSAP DIRECTOR

NAME: Vernie H. Engdahl
TITLE: Sheriff
AGENCY: Watonwan County Sheriff's Department
ADDRESS: Courthouse
St. James, MN 56081

TELEPHONE NO.: 507/375-3341

SURVEY NON-RESPONDENTS

ROBERT L NELSON
CHIEF
AUSTIN POLICE DEPT.
LAW ENFORCEMENT CTR
AUSTIN , MN 55912
(507)433-3401

VINCENT J BESTICK
SHERIFF
SHERIFF'S DEPARTMENT
BOX 47
REDWOOD FALLS , MN 56283
(507)637-3533

W.E. MILLER
COMMERCIAL MANAGER
CONTINENTAL TELEPHONE CO

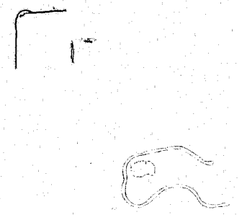
BLOOMING PRAIRIE , MN 55917
(507)583-4421

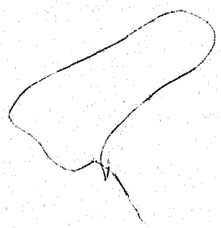
ELTON M. WAGNER
CHIEF OF POLICE
WINDOM POLICE DEPT.
444 9TH STREET
WINDOM , MN 56101
(507) 831-3308

GERALD D.BENJAMIN
SHERIFF
JACKSON SHERIFF'S DEPT.
235 STATE STREET
JACKSON , MN 56143
(507)847-4420

STEVEN OAKLAND
CLERK
CITY ADMINISTRATION
CITY HALL
ZUMBROTA , MN 55992
(507)732-5219

KEN L NISSEN
CHIEF OF POLICE
OWATONNA POLICE DEPARTMENT
135 W MAIN ST
OWATONNA , MN 55060
(507)451-8230





MISSISSIPPI

911 SYSTEM DESCRIPTION

PSAP NAME BELZONI, MS

THE COMMUNITY

POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.): 380

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/70 ORDERED: 06/70 OPERATIONAL: 12/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 75 % FIRE 11 % EMS 13 % OTHER 1 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 144

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 144
BUDGET BREAKDOWN--
PERSONNEL 50 % TELCO EQUIP./SERVICES 50 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Romey D. Jones
TITLE: Chief of Police
AGENCY: Belzoni Police Department
ADDRESS: 304 Hayden Street
Belzoni, MS 39038

TELEPHONE NO.: 601/247-2181,2182

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911 SYSTEM DESCRIPTION

PSAP NAME BILOXI, MS

THE COMMUNITY

POPULATION SERVED: 54,240 SERVICE AREA (Sq. Mi.): 17

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/77 ORDERED: 04/78 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Conrad Kennedy
TITLE: Assistant Chief of Police
AGENCY: Biloxi Police Department
ADDRESS: 440 Delauney Street
Biloxi, MS 39530

TELEPHONE NO.: 601/374-4111

911 SYSTEM DESCRIPTION

PSAP NAME CANTON, MS

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH:

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

NOTE: 911 calls ring simultaneously at police dept., 2 fire depts., & 3 homes of firemen.

PSAP DIRECTOR

NAME: Bill Grissett
TITLE: Chief of Police
AGENCY: Canton Police Department
ADDRESS: Park Drive
Canton, MS 39046

TELEPHONE NO.: 601/859-2121

911 SYSTEM DESCRIPTION

PSAP NAME CLINTON, MS

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 07/78 OPERATIONAL: 03/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 50 % FIRE 24 % EMS 25 % OTHER 1 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 20,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 27,000
BUDGET BREAKDOWN--
PERSONNEL 93 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Only have minor problems with telephone equipment breekdowns & malfunctions.

PSAP DIRECTOR

NAME: Jimmy Dukes
TITLE: Chief of Police
AGENCY: Clinton Police Department
ADDRESS: 300 Jefferson Street
Clinton, MS 39056

TELEPHONE NO.: 601/924-5252

911 SYSTEM DESCRIPTION

PSAP NAME DURANT, MS

THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.): 72

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/72 ORDERED: 06/73 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 95 % FIRE 5 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Have a tracer & recorder system to verify calls & apprehend prank callers.

PSAP DIRECTOR

NAME: Vince F. Montone
TITLE: Chief of Police
AGENCY: Durant Police Department
ADDRESS: City Hall, Mulberry Street
Durant, MS 39063

TELEPHONE NO.: 601/653-6846

911 SYSTEM DESCRIPTION

PSAP NAME GREENWOOD, MS

THE COMMUNITY

POPULATION SERVED: 22,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1973

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER x

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,200
BUDGET BREAKDOWN--
PERSONNEL 2 % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: James R. Stevens
TITLE: Chief of Police
AGENCY: Greenwood Police Department
ADDRESS: 406 Main Street
Greenwood, MS 38930

TELEPHONE NO.: 601/453-3311

911 SYSTEM DESCRIPTION

PSAP NAME GULFPORT, MS

THE COMMUNITY

POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 45

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 7 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/77 ORDERED: 05/78 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Go into exacting detail of your expecta-

tions of the telco. This includes available

options & their cost.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,000
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 50 %
FACILITIES 30 % OTHER 20 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Gil Bailey
TITLE: Chief of Communications
AGENCY: Gulfport Police Department
ADDRESS: P.O. Drawer "S"
Gulfport, MS 39501

TELEPHONE NO.: 601/863-4211,4838

911 SYSTEM DESCRIPTION

PSAP NAME INDIANOLA, MS

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 3

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: 08/70 OPERATIONAL: 09/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 21 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 99 % FIRE 1 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 449
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 0 %
FACILITIES 100 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Kenneth W. Boutwell
TITLE: Chief of Police
AGENCY: Indianola Police Department
ADDRESS: P.O. Box 269
Indianola, MS 38751

TELEPHONE NO.: 601/887-1811

911 SYSTEM DESCRIPTION

PSAP NAME MERIDIAN, MS

THE COMMUNITY

POPULATION SERVED: 48,100 SERVICE AREA (Sq. Mi.): 35

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 03/75 OPERATIONAL: 03/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 30 % FIRE 30 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Tom L. Miller
TITLE: Chief of Police
AGENCY: Meridian Police Department
ADDRESS: 2415 6th Street
Meridian, MS 39301

TELEPHONE NO.: 601/693-1141

911 SYSTEM DESCRIPTION

PSAP NAME MOSS POINT, MS

THE COMMUNITY

POPULATION SERVED: 130,000 SERVICE AREA (Sq. Mi.): 50

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1969 ORDERED: 1969 OPERATIONAL: 1969

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 24 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 33 % FIRE 33 % EMS 33 % OTHER 1 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

911 is an asset.

PSAP DIRECTOR

NAME: Charles Barber
TITLE: Chief of Police
AGENCY: Moss Point Police Department
ADDRESS: 4412 Denny Avenue
Moss Point, MS 39563

TELEPHONE NO.: 601/475-1711

911 SYSTEM DESCRIPTION

PSAP NAME NATCHEZ, MS

THE COMMUNITY

POPULATION SERVED: 25,000+ SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/76 ORDERED: OPERATIONAL: 08/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 56 CIVILIANS 8 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 46
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: J.T. Robinson
TITLE: Chief of Police
AGENCY: Natchez Police Department
ADDRESS: 200 South Pearl Street
Natchez, MS 39120

TELEPHONE NO.: 601/445-5565

911 SYSTEM DESCRIPTION

PSAP NAME OCEAN SPRINGS, MS

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 63

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/69 ORDERED: 09/78 OPERATIONAL: 11/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD
IDLE CIRCUIT TONE
ANI ALI SR
FORCED DISCONNECT
SWITCHHOOK STATUS
PARTIAL SR
RINGBACK X
OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 30 % FIRE 10 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X
TECHNICAL
FINANCIAL
MANAGEMENT

COMMENTS:

*Disaster/emergency preparedness

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,500
BUDGET BREAKDOWN--
PERSONNEL 1 % TELCO EQUIP./SERVICES 99 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER %

PSAP DIRECTOR

NAME: Fred O'Sullivan
TITLE: Chief of Police
AGENCY: Ocean Springs Police Department
ADDRESS: P.O. Drawer "A"
Ocean Springs, MS 39564

TELEPHONE NO.: 601/875-2211

911 SYSTEM DESCRIPTION

PSAP NAME PASCAGOULA, MS

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 95

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/73 ORDERED: 11/73 OPERATIONAL: 03/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 90 % FIRE 10 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $ 575

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 66,600
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 22 %
FACILITIES 3 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Owen Davis
TITLE: Chief of Police
AGENCY: Pascagoula Police Department
ADDRESS: 535 Delmas Avenue
Pascagoula, MS 39567

TELEPHONE NO.: 601/762-2211

911 SYSTEM DESCRIPTION

PSAP NAME PASSCHRISTIAN, MS

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/78 ORDERED: 08/78 OPERATIONAL: 10/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 40 % FIRE 20 % EMS 5 % OTHER 35 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 936

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 48
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Any phone number with a "9-1" comes in on the 911 lines.

ADVICE: Make public aware of the use for 911 before it goes into effect.

PSAP DIRECTOR

NAME: Edward Alley
TITLE: Chief of Police
AGENCY: Passchristian Police Department
ADDRESS: 110 West Second
Passchristian, MS 39571

TELEPHONE NO.: 601/452-7223

CONTINUED

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911 SYSTEM DESCRIPTION

PSAP NAME PEARL, MS

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 01/73 OPERATIONAL: 01/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 30 % FIRE 30 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Some Directory Assistance (411) calls come in on the 911 lines.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 20,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 720
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: William E. Slade
TITLE: Operations Officer, Lieutenant
AGENCY: Pearl Police Department
ADDRESS: P.O. Box 5567
Pearl, MS 39208

TELEPHONE NO.: 601/939-7000

911 SYSTEM DESCRIPTION

PSAP NAME PHILADELPHIA, MS

THE COMMUNITY

POPULATION SERVED: 6,700 SERVICE AREA (Sq. Mi.): 20

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 75 % FIRE 10 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 85%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: 911 is an asset to the community.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Fulton Jackson
TITLE: Chief of Police
AGENCY: Philadelphia Police Department
ADDRESS: 525 Main Street, City Hall
Philadelphia, MS 39350

TELEPHONE NO.: 601/656-2131

911 SYSTEM DESCRIPTION

PSAP NAME VICKSBURG, MS

THE COMMUNITY

POPULATION SERVED: 77,501 SERVICE AREA (Sq. Mi.): 575

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/69 ORDERED: 03/69 OPERATIONAL: 12/69

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 1 % FIRE 39 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 25,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Problems stem from our dispatchers & are related to fire department function.

PSAP DIRECTOR

NAME: Robert M. Cunningham
TITLE: Chief
AGENCY: Fire Department
ADDRESS: P.O. Box 150
Vicksburg, MS 39180

TELEPHONE NO.: 601/636-1603

SURVEY NON-RESPONDENTS

GUYNELL TURNER
SERGEANT OF COMMUNICATIONS
BRANDON POLICE DEPARTMENT
917 WEST GOVERNMENT
BRANDON , MS 39402
(601) 825-7225

FREDDIE TILGHMAN
CHIEF OF POLICE
GRENADA POLICE DEPARTMENT
368 VAN DORN ST
GRENADA , MS 38901
(601)226-1211

PAUL W. CRAVEN
CHIEF OF POLICE
LAUREL POLICE DEPT.
317 S. MAGNOLIA
LAUREL , MS 39440
(601) 425-4711

L D KENNEDY
SERGEANT
MAGEE POLICE DEPT
114 CHOCTAW ST
MAGEE , MS 39111
(601)849-2366

MIKE STEWART
ADMINISTRATIVE ASSISTANT
OXFORD POLICE DEPT.
206 N LAMAR
OXFORD , MS 38655
(601)236-1310

DEVITT L MARTIN
CHIEF
FIRE DEPT
269 SOUTH JACKSON ST
CRYSTAL SPRINGS , MS 39059
(601)892-1313

JOHN Q ADAMS
CHIEF OF POLICE
HATTIESBURG POLICE DEPT.
200 FOREST ST
HATTIESBURG , MS 39401
(601)544-7900

EDWARD ELLISON
CHIEF OF POLICE
LEXINGTON POLICE
207 TCHULA
LEXINGTON , MS 39095
(601) 834-3508

LEE BARKBULL
CHIEF OF POLICE
MCCOMB POLICE DEPT
P.O. BOX K
MCCOMB , MS 39648
(601) 684-3213

ROBERT WILLIAMS
DIRECTOR OF EMS
EMS AUTHORITY
116 N MAIN
PONTOTOC , MS 38863
(601)489-2006

EUGENE F WILLISON
FIRE CHIEF
FIRE DEPT
108 COURT ST
ELLISVILLE , MS 39437
(601)477-9272

LARRY J FISHER
DEPUTY CHIEF TECH. SVCS.
JACKSON POLICE DEPARTMENT
327 E PASCAGOULA ST
JACKSON , MS 39205
(601) 960-1000 *ANI*

CHARLES S. LAWRENCE
CITY CLERK
LOUISVILLE CITY HALL
200 S CHURCH
LOUISVILLE , MS 39339
(601)773-3511

BARRY MANGUM
RADIO DISPATCHER
MENDENHALL POLICE DEPT
THAMES ALLEY
MENDENHALL , MS 39114
(601) 847-2641

HUGH MONTEITH JR.
SHERIFF
TUNICA SHERIFF'S DEPT
P.O. BOX 25
TUNICA , MS 38676
(601) 363-1411

ROBERT C SKINNER
CHIEF OF POLICE
GREENVILLE POLICE DEPARTMENT
216 MAIN ST
GREENVILLE , MS 38701
(601)378-3636

WESLEY KUYKANDELL
CHIEF OF POLICE
KOSCIUSKO POLICE DEPARTMENT
209 WEST ADAMS STREET
KOSCIUSKO , MS 39090
(601) 289-3131

CHARLES GILLESPIE
DEPUTY SHERIFF
NOXUBEE COUNTY SHERIFF'S DEPT.
505 S. JEFFERSON
MACON , MS 39341
(601)726-5332

T R WILLIAMS
POLICEMAN
MIZE POLICE DEPARTMENT
MIZE , MS 31196
(601)733-2221

DANIEL D. FIELDER
CHIEF OF POLICE
WINONA POLICE DEPT.
S. FRONT ST.
WINONA , MS 38967
(601) 283-1121

911 SYSTEM DESCRIPTION

PSAP NAME COLUMBIA, MO

THE COMMUNITY

POPULATION SERVED: 77,000 SERVICE AREA (Sq. Mi.): 580

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS: 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 09/71 OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--2

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 6 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 17 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 350
CALL MIX: LE 75 % FIRE 20 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 50,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 238,000
BUDGET BREAKDOWN--
PERSONNEL 81 % TELCO EQUIP./SERVICES 9 %
FACILITIES 2 % OTHER 8 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 95 % OTHER 5 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

High stress causes abnormal turnover of employees.

ADVICE: Plan--plan--plan. Where possible collocate 911 with radio dispatch for all agencies.

*Citizen action group.

PSAP DIRECTOR

NAME: Jimmy D. Patty
TITLE: Director
AGENCY: Joint Communication Center
ADDRESS: P.O. "N"
Columbia, MO 65201

TELEPHONE NO.: 314/874-7210

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911 SYSTEM DESCRIPTION

PSAP NAME JOPLIN, MO

THE COMMUNITY

POPULATION SERVED: 40,700 SERVICE AREA (Sq. Mi.): 36

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: OPERATIONAL: 07/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Time involved in tracing calls.

PSAP DIRECTOR

NAME: Larry Tennis
TITLE: Chief of Police
AGENCY: Joplin Police Department
ADDRESS: 303 E. Third
Joplin, MO 64801

TELEPHONE NO.: 417/623-3131

911 SYSTEM DESCRIPTION

PSAP NAME NEVADA, MO

THE COMMUNITY

POPULATION SERVED: 29,065 SERVICE AREA (Sq. Mi.): 839

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/75 ORDERED: 02/76 OPERATIONAL: 03/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 16 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 40 % FIRE 40 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 42,400
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %
FACILITIES 5 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Larry Moore
TITLE: Chief of Police
AGENCY: Nevada Police Department
ADDRESS: 120 South Ash
Nevada, MO 64772

TELEPHONE NO.: 417/667-6301

911 SYSTEM DESCRIPTION

PSAP NAME POPLAR BLUFF, MO

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 5% FIRE 1% EMS 1% OTHER 93%
INAPPROPRIATE CALLS: 93%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

All phone numbers with a "9" come in on the 911 line. Telco says it cannot be corrected--it is a switching equipment problem.

ADVICE: Define 911 as emergency no. in phone book.

PSAP DIRECTOR

NAME: Clifford Hodge
TITLE: Chief of Police
AGENCY: Poplar Bluff Police Department
ADDRESS: 301 Moran Street
Poplar Bluff, MO 63901

TELEPHONE NO.: 314/785-5776,2606

911 SYSTEM DESCRIPTION

PSAP NAME SPRINGFIELD, MO

THE COMMUNITY

POPULATION SERVED: 161,000 SERVICE AREA (Sq. Mi.): 63

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 4 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/78 ORDERED: 10/78 OPERATIONAL: 04/79

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 14 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 157
CALL MIX: LE 62 % FIRE 11 % EMS 27 % OTHER 0 %
INAPPROPRIATE CALLS: 33 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 71,700

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $ 125,973
BUDGET BREAKDOWN--
PERSONNEL 91 % TELCO EQUIP./SERVICES 9 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

No formal comm. div. so supervisory functions are too decentralized. ADVICE: Establish committee of agencies & telco representatives & an SOP guide-line. Publicity is extremely important.

PSAP DIRECTOR

NAME: Randy Wicks
TITLE: Corporal
AGENCY: Springfield Police Department
ADDRESS: 321 E. Chestnut Expressway
Springfield, MO 65802

TELEPHONE NO.: 417/864-1700

911 SYSTEM DESCRIPTION

PSAP NAME ST. JOSEPH, MO

THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 50

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/69 ORDERED: 06/69 OPERATIONAL: 01/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 16 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 18 % FIRE 3 % EMS 4 % OTHER %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,500
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Educate public as to the proper use of 911. Make sure all user agencies understand how 911 service works.

PSAP DIRECTOR

NAME: Bill Atkins
TITLE: Communications Supervisor
AGENCY: Fire/Police Department
ADDRESS: 710 South 9th Street
St. Joseph, MO 64501

TELEPHONE NO.: 816/271-4707

SURVEY NON-RESPONDENTS

HOWARD L BROWN
CHIEF OF POLICE
BLUE SPRINGS POLICE DEPT.
903 MAIN ST
BLUE SPRINGS , MO 64015
(816)228-0166

MAX C. SCHUTZE
CHIEF OF POLICE
LAKE OZARK POLICE DEPT.
P.O. BOX 317
LAKE OZARK , MO 65049
(314) 365-5371

WILLIAM STOVER
CAPTAIN
CAPE GIRARDEAU POLICE DEPT
40 SO SPRIGG ST
CAPE GIRARDEAU MO 63701
(314)335-6621

DON J BOLLI
CHIEF OF POLICE
DEPARTMENT OF PUBLIC SAFETY
300 NORTH COAL
MEXICO , MO 65265
(314)581-3700

LARRY M HALL
CHIEF OF POLICE
POLICE DEPT
715 WASHINGTON ST
CHILLICOTHE , MO 64601
(816)646-2121

EDWARD DANIEL
CHIEF OF POLICE
ST. CHARLES POLICE DEPARTMENT
101 SOUTH MAIN ST
ST. CHARLES , MO 63301
(314) 724-0210

BILL MURRELL
COMMUNICATIONS SUPERVISOR
KIRKSVILLE POLICE DEPARTMENT
201 SO FRANKLIN
KIRKSVILLE , MO 63501
(816)665-5621

911 SYSTEMS NOT CONTACTED

DONALD J. LOEHR
CHIEF OF POLICE
BALLWIN POLICE DEPARTMENT
300 CITY HALL DR.
BALLWIN , MO 63011
(314) 227-9636 *SR/ANI*

WILLIAM HARLAN
DIRECTOR OF COMMUNICATIONS
ST. LOUIS COUNTY POLICE DEPT.

CLAYTON , MO 63105
(314) 889-2361 *SR/ANI*

RAY JOHNSON
CHIEF OF POLICE
DES PERES POLICE DEPARTMENT
1019 BALLAS RD.
DES PERES , MO 63131
(314) 822-1590 *SR/ANI*

ROBERT T. SHOCKEY
CHIEF OF POLICE
HAZELWOOD POLICE DEPARTMENT
7900 N. LINDBERGH
HAZELWOOD , MO 63042
(314) 839-3700 *SR/ANI*

DANNY ROUDEN
CHIEF OF POLICE
MANCHESTER POLICE DEPARTMENT
916 MANCHESTER RD.
MANCHESTER , MO 63011
(314) 227-1385 *SR/ANI*

RALPH R. ANDERSON
CHIEF OF POLICE
RICHMOND HTS. POLICE DEPT.
1330 BIG BEND BLVD.
RICHMON HEIGHTS , MO 63117
(314) 645-3000 *SR/ANI*

FLOYD C. DUNLAP
CHIEF OF POLICE
SUNSET HILLS POLICE DEPARTMENT
10861 SUNSET HILLS PLAZA
SUNSET HILLS , MO 63127
(314) 965-6400 *SR/ANI*

ROBERT WOERTHER
CHIEF OF POLICE
BERKELEY POLICE DEPARTMENT
5860 N. HANLEY RD.
BERKELEY , MO 63134
(314) 524-3381 *SR/ANI*

MICHAEL M. BROSER
CHIEF OF POLICE
CLAYTON POLICE DEPARTMENT
227 S. CENTRAL AVE.
CLAYTON , MO 63105
(314) 727-8100 *SR/ANI*

ESTON RANDOLPH, JR.
CHIEF OF POLICE
FERGUSON POLICE DEPARTMENT
222 S. FLORISSANT
FERGUSON , MO 63135
(314) 522-3100 *SR/ANI*

ALFRED T. ZLOTOPOLSKI
CHIEF OF POLICE
JENNINGS POLICE DEPARTMENT
5445 JENNINGS RD.
JENNINGS , MO 63136
(314) 385-7100 *SR/ANI*

TERRANCE LIETZ
CHIEF OF POLICE
MAPLEWOOD POLICE DEPARTMENT
7601 MANCHESTER RD.
MAPLEWOOD , MO 63143
(314) 645-3600 *SR/ANI*

JAMES JOHNSTONE
CHIEF OF POLICE
ROCK HILL POLICE DEPARTMENT
9620 MANCHESTER ROAD
ROCK HILL , MO 63119
(314) 962-6600 *SR/ANI*

JAMES P. DAMOS
CHIEF OF POLICE
UNIVERSITY CITY POLICE DEPT.
6801 DELMAR BLVD.
UNIVERSITY CITY , MO 63130
(314) 862-6767 *SR/ANI*

PETE GIACOPELLI
CHIEF OF POLICE
BRENTWOOD POLICE DEPARTMENT
2348 BRENTWOOD BLVD.
BRENTWOOD , MO 63144
(314) 961-4700 *SR/ANI*

MEL LOYD
CHIEF OF POLICE
CRESTWOOD POLICE DEPARTMENT
NO. 1 DETJEN DR.
CRESTWOOD , MO 63126
(314) 966-4700 *SR/ANI*

ROBERT LOWERY
CHIEF OF POLICE
FLORISSANT POLICE DEPARTMENT
619 ST. FRANCOIS
FLORISSANT , MO 63031
(314) 831-7000 *SR/ANI*

DANIEL B. LINZA
CHIEF OF POLICE
KIRKWOOD POLICE DEPARTMENT
137 W. MADISON AVE.
KIRKWOOD , MO 63122
(314) 822-5866 *SR/ANI*

ROBERT D. COLE
CHIEF OF POLICE
OLIVETTE POLICE DEPARTMENT
4973 OLIVE BLVD.
OLIVETTE , MO 63132
(314) 993-3610 *SR/ANI*

MAURICE H. MC CUE
MARSHALL
ST. ANN POLICE DEPARTMENT
10405 ST. CHARLES ROCK RD.
ST. ANN , MO 63074
(314) 427-8000 *SR/ANI*

CLYDE WALLACE
CHIEF OF POLICE
WEBSTER GROVES POLICE DEPT.
4 S. ELM AVENUE
WEBSTER GROVES , MO 63119
(314) 962-2000 *SR/ANI*

GEORGE KRELO
CHIEF OF POLICE
BRIDGETON POLICE DEPARTMENT
11955 NATURAL BRIDGE RD.
BRIDGETON , MO 63044
(314) 739-5700 *SR/ANI*

DON DANIEL
CHIEF OF POLICE
CREVE COEUR POLICE DEPARTMENT
11631 OLIVE BLVD.
CREVE COEUR , MO 63141
(314) 567-9050 *SR/ANI*

CECIL H. LIVESAY
CHIEF OF POLICE
GLENDALE POLICE DEPARTMENT
424 N. SAPPINGTON RD.
GLENDALE , MO 63122
(314) 965-6851 *SR/ANI*

KENNETH A. KRUEGER
CHIEF OF POLICE
LADUE POLICE DEPARTMENT
9345 CLAYTON RD.
LADUE , MO 63124
(314) 993-1214 *SR/ANI*

RAY F. POESCHEL
CHIEF OF POLICE
OVERLAND POLICE DEPARTMENT
2410 GOODALE AVE.
OVERLAND , MO 63114
(314) 428-1212 *SR/ANI*

LT. JAY R. CANADA
COMMANDER, COMMUNICATIONS DIV.
ST. LOUIS POLICE DEPARTMENT
1200 CLARK AVENUE
ST. LOUIS , MO 63103
(314) 444-5503 *SR/ANI*

JESSE HENDERSON
NAMPA CHAIRMAN
NAMPA
1414 EVERGREEN
WELLSTON , MO 63133
(314) 382-1122/2263 *SR/ANI*

MONTANA

911 SYSTEM DESCRIPTION

PSAP NAME BILLINGS, MT

THE COMMUNITY

POPULATION SERVED: 100,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/72 ORDERED: 03/71 OPERATIONAL: 03/72

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 5

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 90 % FIRE 5 % EMS 3 % OTHER 2 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: John N. Hall
TITLE: Lieutenant
AGENCY: Billings Police Department
ADDRESS: P.O. Box 1554
Billings, MT 59103

TELEPHONE NO.: 406/248-3181, x37

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911 SYSTEM DESCRIPTION

PSAP NAME BUTTE, MT

THE COMMUNITY

POPULATION SERVED: 1,142,000 SERVICE AREA (Sq. Mi.): 11,775

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/75 ORDERED: 05/79 OPERATIONAL: 05/79

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 60 % FIRE 10 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Central dispatch poses problem of who is to be the controlling agency. Each agency shuffles control of system. ADVICE: Make sure telco delivers what it promises. *Disaster/emergency prepar

PSAP DIRECTOR

NAME: John D. McPherson
TITLE: Communications Dispatch Ctr. Supervisor
AGENCY: Butte Silver Bow Law Enforcement Agency
ADDRESS: 120 S. Idaho
Butte, MT 59701

TELEPHONE NO.: 406/723-4015

911 SYSTEM DESCRIPTION

PSAP NAME CONRAD, MT

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Walter L. Hammermeister
TITLE: Sheriff
AGENCY: Pondera County Sheriff's Department
ADDRESS: P.O. Box 958
Conrad, MT 59425

TELEPHONE NO.: 406/278-3923

911 SYSTEM DESCRIPTION

PSAP NAME CUT BANK, MT

THE COMMUNITY

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 4

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 06/75 OPERATIONAL: 09/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 4 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 5 % FIRE 50 % EMS 10 % OTHER 35 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Getting incorrect number.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Jean Gertzen
TITLE: Sheriff
AGENCY: Glacier County Sheriff's Department
ADDRESS: 502 East Main
Cut Bank, MT 59427

TELEPHONE NO.: 406/873-2711

911 SYSTEM DESCRIPTION

PSAP NAME MILES CITY, MT

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 5,000

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/79 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE 80 % FIRE 20 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 55,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 4 %
FACILITIES 0 % OTHER 21 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Charles E. Beauchot
TITLE: Assistant Chief of Police
AGENCY: Central Dispatch
ADDRESS: EOC Building
Miles City, MT 59301

TELEPHONE NO.: 406/232-3411

911 SYSTEM DESCRIPTION

PSAP NAME MISSOULA, MT

THE COMMUNITY

POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 2,624

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 8 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 05/75 OPERATIONAL: 09/76

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 13 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

*Grants group

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Iona L. Dvorak
TITLE: Center Supervisor
AGENCY: Missoula County General Services
ADDRESS: Missoula Courthouse Annex
Missoula, MT 59801

TELEPHONE NO.: 406/721-5700 x450

SURVEY NON-RESPONDENTS

JOHN L HOWARD
SHERIFF
TETON COUNTY SHERIFF'S DEPT.
BOX 429
CHOTEAU , MT 59422
(406)466-5781

DONALD L CARPENTER
SHERIFF
ROOSEVELT CTY SHERIFF'S DEPT
BOX 280
WOLF POINT , MT 59201
(406)653-1812

DANNY R TAYLOR
SHERIFF
GLASCOW LAW ENFORCEMENT CTR
COURT SQUARE
GLASCOW , MT 59230
(406)228-4333

LARRY D MARQUERT
CHIEF OF POLICE
GLENDIVE POLICE DEPT.
PO BOX 1372
GLENDIVE , MT 59330
(406)365-2364

DONALD C LENHARDT
CHIEF OF POLICE
LAUREL POLICE DEPT.
215 WEST 1ST ST.
LAUREL , MT 59044
(406)698-8737

NEBRASKA

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911 SYSTEM DESCRIPTION

PSAP NAME ALLIANCE, NE

THE COMMUNITY

POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 2,500

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/70 ORDERED: 11/71 OPERATIONAL: 11/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75
CALL MIX: LE 89 % FIRE 1 % EMS 4 % OTHER 1 %
INAPPROPRIATE CALLS: 85 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

3% of operating budget comes from pre-established contributions of user agencies.

ADVICE: Start public education program before cut-over. Try to include all jurisdictions in system.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 6,456

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 49,284
BUDGET BREAKDOWN--
PERSONNEL 82 % TELCO EQUIP./SERVICES 16 %
FACILITIES 0 % OTHER 16 %

SOURCES C. OPERATING BUDGET:
FEDERAL % STATE % LOCAL 97 % OTHER 3 %

PSAP DIRECTOR

NAME: Betty L. Everton
TITLE: Communications Supervisor
AGENCY: Alliance Police Department
ADDRESS: P.O. Drawer "D"
Alliance, NE 69301

TELEPHONE NO.: 308/762-4955

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911 SYSTEM DESCRIPTION

PSAP NAME BEATRICE, NE

THE COMMUNITY

POPULATION SERVED: 16,840 SERVICE AREA (Sq. Mi.): 286

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/70 ORDERED: 12/70 OPERATIONAL: 06/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL 2
COMMON CONTROL
UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 48 % FIRE 3 % EMS 6 % OTHER 43 %
INAPPROPRIATE CALLS: 44 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL
TECHNICAL X
FINANCIAL MANAGEMENT

COMMENTS:

Have lots of wrong numbers.

PSAP DIRECTOR

NAME: Don Luckeroth
TITLE: Chief of Police
AGENCY: Beatrice Police Department
ADDRESS: 205 N. 4th
Beatrice, NE 68301

TELEPHONE NO.: 402/223-4080

911 SYSTEM DESCRIPTION

PSAP NAME CHADRON, NE

THE COMMUNITY

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/70 ORDERED: 02/71 OPERATIONAL: 08/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 89
CALL MIX: LE 95 % FIRE 2 % EMS 2 % OTHER 1 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 50,574
BUDGET BREAKDOWN--
PERSONNEL 68 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 24 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Should have a 24-hour dispatcher.

PSAP DIRECTOR

NAME: Ted Vastine
TITLE: Chief of Police
AGENCY: Chadron Police Department
ADDRESS: 234 Main
Chadron, NE 69337

TELEPHONE NO.: 308/432-5506

911 SYSTEM DESCRIPTION

PSAP NAME FREMONT, NE

THE COMMUNITY

POPULATION SERVED: 42,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/70 ORDERED: 12/71 OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 7 TANDEM 5

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 95 % FIRE 5 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,378

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 47,728
BUDGET BREAKDOWN--
PERSONNEL 78 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 22 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Fred W. Whitt
TITLE: Chief of Police
AGENCY: Fremont Police Department
ADDRESS: 605 N. Broad
Fremont, NE 68025

TELEPHONE NO.: 402/727-4575

911 SYSTEM DESCRIPTION

PSAP NAME GRAND ISLAND, NE

THE COMMUNITY

POPULATION SERVED: 72,000 SERVICE AREA (Sq. Mi.): 400

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/67 ORDERED: 06/69 OPERATIONAL: 05/70

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 75 % FIRE 5 % EMS 15 % OTHER 5 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 90,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 122,090
BUDGET BREAKDOWN--
PERSONNEL 73 % TELCO EQUIP./SERVICES 17 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

10% of operating budget comes from pre-established contributions of user agencies.

ADVICE: Use best technical advice available.

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: Dwight A. Boilke
TITLE: Deputy Chief of Police
AGENCY: Grand Island Police Department
ADDRESS: 131 South Locust Street
Grand Island, NE 68801

TELEPHONE NO.: 308/384-8400

911 SYSTEM DESCRIPTION

PSAP NAME HOLDREGE, NE

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/70 ORDERED: OPERATIONAL: 05/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 100 % FIRE 0 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,412

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 31,592
BUDGET BREAKDOWN--
PERSONNEL 94 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Buckley D. States
TITLE: Chief
AGENCY: Holdrege Police Department
ADDRESS: Box 313, 813 5th Avenue
Holdrege, NE 68949

TELEPHONE NO.: 308/995-4407

911 SYSTEM DESCRIPTION

PSAP NAME IMPERIAL, NE

THE COMMUNITY

POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.): 888

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/75 ORDERED: 10/75 OPERATIONAL: 2/76

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 20 % FIRE 30 % EMS 40 % OTHER 10 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 24,387
BUDGET BREAKDOWN--
PERSONNEL 100 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Get a lot of wrong numbers. Also get calls where calling party does not answer or children playing with the phone.

*Fire & telco

PSAP DIRECTOR

NAME: Bill Jaeger
TITLE: Sheriff
AGENCY: Chase County Sheriff's Department
ADDRESS: Box 102
Imperial, NE 69033

TELEPHONE NO.: 308/882-4748

911 SYSTEM DESCRIPTION

PSAP NAME LINCOLN, NE

THE COMMUNITY

POPULATION SERVED: 186,000 SERVICE AREA (Sq. Mi.): 936

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 7

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/69

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 5
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 14 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 95
CALL MIX: LE 45 % FIRE 25 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Other*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 150,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

There is no overall budget for system. Each agency funds their own operations.

ADVICE: Get 911-knowledgeable person to help plan system. *Users committee

PSAP DIRECTOR

NAME: Jim L. Cary
TITLE: Communications Supervisor
AGENCY: Lincoln Fire Department
ADDRESS: 555 S. 10th
Lincoln, NE 68508

TELEPHONE NO.: 402/475-21-5

911 SYSTEM DESCRIPTION

PSAP NAME NEBRASKA CITY, NE

THE COMMUNITY

POPULATION SERVED: 8,500 SERVICE AREA (Sq. Mi.): 20

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/72 ORDERED: 11/72 OPERATIONAL: 11/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 20 % FIRE 20 % EMS 60 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 10,564
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Russell Seals
TITLE: Sheriff
AGENCY: Otoe County Sheriff's Department
ADDRESS: Courthouse
Nebraska City, NE 68410

TELEPHONE NO.: 402/873-6691

911 SYSTEM DESCRIPTION

PSAP NAME NORFOLK, NE

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 191

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 3 EMS 5 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1968 ORDERED: 1969 OPERATIONAL: 1970

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 70% FIRE 5% EMS 20% OTHER 5%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: James D. Brenneman
TITLE: Chief of Police
AGENCY: Norfolk Police Department
ADDRESS: 112 E. Norfolk Avenue
Norfolk, NE 68701

TELEPHONE NO.: 402/371-3800

911 SYSTEM DESCRIPTION

PSAP NAME O'NEILL, NE

THE COMMUNITY

POPULATION SERVED: 4,000* SERVICE AREA (Sq. Mi.): 420

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/73 ORDERED: 12/73 OPERATIONAL: 02/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 5 % FIRE 20 % EMS 75 % OTHER 0 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,023

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 23,556
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 20 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

*Population (1975) provided by outside source.

PSAP DIRECTOR

NAME: Robert L. Stahlecker
TITLE: Chief of Police
AGENCY: O'Neill Police Department
ADDRESS: 401 E. Fremont
O'Neill, NE 68763

TELEPHONE NO.: 402/336-1955

911 SYSTEM DESCRIPTION

PSAP NAME OGALLALA, NE

THE COMMUNITY

POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 40

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 1970 OPERATIONAL: 1971

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 70,000
BUDGET BREAKDOWN--
PERSONNEL 40 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 50%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Harold L. Peterson
TITLE: Chief Dispatcher
AGENCY: Ogallala Police Department
ADDRESS: 411 E. 2nd Street
Ogallala, NE 69153

TELEPHONE NO.: 308/284-2011

911 SYSTEM DESCRIPTION

PSAP NAME OMAHA, NE

THE COMMUNITY

POPULATION SERVED: 536,000 SERVICE AREA (Sq. Mi.): 550

POLITICAL JURISDICTIONS SERVED: 14

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/68 ORDERED: 10/69 OPERATIONAL: 05/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 16

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 7 COMMON CONTROL 6
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 72 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER *

SPECIAL FEATURES:

CALLED PARTY HOLD X		FORCED DISCONNECT		RINGBACK X
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 28 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 600
CALL MIX: LE 80% FIRE 5% EMS 15% OTHER 0%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 10,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 49,200
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 30%
FACILITIES 0 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Have wide-spread publicity of how 911 system works & what to expect from responding agencies.

*310 switching console

PSAP DIRECTOR

NAME: Albert F. Jones
TITLE: Chief of Public Safety, Comm. Division
AGENCY: Public Safety Department
ADDRESS: 1819 Farnam
Omaha, NE 68183

TELEPHONE NO.: 402/444-5800

911 SYSTEM DESCRIPTION

PSAP NAME ØSCEØLA, NE

THE COMMUNITY

POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 4 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1976

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 8
CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 600
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 90 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Timothy G. Siemek
TITLE: Sheriff
AGENCY: Polk County Sheriff's Department
ADDRESS: P.Ø. Box 567
Øsceola, NE 68651

TELEPHONE NO.: 402/747-2231

911 SYSTEM DESCRIPTION

PSAP NAME PENDER, NE

THE COMMUNITY

POPULATION SERVED: 3,500 SERVICE AREA (Sq. Mi.): 180

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 3 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/72 ORDERED: 03/73 OPERATIONAL: 04/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE, SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Have problems training competent personnel & paying them a good salary.

ADVICE: Assign one person to administer system.

Budget comes from pre-established contributions.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,500
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100%
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PSAP DIRECTOR

NAME: Clyde M. Storie
TITLE: Sheriff
AGENCY: Thurston County Sheriff's Department
ADDRESS: Courthouse
Pender, NE 68047

TELEPHONE NO.: 402/385-3018

911 SYSTEM DESCRIPTION

PSAP NAME RUSHVILLE, NE

THE COMMUNITY

POPULATION SERVED: 4,500 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 06/74 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 50 % FIRE 25 % EMS 10 % OTHER 15 %
INAPPROPRIATE CALLS: 25%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 20,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 5 %
FACILITIES 5 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Marvie J. Talbot
TITLE: Sheriff
AGENCY: Sheridan County Sheriff's Office
ADDRESS: Rushville, NE 69360
TELEPHONE NO.: 308/327-2161

911 SYSTEM DESCRIPTION

PSAP NAME SIDNEY, NE

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 2,200

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/68 ORDERED: 01/69 OPERATIONAL: 06/69

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 5

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Roy Bauer
TITLE: Chief of Police
AGENCY: Sidney Police Department
ADDRESS: Cheyenne County Courthouse
Sidney, NE 69162

TELEPHONE NO.: 308/254-5515

911 SYSTEM DESCRIPTION

PSAP NAME VALENTINE, NE

THE COMMUNITY

POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 50% FIRE 20% EMS 20% OTHER 10%
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Melvin Christensen
TITLE: Sheriff
AGENCY: Cherry County Sheriff's Department
ADDRESS: 365 N. Main
Valentine, NE 69201

TELEPHONE NO.: 402/376-1890

911 SYSTEM DESCRIPTION

PSAP NAME WAYNE, NE

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 110

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/73 ORDERED: 06/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD
- IDLE CIRCUIT TONE
- ANI ALI SR
- FORCED DISCONNECT
- SWITCHHOOK STATUS
- PARTIAL SR
- RINGBACK X
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 70 % FIRE 10 % EMS 7 % OTHER 13 %
INAPPROPRIATE CALLS: 31 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,628

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 35,036
BUDGET BREAKDOWN--
- PERSONNEL 85 %
- FACILITIES 0 %
- TELCO EQUIP./SERVICES 9 %
- OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL X
- FINANCIAL MANAGEMENT

COMMENTS:

Have some problems with the ringback feature.

ADVICE: Plan a continuing public education program

PSAP DIRECTOR

NAME: Vern D. Fairchild
TITLE: Chief of Police
AGENCY: Wayne Police Department
ADDRESS: 306 Pearl Street
Wayne, NE 68787

TELEPHONE NO.: 402/375-2626

SURVEY NON-RESPONDENTS

NEDRA M NORTON
CHIEF DISPATCHER
BROWN CNTY SHERIFF'S DEPT.
142 WEST 4TH ST
AINSWORTH , NE 69210
(402)387-1440

WESLEY BAXA
CHIEF OF POLICE
COLUMBUS POLICE DEPARTMENT
1455 27TH AVE
COLUMBUS , NE 68601
(402)564-3201

ROD HUTT

PERKINS COUNTY SHERIFF'S DEPT.
COURT HOUSE
GRANT , NE 69140
(308)352-4375

LOLA E. VERMAAS
COMMUNICATIONS SUPERVISOR
LEXINGTON POLICE DEPARTMENT
PO BOX 70
LEXINGTON , NE 68850
(308)324-2317

MAURICE D. SALAK
SHERIFF
COLFAX CTY SHERIFF'S OFFICE
411 E 11TH ST
SCHUYLER , NE 68661
(402)352-2219

EDWARD PROKOP
SHERIFF
SALINE COUNTY SHERIFF'S DEPT.
WILBER ST
WILBER , NE 68465
(402) 821-2494

BILL SCHULTZ
SHERIFF
HAMILTON CTY SHERIFF'S DEPT.
715 12TH ST
AURORA , NE 68818
(402) 694-6936

JIM ROACH
CHIEF OF POLICE
CRETE POLICE DEPARTMENT
239 E 13TH
CRETE , NE 68333
(402)826-4311

MARILYN COOPER
ADMINISTRATOR
THAYER CNTY HOSPITAL

HEBRON , NE 68370
(402)768-6041

TOM KENNY
CITY DIR OF COMMUNICATIONS
CITY/CTY PUB SAF AUTHORITY
246 N. COLORADO ST
MINDEN , NE 68959
(308)832-1820

GENE CLAXTON
CHIEF OF POLICE
SO. SIOUX CITY POLICE DEPT.
1615 DAKOTA AVE
SO. SIOUX CITY , NE 68776
(402)494-2444

DAN R. SCHNEIDERHENIZ
SHERIFF
MERRICK CNTY SHERIFF'S OFFICE
1821 16TH AVENUE
CENTRAL CITY , NE 68826
(308)946-2345

MICHAEL BOWAN
HOSPITAL ADMINISTRATOR
WARREN MEMORIAL HOSPITAL
905 2ND ST
FRIEND , NE 68359
(402) 947-2541

HUGH RATH
COMMUNICATIONS DIR
KEARNEY PD, COMM. DEPT.
KEARNEY MUNICIPAL BLDG.
KEARNEY , NE 68847
(308)237-2104

FAY E. CLARK
CHIEF DISPATCHER
NORTH PLATTE POLICE DEPT.
703 S. JEFFERS
NORTH PLATTE , NE 69101
(308)532-3210

BERLIN GROMLAND
CHIEF OF POLICE
STROMSBERG POLICE DEPARTMENT
4TH AND EXCHANGE
STROMSBERG , NE 68666
(402) 764-2231

LAWRENCE E. STRUBEL
POLICE CHIEF
CHAMBERS POLICE DEPARTMENT

CHAMBERS , NE 68725
(402)482-5500

GEORGE R. SHACKLETON
POLICE CHIEF
GOTHENBERG POLICE DEPT.
409 1/2 9TH STREET
GOTHENBERG , NE 69138
(308)537-3608

RICHARD WRANGLER
CHIEF OF POLICE
KIMBALL POLICE DEPARTMENT
223 S. CHESTNUT
KIMBALL , NE 69145
(308) 235-3608

MRS. MONTGOMERY
DISPATCHER
CASS COUNTY SHERIFF'S OFFICE

PLATTSMOUTH , NE 68048
(492)296-3337

RONALD POSKOCHIL
SHERIFF
SAUNDERS CNTY SHERIFF'S DEPT.
COURTHOUSE BUILDING
WAHOO , NE 68066
(402)443-3718

911 SYSTEM DESCRIPTION

PSAP NAME FALLON, NV

THE COMMUNITY

POPULATION SERVED: 19,000 SERVICE AREA (Sq. Mi.): 5,500

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/70 ORDERED: 06/73 OPERATIONAL: 06/73

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER X

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Telco

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 16 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 10 % FIRE 20 % EMS 40 % OTHER 30 %
INAPPROPRIATE CALLS: 85 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget provided by telco.

ADVICE: Should have recorders on 911 lines.

PSAP DIRECTOR

NAME: Joseph Lister
TITLE: Administrative Manager
AGENCY: Churchill County Telephone System
ADDRESS: 50 W. Williams Avenue
Fallon, NV 89406

TELEPHONE NO.: 702/423-7171 x217

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SURVEY NON-RESPONDENTS

HOWARD W TINDALL
CAPTAIN
BOULDER CITY POLICE DEPT.
543 CALIFORNIA ST
BOULDER CITY , NV 89005
(702) 293-1424

FRANK W WESTON
SHERIFF
HUMBOLDT CTY SHERIFF'S DEPT.
25 W. 5TH ST.
WINNEMUCCA , NV 89445
(702) 623-5081

LOU W SCHUH
SHERIFF
MINERAL COUNTY SHERIFF'S DEPT.
BOX 778
HAWTHORNE , NV 89415
(702) 945-2434

GEORGE ALLEN
SHERIFF
LYON SHERIFF'S DEPARTMENT
30 NEVIN WAY
YERINGTON , NV 89447
(702) 463-2321

JAMES GOFF
ASST. DIR. OF PUBLIC SAFETY
HENDERSON POLICE DEPARTMENT
243 WATER ST
HENDERSON , NV 89015
(702) 565-8933

BERT CARDER
ASSISTANT MANAGER
NEVADA TELEPHONE & TELEGRAPH
P.O. BOX 631
TONOPAH , NV 89049
(702) 482-6242

NEW HAMPSHIRE

911 SYSTEM DESCRIPTION

PSAP NAME DOVER, NH

THE COMMUNITY

POPULATION SERVED: 26,000 SERVICE AREA (Sq. Mi.): 28

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/71 ORDERED: 08/71 OPERATIONAL: 06/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET — MULTI-BUTTON X — ACD — PBX/PABX — OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT X — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI — ALI — SR — PARTIAL SR — OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 40 % FIRE 25 % EMS 30 % OTHER 5 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X — FINANCIAL
TECHNICAL — MANAGEMENT

COMMENTS:

Manual traces by telco may take 4 hours.

ADVICE: Develop public education program on how & when to use 911.

PSAP DIRECTOR

NAME: James W. Rowe
TITLE: Captain
AGENCY: Dover Police Department
ADDRESS: 48 Locust Street
Dover, NH 03820

TELEPHONE NO.: 603/742-4646

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SURVEY NON-RESPONDENTS

WILLIAM H QUIGLEY
CAPTAIN
COMMUNICATIONS CENTER
229 MAIN ST
NASHUA , NH 03061
(603) 883-7743

NEW JERSEY

CONTINUED

7 OF 12

911 SYSTEM DESCRIPTION

PSAP NAME BAYONNE, NJ

THE COMMUNITY

POPULATION SERVED: 73,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/71 ORDERED: 07/71 OPERATIONAL: 10/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 6
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.*

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Police department should control PSAP.

*Also has contract services agreement.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 75,000
BUDGET BREAKDOWN--
PERSONNEL 100 % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Edward S. Adamski
TITLE: Chief of Police
AGENCY: Bayonne Police Department
ADDRESS: 630 Avenue C
Bayonne, NJ 07002

TELEPHONE NO.: 201/339-6100 x221

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911 SYSTEM DESCRIPTION

PSAP NAME BRIGANTINE, NJ

THE COMMUNITY

POPULATION SERVED: 8,200 SERVICE AREA (Sq. Mi.): 7

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/78 ORDERED: 11/78 OPERATIONAL: 06/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 24 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 80% FIRE 10% EMS 10% OTHER 0%
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 350

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: John J. O'Connor
TITLE: Chief
AGENCY: Brigantine Police Department
ADDRESS: 1417 W. Brigantine Avenue
Brigantine, NJ 08203

TELEPHONE NO.: 609/266-7414

911 SYSTEM DESCRIPTION

PSAP NAME HASBROUCK HEIGHTS, NJ

THE COMMUNITY

POPULATION SERVED: 14,314 SERVICE AREA (Sq. Mi.): 3

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/74 ORDERED: 04/75 OPERATIONAL: 03/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 40 COMMON CONTROL 10
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 28 CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 30 % FIRE 30 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 2%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 209

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 86,470
BUDGET BREAKDOWN--
PERSONNEL 94 % TELCO EQUIP./SERVICES 6 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Howard R. Baker
TITLE: Chief of Police
AGENCY: Hasbrouck Heights Police Department
ADDRESS: 248 Hamilton Avenue
Hasbrouck Heights, NJ 07604

TELEPHONE NO.: 201/288-1000

911 SYSTEM DESCRIPTION

PSAP NAME HUNTERDON COUNTY, NJ

THE COMMUNITY

POPULATION SERVED: 82,381 SERVICE AREA (Sq. Mi.): 437

POLITICAL JURISDICTIONS SERVED: 26

PUBLIC SAFETY AGENCIES SERVED: LE 22 FIRE 26 EMS 15 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 03/76 OPERATIONAL: 02/77

AGENCY(S) LEADING 911 EFFORT: Other

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 13

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 4 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 6 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 26 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER #

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 13 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 111
CALL MIX: LE 85 % FIRE 4 % EMS 9 % OTHER 2 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 750,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 357,100
BUDGET BREAKDOWN--
PERSONNEL 55 % TELCO EQUIP./SERVICES 15 %
FACILITIES 0 % OTHER 30 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

State 5% budget cap limits staff growth.

*75-line call director type. # Operator overflow--

when all 911 lines from one exchange busy, other

calls revert to telco Operator.

PSAP DIRECTOR

NAME: Alan L. Armitage
TITLE: Director of Communications
AGENCY: Hunterdon County Communications System
ADDRESS: Administration Building, Main Street
Flemington, NJ 08822

TELEPHONE NO.: 201/788-1205

911 SYSTEM DESCRIPTION

PSAP NAME JERSEY CITY, NJ

THE COMMUNITY

POPULATION SERVED: 318,000 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/71 ORDERED: 08/72 OPERATIONAL: 12/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 24 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X		FORCED DISCONNECT		RINGBACK X
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 25 MULTI-LINGUAL 6

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 230
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

Adequate staffing is a major problem due to civilianization of call answerers.

ADVICE: Have single-city 911 system. Get as many options as possible.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 42,016

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 501,465
BUDGET BREAKDOWN--
PERSONNEL 96 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: John Fritz
TITLE: Chief of Police
AGENCY: Jersey City Police Department
ADDRESS: 8 Erie Street
Jersey City, NJ 07302

TELEPHONE NO.: 201/547-5307

911 SYSTEM DESCRIPTION

PSAP NAME NEW BRUNSWICK, NJ

THE COMMUNITY

POPULATION SERVED: 42,500 SERVICE AREA (Sq. Mi.): 5

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: OPERATIONAL: 12/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 10 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 11 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 57 % FIRE 8 % EMS 35 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: David P. Bishop
TITLE: Sergeant, Communications Coordinator
AGENCY: New Brunswick Police Department
ADDRESS: P.O. Box 909
New Brunswick, NJ 08901

TELEPHONE NO.: 201/745-5400

911 SYSTEM DESCRIPTION

PSAP NAME NEWARK, NJ

THE COMMUNITY

POPULATION SERVED: 382,000 SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 1975 OPERATIONAL: 05/77

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 89 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes.

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 13

FULL-TIME CALL ANSWERERS:
SWORN 47 CIVILIANS 19 MULTI-LINGUAL 6

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 95 % FIRE 1 % EMS 4 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Thomas W. Martin
TITLE: Deputy Chief
AGENCY: Newark Police Department
ADDRESS: 22 Franklin Street
Newark, NJ 07102

TELEPHONE NO.: 201/733-6075

911 SYSTEM DESCRIPTION

PSAP NAME OAKLAND, NJ

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 9

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/74 ORDERED: 1976 OPERATIONAL: 08/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 29 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Plan an on-going public education program on how & when to use 911.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 552
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Donald F. Hasenbalg
TITLE: Chief of Police
AGENCY: Police Department , Borough of Oakland
ADDRESS: 295 Ramapo Valley Road
Oakland, NJ 07436

TELEPHONE NO.: 201/337-6171

SURVEY NON-RESPONDENTS

JOSEPH T. ALLMOND
CAPTAIN
ATLANTIC CITY POLICE DEPT
CITY HALL TENN. AVE.
ATLANTIC CITY , NJ 08401
(609) 347-5711

HAROLD MELLEBY
CHIEF OF POLICE
CAMDEN POLICE DEPARTMENT
1 POLICE PLAZA, 7TH & FEDERAL
CAMDEN , NJ 08101
(609) 757-7486

CHARLES R TAFT
POLICE/FIRE SUPERINTENDENT
TRENTON BUREAU OF COM.
29 WEST HANOVER ST
TRENTON , NJ 08608
(609) 989-4021

EDWARD M PALARDY
DIRECTOR OF COMMUNICATIONS
WEST ORANGE POLICE DEPARTMENT
66 MAIN ST
WEST ORANGE , NJ 07052
(201) 325-4030

NEW MEXICO

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911 SYSTEM DESCRIPTION

PSAP NAME ALBUQUERQUE, NM

THE COMMUNITY

POPULATION SERVED: 279,000* SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 11/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 42 TANDEM 10

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER X

SPECIAL FEATURES:
- CALLED PARTY HOLD
- FORCED DISCONNECT X
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 21 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 365
CALL MIX: LE 45 % FIRE 45 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL
- FINANCIAL
- MANAGEMENT X

COMMENTS:

Have excessive turnover of call-answerers & supervisors. Need higher compensation. ADVICE: Provide adequate training & staffing. Be sure telco gives adequate information. *From outside source (1975)

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Bob V. Stover
TITLE: Chief of Police
AGENCY: Albuquerque Police Department
ADDRESS: 401 Marquette Northwest
Albuquerque, NM 87102

TELEPHONE NO.: 505/766-4500

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911 SYSTEM DESCRIPTION

PSAP NAME LAS CRUCES, NM

THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/68 ORDERED: 05/71 OPERATIONAL: 06/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 35
CALL MIX: LE 85 % FIRE 10 % EMS 5 % OTHER %
INAPPROPRIATE CALLS: 45 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get all the money you can --- you will need it.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Darrell E. Smith
TITLE: Supervisor of Communications
AGENCY: Las Cruces Police Department
ADDRESS: 201 East Picacho
Las Cruces, NM 88001

TELEPHONE NO.: 505/526-0395

911 SYSTEM DESCRIPTION

PSAP NAME LOS ALAMOS, NM

THE COMMUNITY

POPULATION SERVED: 19,500 SERVICE AREA (Sq. Mi.): 110

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/69 ORDERED: 11/69 OPERATIONAL: 12/70

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: DOE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 280 CIVILIANS MULTI-LINGUAL 4

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Public uses 911 for non-emergency calls.

*U.S. Department of Energy (DOE)

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Robert E. Everhart
TITLE: Chief
AGENCY: Los Alamos Protective Force
ADDRESS: 528 35th Street
Los Alamos, NM 87544

TELEPHONE NO.: 505/667-4531

SURVEY NON-RESPONDENTS

ELDON H GILBERT
CHIEF OF POLICE
ALAMOGORDO POLICE DEPT.
700 VIRGINIA
ALAMOGORDO , NM 88310
(505)437-2505

JAMES R MOORE
CHIEF OF POLICE
LAS VEGAS POLICE DEPT.
SIXTH ST
LAS VEGAS , NM 87701
(505)425-7505

CAROL M TEGEE
CHIEF OF POLICE
ROSWELL POLICE DEPT
1500 WEST COLLEGE
ROSWELL , NM 88201
(505)622-5511

NEW YORK

911 SYSTEM DESCRIPTION

PSAP NAME BATAVIA, NY

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 495

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/68 ORDERED: OPERATIONAL: 03/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 32 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 60
CALL MIX: LE 85 % FIRE 10 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Establish rules & regulations for all agencies.

PSAP DIRECTOR

NAME: David G. Mullen
TITLE: Chief of Police
AGENCY: Batavia Police Department
ADDRESS: 10 W. Main Street
Batavia, NY 14020

TELEPHONE NO.: 716/343-8180

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911 SYSTEM DESCRIPTION

PSAP NAME BUFFALO, NY

THE COMMUNITY

POPULATION SERVED: 600,000 SERVICE AREA (Sq. Mi.): 180

POLITICAL JURISDICTIONS SERVED: 11

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 9 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 12/75 OPERATIONAL: 05/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM 10

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD
- FORCED DISCONNECT X
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 10

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 38 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,200
CALL MIX: LE 92 % FIRE 4 % EMS 3 % OTHER 1 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Other*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 376,397

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 475,000
BUDGET BREAKDOWN--
- PERSONNEL 90 %
- FACILITIES 1 %
- TELCO EQUIP./SERVICES 6 %
- OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL 66 % STATE % LOCAL 34 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Have high turnover of civilian personnel due to salary scale.

ADVICE: Coordinate with all user agencies.

*Contract between city & county

PSAP DIRECTOR

NAME: Harold R. Miller
TITLE: Director of Communications
AGENCY: Erie Cnty. Dept. of Central Police Svcs.
ADDRESS: 110 Seneca Street
Buffalo, NY 14207

TELEPHONE NO.: 716/846-8578

911 SYSTEM DESCRIPTION

PSAP NAME EAST AURORA, NY

THE COMMUNITY

POPULATION SERVED: 40,866 SERVICE AREA (Sq. Mi.): 199

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 13 EMS 13 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/73 ORDERED: 11/73 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 2 — UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD — FORCED DISCONNECT — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18
CALL MIX: LE 10 % FIRE 40 % EMS 30 % OTHER 20 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 75

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 82,916
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 4 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL X
TECHNICAL — MANAGEMENT

COMMENTS:

Operating budget comes from pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: M. Raymond Smallback
TITLE: Chief of Police
AGENCY: East Aurora Police Department
ADDRESS: 571 Main Street
East Aurora, NY 14052

TELEPHONE NO.: 716/652-1111

911 SYSTEM DESCRIPTION

PSAP NAME JAMESTOWN, NY

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 9 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 06/71 OPERATIONAL: 05/72

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: Fire--8

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 116,437
BUDGET BREAKDOWN--
PERSONNEL 91 % TELCO EQUIP./SERVICES 7 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 98 % OTHER 2 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

2% of operating budget comes from PSAP billings of the system users.

PSAP DIRECTOR

NAME: Richard D. Ream
TITLE: Chief of Police
AGENCY: Jamestown Police Department
ADDRESS: Municipal Building
Jamestown, NY 14701

TELEPHONE NO.: 716/661-2330

911 SYSTEM DESCRIPTION

PSAP NAME LOCKPORT, NY

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 1973 OPERATIONAL: 1973.

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE
- FORCED DISCONNECT X
- SWITCHHOOK STATUS
- RINGBACK

ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 12 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 9
CALL MIX: LE % FIRE 50 % EMS 50 % OTHER %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

*Citizens group

PSAP DIRECTOR

NAME: Anthony J. Villella
TITLE: Sheriff
AGENCY: Niagara County Sheriff's Department
ADDRESS: 1526 Niagara Street Ext.
Lockport, NY 14094

TELEPHONE NO.: 716/434-6611

911 SYSTEM DESCRIPTION

PSAP NAME MINEOLA, NY

THE COMMUNITY

POPULATION SERVED: 1,400,000 SERVICE AREA (Sq. Mi.): 300

POLITICAL JURISDICTIONS SERVED: 25

PUBLIC SAFETY AGENCIES SERVED: LE 21 FIRE 70 EMS 23 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 09/72 OPERATIONAL: 09/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 52 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 35

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 93 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,300
CALL MIX: LE 97 % FIRE 1 % EMS 1 % OTHER 1 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Federal grant*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 7,000,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,094,125
BUDGET BREAKDOWN--
PERSONNEL 65 % TELCO EQUIP./SERVICES 23 %
FACILITIES 9 % OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL 1 % STATE 1 % LOCAL 98 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Encourage all agencies in community to participate in system. Justice Dept. should produce a 911 planning guide.

*Also has charter/ordinance.

PSAP DIRECTOR

NAME: David Cochems
TITLE: Inspector, Commanding Officer
AGENCY: Nassau County Police Department
ADDRESS: 1490 Franklin Avenue
Mineola, NY 11501

TELEPHONE NO.: 516/535-4144

911 SYSTEM DESCRIPTION

PSAP NAME NEW YORK CITY, NY

THE COMMUNITY

POPULATION SERVED: 8,000,000 SERVICE AREA (Sq. Mi.): 300

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/66 ORDERED: 07/67 OPERATIONAL: 07/68

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 114

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR X PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 70

FULL-TIME CALL ANSWERERS:
SWORN 41 CIVILIANS 288 MULTI-LINGUAL 17

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18,000
CALL MIX: LE 85 % FIRE 2 % EMS 13 % OTHER 0 %
INAPPROPRIATE CALLS: 21 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

NOTE: NYC 911 system has 200 central offices & 400 to 500 control switches of all types. SR is by borough only. ADVICE: Initiate public education program on proper use of 911 for emergencies only.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 210,500
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 97 %
FACILITIES 0 % OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Sheldon J. Hecht
TITLE: Project Officer, Research Unit
AGENCY: New York City Police Dept., Comm. Div.
ADDRESS: 1 Police Plaza
New York City, NY 10038

TELEPHONE NO.: 212/374-6765

911 SYSTEM DESCRIPTION

PSAP NAME OLEAN, NY

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 14 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 80 % FIRE 20 % EMS 0 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 75,000
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

More advanced equipment needed.

ADVICE: Use expanded 911 system.

PSAP DIRECTOR

NAME: Michael S. Luty
TITLE: Chief of Police
AGENCY: Olean Police Department
ADDRESS: Time Square Municipal Building
Olean, NY 14760

TELEPHONE NO.: 716/372-4211

911 SYSTEM DESCRIPTION

PSAP NAME RAYBROOK, NY

THE COMMUNITY

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 2,400

POLITICAL JURISDICTIONS SERVED: 10

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 8 EMS 1 OTHER 5

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/78 ORDERED: 04/79 OPERATIONAL: 11/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 7

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 16 TANDEM 2

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI X ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 85 % FIRE 5 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

NOTE: This is a basic 911 system with ANI.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 75,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Joseph W. Gallelli
TITLE: Director of Communications--Lt.
AGENCY: New York State Police
ADDRESS: State Campus, Building 22
Albany, NY 12306

TELEPHONE NO.: 518/457-4567

911 SYSTEM DESCRIPTION

PSAP NAME SILVER CREEK, NY

THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 55

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/73 ORDERED: 08/74 OPERATIONAL: 11/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 4
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 75 % FIRE 5 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 47,500
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 81 % OTHER 19 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

19% of operating budget comes from pre-established contributions of user agencies.

ADVICE: Do not try to dispatch for too large of an area.

PSAP DIRECTOR

NAME: Sheldon E. Machemer
TITLE: Chief of Police
AGENCY: Silver Creek Police Department
ADDRESS: 172 Central Avenue
Silver Creek, NY 14136

TELEPHONE NO.: 716/934-2112,3558

911 SYSTEM DESCRIPTION

PSAP NAME WELLSVILLE, NY

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 3

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 4 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/70 ORDERED: OPERATIONAL: 09/71

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT	RINGBACK
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

25% of operating budget comes from PSAP billings of the system users.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,463
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 75 % OTHER 25 %

PSAP DIRECTOR

NAME: Richard C. Lee
TITLE: Chief of Police
AGENCY: Wellsville Police Department
ADDRESS: 46 S. Main Street
Wellsville, NY 14895

TELEPHONE NO.: 716/593-5600

911 SYSTEM DESCRIPTION

PSAP NAME YAPHANK, NY

THE COMMUNITY

POPULATION SERVED: 1,500,000 SERVICE AREA (Sq. Mi.): 525

POLITICAL JURISDICTIONS SERVED: 16

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/67 ORDERED: 10/68 OPERATIONAL: 06/69

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM 26

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 12

FULL-TIME CALL ANSWERERS:
SWORN 39 CIVILIANS 38 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,700
CALL MIX: LE 90% FIRE 2% EMS 7% OTHER 1%
INAPPROPRIATE CALLS: 0%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 560,644
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 8%
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need more personnel to handle workload.

Operating budget comes from special taxing district. NOTE: 107 COs wired into system.

ADVICE: Have sufficient monitoring equipment.

PSAP DIRECTOR

NAME: Theodore A. White
TITLE: Captain
AGENCY: Suffolk County Police Department
ADDRESS: Yaphank Avenue
Yaphank, NY 11980

TELEPHONE NO.: 516/345-5000

SURVEY NON-RESPONDENTS

JOSEPH A HUBER
CHIEF OF POLICE
LANCASTER POLICE DEPT.
5423 BROADWAY
LANCASTER , NY 14086
(716)683-3100

ROSCOE C PALMER
CHIEF OF POLICE
RIVERHEAD POLICE DEPT.
54 WEST MAIN ST
RIVERHEAD , NY 11901
(516)727-4500

JOHN R KOWALSKI
CHIEF OF POLICE
SALAMANCA POLICE DEPT.
225 WILDWOOD AVE
SALAMANCA , NY 14779
(716)945-2330

CARL CATALDO
CHIEF OF POLICE
SOUTHOLD POLICE DEPT.
ROUTE 25 PECONIC
SOUTHOLD , NY 11958
(516)765-2600

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911 SYSTEM DESCRIPTION

PSAP NAME LINCOLNTON, NC

THE COMMUNITY

POPULATION SERVED: 16,184 SERVICE AREA (Sq. Mi.): 309

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/73 ORDERED: 02/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 14 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X		FORCED DISCONNECT X		RINGBACK X
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 600
CALL MIX: LE 35 % FIRE 2 % EMS % OTHER 8 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 118,324
BUDGET BREAKDOWN--
PERSONNEL 47 % TELCO EQUIP./SERVICES 12 %
FACILITIES 0 % OTHER 41 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Salaries are not high enough for type of workload.

PSAP DIRECTOR

NAME: William W. Modlin
TITLE: Director of Communications
AGENCY: Lincoln County Communications Center
ADDRESS: Lincoln County Courthouse
Lincolnton, NC 28092

TELEPHONE NO.: 704/735-8202

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911 SYSTEM DESCRIPTION

PSAP NAME WINSTON-SALEM, NC

THE COMMUNITY

POPULATION SERVED: 158,060 SERVICE AREA (Sq. Mi.): 97

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/73 ORDERED: 05/75 OPERATIONAL: 06/77

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 49 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER *

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 8

FULL-TIME CALL ANSWERERS:
SWORN 15 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 140
CALL MIX: LE 90% FIRE 5% EMS 3% OTHER 2%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 19,520

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 560,000
BUDGET BREAKDOWN--
PERSONNEL 67 % TELCO EQUIP./SERVICES 20%
FACILITIES 1 % OTHER 12%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Survey your needs, compare with present system & dispatch operations. Consolidate all operations under separate agency.

*Line-locking for tracing calls.

PSAP DIRECTOR

NAME: Allen Joines
TITLE: Public Safety Director
AGENCY: City of Winston-Salem
ADDRESS: P.O. Box 2511
Winston-Salem, NC 27102

TELEPHONE NO.: 919/727-2741

SURVEY NON-RESPONDENTS

BOB BAKER
DIRECTOR
ORANGE COUNTY EMERG COM CENTER
100 W. ROSEMARY STREET
CHAPEL HILL , NC 27514

EDWARD P CANNADY
CHIEF OF COMMUNICATIONS
PUBLIC SAFETY COMM DIV
P.O. BOX 1086
DURHAM , NC 27702
(919)683-4173

SHIRLEY R PRICE
CLERK
MUNICIPAL BLDG
PO BOX 248
FAIRMONT , NC 28340
(919)628-9766

J D BRASELL
SHERIFF
AVERY COUNTY SHERIFF'S DEPT.
NEWLAND , NC 28657
(704) 733-5855

NORTH DAKOTA

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911 SYSTEM DESCRIPTION

PSAP NAME GRAND FORKS, ND

THE COMMUNITY

POPULATION SERVED: 50,977 SERVICE AREA (Sq. Mi.): 18

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/65 ORDERED: 02/66 OPERATIONAL: 11/66

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 60
CALL MIX: LE 5 % FIRE 10 % EMS 15 % OTHER 70 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 8,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,131
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: James A. Clauge
TITLE: Chief of Police
AGENCY: Grand Forks Police Department
ADDRESS: 122 S. Fifth Street
Gand Forks, ND 58201

TELEPHONE NO.: 701/772-7171

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911 SYSTEM DESCRIPTION

PSAP NAME MANDAN, ND

THE COMMUNITY

POPULATION SERVED: 14,000 SERVICE AREA (Sq. Mi.): 9

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/76 ORDERED: 04/76 OPERATIONAL: 12/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 60
CALL MIX: LE 75 % FIRE 5 % EMS 15 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Get complete cooperation & program understanding from all agencies. Have good public education program.

PSAP DIRECTOR

NAME: Hugo Ternes
TITLE: Chief of Police
AGENCY: Mandan Police Department
ADDRESS: 110 Collins Avenue
Mandan, ND 58554

TELEPHONE NO.: 701/663-9509

911 SYSTEM DESCRIPTION

PSAP NAME MINOT, ND

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 806

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/72 ORDERED: 01/74 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 50,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 6,500
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Dennis L. Smętana
TITLE: Sergeant
AGENCY: Minot Police Department
ADDRESS: 515 2nd Avenue, S.W.
Minot, ND 58701

TELEPHONE NO.: 701/852-0111

OHIO

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911 SYSTEM DESCRIPTION

PSAP NAME AMHERST, OH

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 9

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/71 ORDERED: 10/73 OPERATIONAL: 02/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 15 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 81 % FIRE 10 % EMS 7 % OTHER 2 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Edward R. Kobal
TITLE: Captain of Police Department
AGENCY: Amherst Police Department
ADDRESS: 206 S. Main Street
Amherst, OH 44001

TELEPHONE NO.: 216/988-2625

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911 SYSTEM DESCRIPTION

PSAP NAME CLYDE, OH

THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: 04/75 OPERATIONAL: 08/75

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 14 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75
CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 297

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Telco will not list an administrative 7-digit telephone number in phone book--only 911.

*Regional Planning Agency

PSAP DIRECTOR

NAME: Harold C. Kramer
TITLE: Chief of Police
AGENCY: Clyde Police Department
ADDRESS: 222 N. Main Street
Clyde, OH 43410

TELEPHONE NO.: 419/547-9555, 9556

911 SYSTEM DESCRIPTION

PSAP NAME DEFIANCE, OH

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/71 ORDERED: 07/72 OPERATIONAL: 05/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 10 % FIRE 10 % EMS 70 % OTHER 10 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Receive many administrative & non-emergency calls.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 50,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Norman L. Herder
TITLE: Chief of Police
AGENCY: Defiance Police Department
ADDRESS: 324 Perry Street
Defiance, OH 43512

TELEPHONE NO.: 419/784-5050

911 SYSTEM DESCRIPTION

PSAP NAME SANDUSKY, OH

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 12

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/67 ORDERED: 04/68 OPERATIONAL: 02/69

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Arnold C. Ziemke
TITLE: Chief of Police
AGENCY: Sandusky Police Department
ADDRESS: 222 Meigs Street
Sandusky, OH 44870

TELEPHONE NO.: 419/625-3304

SURVEY NON-RESPONDENTS

GENE P FAWLEY
CAPTAIN
CUYAHOGA FALLS POLICE DEPT.
2310 SECOND ST
CUYAHOGA FALLS OH 44221
(216) 928-2181

ROBERT L TAYLOR
COMMANDER STAFF & AUX SVC
SPRINGFIELD POLICE DEPARTMENT
120 SOUTH CENTER
SPRINGFIELD , OH 45501
(513) 323-9181

ART INKROTT
SECRETARY-TREASURER
GLANDORF TELEPHONE CO
BOX 31
GLANDORF , OH 45848
(419) 538-6521

ART COLE
CHIEF OF POLICE
SYLVANIA POLICE DEPARTMENT
6635 MAPLEWOOD
SYLVANIA , OH 43560
(419) 882-7102 X55

CHUCK LINDECAMP
CHIEF OF POLICE
MILAN POLICE DEPARTMENT
CHURCH ST
MILAN , OH 44846
(419) 499-2001

DALE W GRIFFIS
CAPTAIN
TIFFIN POLICE DEPARTMENT
MUNICIPAL BUILDING
TIFFIN , OH 44883
(419) 447-2323

ROBERT C BENTLER
SHERIFF
PUTNAM COUNTY SHERIFF'S DEPT.
140 N. HICKORY
OTTOWA , OH 45875
(419) 523-3208

R E FLEMING
CHIEF OF POLICE
VERMILLION POLICE DEPARTMENT
691 GRAND
VERMILLION , OH 44089
(216) 967-6116

OKLAHOMA

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911 SYSTEM DESCRIPTION

PSAP NAME ALVA, OK

THE COMMUNITY

POPULATION SERVED: 7,440 SERVICE AREA (Sq. Mi.): 6

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/68 ORDERED: 11/68 OPERATIONAL: 01/69

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 50 % FIRE 8 % EMS 13 % OTHER 29 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Arlo D. Darr
TITLE: Chief of Police
AGENCY: Alva Police Department
ADDRESS: 415 4th
Alva, OK 73717

TELEPHONE NO.: 405/327-2121

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911 SYSTEM DESCRIPTION

PSAP NAME BROKEN ARROW, OK

THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 250

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 1971 OPERATIONAL: 1972

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Implement a good public education program.

PSAP DIRECTOR

NAME: Gary Blackford
TITLE: Fire Chief
AGENCY: Broken Arrow Fire Department
ADDRESS: 120 W.Kenosha
Broken Arrow, OK 74012

TELEPHONE NO.: 918/251-5311

911 SYSTEM DESCRIPTION

PSAP NAME DUNCAN, OK

THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 26

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 01/72 OPERATIONAL: 05/72

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 2 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 45 % FIRE 20 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Dale C. Anderson
TITLE: Chief of Police
AGENCY: Duncan Police Department
ADDRESS: 8th & Willow
Duncan, OK 73533

TELEPHONE NO.: 405/255-2112

911 SYSTEM DESCRIPTION

PSAP NAME FAIRVIEW, OK

THE COMMUNITY

POPULATION SERVED: 4,100 SERVICE AREA (Sq. Mi.): 360

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/69 ORDERED: 03/70 OPERATIONAL: 06/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 92 % FIRE 3 % EMS 1 % OTHER 4 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Major problem is telephone equipment repair &

maintenance.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,500
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 25 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Dixie J Blackledge
TITLE: City Manager
AGENCY: City of Fairview
ADDRESS: 206 E. Broadway
Fairview, OK 73737

TELEPHONE NO.: 405/227-4416

911 SYSTEM DESCRIPTION

PSAP NAME LAWTON, OK

THE COMMUNITY

POPULATION SERVED: 100,000 SERVICE AREA (Sq. Mi.): 43

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 08/70 OPERATIONAL: 12/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 8

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 65 % FIRE 10 % EMS 25 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 120

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 4,693
BUDGET BREAKDOWN--
PERSONNEL 51 % TELCO EQUIP./SERVICES 24 %
FACILITIES 15 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive non-emergency calls on 911 lines.

ADVICE: Plan & implement a public education program on 911.

PSAP DIRECTOR

NAME: Fred M. Mitchell
TITLE: Major
AGENCY: Lawton Police Department
ADDRESS: 10 S. Fourth
Lawton, OK 73501

TELEPHONE NO.: 405/357-6100 x219

CONTINUED

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911 SYSTEM DESCRIPTION

PSAP NAME SHAWNEE, OK

THE COMMUNITY

POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 125

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/75 ORDERED: 01/75 OPERATIONAL: 10/75

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: EMS--2

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 51 CIVILIANS 18 MULTI-LINGUAL 1

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 55
CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 45,662
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

When transferring 911 calls, modulation is cut dramatically.

ADVICE: Get ANI & ALI.

*Citizen action group

PSAP DIRECTOR

NAME: David L. Hudibergh
TITLE: Chief of Police
AGENCY: Shawnee Police Department
ADDRESS: 9th & Broadway
Shawnee, OK 74801

TELEPHONE NO.: 405/273-2121

911 SYSTEM DESCRIPTION

PSAP NAME STILLWATER, OK

THE COMMUNITY

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/74 ORDERED: 11/74 OPERATIONAL: 12/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Get support of other agencies involved to keep down petty jealousies.

PSAP DIRECTOR

NAME: Vernon W. Langley
TITLE: Sergeant
AGENCY: Stillwater Police Department
ADDRESS: 723 S. Lewis
Stillwater, OK 74074

TELEPHONE NO.: 405/372-4171

SURVEY NON-RESPONDENTS

HOYT BENEDICT
CHIEF OF POLICE
ALTUS POLICE DEPT.
118 EAST COMMERCE
ALTUS , OK 73521
(405)482-4121

DON D SUNDERLAND
CHIEF OF POLICE
WOODWARD POLICE DEPT.
12-20 9TH ST
WOODWARD , OK 73801
(405)256-3151

J.C. GIVENS
CHIEF OF POLICE
ANADARKO POLICE DEPARTMENT
201 NORTH 1ST STREET
ANADARKO , OK 73005
(405) 247-2411

DONALD R. DAUGHERTY
CHIEF OF POLICE
CHICKASHA POLICE DEPT.
106 NORTH SIXTH
CHICKASHA , OK 73018
(405) 224-2332

JIMMY TIPTON
CHIEF OF POLICE
MANGUM POLICE DEPT.
201 NORTH OKLAHOMA
MANGUM , OK 73554
(405)782-3382

OREGON

911 SYSTEM DESCRIPTION

PSAP NAME FLORENCE, OR

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 240

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: 1973 OPERATIONAL: 07/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 100
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Melvin J. Shaw
TITLE: Chief of Police
AGENCY: Florence Police Department
ADDRESS: P.O. Box 340
Florence, OR 97439

TELEPHONE NO.: 503/997-3515

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911 SYSTEM DESCRIPTION

PSAP NAME HERMISTON, OR

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 150

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: 02/72 OPERATIONAL: 05/72

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 16 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 70 % FIRE 5 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 60,000
BUDGET BREAKDOWN--
PERSONNEL 50 % TELCO EQUIP./SERVICES 20 %
FACILITIES 5 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Good public education a must. Budget where possible within existing operations. Might be easier to have each small community operate their own PSAP.

PSAP DIRECTOR

NAME: Robert J. Shannon
TITLE: Chief of Police
AGENCY: Hermiston Police Department
ADDRESS: 330 S. First Street
Hermiston, OR 97838

TELEPHONE NO.: 503/567-5519

911 SYSTEM DESCRIPTION

PSAP NAME JACKSON COUNTY, OR

THE COMMUNITY

POPULATION SERVED: 124,500 SERVICE AREA (Sq. Mi.): 2,821

POLITICAL JURISDICTIONS SERVED: 24

PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 11 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: OPERATIONAL: 1975

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--7, Fire--11, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 12 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 15 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 55 % FIRE 24 % EMS 21 % OTHER 0 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 250,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 432,936
BUDGET BREAKDOWN--
PERSONNEL 52 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 43 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Need more training.

ADVICE: Allow time for public education. Cooperate & communicate with all agencies.

PSAP DIRECTOR

NAME: David C. Yandell
TITLE: Communications Chief
AGENCY: Jackson Cnty Sheriff's Dept., Comm. Div.
ADDRESS: Jackson County Court House--Annex
Medford, OR 97501

TELEPHONE NO.: 503/776-7205

911 SYSTEM DESCRIPTION

PSAP NAME JOHN DAY, OR

THE COMMUNITY

POPULATION SERVED: 2,500 SERVICE AREA (Sq. Mi.): 300

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 3 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/74 ORDERED: 08/74 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 25 % FIRE 15 % EMS 51 % OTHER 9 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 400

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 36,090
BUDGET BREAKDOWN--
PERSONNEL 97 % TELCO EQUIP./SERVICES 0 %
FACILITIES 3 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 52 % OTHER 48 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

48% of operating budget comes from pre-established contributions of user agencies. ADVICE: 911 call-answerer should also dispatch. Answer 911 call with "911 Emergency."

PSAP DIRECTOR

NAME: William F. Gibosen
TITLE: Chief of Police
AGENCY: John Day Police Department
ADDRESS: 242 S. Canyon Blvd.
John Day, OR 97845

TELEPHONE NO.: 503/575-0030

911 SYSTEM DESCRIPTION

PSAP NAME MILTON-FREEWATER, OR

THE COMMUNITY

POPULATION SERVED: 5,500 SERVICE AREA (Sq. Mi.): 2

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/72 ORDERED: 04/72 OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 75 % FIRE 10 % EMS 5 % OTHER 10 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Make sure your phone network is compatible with 911 system.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,200
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: William R. Biggs
TITLE: Chief of Police
AGENCY: Milton-Freewater City Police
ADDRESS: 722 s. Main
Milton-Freewater, OR 97862

TELEPHONE NO.: 509/938-5511

911 SYSTEM DESCRIPTION

PSAP NAME MORROW COUNTY, OR

THE COMMUNITY

POPULATION SERVED: 4,700 SERVICE AREA (Sq. Mi.): 2,025

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 4 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/77 ORDERED: 06/78 OPERATIONAL: 07/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: all

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 125,027
BUDGET BREAKDOWN--
PERSONNEL 64 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 36 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Beverly V. launer
TITLE: Chief Dispatcher
AGENCY: Morrow County Sheriff's Office
ADDRESS: P.O. Box 156, Morrow County Courthouse
Heppner, OR 97836

TELEPHONE NO.: 503/676-9910

911 SYSTEM DESCRIPTION

PSAP NAME SEASIDE, OR

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/70 ORDERED: 02/71 OPERATIONAL: 04/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 50 % FIRE 30 % EMS 10 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 65,000
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 10 %
FACILITIES 5 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

10% of operating budget comes from PSAP billings of system users. ADVICE: Utilize other 911 system users to explain & document successful use.

*Also has contract services.

PSAP DIRECTOR

NAME: John M. West
TITLE: Chief of Police
AGENCY: Seaside Police Department
ADDRESS: 10900 S. Roosevelt Drive
Seaside, OR 97138

TELEPHONE NO.: 503/738-6311 x2

911 SYSTEM DESCRIPTION

PSAP NAME THE DALLES, OR

THE COMMUNITY

POPULATION SERVED: 17,000 SERVICE AREA (Sq. Mi.): 55,000

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 04/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 49 % FIRE 10 % EMS 40 % OTHER 1 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 73,121
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 2 %
FACILITIES 5 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Believe 911 is beneficial to all citizens. It is easy for any age to remember.

PSAP DIRECTOR

NAME: Elaine M. Alley
TITLE: Chief
AGENCY: The Dalles Communications Center
ADDRESS: 313 Court Street
The Dalles, OR 79058

TELEPHONE NO.: 503/296-2233

911 SYSTEM DESCRIPTION

PSAP NAME TOLEDO, OR

THE COMMUNITY

POPULATION SERVED: 4,650 SERVICE AREA (Sq. Mi.): 44

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 1971 OPERATIONAL: 1971

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER100 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Public relations & public service has improved since 911 was implemented.

PSAP DIRECTOR

NAME: Jerry L. Pryor
TITLE: Chief of Police
AGENCY: Toledo Police Department
ADDRESS: 496 E. Highway 20
Toledo, OR 97291

TELEPHONE NO.: 503/336-3255

911 SYSTEM DESCRIPTION

PSAP NAME UMATILLA, OR

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 88

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 10/74 OPERATIONAL: 11/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 20 % FIRE 70 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 87,000
BUDGET BREAKDOWN--
PERSONNEL 76 % TELCO EQUIP./SERVICES 15 %
FACILITIES 5 % OTHER 4 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need agreed participation financially for implementation & operation of system.

PSAP DIRECTOR

NAME: Eldon L. Olson
TITLE: Chief of Police
AGENCY: Umatilla Police Department
ADDRESS: P.O. Box 130, 912 6th Street
Umatilla, OR 97882

TELEPHONE NO.: 503/922-3789

SURVEY NON-RESPONDENTS

JACK MC MILLAN
CAPTAIN
MEDFORD POLICE DEPARTMENT
411 W. EIGHTH STREET
MEDFORD , OR 97501
(503) 776-7455

MYRON J THOMPSON
CHIEF OF POLICE
PRINEVILLE POLICE DEPT.
400 EAST THIRD
PRINEVILLE , OR 97754
(503)447-4168

PENNSYLVANIA

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911 SYSTEM DESCRIPTION

PSAP NAME ALLENTOWN, PA

THE COMMUNITY

POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 27

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/79 ORDERED: 1972 OPERATIONAL: 09/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 10 TANDEM 5

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 17 MULTI-LINGUAL 17

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 387,456

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 448,344
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 2 %
FACILITIES 2 % OTHER 6 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: 911 system should be under direction of a public safety director, not police or fire departments.

PSAP DIRECTOR

NAME: Arthur C. Carl
TITLE: Superintendent of Communications
AGENCY: City of Allentown
ADDRESS: 425 Hamilton Street
Allentown, PA 18101

TELEPHONE NO.: 215/437-7771

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911 SYSTEM DESCRIPTION

PSAP NAME BERWICK, PA

THE COMMUNITY

POPULATION SERVED: 24,048 SERVICE AREA (Sq. Mi.): 75

POLITICAL JURISDICTIONS SERVED: 9

PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 6 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/73 ORDERED: 07/74 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 125
CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 75 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Receive many wrong numbers where call answerer only hears a dial tone. NOTE: 10% of operating budget from pre-established contributios of agencies. ADVICE: 911 improves dispatch efficiency.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 41,300

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 34,655
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 5 %
FACILITIES 1 % OTHER 4 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PSAP DIRECTOR

NAME: Jim McClintock
TITLE: Dispatcher
AGENCY: Berwick Police Department
ADDRESS: 344 Market Street
Berwick, PA 18603

TELEPHONE NO.: 717/752-2723

911 SYSTEM DESCRIPTION

PSAP NAME CLARION COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 39,384 SERVICE AREA (Sq. Mi.): 597

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 21 EMS 9 OTHER 7

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/70 ORDERED: 09/72 OPERATIONAL: 04/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 6 911 WIRED CENTRAL OFFICES: 14

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 5
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 15 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 123
CALL MIX: LE 50 % FIRE 10 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 74,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 52,500
BUDGET BREAKDOWN--
PERSONNEL 58 % TELCO EQUIP./SERVICES 30 %
FACILITIES 0 % OTHER 12 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER 1 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Add-on replacement equipment to consoles creates make-shift modifications. NOTE: 1% of ops. budget from PSAP billings of system users. ADVICE: When planning, consider growth needs of PSAP.

PSAP DIRECTOR

NAME: Guy R. Sherry
TITLE: Director
AGENCY: Clarion County Emergency Mgmt Agency
ADDRESS: Clarion County Courthouse
Clarion, PA 16214

TELEPHONE NO.: 814/226-6631

911 SYSTEM DESCRIPTION

PSAP NAME CLEARFIELD, PA

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: 04/70 OPERATIONAL: 12/70

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Clifford Mann
TITLE: Mayor
AGENCY: Clearfield Borough
ADDRESS: 14 S. Front Street
Clearfield, PA 16830

TELEPHONE NO.: 814/765-7881

911 SYSTEM DESCRIPTION

PSAP NAME CUMBERLAND COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 36

PUBLIC SAFETY AGENCIES SERVED: LE 19 FIRE 27 EMS 19 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 12/74 OPERATIONAL: 04/77

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 9

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 5 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 35 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 25 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 70 % FIRE 10 % EMS 19 % OTHER 1 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 39,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 121,000
BUDGET BREAKDOWN--
PERSONNEL 66 % TELCO EQUIP./SERVICES 13 %
FACILITIES 2 % OTHER 19 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Funding for system improvements or modifications is difficult.

ADVICE: Need good public education program.

*Disaster/emergency preparedness

PSAP DIRECTOR

NAME: J.T. Wise
TITLE: Director of Communications
AGENCY: Office of Emergency Preparedness
ADDRESS: Cumberland County Courthouse
Carlisle, PA 17013

TELEPHONE NO.: 717/249-5522

911 SYSTEM DESCRIPTION

PSAP NAME GLENSHAW, PA

THE COMMUNITY

POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 8

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/74 ORDERED: 10/75 OPERATIONAL: 10/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 7 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 85 % FIRE 8 % EMS 7 % OTHER 0 %
INAPPROPRIATE CALLS: 2 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 0 %
FACILITIES 8 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

60% of operating budget comes from PSAP billings of system users & 40% from a special taxing district

PSAP DIRECTOR

NAME: Paul G. Christy
TITLE: Sergeant, Office Coordinator
AGENCY: Shaler Township Police Department
ADDRESS: 300 Wetzel Road
Glenshaw, PA 15116

TELEPHONE NO.: 412/486-3201

911 SYSTEM DESCRIPTION

PSAP NAME HOLLIDAYSBURG, PA

THE COMMUNITY

POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 7 EMS 5 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/71 ORDERED: OPERATIONAL: 12/73

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 55 % FIRE 15 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 80,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Requires much cooperation.

*Joint effort of police, fire, & emergency medical agencies, & city/county administration & telco.

PSAP DIRECTOR

NAME: Charles G. Harclerode
TITLE: Mayor
AGENCY: Borough of Hollidaysburg
ADDRESS: 401 Blair Street
Hollidaysburg, PA 16648

TELEPHONE NO.: 814/695-8834

911 SYSTEM DESCRIPTION

PSAP NAME LACKAWANNA COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 475

POLITICAL JURISDICTIONS SERVED: 40

PUBLIC SAFETY AGENCIES SERVED: LE 48 FIRE 48 EMS 48 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 01/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: Le--19, Fire--19, EMS--19

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 33 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 240
CALL MIX: LE 30% FIRE 15% EMS 50% OTHER 5%
INAPPROPRIATE CALLS: 80%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 26,000
BUDGET BREAKDOWN--
PERSONNEL 0 % TELCO EQUIP./SERVICES 98%
FACILITIES 0 % OTHER 2%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Make sure volunteer public safety organi-

zations have input in planning system.

*Joint effort of emergency medical, county admin.,

&telco.

PSAP DIRECTOR

NAME: Pasquale P. DeSarno
TITLE: Director
AGENCY: Lackawanna Cnty Dept. of Emerg. Services
ADDRESS: 200 Adams Avenue
Scranton, PA 18503

TELEPHONE NO.: 717/961-6700

911 SYSTEM DESCRIPTION

PSAP NAME LANCASTER COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 342,797 SERVICE AREA (Sq. Mi.): 946

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/78 ORDERED: 01/79 OPERATIONAL: 10/79

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 5 911 WIRED CENTRAL OFFICES: 23

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 19 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 60 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 74 % FIRE 5 % EMS 21 % OTHER 0 %
INAPPROPRIATE CALLS: 14 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 99,950

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Implement a 911 committee of all emergency agencies.

PSAP DIRECTOR

NAME: Paul L. Leese
TITLE: Director
AGENCY: Emergency Management Agency
ADDRESS: County Courthouse, 50 N. Duke Street
Lancaster, PA 17604

TELEPHONE NO.: 717/299-8374

911 SYSTEM DESCRIPTION

PSAP NAME LANSFORD, PA

THE COMMUNITY

POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 4 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: 01/74 OPERATIONAL: 03/74

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 8 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 95 % FIRE 1 % EMS 4 % OTHER 0 %
INAPPROPRIATE CALLS: 25%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 98 % OTHER 2 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL X
TECHNICAL — MANAGEMENT

COMMENTS:

ADVICE: All agencies should financially support system. Establish a 911 committee of all agencies to handle operation.

*Joint effort of police, fire, & telco.

PSAP DIRECTOR

NAME: Joseph Delpero
TITLE: Chief of Police
AGENCY: Lansford Police Department
ADDRESS: P.O. Box 96
Lansford, PA 18232

TELEPHONE NO.: 717/645-5844

911 SYSTEM DESCRIPTION

PSAP NAME LEBANON COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 108,000 SERVICE AREA (Sq. Mi.): 363

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: 06/76 OPERATIONAL: 03/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 21 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 87
CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 25,600
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 20 %
FACILITIES 0 % OTHER 20 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 50 % OTHER 50 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

50% of operating budget comes from pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: Robert E. Boyer
TITLE: Director
AGENCY: Lebanon County Emergency Mgmt Agency
ADDRESS: Rm 14, County-City Building
Lebanon, PA 17042

TELEPHONE NO.: 717/272-3621

911 SYSTEM DESCRIPTION

PSAP NAME MILTON, PA

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 10

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 02/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 20 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 11 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18
CALL MIX: LE 20% FIRE 30% EMS 50% OTHER 0%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 49,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 5%
FACILITIES 10 % OTHER 5%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Patricia A. Pfloegor
TITLE: Police Secretary/Dispatcher
AGENCY: Milton Borough Police Department
ADDRESS: 1 Filbert Street
Milton, PA 17847

TELEPHONE NO.: 717/742-8757

911 SYSTEM DESCRIPTION

PSAP NAME SMETHPORT, PA

THE COMMUNITY

POPULATION SERVED: 5,500 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/72 ORDERED: 05/73 OPERATIONAL: 10/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 25 % FIRE 25 % EMS 50 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 225
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER 100 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: John K. Neville
TITLE: First Deputy
AGENCY: McKean County Sheriff's Department
ADDRESS: 502 W. King Street
Smethport, PA 16749

TELEPHONE NO.: 814/887-2424

911 SYSTEM DESCRIPTION

PSAP NAME WASHINGTON, PA

THE COMMUNITY

POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 200

POLITICAL JURISDICTIONS SERVED: 10

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 10 EMS 10 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/78 ORDERED: 04/78 OPERATIONAL: 06/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: LE--5, Fire--5, EMS--5

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 9
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 10 TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD	X	FORCED DISCONNECT	X	RINGBACK	
IDLE CIRCUIT TONE	X	SWITCHHOOK STATUS			
ANI	ALI	SR	PARTIAL SR	OTHER	

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 103 CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 23
CALL MIX: LE 50% FIRE 35% EMS 15% OTHER 0%
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers#

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL		FINANCIAL	X
TECHNICAL		MANAGEMENT	

COMMENTS:

ADVICE: Get as much input from all participating agencies as possible. Keep elected officials as current as possible to progress.

*All municipalities #Also federal grant

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 108,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 8%
FACILITIES 0 % OTHER 2%

SOURCES OF OPERATING BUDGET:
FEDERAL 20 % STATE 5 % LOCAL 75 % OTHER %

PSAP DIRECTOR

NAME: Paul Rusinek
TITLE: Communications Director
AGENCY: Inter-Governmental Comm. Organization
ADDRESS: 55 West Maiden Street
Washington, PA 15301

TELEPHONE NO.: 412/228-5444

911 SYSTEM DESCRIPTION

PSAP NAME WESTMORELAND COUNTY PA

THE COMMUNITY

POPULATION SERVED: 425,000 SERVICE AREA (Sq. Mi.): 1,040

POLITICAL JURISDICTIONS SERVED: 65

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1968 ORDERED: OPERATIONAL: 11/71

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 10 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 65 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 21 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 54
CALL MIX: LE 45 % FIRE 15 % EMS 35 % OTHER 5 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Prohibit dialer alarms. Select quality personnel. Have each agency represented on a board including public. maintain public education.

*8A key system

PSAP DIRECTOR

NAME: Jim E. Laffey
TITLE: Director
AGENCY: Emergency Management
ADDRESS: 12 Courthouse Square
Greensburg, PA 15601

TELEPHONE NO.: 412/834-2191

911 SYSTEM DESCRIPTION

PSAP NAME YORK COUNTY, PA

THE COMMUNITY

POPULATION SERVED: 325,000 SERVICE AREA (Sq. Mi.): 908

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/77

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION; None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 49 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 835
CALL MIX: LE 84 % FIRE 6 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 35%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 186,702
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 10 %
FACILITIES 5 % OTHER 25%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Leslie Jackson
TITLE: Director of Communications
AGENCY: York County Emergency Center
ADDRESS: 28 E. Market Street
York, PA 17401

TELEPHONE NO.: 717/848-3302 x211

SURVEY NON-RESPONDENTS

GEORGE BOVE
CHIEF OF POLICE
BRADFORD POLICE DEPT.
60 BOYSTON ST
BRADFORD , PA 16701
(814) 368-6133

JOHN A BRABITS
ADMINISTRATIVE ASSISTANT
OFFICE OF EMER. PREPAREDNESS
DAUPHIN COUNTY COURTHOUSE
HARRISBURG , PA 17101
(717) 236-5010

LEONARD S PUCIATA
COMMUNICATIONS SERGEANT
PITTSBURGH POLICE DEPARTMENT
110 GRANT ST
PITTSBURGH , PA 15219
(412) 255-2927

CHESTER C KESTNER
DIRECTOR OF COMM & POLICE
BUTLER CTY COM & POLICE CTR
703 MORTON AVE. EXTENSION
BUTLER , PA 16001
(412) 287-7769

SANDRA E. KENNEDY
SUPERVISOR 911 COMMUNICATIONS
911
INDIANA COUNTY COURTHOUSE
INDIANA , PA 15701
(412) 349-1438

CLAUDE E KEHLER
DIRECTOR OF PUBLIC SAFETY
CITY OF SHAMOKIN
47 EAST LINCOLN ST
SHAMOKIN , PA 17872
(717) 648-5708

JAMES R BEERS
CHIEF OF POLICE
DUBOIS POLICE DEPT.
16 W. SCRIBNER AVE
DUBOIS , PA 15801
(814) 371-2000

PAUL STOLZ
CHIEF OF POLICE
NORWOOD POLICE DEPARTMENT
26 W. WINONA AVE
NORWOOD , PA 19074
(215) 461-2777

PATRICK F. DUFFY
SERGEANT
TARENTUM POLICE DEPARTMENT
304 LOCK STREET
TARENTUM , PA 15084
(412) 224-1515

TIMOTHY BURKHOLDER
LIEUTENANT
EPHRATA POLICE DEPT.
114 MAIN ST
EPHRATA , PA 17522
(717) 733-8611

JAMES J POWERS
INSPECTOR
PHILADELPHIA POLICE DEPT.
POLICE HDQTS. FRANKLIN SQUARE
PHILADELPHIA , PA 19106
(215) MU6-2740

MERLIN PROPER
CHIEF OF POLICE
UNION CITY POLICE DEPARTMENT
13 SOUTH MAIN STREET
UNION CITY , PA 16438
(814) 438-3441

RHODE ISLAND

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No 911 systems were reported operating in this state.

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SOUTH CAROLINA

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911 SYSTEM DESCRIPTION

PSAP NAME CHERAW, SC

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 17 CIVILIANS 3 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Olin G. Campbell
TITLE: Chief of Police
AGENCY: Cheraw Police Department
ADDRESS: 258 Second Street
Cheraw, SC 29520

TELEPHONE NO.: 803/537-7868

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911 SYSTEM DESCRIPTION

PSAP NAME HILTON HEAD ISLAND, SC

THE COMMUNITY

POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 45

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 04/76 OPERATIONAL: 09/76

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 33 % FIRE 25 % EMS 33 % OTHER 9 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Great need of pre-planning & education of 911 advantages. This is difficult to sell to organizations. NOTE: 40% of operating budget comes from pre-established contributions of agencies.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 67,400
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 2 %
FACILITIES 3 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 60 % OTHER 40 %

PSAP DIRECTOR

NAME: David A. MacLellan
TITLE: Chief
AGENCY: Sea Pines-Forest Beach Fire Department
ADDRESS: P.O. Box 5193
Hilton Head Island, SC 29928

TELEPHONE NO.: 803/785-2306

911 SYSTEM DESCRIPTION

PSAP NAME SPARTANBURG COUNTY, SC

THE COMMUNITY

POPULATION SERVED: 211,000 SERVICE AREA (Sq. Mi.): 834

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: 07/76 OPERATIONAL: 09/77

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 6 911 WIRED CENTRAL OFFICES: 11

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 7
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 24 TANDEM 12

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 12 CIVILIANS 25 MULTI-LINGUAL 0

OPERATING SCHEDULE: 5 DAYS/WEEK 8HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 650
CALL MIX: LE 60% FIRE 10% EMS 20% OTHER 10%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Other#

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 384,375
BUDGET BREAKDOWN--
PERSONNEL 89 % TELCO EQUIP./SERVICES 6%
FACILITIES 0 % OTHER 5%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

*Communications department

#Agreement is between city & county

PSAP DIRECTOR

NAME: James Abernathy
TITLE: Chief of Communication Operations
AGENCY: Spartanburg Emergency Comm. Center
ADDRESS: 145 Broad Street
Spartanburg, SC 29301

TELEPHONE NO.: 803/582-6791

SURVEY NON-RESPONDENTS

RALPH C. FREEMAN
CHESTERFIELD COUNTY SHERIFF
COUNTY SHERIFF'S DEPT.
COUNTY COURT HOUSE
CHESTERFIELD , SC 29709
(803)623-2101

ROGER E. POSTON
CHIEF OF POLICE
FLORENCE POLICE DEPT.
CITY/CNTY COMPLEX JJ.
FLORENCE , SC 29501
(803) 665-3191

DEWEY PROCTOR
POLICE CHIEF
MULLINS POLICE DEPARTMENT
PO BOX 447
MULLINS , SC 29574
(803)464-8291

I. BYRD PARNELL
SUMTER COUNTY SHERIFF
CITY/COUNTY LAW ENFORCE. CTR.
107 E. HAMPTON AVENUE
SUMTER , SC 29150
(803)755-0117

SOUTH DAKOTA

911 SYSTEM DESCRIPTION

PSAP NAME SIOUX FALLS, SD

THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATIONS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 20 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 80% FIRE 10% EMS 5% OTHER 5%
INAPPROPRIATE CALLS: 1%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Merlyn W. Sorensen
TITLE: Chief of Police
AGENCY: Sioux Falls Police Department
ADDRESS: 501 North Dakota
Sioux Falls, SD 57104

TELEPHONE NO.: 605/339-7260

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911 SYSTEM DESCRIPTION

PSAP NAME SPINK COUNTY, SD

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 550

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 06/77 OPERATIONAL: 07/77

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 25% FIRE 25% EMS 25% OTHER 25%
INAPPROPRIATE CALLS: 33%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 31,000
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 10%
FACILITIES 0 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gary L. Newman
TITLE: Sheriff
AGENCY: Spink County Sheriff's Office
ADDRESS: Spink County Courthouse
Redfield, SD 57469

TELEPHONE NO.: 605/472-1510

911 SYSTEM DESCRIPTION

PSAP NAME YANKTON, SD

THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 525

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/71 ORDERED: 11/71 OPERATIONAL: 03/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 3
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 54,030
BUDGET BREAKDOWN--
PERSONNEL 98 % TELCO EQUIP./SERVICES 2 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Frank A. Arneson
TITLE: Chief of Police
AGENCY: Yankton Police Department
ADDRESS: P.O. Box 176, 5th & Walnut
Yankton, SD 57078

TELEPHONE NO.: 605/665-4501

SURVEY NON-RESPONDENTS

CHESTER ROLLINS
CHIEF OF POLICE
ABERDEEN POLICE DEPARTMENT
123 SO LINCOLN ST
ABERDEEN , SD 57401
(605)225-4800

STAN D SAKINSKI
CHIEF OF POLICE
RAPID CITY POLICE DEPT.
604 KANSAS CITY ST
RAPID CITY , SD 57701
(605)394-4133

DOUGLAS FILHOLM
CHIEF OF POLICE
BROOKINGS POLICE DEPT
305 3RD AVE
BROOKINGS , SD 57006
(605)692-2113

LLOYD STRAIN
CHIEF OF POLICE
WATERTOWN POLICE DEPT
123 SOUTH MAPLE
WATERTOWN , SD 57201
(605)886-5716

RICHARD DE VRIES
CHIEF OF POLICE
HURON POLICE DEPARTMENT
4TH & COLORADO SOUTHWEST
HURON , SD 57350
(605)352-6467

LAWRENCE E ADDY
CHIEF OF POLICE
MITCHELL POLICE DEPARTMENT
612 NORTH MAIN
MITCHELL , SD 57301
(605)996-5694

TENNESSEE

911 SYSTEM DESCRIPTION

PSAP NAME BOLIVAR, TN

THE COMMUNITY

POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 655

POLITICAL JURISDICTIONS SERVED: 13

PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 8 EMS 8 OTHER 8

HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: 08/72 OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 57 CIVILIANS 46 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75
CALL MIX: LE 65 % FIRE 3 % EMS 2 % OTHER 30 %
INAPPROPRIATE CALLS: 30 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need public education program.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,081
BUDGET BREAKDOWN--
PERSONNEL 30 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 70 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Don Clifton
TITLE: Chief of Police
AGENCY: Bolivar Police Department
ADDRESS: 211 West Jackson
Bolivar, TN 38008

TELEPHONE NO.: 901/658-5101,5371

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911 SYSTEM DESCRIPTION

PSAP NAME CAMDEN, TN

THE COMMUNITY

POPULATION SERVED: 10,126 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18
CALL MIX: LE 90 % FIRE 5 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 85%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Aubrey L. Pafford
TITLE: Chief of Police
AGENCY: Camden Police Department
ADDRESS: 119 W. Main Street
Camden, TN 38320

TELEPHONE NO.: 901/584-4622

911 SYSTEM DESCRIPTION

PSAP NAME DAYTON, TN

THE COMMUNITY

POPULATION SERVED: 150,000 SERVICE AREA (Sq. Mi.): 70

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/72 ORDERED: 05/73 OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 10 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 80 % FIRE 10 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 70 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Jack Carothers
TITLE: Chief of Police
AGENCY: Dayton Police Department
ADDRESS: P.O. Box 226
Dayton, TN 37321

TELEPHONE NO.: 615/775-3876

CONTINUED

9 OF 12

911 SYSTEM DESCRIPTION

PSAP NAME ETOWAH, TN

THE COMMUNITY

POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 04/75 OPERATIONAL: 10/76

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 97 % FIRE 1 % EMS 1 % OTHER 1 %
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 3,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 262
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 15 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Public education

PSAP DIRECTOR

NAME: Easley Miller
TITLE: Chief of Police
AGENCY: Etowah Police Department
ADDRESS: 8th Street
Etowah, TN 37331

TELEPHONE NO.: 615/263-7088

911 SYSTEM DESCRIPTION

PSAP NAME FAIRVIEW, TN

THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 40

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/76 ORDERED: 06/78 OPERATIONAL: 06/78

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 90% FIRE 10% EMS 0% OTHER 0%
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Have limited space & personnel to operate system.

PSAP DIRECTOR

NAME: Frankie Hargrove
TITLE: City Manager
AGENCY: Fairview City
ADDRESS: P.O. Box 69
Fairview, TN 37062

TELEPHONE NO.: 615/799-2431

911 SYSTEM DESCRIPTION

PSAP NAME FRANKLIN, TN

THE COMMUNITY

POPULATION SERVED: 50,951 SERVICE AREA (Sq. Mi.): 2,100

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 24 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 60% FIRE 10% EMS 25% OTHER 5%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Robert A. West
TITLE: Chief of Police
AGENCY: Franklin Police Department
ADDRESS: 604 West Main Street
Franklin, TN 37064

TELEPHONE NO.: 615/794-2513

911 SYSTEM DESCRIPTION

PSAP NAME GATLINBURG, TN

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0%
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: James A. Kelly
TITLE: Chief of Police
AGENCY: Gatlinburg Police Department
ADDRESS: P.O. Box 388, Airport Road
Gatlinburg, TN 37738

TELEPHONE NO.: 615/436-5181

911 SYSTEM DESCRIPTION

PSAP NAME HARRIMAN, TN

THE COMMUNITY

POPULATION SERVED: 8,734 SERVICE AREA (Sq. Mi.): 94,297

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 18 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: W. Grady Langley
TITLE: Chief of Police
AGENCY: Harriman Police Department
ADDRESS: 305 Roane Street
Harriman, TN 37748

TELEPHONE NO.: 615/882-1212

911 SYSTEM DESCRIPTION

PSAP NAME HARTSVILLE, TN

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 07/77 OPERATIONAL: 08/77

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 40 % FIRE 5 % EMS 45 % OTHER 10 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 90 % TELCO EQUIP./SERVICES 0 %
FACILITIES 0 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL 20 % STATE 10 % LOCAL 70 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Larry Turnbow
TITLE: Chief of Police
AGENCY: Hartsville Police Department
ADDRESS: 210 Broadway
Hartsville, TN 37074

TELEPHONE NO.: 615/374-3994

911 SYSTEM DESCRIPTION

PSAP NAME JACKSON, TN

THE COMMUNITY

POPULATION SERVED: 68,000 SERVICE AREA (Sq. Mi.): 509

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/76 ORDERED: 06/77 OPERATIONAL: 03/78

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40
CALL MIX: LE 80% FIRE 5% EMS 5% OTHER 10%
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 65 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

*Citizen action group

PSAP DIRECTOR

NAME: Edwin B. Alderson
TITLE: Chief of Police
AGENCY: Jackson Police Department
ADDRESS: P.O. Box 2587
Jackson, TN 38301

TELEPHONE NO.: 901/423-3800

911 SYSTEM DESCRIPTION

PSAP NAME JEFFERSON CITY, TN

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 6 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 8
CALL MIX: LE 95 % FIRE 0 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: If the 911 lines are busy, have caller automatically transferred to another number.

PSAP DIRECTOR

NAME: Harold D. Hutchinson
TITLE: Captain
AGENCY: Jefferson City Police Department
ADDRESS: 201 S. Branner Avenue
Jefferson City, TN 37760

TELEPHONE NO.: 615/475-2002

911 SYSTEM DESCRIPTION

PSAP NAME LAWRENCEBURG, TN

THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 3 % FIRE 2 % EMS 0 % OTHER 95 %
INAPPROPRIATE CALLS: 95 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: V. Coyce Beecham
TITLE: Director of Public Safety
AGENCY: Lawrenceburg Police Department
ADDRESS: 232 West Gaines Street
Lawrenceburg, TN 38464

TELEPHONE NO.: 615/762-2276

911 SYSTEM DESCRIPTION

PSAP NAME LEBANON, TN

THE COMMUNITY

POPULATION SERVED: 38,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 24 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 1 % FIRE 0 % EMS 0 % OTHER 99 %
INAPPROPRIATE CALLS: 99%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Forget about it. Receive less than 6 emergency calls per year.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Lawuel R. Jones
TITLE: Chief of Police
AGENCY: Lebanon Police Department
ADDRESS: Stone Street
Lebanon, TN 37087

TELEPHONE NO.: 615/444-2323

911 SYSTEM DESCRIPTION

PSAP NAME MARYVILLE, TN

THE COMMUNITY

POPULATION SERVED: 71,800 SERVICE AREA (Sq. Mi.): 584

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/68 ORDERED: 09/68 OPERATIONAL: 11/68

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--2

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 7 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 70% FIRE 5% EMS 20% OTHER 5%
INAPPROPRIATE CALLS: 40%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 125,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 20%
FACILITIES 5 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget obtained from pre-established contributions of user agencies.

ADVICE: Have a good public education program.

PSAP DIRECTOR

NAME: John R. Bluford
TITLE: Chief of Police
AGENCY: Maryville Police Department
ADDRESS: 400 W. Broadway Avenue
Maryville, TN 37801

TELEPHONE NO.: 615/983-3620

911 SYSTEM DESCRIPTION

PSAP NAME MONTGOMERY COUNTY, TN

THE COMMUNITY

POPULATION SERVED: 85,000 SERVICE AREA (Sq. Mi.): 534

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/75 ORDERED: 01/76 OPERATIONAL: 05/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Other

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 32
CALL MIX: LE 70% FIRE 5% EMS 20% OTHER 5%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 455

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,686
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100%
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Need continuous public education program with emphasis on using 911 for emergencies only.

PSAP DIRECTOR

NAME: Jack Nagrod
TITLE: Coordinator, Clarksville-Montgomery
AGENCY: County Criminal Justice Complex
ADDRESS: 120 Commerce Street
Clarksville, TN 37040

TELEPHONE NO.: 615/647-0223

911 SYSTEM DESCRIPTION

PSAP NAME MORRISTOWN, TN

THE COMMUNITY

POPULATION SERVED: 45,000 SERVICE AREA (Sq. Mi.): 174

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1972

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Joel Seal
TITLE: Chief of Police
AGENCY: Morristown Police Department
ADDRESS: P.O. Box 1283
Morristown, TN 37814

TELEPHONE NO.: 615/586-1213

911 SYSTEM DESCRIPTION

PSAP NAME MURFREESBORO, TN

THE COMMUNITY

POPULATION SERVED: 69,901 SERVICE AREA (Sq. Mi.): 612

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 08/69 OPERATIONAL: 10/69

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 59 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 105
CALL MIX: LE 92% FIRE 2% EMS 4% OTHER 2%
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive many non-emergency calls on 911 lines.

ADVICE: 911 improves public relations. Do not have business or home alarms hooked into telephone line as they tie-up 911 lines.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 45,000
BUDGET BREAKDOWN--
PERSONNEL 98 % TELCO EQUIP./SERVICES 1%
FACILITIES 1 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Edmond N. Brown
TITLE: Chief of Police
AGENCY: Murfreesboro Police Department
ADDRESS: 302 S. Church Street
Murfreesboro, TN 37130

TELEPHONE NO.: 615/893-1311

911 SYSTEM DESCRIPTION

PSAP NAME OAKRIDGE, TN

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 195

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 1972 OPERATIONAL: 1972

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 116,474
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER 100%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Get many non-emergency calls on 911 lines.

PSAP DIRECTOR

NAME: Robert G. Smith
TITLE: Police Chief
AGENCY: Oakridge Police Department
ADDRESS: P.O. Box 1
Oakridge, TN 37830

TELEPHONE NO.: 615/483-4331

911 SYSTEM DESCRIPTION

PSAP NAME PULASKI, TN

THE COMMUNITY

POPULATION SERVED: 7,642 SERVICE AREA (Sq. Mi.): 4

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 12/71 ORDERED: 02/72 OPERATIONAL: 04/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 50% FIRE 15% EMS 35% OTHER 10%
INAPPROPRIATE CALLS: 90%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 180
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100%
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Any number with a 9 & all long distance calls

come in on 911 lines.

PSAP DIRECTOR

NAME: Stanley E. Newton
TITLE: Chief of Police
AGENCY: Pulaski Police Department
ADDRESS: 201 S. 1st Street
Pulaski, TN 38478

TELEPHONE NO.: 615/363-2531

911 SYSTEM DESCRIPTION

PSAP NAME ROANE COUNTY, TN

THE COMMUNITY

POPULATION SERVED: 40,644 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE:

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 168 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gillis Narramore
TITLE: Sheriff
AGENCY: Roane County Sheriff's Department
ADDRESS: 100 Race Street
Kingston, TN 37763

TELEPHONE NO.: 615/376-5581

911 SYSTEM DESCRIPTION

PSAP NAME SAVANNAH, TN

THE COMMUNITY

POPULATION SERVED: 6,325 SERVICE AREA (Sq. Mi.): 12

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 03/79 ORDERED: 07/79 OPERATIONAL: 08/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 24
CALL MIX: LE 80 % FIRE 10 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Don Cannon
TITLE: Chief of Police
AGENCY: Savannah Police Department
ADDRESS: 1020 Main Street
Savannah, TN 38372

TELEPHONE NO.: 901/925-4989

911 SYSTEM DESCRIPTION

PSAP NAME SMITH COUNTY, TN

THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 325

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM
DIRECT PROGRESSIVE CONTROL
COMMON CONTROL
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD
IDLE CIRCUIT TONE
ANI ALI SR
FORCED DISCONNECT
SWITCHHOOK STATUS
PARTIAL SR
RINGBACK
OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:
SWORN 5 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2
CALL MIX: LE 100 % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 0%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL
TECHNICAL
FINANCIAL
MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Sidney S. Harper
TITLE: Sheriff
AGENCY: Smith County Sheriff's Department
ADDRESS: 2nd Avenue
Carthage, TN 37030

TELEPHONE NO.: 615/735-2626

911 SYSTEM DESCRIPTION

PSAP NAME SMYRNA, TN

THE COMMUNITY

POPULATION SERVED: 19,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/77 ORDERED: 01/77 OPERATIONAL: 07/77

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: 75%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $ 283
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need wide-spread publicity about the use of 911.

PSAP DIRECTOR

NAME: William E. Jacobs
TITLE: Chief of Police
AGENCY: Smyrna Police Department
ADDRESS: P.O. Box 876
Smyrna, TN 37167

TELEPHONE NO.: 615/459-6644

911 SYSTEM DESCRIPTION

PSAP NAME SPRING CITY, TN

THE COMMUNITY

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 256

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/72

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 25 % FIRE 25 % EMS 25 % OTHER 25 %
INAPPROPRIATE CALLS: 40 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Robert Chattin
TITLE: City Manager
AGENCY: City Hall & Police Department
ADDRESS: West Rhea Avenue
Spring City, TN 37381

TELEPHONE NO.: 615/365-6441,5153

911 SYSTEM DESCRIPTION

PSAP NAME SPRINGFIELD, TN

THE COMMUNITY

POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/78 ORDERED: 05/78 OPERATIONAL: 07/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 2,500
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: James Johnson
TITLE: Chief of Police
AGENCY: Springfield Police Department
ADDRESS: 802 Willow Street
Springfield, TN 37172

TELEPHONE NO.: 615/384-8422

911 SYSTEM DESCRIPTION

PSAP NAME TULLAHOMA, TN

THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 434

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/74

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--2, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 125
CALL MIX: LE 80 % FIRE 9 % EMS 7 % OTHER 4 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE = LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 100,799
BUDGET BREAKDOWN--
PERSONNEL 65 % TELCO EQUIP./SERVICES 5%
FACILITIES 20 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Advertise your 911 service

*Auto relay system.

PSAP DIRECTOR

NAME: Tom Womack
TITLE: Superintendent
AGENCY: Coffee County Consolidated Comm. Ctr.
ADDRESS: P.O. Box 219
Tullahoma, TN 37388

TELEPHONE NO.: 615/728-9555

911 SYSTEM DESCRIPTION

PSAP NAME WAVERLY, TN

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 900

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/73 ORDERED: 09/73 OPERATIONAL: 11/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 70
CALL MIX: LE 60% FIRE 15% EMS 25% OTHER 0%
INAPPROPRIATE CALLS: 2%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Receive many non-emergency calls on 911 lines.

PSAP DIRECTOR

NAME: Allen T. Tarpley
TITLE: Chief of Police
AGENCY: Waverly Police Department
ADDRESS: 103 East Main Street
Waverly, TN 37185

TELEPHONE NO.: 615/296-3003

SURVEY NON-RESPONDENTS

CARL L STURGILL
DIRECTOR OF CIVIL DEFENSE
ATHENS COMMUNICATION CTR.
NORTH JACKSON ST
ATHENS , TN 37303
(615) 745-3140 X249

EDWARD L HOLTON
CHIEF OF POLICE
COLUMBIA POLICE DEPARTMENT
707 N. MAIN ST
COLUMBIA , TN 38401
(615) 388-2727

JOHN BAGGETT
CHIEF OF POLICE
DICKSON POLICE DEPARTMENT
202 S. MAIN ST
DICKSON , TN 37055
(615) 446-8041

RAYMOND T KOLWYCK
CHIEF OF POLICE
HUMBOLDT POLICE DEPARTMENT
1200 MAIN ST
HUMBOLDT , TN 38343
(901) 784-1322

ERNEST HICKS
CHIEF OF POLICE
MADISONVILE POLICE DEPT
3104 COLLEGE ST
MADISONVILLE , TN 37354
(615) 442-4761

RICHARD H DUNLAP
CHIEF OF POLICE
PARIS POLICE DEPARTMENT
P.O. BOX 970
PARIS , TN 38242
(901) 642-2424

CARMEN L TOWNSEND
SHERIFF
SEVIER COUNTY SHERIFF'S DEPT.
BRUCE ST
SEVIERVILLE , TN 37862
(615) 453-4668

DARRELL C BULL
CHIEF OF POLICE
BROWNSVILLE POLICE DEPARTMENT
111 NO. WASHINGTON
BROWNSVILLE , TN 38012
(901) 772-1215

RONALD J GAGNON
CHIEF OF POLICE
COVINGTON POLICE DEPARTMENT
HIGHWAY 51 NORTH
COVINGTON , TN 38019
(901) 476-5282

KENNETH S. PRUITT
LIEUTENANT
FAYETTEVILE POLICE DEPT.
1105 FULTON DRIVE
FAYETTEVILLE , TN 37334
(615) 433-4522

CHARLES BRUCE
CHIEF OF POLICE
JELLICO POLICE DEPARTMENT
400 SOUTH MAIN
JELLICO , TN 37762
(615) 424-6123

JAMES D BRATTON
CHIEF OF POLICE
MILAN POLICE DEPARTMENT
CITY HALL
MILAN , TN 38358
(901) 686-3309

RANDALL E MCGUIRE
CHIEF OF POLICE
PORTLAND POLICE DEPARTMENT
100 SOUTH RUSSELL
PORTLAND , TN 37148
(615) 325-3434

CHARLES HOPSON
CHIEF OF POLICE
SOUTH PITTSBURGH POLICE DEPT
205 ELM AVE
SOUTH PITTSBURGH TN 37380
(615) 837-8282

DOYLE WALL
SHERIFF
BICKSON COUNTY SHERIFF'S DEPT.
P.O. BOX 17
CHARLOTTE , TN 37036
(615) 789-4139

JERRY L GOINS
DISPATCHER
HOLIDAY INN
U.S.25 E./P.O. BOX 37
CUMBERLAND GAP , TN 37724
(615) 869-3631

JAMES R BRAZIER
CHIEF OF POLICE
GALLATIN POLICE DEPARTMENT
130 W. FRANKLIN ST
GALLATIN , TN 37066
(615) 452-1313

RUDY G BRADLEY
CAPTAIN
KNOXVILLE POLICE DEPARTMENT
800 E. CHURCH AVE
KNOXVILLE , TN 37915
(615) 546-6220 X205

BOBBIE HILL
CAPTAIN
NASHVILLE POLICE DEPARTMENT
110 PUBLIC SQUARE
NASHVILLE , TN 37201
(615) 259-6277

LARRY J SMITH
CHIEF OF POLICE
ROCKWOOD POLICE DEPARTMENT
146 SOUTH FRONT AVE
ROCKWOOD , TN 37854
(615) 354-1151

JAMES L BRAZELTON
SHERIFF
FRANKLIN CNTY SHERIFF'S DEPT.
FRANKLIN CNTY SHERIFF'S DEPT.
WINCHESTER , TN 37398
(615) 967-2331

JACK OWENS
CHIEF OF POLICE
CLINTON POLICE DEPARTMENT
101 N. BOLLING
CLINTON , TN 37716
(615) 457-3112

J. W HICKMAN
SHERIFF
MEIGS COUNTY SHERIFF'S DEPT
P.O. BOX 223
DECATUR , TN 37322
(615) 334-5268

WALTER G TOON
CHIEF OF POLICE
HENDERSONVILLE POLICE DEPT
P.O. BOX 541
HENDERSONVILLE , TN 37075
(615) 822-1111

EARL CARROLL
CHIEF OF POLICE
LAFALLETTE POLICE DEPARTMENT
SOUTH TENNESSEE AVE
LAFALLETTE , TN 37766
(615) 562-8331

BUDDY D RAMSEY
CHIEF OF POLICE
NEWPORT POLICE DEPARTMENT
P.O. BOX 128
NEWPORT , TN 37821
(615) 623-8777

LEE JUSTICE
SHERIFF
HAWKINS COUNTY SHERIFF'S DEPT
150 WASHINGTON
ROGERSVILLE , TN 37857
(615) 272-7121

TEXAS

911 SYSTEM DESCRIPTION

PSAP NAME ALICE, TX

THE COMMUNITY

POPULATION SERVED: SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 9
CALL MIX: LE 40 % FIRE 10 % EMS 40 % OTHER 10 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL X MANAGEMENT

COMMENTS:

Present salaries relatively low & 911 system needs to be updated.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 33,000
BUDGET BREAKDOWN--
PERSONNEL 100 % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Augustin R. Garcia
TITLE: Administrative Assistant
AGENCY: Alice Police Department
ADDRESS: P.O. Box 119, 415 East Main Street
Alice, TX 78332

TELEPHONE NO.: 512/664-0186

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911 SYSTEM DESCRIPTION

PSAP NAME COMMERCE, TX

THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 35

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 02/74

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 4 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 25 % FIRE 25 % EMS 25 % OTHER 25 %
INAPPROPRIATE CALLS: 30%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 30 % TELCO EQUIP./SERVICES 20 %
FACILITIES 50 % OTHER 0%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Jack Booth
TITLE: Chief of Police
AGENCY: Commerce Police Department
ADDRESS: 1201 Alamo Street
Commerce, TX 75428

TELEPHONE NO.: 214/886-2105 x219

911 SYSTEM DESCRIPTION

PSAP NAME FORT STOCKTON, TX

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 5

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 33 % FIRE 33 % EMS 33 % OTHER 1 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Tony Cordova
TITLE: Chief of Police
AGENCY: Fort Stockton Police Department
ADDRESS: 116 W. 2nd Street
Fort Stockton, TX 79735

TELEPHONE NO.: 915/336-3369

911 SYSTEM DESCRIPTION

PSAP NAME GALVESTON, TX

THE COMMUNITY

POPULATION SERVED: 73,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM 9

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 15 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 70 % FIRE 5 % EMS 20 % OTHER 5 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 300

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 153,571
BUDGET BREAKDOWN--
PERSONNEL 82 % TELCO EQUIP./SERVICES 1 %
FACILITIES % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Limited budget prohibits proper manpower.

ADVICE: Dispatchers should have a telephone clerk to answer phone lines.

PSAP DIRECTOR

NAME: Joseph M. Crawford
TITLE: Communications Manager
AGENCY: City of Galveston
ADDRESS: 2517 Avenue "H"
Galveston, TX 77550

TELEPHONE NO.: 713/766-2100

911 SYSTEM DESCRIPTION

PSAP NAME HUNTSVILLE, TX

THE COMMUNITY

POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 300

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 06/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20
CALL MIX: LE 95% FIRE 5% EMS 0% OTHER 0%
INAPPROPRIATE CALLS: 90%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

75% of calls received on 911 lines are wrong numbers or dead lines.

ADVICE: Have a binding contract with telco. Make sure you get options requested.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Lloyd S. Hooks
TITLE: Supervisor, Communications & Records
AGENCY: Huntsville Police Department
ADDRESS: 1305 Avenue M
Huntsville, TX 77340

TELEPHONE NO.: 713/295-6323

911 SYSTEM DESCRIPTION

PSAP NAME IRVING, TX

THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 77

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/71 ORDERED: 10/71 OPERATIONAL: 05/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 15 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200
CALL MIX: LE 98 % FIRE 1 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Have a high degree of call answerer turnover.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 800

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 32,876
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 0%
FACILITIES 0 % OTHER 5%

SOURCES OF OPERATING BUDGET:
FEDERAL 95 % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Richard B. Ramsey
TITLE: Commander of Technical Service
AGENCY: Irving Police Department
ADDRESS: 845 W. Irving Blvd.
Irving, TX 75060

TELEPHONE NO.: 214/253-2684

911 SYSTEM DESCRIPTION

PSAP NAME LAMESA, TX

THE COMMUNITY

POPULATION SERVED: 17,000 SERVICE AREA (Sq. Mi.): 900

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/74 ORDERED: OPERATIONAL: 1974

AGENCY(S) LEADING 911 EFFORT: Other

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT
- RINGBACK
- IDLE CIRCUIT TONE
- SWITCHHOOK STATUS X
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 17 CIVILIANS 7 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 30% FIRE 5% EMS 10% OTHER 5%
INAPPROPRIATE CALLS: 50%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
- PERSONNEL %
- TELCO EQUIP./SERVICES %
- FACILITIES %
- OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- FINANCIAL
- TECHNICAL
- MANAGEMENT

COMMENTS:

911 is the best thing law enforcement can give to the public.

*Also has federal grant

PSAP DIRECTOR

NAME: Lee Bartlett, Jr
TITLE: Chief of Police
AGENCY: Lamesa Police Department
ADDRESS: 302 South 1st
Lamesa, TX 79331

TELEPHONE NO.: 806/872-2121

911 SYSTEM DESCRIPTION

PSAP NAME ODESSA, TX

THE COMMUNITY

POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 350

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/69 ORDERED: 12/69 OPERATIONAL: 04/70

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 9 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 80
CALL MIX: LE 62% FIRE 7% EMS 12% OTHER 19%
INAPPROPRIATE CALLS: 25%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Educate public 911 is emergency number only. Install automatic knock-down switch to prevent tie-up of lines. Have transfer relay option.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 74,611
BUDGET BREAKDOWN--
PERSONNEL 93 % TELCO EQUIP./SERVICES 6%
FACILITIES 0 % OTHER 1%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: W.J. Childress
TITLE: Fire Chief
AGENCY: Odessa Fire Department
ADDRESS: 210 N. Lincoln
Odessa, TX 79760

TELEPHONE NO.: 915/337-7381 x306

911 SYSTEM DESCRIPTION

PSAP NAME SHERMAN, TX

THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 2,721

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: OPERATIONAL: 06/73

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 45 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 80
CALL MIX: LE 15 % FIRE 30 % EMS 35 % OTHER 5 %
INAPPROPRIATE CALLS: 15%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 4,416

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 3,000
BUDGET BREAKDOWN--
PERSONNEL 97 % TELCO EQUIP./SERVICES 1 %
FACILITIES 1 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT.

COMMENTS:

Some 7-digit numbers come in on the 911 lines.

*Joint effort of city/county administration &

regional planning agency.

PSAP DIRECTOR

NAME: Richard J. Mills
TITLE: Chief of Police
AGENCY: Sherman Police Department
ADDRESS: 317 S. Travis Street
Sherman, TX 75090

TELEPHONE NO.: 214/892-4545

911 SYSTEM DESCRIPTION

PSAP NAME TEXAS CITY, TX

THE COMMUNITY

POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 105

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 10/73 OPERATIONAL: 08/75

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 45 CIVILIANS MULTI-LINGUAL 5

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 90% FIRE 3% EMS 7% OTHER 0%
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need public education program via news media that explains how & when to use 911.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 50,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Joe M. Standley
TITLE: Chief of Police
AGENCY: Texas City Police Department
ADDRESS: 928 5th Avenue North
Texas City, TX 77590

TELEPHONE NO.: 713/948-2525

SURVEY NON-RESPONDENTS

RUTH LA BARBERA

ALVIN PØLICE DEPARTMENT
305 WEST SEALY
ALVIN , TX 77511
(713) 585-6161

JIM BEAMER
CAPTAIN
CØLLEGE STATIØN PØLICE DEPT.
P.Ø. BØX 9960
CØLLEGE STATIØN , TX 77840
(713) 846-8864

JERRY WITTIE
CHIEF ØF PØLICE
HEARNE PØLICE DEPARTMENT
210 CEDAR ST
HEARNE , TX 77859
(713) 279-5333

GLENN FUTCH
ASST CHIEF ØF PØLICE
VICTØRIA PØLICE DEPARTMENT
PØ BØX 2086
VICTØRIA , TX 77901
(512) 573-3223

HØMER BARNES
CHIEF ØF PØLICE
BURLESØN PØLICE DEPARTMENT
141 WEST RENFRØ
BURLESØN , TX 76028
(817) 295-1118

THØMAS GRIFFIN
CHIEF ØF PØLICE
CØPPELL PØLICE DEPARTMENT
P.Ø. BØX 478
CØPPELL , TX 75019
(214) 462-1144

RAYMØND D LEWIS
FIRE CHIEF
MIDLAND FIRE DEPARTMENT
400 EAST TEXAS
MIDLAND , TX 79701
(915) 683-4281 X330

AL MILLER
CHIEF ØF PØLICE
WHITESBØRØ PØLICE DEPARTMENT
PØ BØX 340
WHITESBØRØ , TX 76273
(214) 564-3585

DØTIE BRADSHAW
CØMMUNICATIØNS SUPERVISØR
CARRØLLTØN PØLICE DEPARTMENT
1002 SØ BRØADWAY
CARRØLLTØN , TX 75006
(214) 245-1551

RØN YØUNG
SERGEANT
DFW DEPT ØF PUBLIC SAFETY
PØ DRAWER DFW
DFW AIRPØRT , TX 75261
(214)574-4454

JAMES HØPKINS
CHIEF ØF CØMMUNICATIØNS
HARDEMAN CTY SHERIFF'S DEPT.
BØX 266, 310 MERCER ST.
QUANAH , TX 79252
(817) 663-5374

C.R. HARRELSØN
CHIEF ØF PØLICE
WICHITA FALLS PØLICE DEPT.
610 HØLLIDAY
WICHITA FALLS , TX 76301
(817) 322-5611

MARK ASHER
CHIEF ØF PØLICE
CLARKSVILLE PØLICE DEPT
111 SØUTH LØCØUST
CLARKSVILLE , TX 75426
(8214) 427-3836

HØWARD H ENGLISH
FIRE CHIEF
GREENVILLE FIRE DEPARTMENT
P.Ø. BØX 1049
GREENVILLE , TX 75401
(214) 455-2880 X114

JACQUES HARDY
CAPT, CØMMUNICATIØNS BUREAU
SAN ANTØNIØ PØLICE DEPARTMENT
214 W. NUEVA ST
SAN ANTØNIØ , TX 78207
(512) 225-7484 X475

UTAH

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911 SYSTEM DESCRIPTION

PSAP NAME OREM, UT

THE COMMUNITY

POPULATION SERVED: 56,000 SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1973 ORDERED: OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 45
CALL MIX: LE 15 % FIRE 20 % EMS 60 % OTHER 5 %
INAPPROPRIATE CALLS: 20%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 72,600
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 5 %
FACILITIES 0 % OTHER 25%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 99 % OTHER 1 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Present dispatch center not designed to handle large increase of emergency requests. New communications system will handle technical shortcomings. Stage 1 ready in 12/79.

PSAP DIRECTOR

NAME: Alan W. Fuchs
TITLE: Communications Supervisor
AGENCY: City of Orem Police Department
ADDRESS: 56 North State Street
Orem, UT 84057

TELEPHONE NO.: 801/224-7070

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911 SYSTEM DESCRIPTION

PSAP NAME SALT LAKE COUNTY, UT

THE COMMUNITY

POPULATION SERVED: 681,000 SERVICE AREA (Sq. Mi.): 764

POLITICAL JURISDICTIONS SERVED: 12

PUBLIC SAFETY AGENCIES SERVED: LE 11 FIRE 11 EMS 4 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/72 ORDERED: 12/73 OPERATIONAL: 07/75

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: LE--5, Fire--5

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 13

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 44 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 46

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 450
CALL MIX: LE 66% FIRE 8% EMS 17% OTHER 9%
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 132,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978OPERATING BUDGET: $ 278,278
BUDGET BREAKDOWN--
PERSONNEL 67 % TELCO EQUIP./SERVICES 29%
FACILITIES 0 % OTHER 4%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100%

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget comes from pre-established contributions of user agencies.

ADVICE: 911 is instrumental in rendering aid in emergencies in a minimum amount of time.

PSAP DIRECTOR

NAME: Alvin L. Britton
TITLE: Director of Emergency Services
AGENCY: Salt lake City Emergency Services
ADDRESS: 440 South 3rd Street East
Salt Lake City, UT 84111

TELEPHONE NO.: 801/535-7467

SURVEY NON-RESPONDENTS

LARRY D HIGGINS
CHIEF OF POLICE
BOUNTIFUL POLICE DEPARTMENT
745 SOUTH MAIN
BOUNTIFUL , UT 84010
(810) 295-9435

VERMONT

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911 SYSTEM DESCRIPTION

PSAP NAME BURLINGTON, VT

THE COMMUNITY

POPULATION SERVED: 75,000 SERVICE AREA (Sq. Mi.): 614

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/78 ORDERED: 07/79 OPERATIONAL: 09/79

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:

CALLED PARTY HOLD	X	FORCED DISCONNECT	X	RINGBACK	
IDLE CIRCUIT TONE	X	SWITCHHOOK STATUS			
ANI	ALI	SR	PARTIAL SR	OTHER	

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 80% FIRE 10% EMS 5% OTHER 5%
INAPPROPRIATE CALLS: 2%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $ 75,000
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Meet with all interested agencies, get research materials, visit operating 911 PSAPs, get cost, equipment, growth, etc. details from telco, have good public education. *2152 comkey

PSAP DIRECTOR

NAME: Richard E. Beaulieu
TITLE: Chief of Police
AGENCY: City of Burlington Police Department
ADDRESS: 82 South Winooski Avenue
Burlington, VT 05401

TELEPHONE NO.: 802/658-2700

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911 SYSTEM DESCRIPTION

PSAP NAME LAMOILE COUNTY, VT

THE COMMUNITY

POPULATION SERVED: 17,278 SERVICE AREA (Sq. Mi.): 476

POLITICAL JURISDICTIONS SERVED: 10

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 7 EMS 3 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 10/76 ORDERED: 10/77 OPERATIONAL: 10/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 9 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER *

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 30 % FIRE 35 % EMS 30 % OTHER 5 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 80,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $ 118,482
BUDGET BREAKDOWN--
PERSONNEL 42 % TELCO EQUIP./SERVICES 10 %
FACILITIES 10 % OTHER 38 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Need the support of all user agencies.

*30-button recessed call directors

PSAP DIRECTOR

NAME: Gardner Manosh
TITLE: Sheriff
AGENCY: Lamoile County Sheriff's Office
ADDRESS: Hyde Park, VT 05655
TELEPHONE NO.: 802/888-3502

VIRGINIA

911 SYSTEM DESCRIPTION

PSAP NAME HENRICO COUNTY, VA

THE COMMUNITY

POPULATION SERVED: 192,000 SERVICE AREA (Sq. Mi.): 245

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 3 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 08/78 OPERATIONAL: 12/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 14 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 14

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 30 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 193
CALL MIX: LE 60 % FIRE 20 % EMS 10 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1979 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive many non-emergency calls on 911 lines.

ADVICE: Need lots of public education about 911.

*Also has contract services

PSAP DIRECTOR

NAME: A.D. Mathews
TITLE: Lieutenant of Communications
AGENCY: Division of Police of Henrico County
ADDRESS: 3812 Nine Mile Road
Richmond, VA 23223

TELEPHONE NO.: 804/222-2324

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911 SYSTEM DESCRIPTION

PSAP NAME POQUOSON, VA

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 20

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 08/77 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 90 % FIRE 2 % EMS 8 % OTHER 0 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 450

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL
TECHNICAL X — MANAGEMENT

COMMENTS:

Need updated dispatching consoles.

ADVICE: It is a good system & worth its cost.

PSAP DIRECTOR

NAME: John T. White
TITLE: Chief of Police
AGENCY: Poquoson Police Department
ADDRESS: 830 Poquoson Avenue
Poquoson, VA 23662

TELEPHONE NO.: 804/868-6668,7151

911 SYSTEM DESCRIPTION

PSAP NAME PRINCE WILLIAM COUNTY, VA

THE COMMUNITY

POPULATION SERVED: 260,000 SERVICE AREA (Sq. Mi.): 352

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1966 ORDERED: 1966 OPERATIONAL: 1967

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 8 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 15

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD	FORCED DISCONNECT	RINGBACK
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR OTHER	

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 125
CALL MIX: LE 0% FIRE 40% EMS 60% OTHER 0%
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 203,000
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 20%
FACILITIES 5 % OTHER 15%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL	X
TECHNICAL	MANAGEMENT	

COMMENTS:

ADVICE: Implement 911 service as soon as possible regardless of cost.

PSAP DIRECTOR

NAME: Phillip G. Ponder
TITLE: Communications Officer
AGENCY: Fire & Rescue Service
ADDRESS: 3900 Lee Avenue
Manassa, VA 22110

TELEPHONE NO.: 703/368-9093 x220M

CONTINUED

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911 SYSTEM DESCRIPTION

PSAP NAME RICHMOND, VA

THE COMMUNITY

POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 62

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/71 ORDERED: 12/74 OPERATIONAL: 12/77

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 4 COMMON CONTROL 6
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 19 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 53 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 666
CALL MIX: LE 90% FIRE 5% EMS 5% OTHER 0%
INAPPROPRIATE CALLS: 1%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 76 % TELCO EQUIP./SERVICES 20%
FACILITIES 0 % OTHER 4%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Rotate dispatchers between call answering,

radio operating, & data positions.

PSAP DIRECTOR

NAME: William W. Costin
TITLE: Chief, Bureau of Emergency Communication
AGENCY: Dept. of Public Safety, City of Richmond
ADDRESS: 501 N. Ninth Street
Richmond, VA 23219

TELEPHONE NO.: 804/780-4151

911 SYSTEM DESCRIPTION

PSAP NAME PRINCE WILLIAM COUNTY, VA

THE COMMUNITY

POPULATION SERVED: 260,000 SERVICE AREA (Sq. Mi.): 352

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1966 ORDERED: 1966 OPERATIONAL: 1967

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 8 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT TANDEM 15

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 13 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 125
CALL MIX: LE 0% FIRE 40% EMS 60% OTHER 0%
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Implement 911 service as soon as possible

regardless of cost.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 203,000
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 20%
FACILITIES 5 % OTHER 15%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 90 % OTHER 10 %

PSAP DIRECTOR

NAME: Phillip G. Ponder
TITLE: Communications Officer
AGENCY: Fire & Rescue Service
ADDRESS: 3900 Lee Avenue
Manassa, VA 22110

TELEPHONE NO.: 703/368-9093 x220M

SURVEY NON-RESPONDENTS

GENE SOUTHALL

PRINCE GEORGE COUNTY
SHERIFF'S OFFICE
FARMVILLE , VA 23901
(804) 392-3332

RALPH B. JOHNSON

FLUVANNA CTY. SHERIFF'S OFFICE

PALMYRA VA 22963

EMERGENCY COMMUNICATIONS CTR
HANOVER COURTHOUSE
HANOVER , VA 23069
(804) 798-3241

HAROLD CHAPMAN
SHERIFF
GREEN COUNTY SHERIFF'S OFFICE

STANARDSVILLE , VA 22973
(804) 985-2222

WILLIAM M. HARRIS
SHERIFF
NELSON COUNTY SHERIFF'S DEPT.
BOX 36
LOVINGSTON , VA 22949
(804) 263-4242

T W CRISMAN
SHERIFF
SHENANDOAH CTY SHERIFF'S DEPT
109 W. COURT ST
MT. JACKSON , VA 22664
(703) 459-4071

WASHINGTON

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911 SYSTEM DESCRIPTION

PSAP NAME ANACORTES, WA

THE COMMUNITY

POPULATION SERVED: 12,040 SERVICE AREA (Sq. Mi.): 64

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 05/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 50
CALL MIX: LE 75 % FIRE 10 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 70,254
BUDGET BREAKDOWN--
PERSONNEL 95 % TELCO EQUIP./SERVICES 1 %
FACILITIES 1 % OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 67 % OTHER 33 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

33% of operating budget comes from pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: Cecil A. Little
TITLE: Fire Chief
AGENCY: Anacortes Fire Department
ADDRESS: 1011 12th
Anacortes, WA 98221

TELEPHONE NO.: 206/293-5171 x23

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911 SYSTEM DESCRIPTION

PSAP NAME CHELAN, WA

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 196

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/75 ORDERED: 06/75 OPERATIONAL: 02/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 75 % FIRE 10 % EMS 15 % OTHER 0 %
INAPPROPRIATE CALLS: 5%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 74,600
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 2 %
FACILITIES 2 % OTHER 21 %

SOURCES OF OPERATING BUDGET:
FEDERAL 2 % STATE % LOCAL 12 % OTHER 86 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Anticipated 1980 budget financed by users.

Budget sources: 64% CETA, 20% PSAP billings of system users, 2% pre-established contributions of user agencies.

PSAP DIRECTOR

NAME: Lell P. Phelps
TITLE: Chief of Police
AGENCY: Chelan Police Department
ADDRESS: Box 1669
Chelan, WA 98816

TELEPHONE NO.: 509/682-2588

911 SYSTEM DESCRIPTION

PSAP NAME COWLITZ COUNTY, WA

THE COMMUNITY

POPULATION SERVED: 77,300 SERVICE AREA (Sq. Mi.): 1,147

POLITICAL JURISDICTIONS SERVED: 9

PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 11 EMS 4 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Fire--2

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 6

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 2 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 8 TANDEM 4

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 12 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 70
CALL MIX: LE 64 % FIRE 1 % EMS 1 % OTHER 1 %
INAPPROPRIATE CALLS: 7 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 224,135
BUDGET BREAKDOWN--
PERSONNEL 82 % TELCO EQUIP./SERVICES 8 %
FACILITIES 1 % OTHER 9 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Operating budget comes from PSAP billings of system users. ADVICE: All agencies must participate in 911 system.

*Also contract services

PSAP DIRECTOR

NAME: A.E. Gervenack
TITLE: Director of Communications
AGENCY: Cowlitz Communications Center
ADDRESS: P.O. Box 128
Longview, WA 98632

TELEPHONE NO.: 206/577-3120

911 SYSTEM DESCRIPTION

PSAP NAME KENNEWICK, WA

THE COMMUNITY

POPULATION SERVED: 97,400 SERVICE AREA (Sq. Mi.): 1,722

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/77 ORDERED: 06/77 OPERATIONAL: 12/77

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION: LE--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 11 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 14 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,000
CALL MIX: LE 75 % FIRE 15 % EMS 5 % OTHER 5 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

At first, needed procedure changes. Now OK. All ops budget comes from PSAP billings of system users.

ADVICE: Allow time for training before cutover.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 155,821
BUDGET BREAKDOWN--
PERSONNEL 83 % TELCO EQUIP./SERVICES 15 %
FACILITIES 0 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PSAP DIRECTOR

NAME: Judy Mills
TITLE: Director
AGENCY: Emergency Dispatch Center
ADDRESS: 210 W. 6th Avenue
Kennewick, WA 99336

TELEPHONE NO.: 206/582-3575

911 SYSTEM DESCRIPTION

PSAP NAME KITSAP COUNTY, WA

THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 500

POLITICAL JURISDICTIONS SERVED: 27

PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 23 EMS 23 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 07/75 OPERATIONAL: 06/76

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 25 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 11

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 22 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 252
CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 3 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 70,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 574,233
BUDGET BREAKDOWN--
PERSONNEL 85 % TELCO EQUIP./SERVICES 5 %
FACILITIES 5 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Funds paid by each agency difficult to determine.

95% of budget from pre-established contributions

of agencies & 5% from PSAP billings of users. AD-

VICE: Firm duties of each agency. *+ contract svcs

PSAP DIRECTOR

NAME: Wes Henry
TITLE: Director
AGENCY: Kitsap County Central Communications
ADDRESS: 1720 Warren Avenue
Bremerton, WA 98310

TELEPHONE NO.: 206/478-5330

911 SYSTEM DESCRIPTION

PSAP NAME MERCER ISLAND, WA

THE COMMUNITY

POPULATION SERVED: 22,000 SERVICE AREA (Sq. Mi.): 7

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 3

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 4

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 40 % FIRE 20 % EMS 30 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,074,427
BUDGET BREAKDOWN--
PERSONNEL 50 % TELCO EQUIP./SERVICES 25 %
FACILITIES 25 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Jan Deveny
TITLE: Director of Public Safety
AGENCY: Mercer Island Police Department
ADDRESS: 3505 88th Avenue S.E.
Mercer Island, WA 98040

TELEPHONE NO.: 206/232-2111

911 SYSTEM DESCRIPTION

PSAP NAME OCEAN SHORES, WA

THE COMMUNITY

POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 200

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/73 ORDERED: 12/73 OPERATIONAL: 12/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4
CALL MIX: LE 50 % FIRE 10 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 15 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 59,000
BUDGET BREAKDOWN--
PERSONNEL 94 % TELCO EQUIP./SERVICES 1 %
FACILITIES 5 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL 1 % STATE % LOCAL 99 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gale Stokes
TITLE: Director of Safety
AGENCY: Ocean Shores Police Department
ADDRESS: P.O. Box 100
Ocean Shores, WA 98569

TELEPHONE NO.: 206/289-3331

911 SYSTEM DESCRIPTION

PSAP NAME PORT ANGELES, WA

THE COMMUNITY

POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 110

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: 1972 OPERATIONAL: 1973

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: LE--1, EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 18
CALL MIX: LE 91 % FIRE 5 % EMS 3 % OTHER 1 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 80,000
BUDGET BREAKDOWN--
PERSONNEL 88 % TELCO EQUIP./SERVICES 2 %
FACILITIES 7 % OTHER 3 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Central dispatch for basic 911 will not solve jurisdictional boundary mismatches. Transfer relay option helps. Locate PSAP where most emerg. calls received. Have good public education.

PSAP DIRECTOR

NAME: William C. Myers
TITLE: Sergeant
AGENCY: City of Port Angeles Police Department
ADDRESS: 120 North Oak Street
Port Angeles, WA 98362

TELEPHONE NO.: 206/457-0413 x139

911 SYSTEM DESCRIPTION

PSAP NAME RENTON, WA

THE COMMUNITY

POPULATION SERVED: 31,000 SERVICE AREA (Sq. Mi.): 15

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1973

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 8 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 12 MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Do not allow 911 to exceed PSAP's juris-

dictional boundaries.

NOTE: PSAP serves only the city of Renton, WA.

PSAP DIRECTOR

NAME: John Coulson
TITLE: Director
AGENCY: Valley Communications
ADDRESS: 23807 98th Avenue South
Kent, WA 98031

TELEPHONE NO.: 206/584-4320

911 SYSTEM DESCRIPTION

PSAP NAME SEATTLE, WA

THE COMMUNITY

POPULATION SERVED: 490,000 SERVICE AREA (Sq. Mi.): 92

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 11/68 ORDERED: 02/70 OPERATIONAL: 10/71

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 3 COMMON CONTROL 33
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 36 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage.

CALL-ANSWERING POSITIONS: 13

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 60 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1,945
CALL MIX: LE 89 % FIRE 9 % EMS 0 % OTHER 2 %
INAPPROPRIATE CALLS: 0 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 371,260
BUDGET BREAKDOWN--
PERSONNEL 69 % TELCO EQUIP./SERVICES 21 %
FACILITIES 8 % OTHER 2 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Lt. Karen Ejde
TITLE: Director, Communications Division
AGENCY: Seattle Police Department
ADDRESS: 610 Third Avenue
Seattle, WA. 98104

TELEPHONE NO.: 206/625-2092

911 SYSTEM DESCRIPTION

PSAP NAME SNOCOM (LYNNWOOD), WA

THE COMMUNITY

POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 50

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: 1972 OPERATIONAL: 09/73

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 11 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 224,077
BUDGET BREAKDOWN--
PERSONNEL 86 % TELCO EQUIP./SERVICES 4 %
FACILITIES 3 % OTHER 7 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER 100 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Difficult to satisfy needs of many agencies.

Operating budget comes from PSAP billings of system users. ADVICE: Research available 911 options from sources other than your telco.

PSAP DIRECTOR

NAME: Stephen E. Wicks
TITLE: Director
AGENCY: S.W. Snohomish Cnty Pub. Saf. Comm. Agy
ADDRESS: P.O. Box 2243
Lynnwood, WA 98036

TELEPHONE NO.: 206/774-3583

911 SYSTEM DESCRIPTION

PSAP NAME SNOHOMISH COUNTY, WA

THE COMMUNITY

POPULATION SERVED: 303,000 SERVICE AREA (Sq. Mi.): 2,050

POLITICAL JURISDICTIONS SERVED: 25

PUBLIC SAFETY AGENCIES SERVED: LE 11 FIRE 18 EMS 17 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1975

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 8
DIRECT PROGRESSIVE CONTROL 21 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 29 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 6

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 18 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 700
CALL MIX: LE 85 % FIRE 4 % EMS 6 % OTHER 5 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Interlocal

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

SOP difficult to establish for all agencies. 95% of ops. budget from pre-established contributions of agencies. ADVICE: Operations of multi-agency PSAP is best contolled by a board. *Reg. Plan. Agy

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 300,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 21 %
FACILITIES 3 % OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL 4 % STATE 1 % LOCAL % OTHER 95 %

PSAP DIRECTOR

NAME: David F. Childs
TITLE: Director.
AGENCY: Snohomish County Police Service Center
ADDRESS: Courthouse, Room B13
Everett, WA 98201

TELEPHONE NO.: 206/259-0614

911 SYSTEM DESCRIPTION

PSAP NAME THURSTON COUNTY, WA

THE COMMUNITY

POPULATION SERVED: 120,000 SERVICE AREA (Sq. Mi.): 800

POLITICAL JURISDICTIONS SERVED: 23

PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 21 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 01/78 OPERATIONAL: 10/78

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 6 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 16 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 140
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 478,000
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 10 %
FACILITIES 5 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL 20 % STATE % LOCAL 45 % OTHER 35 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

35% of operating budget from pre-established contributions of user agencies. ADVICE: Get 911 no matter its cost. 911 reduces respond time & saves lives. Average response time reduced over 2 mins.

PSAP DIRECTOR

NAME: Kenneth M. Smith
TITLE: Director of Communications
AGENCY: Thurston County Communications Dept.
ADDRESS: 2000 Lakeridge Avenue
Olympia, WA 98502

TELEPHONE NO.: 206/753-8194

911 SYSTEM DESCRIPTION

PSAP NAME WESTPORT, WA

THE COMMUNITY

POPULATION SERVED: 5,950 SERVICE AREA (Sq. Mi.): 36

POLITICAL JURISDICTIONS SERVED: 7

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 3 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: OPERATIONAL: 1970

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 6 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 50 % FIRE 25 % EMS 25 % OTHER 0 %
INAPPROPRIATE CALLS: 1 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 65,713
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 25 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 85 % OTHER 15 %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL X MANAGEMENT

COMMENTS:

15% of operating budget comes from pre-established

contributions of user agencies.

PSAP DIRECTOR

NAME: John J. Regan
TITLE: Chief of Police
AGENCY: Westport Police Department
ADDRESS: P.O. Box 505, 506 N. Montesano Avenue
Westport, WA 98595

TELEPHONE NO.: 206/268-6222

SURVEY NON-RESPONDENTS

JOHN COULSON
DIRECTOR
VALLEY COMMUNICATIONS CENTER
23807--98TH AVENUE SOUTH
KENT , WA 98031
(206) 854-4320

GARY A GIBBONS
COMMUNICATIONS SUPERVISOR
DEPARTMENT OF PUBLIC SAFETY
311 WEST PIONEER
PUYALLUP , WA 98371
(206) 845-6622

ARTHUR N MORKEN
SHERIFF
KITSAP SHERIFF'S DEPARTMENT
614 DIVISION ST
KITSAP , WA 98366
(206) 876-7100

DAVID C HENNY
PRESIDENT & GENERAL MANAGER
WHIDBEY PHONE CO
2747 E. STATE HIGHWAY
LANGLEY , WA 98260
(206)321-1111

LINDA FIELD
SUPERVISOR
FRANKLIN CNTY SHERIFF'S DEPT
1015 NORTH 5TH
PASCO , WA 99301
(509) 545-3411

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911 SYSTEM DESCRIPTION

PSAP NAME SUMMERSVILLE, WV

THE COMMUNITY

POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 3,300

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 09/69 ORDERED: 12/69 OPERATIONAL: 02/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 3 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30
CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 %
INAPPROPRIATE CALLS: 5 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers*

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 45,000
BUDGET BREAKDOWN--
PERSONNEL 50 % TELCO EQUIP./SERVICES 25 %
FACILITIES 0 % OTHER 25 %

SOURCES OF OPERATING BUDGET:
FEDERAL 75 % STATE % LOCAL 25 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Centrally locate PSAP. Be sure public is aware of 911 & its use.

*Also has federal grant.

PSAP DIRECTOR

NAME: Wetzel V. Bennett
TITLE: Chief Deputy
AGENCY: Nicholas County Sheriff's Office
ADDRESS: 500 Church Street
Summersville, WV 26651

TELEPHONE NO.: 304/872-3630 x17

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911 SYSTEM DESCRIPTION

PSAP NAME WEIRTON, WV

THE COMMUNITY

POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 19

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/73 ORDERED: 09/73 OPERATIONAL: 10/74

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 45 CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

*Citizen action group

FISCAL

PLANNING/IMPLEMENTATION COST: $ 2,100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: William R. Hair
TITLE: Chief of Police
AGENCY: Weirton Police Department
ADDRESS: 200 Municipal Plaza
Weirton, WV 26062

TELEPHONE NO.: 304/748-2100

SURVEY NON-RESPONDENTS

LEWIS E ROLES
DIRECTOR OF COMMUNICATIONS
BECKLEY POLICE DEPARTMENT
340 PRINCE ST
BECKLEY , WV 25801
(304) 255-1421

RAY E SEABOLT
CHIEF OF POLICE
RICHWOOD POLICE DEPARTMENT
E. MAIN ST
RICHWOOD , WV 26261
(304) 864-2596

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911 SYSTEM DESCRIPTION

PSAP NAME APPLETON, WI

THE COMMUNITY

POPULATION SERVED: 66,000 SERVICE AREA (Sq. Mi.): 16

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 03/78 OPERATIONAL: 09/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- FORCED DISCONNECT X
- RINGBACK X
- IDLE CIRCUIT TONE X
- SWITCHHOOK STATUS X
- ANI
- ALI
- SR
- PARTIAL SR
- OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 9 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 85
CALL MIX: LE 86 % FIRE 3 % EMS 6 % OTHER 5 %
INAPPROPRIATE CALLS: 40%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 5,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1979 OPERATING BUDGET: $ 184,000
BUDGET BREAKDOWN--
- PERSONNEL 98 %
- FACILITIES %
- TELCO EQUIP./SERVICES 1 %
- OTHER 1 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Receive too many non-emergency calls on 911 lines.

ADVICE: Be sure leader can handle political red-tape.

PSAP DIRECTOR

NAME: Leo Bosch
TITLE: Captain
AGENCY: Appleton Police Department
ADDRESS: 222 S. Walnut Street
Appleton, WI 54911

TELEPHONE NO.: 414/735-5560

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911 SYSTEM DESCRIPTION

PSAP NAME BROWN COUNTY, WI

THE COMMUNITY

POPULATION SERVED: 174,000 SERVICE AREA (Sq. Mi.): 525

POLITICAL JURISDICTIONS SERVED: 24

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 17 EMS 9 OTHER 19

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/77 ORDERED: 02/78 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES: 12

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 7 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 5 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 30 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 254
CALL MIX: LE 63 % FIRE 8 % EMS 20 % OTHER 9 %
INAPPROPRIATE CALLS: 64 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Other

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Think of operational simplicity of 911 &

the benefit to the public in having one emergency

phone number.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 23,400
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: James R. Charneski
TITLE: Sergeant
AGENCY: Brown County Sheriff-Traffic Department
ADDRESS: 125 S. Adams Street
Green Bay, WI 54301

TELEPHONE NO.: 414/497-3320

911 SYSTEM DESCRIPTION

PSAP NAME EAU CLAIRE, WI

THE COMMUNITY

POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 649

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 04/71 ORDERED: 05/71 OPERATIONAL: 07/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 165
CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs*

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 166,290
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Involve all users in planning process.

*Also has charter/ordinance.

PSAP DIRECTOR

NAME: Larry L. Agema
TITLE: Sergeant, Communications Supervisor
AGENCY: Eau Claire Police Department
ADDRESS: P.O. Box 496
Eau Claire, WI 54701

TELEPHONE NO.: 715/839-4972

911 SYSTEM DESCRIPTION

PSAP NAME MENOMONIE, WI

THE COMMUNITY

POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 50

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: 10/75 OPERATIONAL: 04/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
- CALLED PARTY HOLD X
- IDLE CIRCUIT TONE X
- FORCED DISCONNECT
- SWITCHHOOK STATUS X
- RINGBACK

ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 175
CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

Have problem with personnel turnover.

ADVICE: Have strong-minded person in charge of PSAP.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 85,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 5 %
FACILITIES 5 % OTHER 10 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PSAP DIRECTOR

NAME: Richard A. Risler
TITLE: Captain
AGENCY: Menomonie Police Department
ADDRESS: 714 17th Street
Menomonie, WI 54751

TELEPHONE NO.: 715/232-1283

911 SYSTEM DESCRIPTION

PSAP NAME PLATTEVILLE, WI

THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 134

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/73 ORDERED: 07/73 OPERATIONAL: 01/74

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 1
DIRECT PROGRESSIVE CONTROL 0 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:
SWORN 17 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 10
CALL MIX: LE 77 % FIRE 4 % EMS 6 % OTHER 3 %
INAPPROPRIATE CALLS: 50 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 164,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 7,247
BUDGET BREAKDOWN--
PERSONNEL 92 % TELCO EQUIP./SERVICES 8 %
FACILITIES 0 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive many non-emergency calls on 911 lines.

ADVICE: Work closely with local telco in planning stages.

PSAP DIRECTOR

NAME: James Enfelt
TITLE: Chief of Police
AGENCY: Platteville Police Department
ADDRESS: 5 W. Mineral Street
Platteville, WI 53818

TELEPHONE NO.: 608/348-2313

911 SYSTEM DESCRIPTION

PSAP NAME PORTAGE COUNTY, WI

THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 610

POLITICAL JURISDICTIONS SERVED: 13

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 5 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM — COMMON CONTROL
DIRECT PROGRESSIVE CONTROL — UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X — FORCED DISCONNECT — RINGBACK
IDLE CIRCUIT TONE — SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE*

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $ 123,520

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL 70 % TELCO EQUIP./SERVICES 20 %
FACILITIES 10 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL — FINANCIAL
TECHNICAL X — MANAGEMENT

COMMENTS:

ADVICE: Allow sufficient time for planning & ordering equipment. *NOTE: 911 lines ring simultaneously at this PSAP & at the Stevens Point, WI PSAP which is operated by the city police dept.

PSAP DIRECTOR

NAME: Daniel Hintz
TITLE: Sheriff
AGENCY: Poratge County Sheriff's Department
ADDRESS: 1515 Strongs Avenue
Stevens Point, WI 54481

TELEPHONE NO.: 715/346-3232

911 SYSTEM DESCRIPTION

PSAP NAME SHEBOYGAN COUNTY, WI

THE COMMUNITY

POPULATION SERVED: 99,000 SERVICE AREA (Sq. Mi.): 400

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 06/75 OPERATIONAL: 01/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 10

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 1 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 9 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 20 TANDEM 0

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER X

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 8 CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 84 % FIRE 11 % EMS 5 % OTHER 0 %
INAPPROPRIATE CALLS: 6 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

ADVICE: Designate a coordinator who is willing & able to sell the system to all proposed users.

FISCAL

PLANNING/IMPLEMENTATION COST: $ 65,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Eugene L. Paulson
TITLE: Inspector
AGENCY: Sheboygan County Sheriff's Department
ADDRESS: 615 N. 6th Street
Sheboygan, WI 53081

TELEPHONE NO.: 414/459-3111

911 SYSTEM DESCRIPTION

PSAP NAME SHEBOYGAN, WI

THE COMMUNITY

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 60

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 01/76 OPERATIONAL: 01/77

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage

CALL-ANSWERING POSITIONS: 7

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 8 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 70 % FIRE 5 % EMS 10 % OTHER 15 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Have problems with false alarms & non-emergency requests.

ADVICE: Must be implemented county-wide.

PSAP DIRECTOR

NAME: Victor Keitzel
TITLE: Chief of Police
AGENCY: Sheboygan Police Department
ADDRESS: 828 Center Avenue
Sheboygan, WI 53081

TELEPHONE NO.: 414/459-3333

911 SYSTEM DESCRIPTION

PSAP NAME STEVENS POINT, WI

THE COMMUNITY

POPULATION SERVED: 23,770 SERVICE AREA (Sq. Mi.): 12

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X	FORCED DISCONNECT		RINGBACK
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE*

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 1 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 2 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 7,200
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 50 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL X
- TECHNICAL
- FINANCIAL
- MANAGEMENT

COMMENTS:

*NOTE: 911 lines ring simultaneously at this PSAP & at the Portage County, WI PSAP which is also in Stevens Point, WI.

PSAP DIRECTOR

NAME: Leonard J. Hucke
TITLE: Chief of Police
AGENCY: Stevens Point Police Department
ADDRESS: 1515 Strongs Avenue
Stevens Point, WI 54481

TELEPHONE NO.: 715/346-3121

SURVEY NON-RESPONDENTS

KENNETH MADSEN
SHERIFF
POLK COUNTY SHERIFF'S DEPT.
COURT HOUSE
BALSAM LAKE , WI 54810
(715) 485-3131

LEROY STRAUSS
CHIEF OF POLICE
MANITOWOC POLICE DEPARTMENT
824 "J"
MANITOWOC , WI 54220
(414) 684-3331

LOUIS REETZ
CHIEF OF POLICE
BLOOMER POLICE DEPARTMENT
1200 15TH AVENUE
BLOOMER , WI 54724
(715) 497-3300

JACK ALGIRS
CHIEF OF POLICE
NEW LONDON POLICE DEPARTMENT
215 N. SHAWANO
NEW LONDON , WI 54961
(414) 982-4212

DAN BAXTER
DEPUTY
RUSK COUNTY SHERIFF'S DEPT.
311 MINER AVE
LADY SMITH , WI 54848
(715) 532-5597

ALBERT KOPSTAD
CHIEF OF POLICE
TWO RIVERS POLICE DEPT.
P.O. BOX 87
TWO RIVERS , WI 54241
(414) 473-2233

RICHARD NEWBERRY
CHIEF OF POLICE
LAKE GENEVA POLICE DEPARTMENT
623 MAIN ST
LAKE GENEVA , WI 53147
(414) 248-4455

DON R. SIMON
CHIEF OF POLICE
WHITEWATER POLICE DEPT.
SAFETY BUILDING
WHITEWATER , WI 53910
(414) 473-2233

911 SYSTEM DESCRIPTION

PSAP NAME CODY, WY

THE COMMUNITY

POPULATION SERVED: 14,000 SERVICE AREA (Sq. Mi.): 2,400

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: OPERATIONAL: 09/72

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
- STORED PROGRAM
- DIRECT PROGRESSIVE CONTROL
- COMMON CONTROL
- UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD		FORCED DISCONNECT		RINGBACK
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		
ANI	ALI	SR	PARTIAL SR	OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 8
CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %
INAPPROPRIATE CALLS: 20 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
- OPERATIONAL
- TECHNICAL X
- FINANCIAL
- MANAGEMENT

COMMENTS:

Receive long distance calls on 911 lines daily.

NOTE: Part of county served by 911 system that rings in 7 private homes simultaneously.

PSAP DIRECTOR

NAME: Bill Brewer
TITLE: Sheriff
AGENCY: Park County Sheriff's Department
ADDRESS: 1131 11th Street
Cody, WY 82414

TELEPHONE NO.: 307/587-5524

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911 SYSTEM DESCRIPTION

PSAP NAME EVANSTON, WY

THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 3,000

POLITICAL JURISDICTIONS SERVED: 5

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/70

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 12
CALL MIX: LE 90 % FIRE 4 % EMS 6 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 116,700
BUDGET BREAKDOWN--
PERSONNEL 75 % TELCO EQUIP./SERVICES 5 %
FACILITIES 15 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL 7 % STATE 3 % LOCAL 90 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Russell D. Harvey
TITLE: Chief of Police
AGENCY: Evanston Police Department
ADDRESS: 801 Main Street
Evanston, WY 82930

TELEPHONE NO.: 307/789-2141

911 SYSTEM DESCRIPTION

PSAP NAME FREMONT COUNTY, WY

THE COMMUNITY

POPULATION SERVED: 12,500 SERVICE AREA (Sq. Mi.): 700

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 05/75 ORDERED: 07/75 OPERATIONAL: 09/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 2
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN 24 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 7
CALL MIX: LE 40 % FIRE 20 % EMS 40 % OTHER 0 %
INAPPROPRIATE CALLS: 25 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL X FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

Receive non-emergency calls on 911 lines.

NOTE: Budget figure is annual phone costs only.

ADVICE: 911 must be well publicized.

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 181
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES 100 %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PSAP DIRECTOR

NAME: Robert L. Campbell
TITLE: Chief of Police
AGENCY: Lander Police Department
ADDRESS: 183 S. 4th
Lander, WY 82520

TELEPHONE NO.: 307/332-3131

911 SYSTEM DESCRIPTION

PSAP NAME LARAMIE COUNTY, WY

THE COMMUNITY

POPULATION SERVED: 75,000 SERVICE AREA (Sq. Mi.): 2,700

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 5 OTHER 8

HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 06/73 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION: Other--3

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 6 COMMON CONTROL
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 2

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X
IDLE CIRCUIT TONE X SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 45
CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/URDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers#

FISCAL

PLANNING/IMPLEMENTATION COST: $ 16,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: $ 40,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 15 %
FACILITIES 0 % OTHER 5 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL X
TECHNICAL MANAGEMENT

COMMENTS:

Personnel costs continue to increase.

ADVICE: Establish PSAP as a separate entity.

*Disaster/emergency preparedness

#Also has contract services & charter/ordinance.

PSAP DIRECTOR

NAME: Dave Guille
TITLE: Director of Civil Defense
AGENCY: Laramie Cnty/Cheyenne Civil Def. Agency
ADDRESS: 316 W. 19th Street
Cheyenne, WY 82001

TELEPHONE NO.: 307/637-6409

911 SYSTEM DESCRIPTION

PSAP NAME LUSK , WY

THE COMMUNITY

POPULATION SERVED: 1,480 SERVICE AREA (Sq. Mi.): 2,100

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 07/75 ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE 40 % FIRE 40 % EMS 20 % OTHER 0 %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Gene Bryson
TITLE: Sheriff
AGENCY: Niobrara County Sheriff's Department
ADDRESS: Courthouse
Lusk, WY 82225

TELEPHONE NO.: 307/334-2212

911 SYSTEM DESCRIPTION

PSAP NAME NEWCASTLE, WY

THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Receive large number of invalid calls where we get static, busy signals, other noise, or caller dialed 7-digit number. These problems have existed since implementation--telco has not corrected yet.

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 8

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5
CALL MIX: LE 98 % FIRE 1 % EMS 1 % OTHER 0 %
INAPPROPRIATE CALLS: %

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Ray C. Templeman
TITLE: Chief of Police
AGENCY: Newcastle Police Department
ADDRESS: P.O. Box 447
Newcastle, WY 82701

TELEPHONE NO.: 307/746-4487

911 SYSTEM DESCRIPTION

PSAP NAME PINE BLUFFS, WY

THE COMMUNITY

POPULATION SERVED: 1,500 SERVICE AREA (Sq. Mi.): 25

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 05/76

AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:
SWORN 3 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1
CALL MIX: LE 10 % FIRE 10 % EMS 80 % OTHER 0 %
INAPPROPRIATE CALLS: 10%

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 24,000
BUDGET BREAKDOWN--
PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %
FACILITIES 0 % OTHER 10%

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

PSAP DIRECTOR

NAME: Leland Rether
TITLE: Chief of Police
AGENCY: Pine Bluffs Police Department
ADDRESS: Box 378
Pine Bluffs, WY 82082

TELEPHONE NO.: 308/245-3777

911 SYSTEM DESCRIPTION

PSAP NAME RIVERTON, WY

THE COMMUNITY

POPULATION SERVED: 140,000 SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS:

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:
CALL MIX: LE % FIRE % EMS % OTHER %
INAPPROPRIATE CALLS: %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT

COMMENTS:

FISCAL

PLANNING/IMPLEMENTATION COST: $

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL % OTHER %

PSAP DIRECTOR

NAME: Dennis F. Horyza
TITLE: Chief of Police
AGENCY: Riverton Police Department
ADDRESS: 120 S. Broadway
Riverton, WY 82501

TELEPHONE NO.: 307/856-4891

911 SYSTEM DESCRIPTION

PSAP NAME SHERIDAN, WY

THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 2,700

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 08/74 ORDERED: 11/74 OPERATIONAL: 10/75

AGENCY(S) LEADING 911 EFFORT: Other*

AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM COMMON CONTROL
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X SWITCHHOOK STATUS X
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:
SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25
CALL MIX: LE 75 % FIRE 5 % EMS 15 % OTHER 5 %
INAPPROPRIATE CALLS: 60 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $
BUDGET BREAKDOWN--
PERSONNEL % TELCO EQUIP./SERVICES %
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100% OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL MANAGEMENT X

COMMENTS:

ADVICE: Work out financial problems, operational procedures & responsibilities of all user agencies in planning stage. Get support of all users.

*Citizen action group

PSAP DIRECTOR

NAME: Roger Krout
TITLE: Chief of Police
AGENCY: Sheridan Police Department
ADDRESS: P.O.Box 848
Sheridan, WY 82801

TELEPHONE NO.: 307/672-2413

911 SYSTEM DESCRIPTION

PSAP NAME WASHAKIE COUNTY, WY

THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 2,262

POLITICAL JURISDICTIONS SERVED: 3

PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 08/74 OPERATIONAL: 05/75

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

AGENCIES SERVED POST-IMPLEMENTATION: None

THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

CENTRAL OFFICE SWITCHING EQUIPMENT:
STORED PROGRAM 0 COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE SWITCHHOOK STATUS
ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:
SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 3
CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 %
INAPPROPRIATE CALLS: 10 %

LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

FISCAL

PLANNING/IMPLEMENTATION COST: $ 0

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: $ 1,000
BUDGET BREAKDOWN--
PERSONNEL 60 % TELCO EQUIP./SERVICES 30 %
FACILITIES 10 % OTHER 0 %

SOURCES OF OPERATING BUDGET:
FEDERAL % STATE % LOCAL 100 % OTHER %

PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:
OPERATIONAL FINANCIAL
TECHNICAL X MANAGEMENT

COMMENTS:

Phone numbers with 9-1 are tied into 911 lines.

PSAP DIRECTOR

NAME: James L. Thomson
TITLE: Chief of Police
AGENCY: Worland Police Department
ADDRESS: 119 N. 9th Street
Worland, WY 82401

TELEPHONE NO.: 307/347-4253

SURVEY NON-RESPONDENTS

DELAINE ROBERTS
SHERIFF
LINCOLN COUNTY SHERIFF'S DEPT.

AFTON , WY 83101
(307) 886-3141

JAMES STARK
SHERIFF
SWEETWATER CTY SHERIFF'S DEPT
P.O. BOX 126
GREEN RIVER , WY 82935
(307) 875-2331

DAVID WILCOCK
CHIEF OF POLICE
LOVELL POLICE DEPARTMENT
336 NEVADA AVENUE
LOVELL , WY 82431
(307) 548-2215

LEWIS MUIR
CHIEF OF POLICE
ROCK SPRINGS POLICE DEPT
P.O. BOX 1060
ROCK SPRINGS , WY 82901
(307) 362-5686

JON DAHLBERG
SHERIFF
BIG HORN CTY SHERIFF'S DEPT.
P.O. BOX 97
BASIN , WY 82410
(307) 568-2341

STEVEN W ROGERS
SHERIFF
TETON COUNTY SHERIFF'S DEPT
P.O. BOX 1011
JACKSON , WY 83001
(307) 733-2331

ROBERT GENNER
DEPUTY SHERIFF
PARK COUNTY SHERIFF'S DEPT.
TOWNHALL P.O. BOX 38
MEETEESE , WY 82433
(307) 868-2338

JOHN W LUNLEY
CHIEF OF POLICE
THERMOPOLIS POLICE DEPARTMENT
418 BROADWAY
THERMOPOLIS , WY 82443
(307) 864-3114

GENE A WARLOW
ADMINISTRATIVE OFFICER
CITY OF GILLETTE
P.O. BOX 3003
GILLETTE , WY 82716
(307) 686-2222

DELAINE ROBERTS
SHERIFF
LINCOLN COUNTY SHERIFF'S DEPT
KEMMERER SHERIFF'S DEPT.
KEMMERER , WY 83101
(307) 877-3971

LINDA K LEE
TOWN CLERK
MOORCRAFT TOWNHALL
BOX 96
MOORCRAFT , WY 82721
(307) 756-3526

GEORGE HUGHES
CHIEF OF POLICE
GLEN ROCK POLICE DEPARTMENT
P.O. BOX 417
GLEN ROCK , WY 82637
(307) 436-2777

MARK C DRIGMON
STAFF OFFICER
LARAMIE POLICE DEPARTMENT
P.O. BOX C
LARAMIE , WY 82070
(307) 742-6603

ROBERT P COOROUGH
CHIEF OF POLICE
POWELL POLICE DEPARTMENT
250 N. CLARK
POWELL , WY 82435
(307) 754-2212

CROSS-INDEX

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PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 01			
Haines, AK	N/A*	PD	1
Evergreen, AL	4,000	PD	1
O'Neill, NE	4,000	PD	1
Dadeville, AL	4,000	PD	1
Valdez, AK	4,066	PD	1
Brewster, MA	4,600	PD	1
Tyngsboro, MA	4,800	PD	1
Milton-Freewater, OR	5,500	PD	1
Perry, IA	6,000	PD	1
Passchristian, MS	6,000	PD	1
Philadelphia, MS	6,700	PD	1
Pulaski, TN	7,642	PD	1
Punta Gorda, FL	8,000	PD	1
Southwick, MA	8,000	PD	1
Brigantine, NJ	8,200	PD	1
Maysville, KY	8,500	PD	1
Harriman, TN	8,734	PD	1
Medway, MA	9,000	PD	1
Sitka, AK	10,000	PD	1
Amherst, OH	10,000	PD	1
Poquoson, VA	10,000	PD	1
CROSS-INDEX CODE 02			
Adel, IA	2,771	Sheriff	1
Yates Center, KS	4,100	Sheriff	1
Cut Bank, MT	5,000	Sheriff	1

*N/A = Not available.

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PSAP Name	Population Served	PSAP Location	Political Jurisdictions
	CROSS-INDEX CODE 03		
Jekyll Island, GA	2,700	FD	1
Topsfield, MA	7,000	City Comm. Ctr.	1
Pepperell, MA	8,000	City Comm. Ctr.	1
	CROSS-INDEX CODE 04		
Marseilles, IL	6,500	Other	1
	CROSS-INDEX CODE 05		
Pine Bluffs, WY	1,500	PD	2
Marion, AL	4,000	PD	2
Toledo, OR	4,650	PD	2
Gatlinburg, TN	6,000	PD	2
Hartsville, TN	6,000	PD	2
Savannah, TN	6,325	PD	2
Durant, MS	6,500	PD	2
Ogallala, NE	7,000	PD	2
Alva, OK	7,440	PD	2
Yreka, CA	7,500	PD	2
Ocean Shores, WA	7,500	PD	2
Kodiak, AK	7,754	PD	2
Marengo, IL	8,000	PD	2
Vandalia, IL	10,000	PD	2
Indianola, MS	10,000	PD	2
Florence, OR	10,000	PD	2
Fort Stockton, TX	10,000	PD	2
Chelan, WA	10,000	PD	2

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
	CROSS-INDEX CODE 06		
St. James, MN	6,000	Sheriff	2
Summersville, WV	6,000	Sheriff	2
Nebraska City, NE	8,500	Sheriff	2
	CROSS-INDEX CODE 07		
Avalon, CA	1,800	FD	2
Dalton, MA	7,127	FD	2
	CROSS-INDEX CODE 08		
Fairview, OK	4,100	Other	2
Spring City, TN	5,000	Other	2
Fairview, TN	8,000	Other	2
	CROSS-INDEX CODE 09		
Estes Park, CO	N/A*	PD	5
John Day, OR	2,500	PD	3
Etowah, TN	3,000	PD	8
Belzoni, MS	4,000	PD	3
Boothbay Harbor, ME	4,607	PD	4
Chadron, NE	5,000	PD	4
Westport, WA	5,950	PD	7
Kendallville, IN	6,000	PD	3
Wayne, NE	6,000	PD	4
Wellsville, NY	6,000	PD	5
Newcastle, WY	6,500	PD	3
Clyde, OH	6,500	PD	4
Marysville, MI	6,500	PD	5
Blakely, GA	6,800	PD	3

*N/A = Not available.

CONTINUED

11 OF 12

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 09 (Continued)			
Umatilla, OR	8,000	PD	6
Milton, PA	10,000	PD	3
Washakie County, WY	10,000	PD	3
Seaside, OR	10,000	PD	6
CROSS-INDEX CODE 10			
Stanley, ID	400	Sheriff	6
Lusk, WY	1,480	Sheriff	6
Valentine, NE	3,000	Sheriff	3
Pender, NE	3,500	Sheriff	3
Stevens County, KS	4,000	Sheriff	5
Imperial, NE	4,000	Sheriff	6
Rushville, NE	4,500	Sheriff	3
Morrow County, OR	4,700	Sheriff	5
Smethport, PA	5,500	Sheriff	4
Spink County, SD	6,000	Sheriff	7
Osceola, NE	7,000	Sheriff	5
CROSS-INDEX CODE 11			
Rancho Santa Fe, CA	4,500	FD	3
Rio Vista, CA	5,000	FD	5
Hilton Head Island, SC	7,500	FD	4
CROSS-INDEX CODE 12			
Ashburn, GA	10,000	Other	4

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 13			
Medfield, MA	10,380	PD	1
Holdrege, NE	12,000	PD	1
Mayfield, KY	12,500	PD	1
Cheraw, SC	13,000	PD	1
Wolcott, CT	13,500	PD	1
East Longmeadow, MA	13,500	PD	1
Holliston, MA	13,500	PD	1
Mandan, ND	14,000	PD	1
Oakland, NJ	15,000	PD	1
Lawrenceburg, TN	15,000	PD	1
Farmington, CT	16,500	PD	1
Menomonie, WI	18,000	PD	1
Jesup, GA	19,400	PD	1
Ansonia, CT	20,000	PD	1
Clinton, CT	20,000	PD	1
Olean, NY	20,000	PD	1
Brookfield, IL	20,500	PD	1
Mercer Island, WA	22,000	PD	1
Greenwood, MS	22,500	PD	1
Palmer, AK	22,800	PD	1
Cheshire, CT	23,000	PD	1
Duncan, OK	23,000	PD	1
Stevens Point, WI	23,770	PD	1
Phenix City, AL	25,000	PD	1
Windsor, CT	25,000	PD	1
Danville, KY	25,000	PD	1
Commerce, TX	25,000	PD	1
Glastonbury, CT	26,000	PD	1
Marshfield, MA	26,000	PD	1
Dover, NH	26,000	PD	1
Weirton, WV	27,000	PD	1
Nevada, MO	29,065	PD	1

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 13 (Continued)			
Needham, MA	29,936	PD	1
West Memphis, AR	30,000	PD	1
Newington, CT	30,000	PD	1
Sherman, TX	30,000	PD	1
Wilmette, IL	31,000	PD	1
Moorhead, MN	33,000	PD	1
Provincetown, MA	35,000	PD	1
Joplin, MO	40,700	PD	1
New Brunswick, NJ	42,500	PD	1
Coral Gables, FL	45,000	PD	1
Elkhart, IN	50,000	PD	1
Biloxi, MS	54,240	PD	1
Orem, UT	56,000	PD	1
Weymouth, MA	57,000	PD	1
Wailuku, HI	60,000	PD	1
CROSS-INDEX CODE 14			
Crawfordville, FL	12,180	Sheriff	1
CROSS-INDEX CODE 15			
Glencoe, IL	10,500	Public Safety	1
Norton, MA	13,000	City Comm. Ctr.	
Gilroy, CA	16,000	County Comm. Ctr.	1
Guilford, CT	18,000	City Comm. Ctr.	1
Waterford, CT	20,000	City Comm. Ctr.	1
San Clemente, CA	27,000	FD	1
Renton, WA	31,000	City Comm. Ctr.	1
Calvert County, MD	31,500	County Comm. Ctr.	1
Jacksonville, AL	36,000	FD	1
Wallingford, CT	38,000	FD	1
West Haven, CT	57,000	City Comm. Ctr.	1

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 16			
Los Alamos, NM	19,500	Other	1
Clarion County, PA	39,384	Other	1
St. Mary's County, MD	55,000	Other	1
CROSS-INDEX CODE 17			
Camden, TN	10,126	PD	2
Washington, IN	11,232	PD	2
Mc Pherson, KS	12,985	PD	2
Paris, KY	13,000	PD	2
Miles City, MT	13,000	PD	2
Seymour, CT	14,000	PD	2
Hasbrouck Heights, NJ	14,314	PD	2
Frankfort, IN	14,500	PD	2
Oakdale, LA	14,500	PD	2
Carroll, IA	15,000	PD	2
Clinton, MS	15,000	PD	2
Seaford, DE	16,000	PD	2
Beatrice, NE	16,840	PD	2
Lamesa, TX	17,000	PD	2
Millbury, MA	18,000	PD	2
Brunswick, ME	18,500	PD	2
Middleborough, MA	19,000	PD	2
Durango, CO	20,000	PD	2
Defiance, OH	20,000	PD	2
Yankton, SD	20,000	PD	2
Woodstock, IL	22,367	PD	2
Vincennes, IN	25,000	PD	2
Wabash, IN	25,000	PD	2
Natchez, MS	25,000+	PD	2
Ocean Springs, MS	25,000	PD	2

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 17 (Continued)			
Jonesboro, AR	33,000	PD	2
Columbus, IN	36,105	PD	2
Monroe, MI	37,000	PD	2
Pacifica, CA	39,700	PD	2
Valdosta, GA	40,000	PD	2
Garden City, KS	40,000	PD	2
Huntsville, TX	40,000	PD	2
Fremont, NE	42,000	PD	2
Morristown, TN	45,000	PD	2
Ames, IA	47,000	PD	2
Meridian, MS	48,100	PD	2
Santa Maria, CA	50,000	PD	2
Stillwater, OK	50,000	PD	2
Grand Forks, ND	50,977	PD	2
Poplar Bluff, MO	60,000	PD	2
Batavia, NY	60,000	PD	2
CROSS-INDEX CODE 18			
Cody, WY	14,000	Sheriff	2
Brooksville, FL	34,341	Sheriff	2
Lockport, NY	40,000	Sheriff	2
Roane County, TN	40,644	Sheriff	2
Cambridge, IL	55,000	Sheriff	2
CROSS-INDEX CODE 19			
El Dorado, KS	16,000	Public Safety	2
Lincolnton, NC	16,184	County Comm. Ctr.	2
The Dalles, OR	17,000	City Comm. Ctr.	2
Watertown, CT	20,000	City Comm. Ctr.	2

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 19 (Continued)			
Frankfort, KY	38,000	FD.	2
Milford, CT	55,000	FD	2
CROSS-INDEX CODE 20			
Fallon, NV	19,000	Other	2
CROSS-INDEX CODE 21			
Fox Lake, IL	10,675	PD	3
Hartford City, IN	12,000	PD	3
Wauconda, IL	12,000	PD	4
Waverly, TN	12,000	PD	4
Evanston, WY	12,000	PD	5
Sidney, NE	12,000	PD	6
Fremont County, WY	12,500	PD	4
Carpinteria, CA	13,000	PD	3
Platteville, WI	13,000	PD	8
Silver Creek, NY	13,500	PD	4
Lake Zurich, IL	14,000	PD	4
Clarinda, IA	14,500	PD	5
Brewton, AL	15,000	PD	3
Reedley, CA	15,000	PD	3
Alliance, NE	16,000	PD	4
Sandersville, GA	17,500	PD	8
Lansford, PA	18,000	PD	4
Smyrna, TN	19,000	PD	3
Winder, GA	20,000	PD	4
Hartselle, AL	23,000	PD	3
Bedford, IN	23,000	PD	3

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 21 (Continued)			
Sheridan, WY	23,000	PD	4
Mountain Home, ID	23,400	PD	4
Port Angeles, WA	24,000	PD	3
Hollidaysburg, PA	24,000	PD	8
Bolivar, TN	24,000	PD	13
Berwick, PA	24,048	PD	9
Cocoa Beach, FL	25,000	PD	4
Bluffton, IN	25,000	PD	12
Glenshaw, PA	27,000	PD	6
Antioch, IL	28,000	PD	4
Tinley Park, IL	30,000	PD	3
Oakridge, TN	30,000	PD	4
Edwardsville, IL	31,000	PD	4
Jacksonville, IL	32,000	PD	4
Demopolis, AL	35,000	PD	4
Crystal Lake, IL	35,000	PD	5
Hermiston, OR	35,000	PD	5
Pearl, MS	35,000	PD	6
Waterville, ME	35,868	PD	4
Burlington, IA	36,000	PD	4
Lebanon, TN	38,000	PD	4
Highland Park, IL	40,000	PD	3
Sandusky, OH	40,000	PD	3
Logansport, IN	40,000	PD	5
Jamestown, NY	40,000	PD	5
Norfolk, NE	40,000	PD	7
East Aurora, NY	40,866	PD	8
Longmont, CO	47,673	PD	4
Idaho Falls, ID	48,000	PD	5
Sheboygan, WI	50,000	PD	4
Raybrook, NY	50,000	PD	10

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 21 (Continued)			
Franklin, TN	50,951	PD	5
Pascagoula, MS	55,000	PD	3
Shawnee, OK	55,000	PD	3
Lawrence, KS	60,000	PD	3
Minot, ND	60,000	PD	7
CROSS-INDEX CODE 22			
Lake Butler, FL	10,758	Sheriff	4
Rupert, ID	12,000	Sheriff	4
Smith County, TN	13,500	Sheriff	4
Hollister, CA	15,000	Sheriff	5
Lamoile County, VT	17,278	Sheriff	10
Wauchula, FL	20,000	Sheriff	3
Okeechobee, FL	20,000	Sheriff	6
Boone, IA	26,470	Sheriff	4
Decatur, IN	30,000	Sheriff	6
White Cloud, MI	32,000	Sheriff	4
Portage County, WI	36,000	Sheriff	13
Quincy, FL	39,000	Sheriff	4
Milton, FL	55,000	Sheriff	6
CROSS-INDEX CODE 23			
Anacortes, WA	12,040	FD	4
Garrett County, MD	21,000	County Comm. Ctr.	14
Wayne, MI	22,500	Public Safety	6
Faribault, MN	25,000	Public Safety	6
Tullahoma, TN	35,000	County Comm. Ctr.	3
Broken Arrow, OK	60,000	FD	3
Tri-Com (Geneva), IL	60,000	County Comm. Ctr.	3

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
	CROSS-INDEX CODE 24		
Milledgeville, GA	36,000	Other	3
Elkton, MD	55,900	Other	16
	CROSS-INDEX CODE 25		
Oak Park, IL	62,500	PD	1
Appleton, WI	66,000	PD	1
Bayonne, NJ	73,000	PD	1
Sioux Falls, SD	80,000	PD	1
Evanston, IL	80,500	PD	1
Newton, MA	86,500	PD	1
Quincy, MA	90,000	PD	1
Duluth, MN	100,000	PD	1
Lawton, OK	100,000	PD	1
Hammond, IN	110,000	PD	1
South Bend, IN	115,000	PD	1
Irving, TX	135,000	PD	1
Hialeah, FL	150,000	PD	1
Worcester, MA	175,000	PD	1
Henrico County, VA	192,000	PD	1
Newark, NJ	382,000	PD	1
Seattle, WA	490,000	PD	1
Boston, MA	650,000	PD	1
Washington, DC	750,000	PD	1
New York City, NY	8,000,000	PD	1
	CROSS-INDEX CODE 26		
Key West, FL	91,000	Sheriff	1
Sheboygan County, WI	99,000	Sheriff	1

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
	CROSS-INDEX CODE 27		
Charles County, MD	70,000	County Comm. Ctr.	1
New Britain, CT	83,441	FD	1
New Haven, CT	135,000	FD	1
Richmond, VA	250,000	Public Safety	1
Montgomery County, MD	600,000	County Comm. Ctr.	1
	CROSS-INDEX CODE 28		
Galveston, TX	73,000	Other	1
Lebanon County, PA	108,000	Other	1
Allentown, PA	110,000	Other	1
York County, PA	325,000	Other	1
Lancaster County, PA	342,797	Other	1
	CROSS-INDEX CODE 29		
Texas City, TX	65,000	PD	2
Jackson, TN	68,000	PD	2
Fort Collins, CO	70,000	PD	2
Naperville, IL	80,000	PD	2
St. Joseph, MO	80,000	PD	2
Southfield, MI	96,500	PD	2
Selma, AL	99,999	PD	2
Billings, MT	100,000	PD	2
Cambridge, MA	104,000	PD	2
Pueblo, CO	126,700	PD	2
Moss Point, MS	130,000	PD	2
Peoria, IL	135,000	PD	2
Riverton, WY	140,000	PD	2
Evansville, IN	168,000	PD	2
Lansing, MI	246,450	PD	2

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 29 (Continued)			
Albuquerque, NM	279,000	PD	2
Jersey City, NJ	318,000	PD	2
CROSS-INDEX CODE 30			
None			
CROSS-INDEX CODE 31			
Lewiston, ME	67,779	City Comm. Ctr.	2
Columbia, MO	77,000	County Comm. Ctr.	2
Vicksburg, MS	77,501	FD	2
Odessa, TX	110,000	FD	2
Lincoln, NE	186,000	FD	2
CROSS-INDEX CODE 32			
Montgomery County, TN	85,000	Other	2
Winston-Salem, NC	158,060	Other	2
Spartanburg County, SC	211,000	Other	2
Denver, CO	650,000	Ohter	2
CROSS-INDEX CODE 33			
Galesburg, IL	61,280	PD	5
Shelton, CT	63,700	PD	4
Manhattan, KS	65,000	PD	6
Rochester, MN	65,000	PD	7
Murfreesboro, TN	69,901	PD	3
Eau Claire, WI	70,000	PD	4
Maryville, TN	71,800	PD	6

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 33 (Continued)			
Grand Island, NE	72,000	PD	4
Florence, AL	72,080	PD	8
Burlington, VT	75,000	PD	4
Las Cruces, NM	80,000	PD	5
Gulfport, MS	90,000	PD	3
Bloomington, IN	90,000	PD	4
Ann Arbor, MI	104,000	PD	11
Sterling Heights, MI	120,000	PD	4
Aurora, IL	120,000	PD	8
Dayton, TN	150,000	PD	3
Springfield, MO	161,000	PD	3
Montgomery, AL	175,000	PD	3
Grand Rapids, MI	197,649	PD	7
Springfield, TN	200,000	PD	6
Anchorage, AK	200,000	PD	11
Snohomish County, WA	303,000	PD	25
Livonia, MI	360,000	PD	7
Buffalo, NY	600,000	PD	11
Honolulu, HI	815,600	PD	5
Butte, MT	1,142,000	PD	6
Mineola, NY	1,400,000	PD	25
Yaphank, NY	1,500,000	PD	16
Detroit, MI	2,000,000	PD	18
CROSS-INDEX CODE 34			
Punta Gorda, FL	60,500	Sheriff	3
Jackson County, OR	124,500	Sheriff	24
Brown County, WI	174,000	Sheriff	24
Tallahassee, FL	175,000	Sheriff	5
Littleton, CO	360,000	Sheriff	6
Largo, FL	450,000	Sheriff	26
Fort Lauderdale, FL	1,250,000	Sheriff	13

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 35			
Washington, PA	65,000	County Comm. Ctr.	10
Anderson, IN	72,000	FD	4
Cowlitz County, WA	77,300	County Comm. Ctr.	9
Council Bluffs, IA	80,000	County Comm. Ctr.	4
Kokomo, IN	81,000	City Comm. Ctr.	5
Hunterdon County, NJ	82,381	County Comm. Ctr.	26
Santa Clara, CA	83,000	City Comm. Ctr.	4
Snocom (Lynnwood), WA	110,000	County Comm. Ctr.	6
Sunnyvale, CA	115,000	City Comm. Ctr.	3
Monterey, CA	118,000	County Comm. Ctr.	60
Thurston County, WA	120,000	County Comm. Ctr.	23
Kitsap County, WA	135,000	County Comm. Ctr.	27
Commerce City, CO	160,000	County Comm. Ctr.	5
Muskegon, MI	160,000	County Comm. Ctr.	8
Salinas, CA	168,000	County Comm. Ctr.	69
Santa Cruz, CA	175,000	County Comm. Ctr.	15
Prince William County, VA	260,000	FD	7
Tucson, AZ	450,000	City Comm. Ctr.	3
Decatur, GA	480,200	Public Safety	6
Omaha, NE	536,000	Public Safety	14
Prince George County, MD	700,000	County Comm. Ctr.	3
Metropolitan Dade County, FL	1,500,000	Public Safety	23
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Missoula, MT	70,000	Other	6
Laramie County, WY	75,000	Other	6
Kennewick, WA	97,400	Other	3
Cumberland County, PA	200,000	Other	36
Lackawanna County, PA	250,000	Other	40
Westmoreland County, PA	425,000	Other	65
Salt Lake County, UT	681,000	Other	12

GLOSSARY

ACD--(See AUTOMATIC CALL DISTRIBUTOR).

ALI--(See AUTOMATIC LOCATION IDENTIFICATION).

ANI--(See AUTOMATIC NUMBER IDENTIFICATION).

AUTOMATIC CALL DISTRIBUTOR (ACD)--Equipment used to distribute large volumes of incoming calls in approximate order of arrival to call answerers not already working on calls, or to "store" calls until call answerers become available.

AUTOMATIC LOCATION IDENTIFICATION (ALI)--A system capability that enables the automatic display of information which defines the geographical location of the telephone used to place the 911 call.

AUTOMATIC NUMBER IDENTIFICATION (ANI)--A system capability that enables the automatic display of the seven-digit number of the telephone used to place the 911 call.

BASIC 911 SYSTEM--A telephone system which automatically connects a person dialing the digits "911" to an established PSAP through normal telephone service facilities.

CALLED PARTY HOLD--A telephone system feature that enables the 911 call answerer to maintain a connection through the telephone system's switching facilities, even if the 911 caller has hung up his telephone.

CALL REFERRAL METHOD--The 911 call answerer at the PSAP provides the calling party with the telephone number of the appropriate agency or organization who is responsible for providing the requested service.

CALL RELAY METHOD--The 911 call is answered at the PSAP where the pertinent information is gathered and then the call answerer relays that information to the appropriate public safety agency for further action.

CALL TRANSFER METHOD--The PSAP call answerer determines the appropriate responding agency and transfers the 911 caller to that agency.

CENTRAL OFFICE--Sometimes called a wire center; a switching unit in a telephone system; the smallest subdivision within the telephone system which has relatively permanent geographic service boundaries.

CENTRAL OFFICE IDENTIFICATION--When a PSAP serves more than one central office and these central offices are all connected to the PSAP through direct trunks, it is usually possible for the PSAP to identify the central office that forwards each 911 call.

CONTRACT SERVICES--Services which one agency agrees, under written contract, to provide another agency.

CONTRACT SVCS--(See CONTRACT SERVICES).

CNTY--County.

DIAL TONE FIRST--A telephone system feature that enables a caller to dial "911" or "0" for operator on pay telephones without depositing any money.

DIRECT DISPATCH METHOD--911 call answering and radio dispatching functions are both performed by the same PSAP personnel.

DIRECT PROGRESSIVE CONTROL--A type of dial telephone switching in which the dialed digits control the electromechanical switches (e.g., Step-by-Step or XY) to activate the connection through the apparatus; the switches used remain connected for the length of the call.

DIRECT TRUNKING--A telephone system design which will assure that a telephone line connection has no intermediate switching points between the originating central office and the PSAP.

DISPATCH CENTER/RADIO DISPATCH CENTER (RDC)--The location from which a public safety agency's mobile units are dispatched.

EAX--Electronic Automatic Exchange: A central office with programmable telephone switching logic.

EMERGENCY CALL--A telephone request for services which requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property, and such other situations as are determined by local custom and policy.

EMS--Emergency Medical Services.

ESS--Electronic Switching System: A central office with programmable telephone switching logic.

EXCHANGE--A defined geographical area, served by one or more central offices, in which the telephone company furnishes service.

FORCED DISCONNECT--A telephone system feature that allows the PSAP to break or disconnect a telephone connection and thereby avoid caller jamming of the incoming 911 lines.

IDLE CIRCUIT TONE APPLICATION--A telephone system feature which applies a distinctive tone to the 911 call answerer to indicate that the calling party has hung up. This tone may indicate whether the calling party has hung up before or after the PSAP answers.

IMPLEMENTATION--Activity between development of functional specifications and commencement of operations.

JOINT POWERS AGREEMENT--An understanding, negotiated between all agencies who will participate in a 911 system, that specifies in writing the role, responsibilities, and benefits of each participating agency.

LE--Law Enforcement.

LEAA--Law Enforcement Assistance Administration, U.S. Department of Justice.

MULTIBUTTON TELEPHONE SET--An instrument that has the capability of multiple line terminations. Each line is accessed by depressing an associated button (key).

MULTIJURISDICTIONAL SYSTEM--A system providing 911 service to more than one political entity.

MULTI-STAGE PROCEDURE--The individual answering 911 calls at the PSAP does not normally dispatch vehicles.

911 CALL--Any telephone call that is made by dialing the digits 9-1-1.

911 CALL ANSWERER--The answerer of a 911 call.

911 CENTER--Sometimes called a PSAP; the initial answering location for 911 calls.

911 SYSTEM--A system which automatically connects a telephone, on which the digits 9-1-1 have been dialed, to an established PSAP.

ONE-STAGE PROCEDURE--The same individual answers 911 calls and dispatches vehicles.

OPERATING--911 service is offered to a community and the public is calling the PSAP by dialing 911.

PBX--Private Branch Exchange: A telephone switchboard with many stations not individually identifiable to the telephone company's switching network.

PLANNING--Activity up to and including development of functional specifications.

PRIVATE LINE--A telephone line which is used only for communication between two points, and which does not connect with the public telephone system.

PSAP--Public Safety Answering Point: Sometimes called a 911 center; the initial answering location of a 911 call.

RINGBACK--A telephone system feature, usually available on circuits equipped with "Called Party Hold," that enables the 911 call answerer to ring the telephone used to place a 911 call immediately after the caller has hung up.

SELECTIVE ROUTING--A telephone system feature that enables all 911 calls originating from within a defined geographical region to be answered at a predesignated PSAP.

SR--(See SELECTIVE ROUTING).

STEP-BY-STEP--Any type of electromechanical switches used in switching equipment where the (dial) pulses cause vertical and/or horizontal movement of contact switches to select and connect the input to an output line; generally two to four "stages" of switches are used in a local office connection.

STORED PROGRAM SWITCH--(See EAX or ESS).

SWITCHHOOK STATUS INDICATION--Allows the PSAP to monitor, by means of supervisory lamps, the status of a calling party being held. Indicates whether the calling party is still connected, is on hold, or has disconnected.

TANDEM TRUNKING--An arrangement where a telephone line connection has one or more intermediate switching points that are required or permitted (usually on a controlled dial pulse basis) before reaching the final destination (called) party.

TELCO--Telephone company.

WIRE CENTER--(See CENTRAL OFFICE).

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