

# A NATIONAL DIRECTORY OF 911 SYSTEMS

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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



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.

SIZE OF ENTIRE POPULATION  
CONNECTED TO PSAP

NUMBER OF POLITICAL  
JURISDICTIONS WHOLLY  
OR PARTLY CONNECTED  
TO PSAP

THE COMMUNITY				
POPULATION SERVED:	SERVICE AREA (Sq. MI.):			
POLITICAL JURISDICTIONS SERVED:				
PUBLIC SAFETY AGENCIES SERVED:	LE	FIRE	EMS	OTHER

GEOGRAPHIC AREA SERVED  
BY PSAP

NUMBER OF EACH TYPE OF PUBLIC SAFETY  
AGENCY/ORGANIZATION WHOLLY OR PARTLY  
CONNECTED TO PSAP WHERE,

LE = Law Enforcement  
FIRE = Fire Protection  
EMS = Emergency Medical Services  
OTHER = Civil Defense, Utilities, etc.

DATE 911 SYSTEM ORDERED  
FROM TELEPHONE COMPANY

DATE PLANNING FOR 911  
SERVICE BEGAN

HISTORICAL BACKGROUND		
INITIAL PLANNING:	ORDERED:	OPERATIONAL:
AGENCY(S) LEADING 911 EFFORT:		
AGENCIES SERVED POST-IMPLEMENTATION		

DATE 911 SERVICE  
BECAME OPERATIONAL

TYPE OF AGENCY/ORGANIZATION  
THAT LED PLANNING OF 911  
SYSTEM

TYPE AND NUMBER OF PUBLIC SAFETY AGENCIES  
WHOLLY OR PARTLY CONNECTED TO PSAP THAT  
WERE ADDED AFTER 911 SERVICE BEGAN

FIGURE 2 CATEGORICAL ENTRIES OF 911 SYSTEM DESCRIPTION

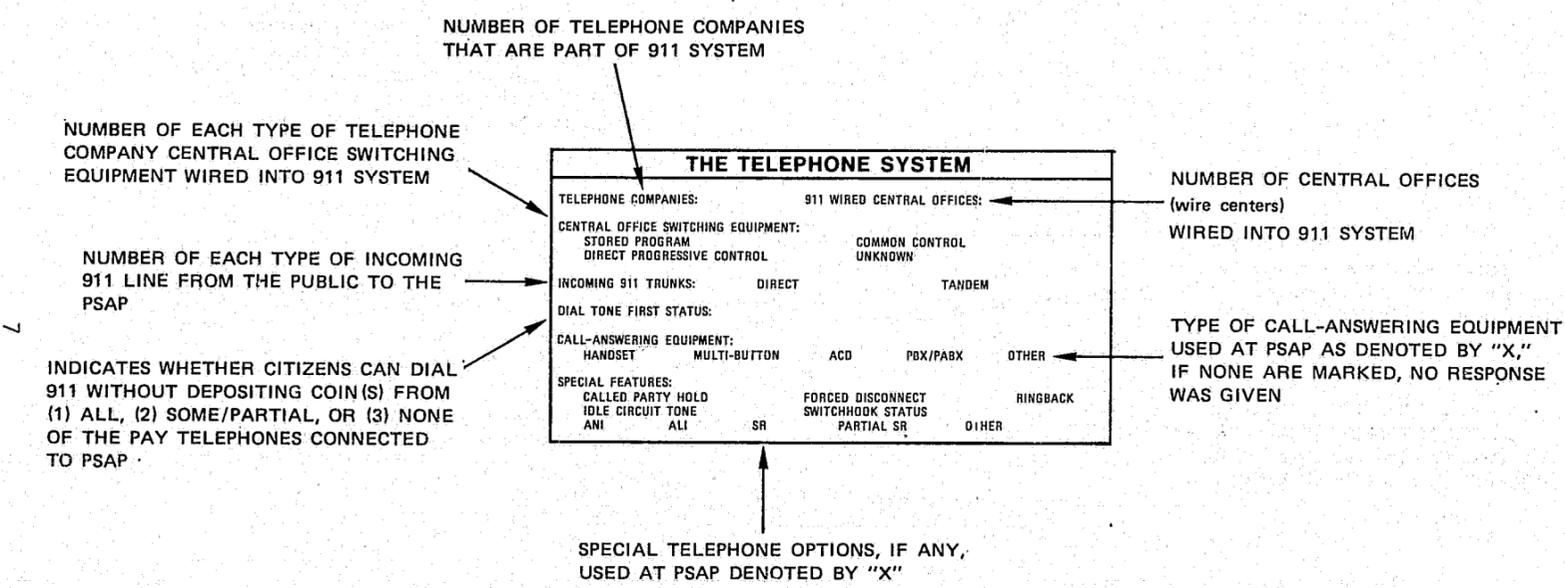
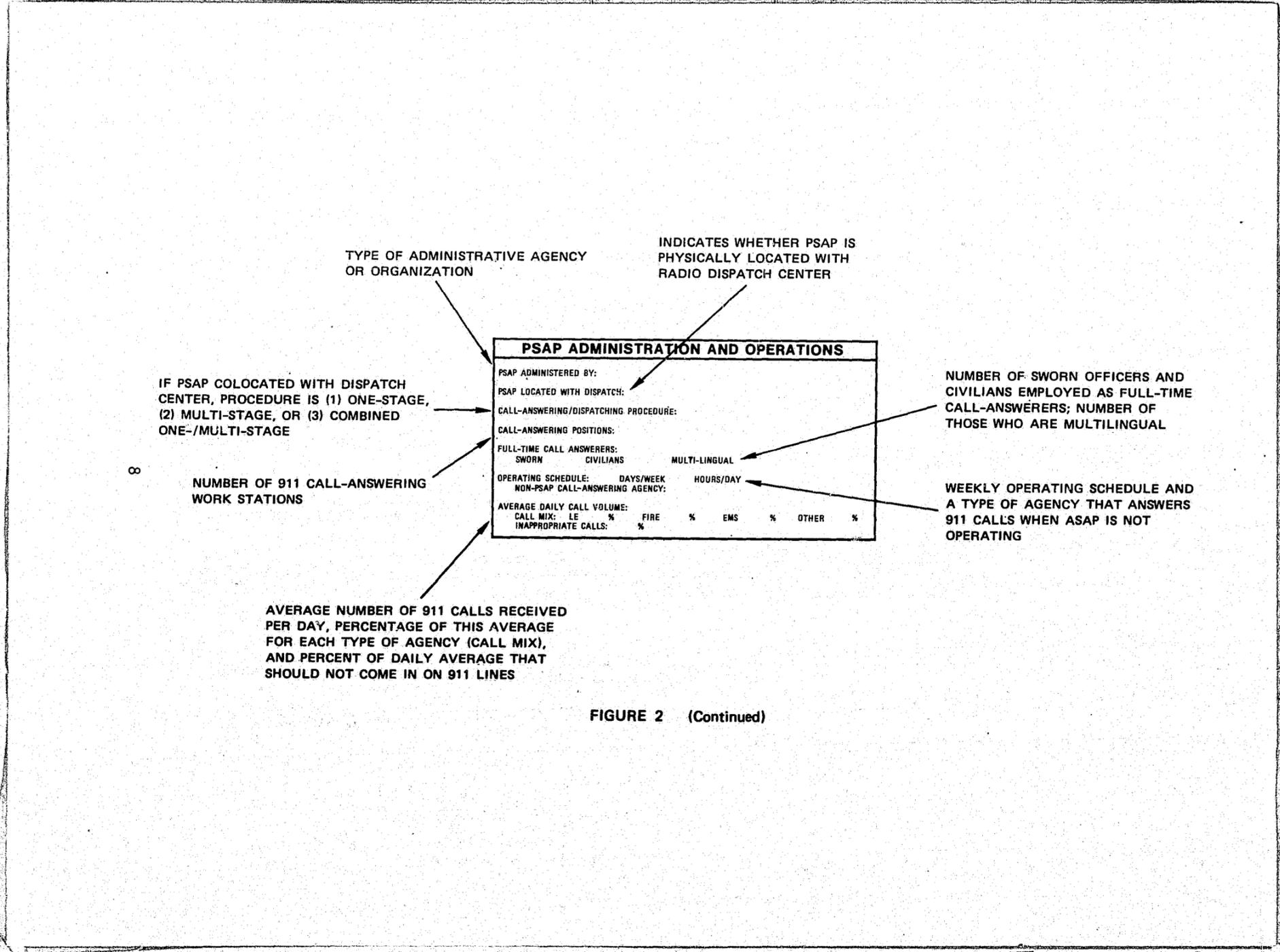


FIGURE 2 (Continued)



TYPE OF ADMINISTRATIVE AGENCY OR ORGANIZATION

INDICATES WHETHER PSAP IS PHYSICALLY LOCATED WITH RADIO DISPATCH CENTER

IF PSAP COLOCATED WITH DISPATCH CENTER, PROCEDURE IS (1) ONE-STAGE, (2) MULTI-STAGE, OR (3) COMBINED ONE-/MULTI-STAGE

NUMBER OF SWORN OFFICERS AND CIVILIANS EMPLOYED AS FULL-TIME CALL-ANSWERERS; NUMBER OF THOSE WHO ARE MULTILINGUAL

NUMBER OF 911 CALL-ANSWERING WORK STATIONS

WEEKLY OPERATING SCHEDULE AND A TYPE OF AGENCY THAT ANSWERS 911 CALLS WHEN ASAP IS NOT OPERATING

AVERAGE NUMBER OF 911 CALLS RECEIVED PER DAY, PERCENTAGE OF THIS AVERAGE FOR EACH TYPE OF AGENCY (CALL MIX), AND PERCENT OF DAILY AVERAGE THAT SHOULD NOT COME IN ON 911 LINES

PSAP ADMINISTRATION AND OPERATIONS						
PSAP ADMINISTERED BY:						
PSAP LOCATED WITH DISPATCH:						
CALL-ANSWERING/DISPATCHING PROCEDURE:						
CALL-ANSWERING POSITIONS:						
FULL-TIME CALL ANSWERERS:						
SWORN	CIVILIANS	MULTI-LINGUAL				
OPERATING SCHEDULE: DAYS/WEEK						
NON-PSAP CALL-ANSWERING AGENCY: HOURS/DAY						
AVERAGE DAILY CALL VOLUME:						
CALL MIX: LE	%	FIRE	%	EMS	%	OTHER
INAPPROPRIATE CALLS:	%					

FIGURE 2 (Continued)

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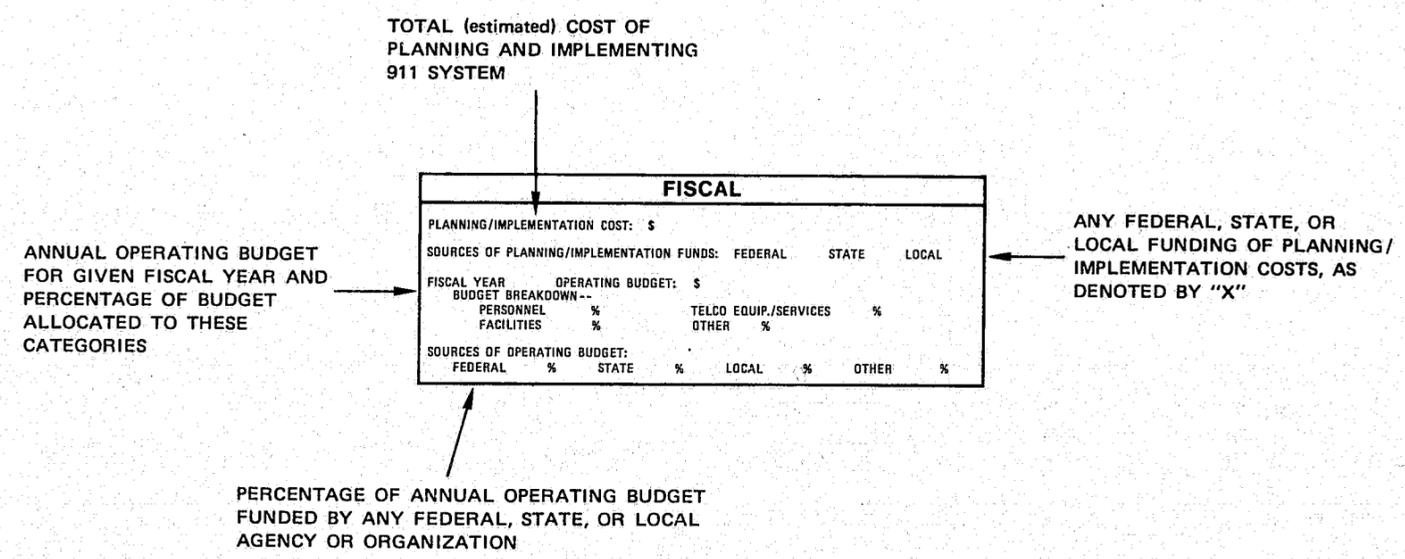
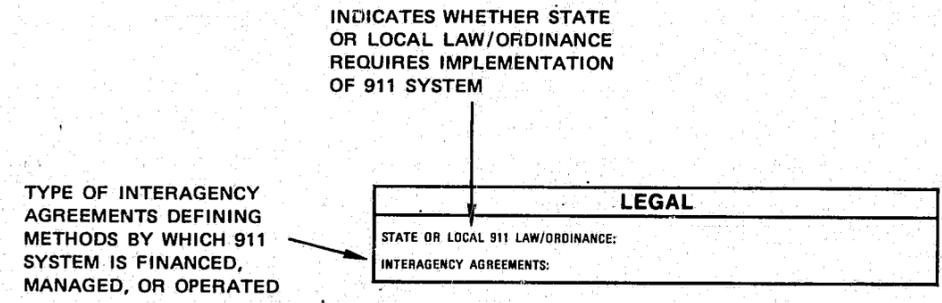


FIGURE 2 (Continued)

GENERAL COMMENTS AND/OR  
ADVICE PROVIDED BY  
RESPONDENT

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

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

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NAME, ADDRESS, AND TELEPHONE  
NUMBER OF PSAP DIRECTOR

PSAP DIRECTOR
NAME: TITLE: AGENCY: ADDRESS:
TELEPHONE NO.:

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.

**ALABAMA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BREWTON, AL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 962		INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 04/75	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 772	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 100 % FACILITIES 0 % OTHER 0 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DADEVILLE, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,000      SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 1973      ORDERED: 1973      OPERATIONAL: 1973	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 1      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X      MULTI-BUTTON      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 380 BUDGET BREAKDOWN-- PERSONNEL 0 %      TELCO EQUIP./SERVICES 98 % FACILITIES 0 %      OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100 %      OTHER %	
COMMENTS: Any telephone number containing the digits "9-1" comes through the 911 lines.		<b>PSAP DIRECTOR</b>	
		NAME: C.H. Abbott TITLE: Chief of Police AGENCY: Dadeville Police Department ADDRESS: 200 S. Broadnox Dadeville, AL 36853	
		TELEPHONE NO.: 205/825-6212	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DEMOPOLIS, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 18 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: L.C. Johnson TITLE: Chief of Police AGENCY: Demopolis Police Department ADDRESS: P.O. "Y" Demopolis, AL 36732	
		TELEPHONE NO.: 205/289-3072	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		EVERGREEN, AL	
POPULATION SERVED: 4,000*                      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 1 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE      EMS      OTHER		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: 09/70 AGENCY(S) LEADING 911 EFFORT: Telco AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 X                      PBX/PABX                      OTHER SPECIAL FEATURES: CALLED PARTY HOLD                      FORCED DISCONNECT                      RINGBACK IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS: *Population (1975) provided by outside source.		NAME: Henry Vickrey TITLE: Chief of Police AGENCY: Evergreen Police Department ADDRESS: P.O. Box 229 Evergreen, AL 36401 TELEPHONE NO.: 205/578-1574	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FLORENCE, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 72,080 SERVICE AREA (Sq. Mi.): 262		INITIAL PLANNING: 10/74 ORDERED: 05/75 OPERATIONAL: 03/76	
POLITICAL JURISDICTIONS SERVED: 8		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE ANI ALI SR SWITCHHOOK STATUS PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 58,526	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 73,564 BUDGET BREAKDOWN-- PERSONNEL 51% TELCO EQUIP./SERVICES 44% FACILITIES 2% OTHER 3%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:  Telco should inform PSAP of all circuit numbers, etc.--would be helpful when problems arise.		<b>PSAP DIRECTOR</b>	
		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		HISTORICAL BACKGROUND	
POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 120		INITIAL PLANNING: 1974 ORDERED: 1975 OPERATIONAL: 1975	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 600 BUDGET BREAKDOWN-- PERSONNEL 0% TELCO EQUIP./SERVICES 0% FACILITIES 90% OTHER 10%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		JACKSONVILLE, AL	
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		INITIAL PLANNING: 04/74      ORDERED: 05/74      OPERATIONAL: 07/74 AGENCY(S) LEADING 911 EFFORT: Telco AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Contract Svcs		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		<b>PSAP DIRECTOR</b> NAME: Ernest Henderson TITLE: Fire Department Coordinator AGENCY: Jacksonville Fire Department ADDRESS: E. Lediga Street Jacksonville, AL 36265 TELEPHONE NO.: 205/435-7911	
COMMENTS: More emphasis in publicity of the 911 emergency number.			

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MARION, AL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000*                      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 2 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		INITIAL PLANNING: 1971      ORDERED: 1971      OPERATIONAL: 1971 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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              %	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL 100%      OTHER      %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL X                      MANAGEMENT		<b>PSAP DIRECTOR</b>	
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.		NAME: John Anderson TITLE: Chief of Police AGENCY: Marion Police Department ADDRESS: P.O. Box 959 Marion, AL 36756 TELEPHONE NO.: 205/683-6761	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MONTGOMERY, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 80		INITIAL PLANNING: 11/76 ORDERED: 12/76 OPERATIONAL: 03/77	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 11 CIVILIANS 25 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PHENIX CITY, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 18		INITIAL PLANNING: 11/73 ORDERED: 04/74 OPERATIONAL: 04/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING POSITIONS: 0	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		AVERAGE DAILY CALL VOLUME: 6 CALL MIX: LE 50% FIRE 20% EMS 30% OTHER 0% INAPPROPRIATE CALLS: 20%	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Larry Brewer TITLE: Chief AGENCY: Phenix City Police Department ADDRESS: 111 Broad Phenix City, AL 36867	
		TELEPHONE NO.: 205/298-0611	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SELMA, AL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 99,999 SERVICE AREA (Sq. Mi.): 249		INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Every law enforcement agency needs a 911 system.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Paul R. Lewellen TITLE: Lieutenant AGENCY: Selma Police Department ADDRESS: 1300 Alabama Avenue Selma, AL 36701	
		TELEPHONE NO.: 205/874-6611	

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SURVEY NON-RESPONDENTS

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

IRA F FINN  
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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

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CAPTAIN, COMMUNICATIONS DIV.  
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FRED L. BAIRD  
RADIO COMMUNICATIONS OFFICER  
MOBILE POLICE DEPT.  
31 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  
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118 COLLEGE AVE  
JACKSON , AL 36545  
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HARVEY KINES  
FIREMAN  
PIEDMONT FIRE DEPT.  
FIRE DEPARTMENT  
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(205) 353-2515

H. C. COLVIN  
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HALE COUNTY SHERIFF'S DEPT.  
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LEO MURRAY  
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JASPER , AL 35501  
(205) 221-2121

DON WILSON  
DEPT HEAD, COMMUNICATIONS DIV  
PRATTVILLE POLICE DEPT.  
101 W. MAIN  
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HERBERT SEARS  
CHIEF OF POLICE  
TUSKEGEE POLICE DEPT.  
TUSKEGEE POLICE DEPT.  
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SADIE D MORGADO  
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BIRMINGHAM CIVIL DEFENSE  
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RON MOSLEY  
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EUFAULA , AL 36027  
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JOE CRITTENDEN  
POLICE CHIEF  
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CITY HALL  
HALEYVILLE , AL 35565  
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LARRY E. MOODY  
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LIVINGSTON POLICE DEPT.  
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LIVINGSTON , AL 35470  
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ALBERT E. HIGGINS  
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SYLACAUGA POLICE DEPT.  
P.O. BOX 467  
SYLACAUGA , AL 35150  
(205) 245-4334

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**ALASKA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ANCHORAGE, AK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 110		INITIAL PLANNING: 07/72 ORDERED: 06/73 OPERATIONAL: 08/73	
POLITICAL JURISDICTIONS SERVED: 11		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 14 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 35,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 318,700	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		BUDGET BREAKDOWN-- PERSONNEL 68 % TELCO EQUIP./SERVICES 9% FACILITIES 1 % OTHER 22%	
COMMENTS:  Other sources of operating budget consist of PSAP services agreement with other agencies.  *Also has contract services agreement.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90 % OTHER 10 %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> KODIAK, AK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,754 SERVICE AREA (Sq. Mi.): 8		INITIAL PLANNING: 05/65 ORDERED: 1965 OPERATIONAL: 1965	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911-WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT TANDEM 2		CALL-ANSWERING POSITIONS: 2	
DIAL-TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 100 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 6 CALL MIX: LE 50% FIRE 20% EMS 30% OTHER 0% INAPPROPRIATE CALLS: 10%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99 % OTHER %	
<b>PSAP DIRECTOR</b>			
NAME: Jack L. Rhines		TITLE: Chief of Police	
AGENCY: Kodiak Police Department		ADDRESS: P.O. Box 509	
ADDRESS: Kodiak, AK 99615		TELEPHONE NO.: 907/486-3221	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PALMER, AK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 22,800 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 08/77 ORDERED: 11/77 OPERATIONAL: 02/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 4 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITION: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,336 BUDGET BREAKDOWN-- PERSONNEL 100% TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HAINES, AK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: ALL		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 63,940	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 96 % TELCO EQUIP./SERVICES 1 % FACILITIES 2 % OTHER 1 %	
COMMENTS: Difficulty in funding enough full-time dispatchers		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 40 % LOCAL 60 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: James Wadsworth TITLE: Police Chief AGENCY: Haines Police Department ADDRESS: P.O. Box 576 Haines, AK 99827	
		TELEPHONE NO.: 907/766-2121	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

SITKA, AK

**THE COMMUNITY****HISTORICAL BACKGROUND**

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1.  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

INITIAL PLANNING: 01/74 ORDERED: 01/74 OPERATIONAL: 01/74  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

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.

**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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> VALDEZ, AK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,066 SERVICE AREA (Sq. Mi.): 274		INITIAL PLANNING: 12/76 ORDERED: 12/76 OPERATIONAL: 12/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 7	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 13 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: David W. Gehler TITLE: Chief of Police AGENCY: Valdez Police Department ADDRESS: Box 307 Valdez, AK 99686	
		TELEPHONE NO.: 907/835-4560	

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SURVEY NON-RESPONDENTS

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

AK 99574

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

AK 99701

**ARIZONA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TUCSON, AZ	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 450,000 SERVICE AREA (Sq. Mi.): 250		INITIAL PLANNING: 10/74 ORDERED: 12/75 OPERATIONAL: 10/76	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 5 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 5 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 29 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 30 MULTI-LINGUAL 3	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 150,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 165,240 BUDGET BREAKDOWN-- PERSONNEL 78% TELCO EQUIP./SERVICES 18% FACILITIES 3% OTHER 1%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:  Problems arise in upgrade of systems, adequate personnel authorizations, & enough funding for a better training program & public education.		<b>PSAP DIRECTOR</b>	
		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.  
AJG  
(602) 387-7621  
AZ 85321

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

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

**ARKANSAS**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> JONESBORO, AR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 33,000 SERVICE AREA (Sq. Mi.): 12		INITIAL PLANNING: ORDERED: OPERATIONAL: 07/72	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 42 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WEST MEMPHIS, AR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 55 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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SURVEY NON-RESPONDENTS

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

AR 71701

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

AR 72653

**CALIFORNIA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> AVALON, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,800 SERVICE AREA (Sq. Mi.): 1		INITIAL PLANNING: 06/77 ORDERED: 04/78 OPERATIONAL: 07/78	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 0 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CARPINTERIA, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 10		INITIAL PLANNING: 07/77 ORDERED: 06/78 OPERATIONAL: 04/79	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 44 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 9,340	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  Numerous calls are recieved on 911 trunk when calling party is dialing a 7-digit number.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Fred Smith TITLE: Sergeant AGENCY: Carpinteria Police Department ADDRESS: 5775 Carpinteria Avenue Carpinteria, CA 93013	
		TELEPHONE NO.: 805/684-4561	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		GILROY, CA	
POPULATION SERVED: 16,000* SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 04/73 ORDERED: 06/73 OPERATIONAL: 11/73	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 386	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 140,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: To research those areas where 911 has been successful for many years. *Population (1975) provided by outside source.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	HOLLISTER, CA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000                      SERVICE AREA (Sq. Mi.): 500		INITIAL PLANNING: 06/76      ORDERED: 01/77      OPERATIONAL: 08/77	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3    FIRE 2    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0                      COMMON CONTROL 4 DIRECT PROGRESSIVE CONTROL 0                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 5                      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN                      CIVILIANS 5                      MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 80 %                      TELCO EQUIP./SERVICES 10 % FACILITIES 5 %                      OTHER 5 %	
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		SOURCES OF OPERATING BUDGET: FEDERAL 5 %                      STATE 5 %                      LOCAL 70 %                      OTHER 20 %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MONTEREY, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 118,000 SERVICE AREA (Sq. Mi.): 1,155		INITIAL PLANNING: 04/70 ORDERED: 05/73 OPERATIONAL: 01/75	
POLITICAL JURISDICTIONS SERVED: 60		AGENCY(S) LEADING 911 EFFORT: County comm.	
PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 8 EMS 0 OTHER 44		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 9 TANDEM 10		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 15 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 17,500	
INTERAGENCY AGREEMENTS: Joint powers**		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 199,780 BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES 10 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %	
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		<b>PSAP DIRECTOR</b>	
		NAME: Art McDole TITLE: Director of Communications AGENCY: Monterey County Communications ADDRESS: P.O. Box 1883 Salinas, CA 93901 TELEPHONE NO.: 408/422-9881	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	PACIFICA, CA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 39,700 SERVICE AREA (Sq. Mi.): 13		INITIAL PLANNING: 06/72 ORDERED: 01/73 OPERATIONAL: 10/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 98,507 BUDGET BREAKDOWN-- PERSONNEL 88 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 12 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Bruce Rivers TITLE: Captain AGENCY: Pacifica Police Department ADDRESS: 171 Salada Pacifica, CA 94044 TELEPHONE NO.: 415/877-8613	

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**CONTINUED**

**1 OF 12**

**911 SYSTEM DESCRIPTION****PSAP NAME**

RANCHO SANTA FE, CA

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 04/68 ORDERED: 04/69 OPERATIONAL: 12/70  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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: 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: None

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%

**PROBLEM AREAS--COMMENTS**

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

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

**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		HISTORICAL BACKGROUND	
POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 69		INITIAL PLANNING: 01/77 ORDERED: 03/78 OPERATIONAL: 12/78	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 8,270	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 52,000 BUDGET BREAKDOWN-- PERSONNEL 88 % TELCO EQUIP./SERVICES 10 % FACILITIES 2 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 90 % LOCAL % OTHER %	
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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RIO VISTA, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 250		INITIAL PLANNING: 10/74 ORDERED: 05/76 OPERATIONAL: 09/76	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,970	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 64,000 BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 0% FACILITIES 10% OTHER 10%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 60% OTHER 40%	
COMMENTS:  Have a good working agreement with your local telephone agency. They can be very helpful.		<b>PSAP DIRECTOR</b>	
		NAME: Stan Simi TITLE: Fire Chief AGENCY: Rio Vista Fire Department ADDRESS: 100 Main Rio Vista, CA 94571  TELEPHONE NO.: 707/374-2233	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SALINAS, CA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 168,000 SERVICE AREA (Sq. Mi.): 2,170		INITIAL PLANNING: 04/70 ORDERED: 05/73 OPERATIONAL: 01/75	
POLITICAL JURISDICTIONS SERVED: 69		AGENCY(S) LEADING 911 EFFORT: County comm.	
PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 12 EMS 0 OTHER 44		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 13		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 10 TANDEM 30		CALL-ANSWERING POSITIONS: 5	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 21 MULTI-LINGUAL 5	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
NON-PSAP CALL-ANSWERING AGENCY:		AVERAGE DAILY CALL VOLUME: 421	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		CALL MIX: LE 89 % FIRE 4 % EMS 6 % OTHER 1 % INAPPROPRIATE CALLS: 5 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 32,500	
INTERAGENCY AGREEMENTS: Joint powers**		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 371,020	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 95 % TELCO EQUIP./SERVICES 1 % FACILITIES 3 % OTHER 2 %	
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		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %	
		<b>PSAP DIRECTOR</b>	
		NAME: Art McDole TITLE: Director of Communications AGENCY: Monterey County Communications ADDRESS: P.O. Box 1883 Salinas, CA 93901	
		TELEPHONE NO.: 408/422-9881	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

SAN CLEMENTE, CA

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 01/71 ORDERED: 07/71 OPERATIONAL: 01/72  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 1 COMMON CONTROL UNKNOWN  
 DIRECT PROGRESSIVE CONTROL  
 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Contract svcs\*

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

**COMMENTS:**

ADVICE: Automatic dialers programmed to dial 911  
 are tying 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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SANTA CLARA, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 83,000* SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 06/72 ORDERED: 04/73 OPERATIONAL: 07/74	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Comm. ctr.	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 1 OTHER 8		AGENCIES SERVED POST-IMPLEMENTATION: LE--3, Fire--3.	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 16 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER #		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 14 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 5,750	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 382,000 BUDGET BREAKDOWN-- PERSONNEL 90% TELCO EQUIP./SERVICES 2% FACILITIES 2% OTHER 6%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 2% LOCAL 98% OTHER %	
COMMENTS: Minor problem of children playing with dial tone first pay phones. ADVICE: Need good public educa- tion programs. *From outside source (1975). #635 key system as part of communications consoles.		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		SANTA CRUZ, CA	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
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.		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SANTA MARIA, CA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000	SERVICE AREA (Sq. Mi.): 110	INITIAL PLANNING: 05/76	ORDERED: 01/78 OPERATIONAL: 07/78
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD	PBX/PABX OTHER	FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 8 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	RINGBACK	
		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SUNNYVALE, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 115,000* SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 01/72 ORDERED: 05/72 OPERATIONAL: 10/72	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3 COMMON CONTROL 16 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 19 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 10 MULTI-LINGUAL 3	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 345,000 BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 5% FACILITIES 5% OTHER 10%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 5% LOCAL 95% OTHER %	
COMMENTS:  *Population (1975) provided by outside source.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> YREKA, CA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 30		INITIAL PLANNING: 4/73 ORDERED: OPERATIONAL: 1974	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Had significant space & manpower problems.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: William E. Duncan TITLE: Chief of Police AGENCY: Yreka Police Department ADDRESS: 412 W. Minor Yreka, CA 96097	
		TELEPHONE NO.: 916/842-4131	

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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

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911 SYSTEMS NOT CONTACTED

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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> COMMERCE CITY, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 160,000 SERVICE AREA (Sq. Mi.): 2,700		INITIAL PLANNING: 01/74 ORDERED: 12/75 OPERATIONAL: 06/76	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 21 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 16 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 20,000.	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 490,000 BUDGET BREAKDOWN-- PERSONNEL 52 % TELCO EQUIP./SERVICES 8% FACILITIES 20 % OTHER 20%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  *Also has contract services agreement.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DENVER, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 650,000 SERVICE AREA (Sq. Mi.): 106		INITIAL PLANNING: 10/70 ORDERED: 01/71 OPERATIONAL: 5/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 52		PSAP ADMINISTERED BY: City/cnty	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: No	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
INCOMING 911 TRUNKS: DIRECT 15 TANDEM		CALL-ANSWERING POSITIONS: 4	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 12 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 1,370 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,757	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 22,800 BUDGET BREAKDOWN-- PERSONNEL 47 % TELCO EQUIP./SERVICES 47 % FACILITIES 0 % OTHER 6%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	DURANGO, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 06/76	ORDERED: 01/77	OPERATIONAL: 08/79
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE		
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS: DIRECT 1	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 1		
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD	PBX/PABX X OTHER	FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 2		
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:		
	RINGBACK X	AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 50% FIRE 20% EMS 20% OTHER 10% INAPPROPRIATE CALLS: 10%		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 79,000		
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	BUDGET BREAKDOWN-- PERSONNEL 60% FACILITIES 15%	TELCO EQUIP./SERVICES 15% OTHER 10%	
COMMENTS: Better public education. Plan well in advance of implementation.		SOURCES OF OPERATING BUDGET: FEDERAL 60% STATE 30% LOCAL % OTHER 10%		
		<b>PSAP DIRECTOR</b>		
		NAME: Chris R. Wiggins		
		TITLE: Chief of Police		
		AGENCY: Durango Police Department		
		ADDRESS: 990 2nd Avenue Durango, CO 81301		
		TELEPHONE NO.: 303/247-3232		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ESTES PARK, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED: OPERATIONAL:
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET	MULTI-BUTTON X ACD PBX/PABX OTHER	FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL %	TELCO EQUIP./SERVICES %
		FACILITIES %	OTHER %
COMMENTS:  Need better public education & publicity to inform public the purpose of 911.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FORT COLLINS, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 126		INITIAL PLANNING: 12/74 ORDERED: 04/75 OPERATIONAL: 01/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 360,000	SERVICE AREA (Sq. Mi.): 400	INITIAL PLANNING: 06/72	ORDERED: 08/75 OPERATIONAL: 02/76
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 5	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM	COMMON CONTROL	PSAP LOCATED WITH DISPATCH: No	
DIRECT PROGRESSIVE CONTROL	UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
INCOMING 911 TRUNKS: DIRECT 28	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK		NON-PSAP CALL-ANSWERING AGENCY:	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	AVERAGE DAILY CALL VOLUME: 295	
ANI ALI SR	PARTIAL SR OTHER	CALL MIX: LE 60% FIRE 30% EMS 9% OTHER 1%	
		INAPPROPRIATE CALLS: 25%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 65,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 159,212	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL	MANAGEMENT	BUDGET BREAKDOWN--	
TECHNICAL		PERSONNEL 55% TELCO EQUIP./SERVICES 25%	
		FACILITIES 10% OTHER 10%	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
Some political jurisdictions have expressed dis-		FEDERAL % STATE % LOCAL 100% OTHER %	
satisfaction due "loss" of jurisdictional power.		<b>PSAP DIRECTOR</b>	
ADVICE: Need good coordination with each user		NAME: Phil Baker	
agency. *All user agencies.		TITLE: Manager of Public Safety	
		AGENCY: Arapahoe 911 Resource Center	
		ADDRESS: 5334 S. Prince Street	
		Littleton, CO 80166	
		TELEPHONE NO.: 303/795-4585	



<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PUEBLO, CO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 126,700 SERVICE AREA (Sq. Mi.): 2,400		INITIAL PLANNING: 12/69 ORDERED: 02/74 OPERATIONAL: 09/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 9 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 22 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 9 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 2-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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 20,000	
INTERAGENCY AGREEMENTS: Contract svcs*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 250,000 BUDGET BREAKDOWN-- PERSONNEL 75% TELCO EQUIP./SERVICES 15% FACILITIES 5% OTHER 5%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 98% OTHER 2%	
COMMENTS:  *Also has charter/ordinance of city, county, or special district.		<b>PSAP DIRECTOR</b>	
		NAME: Robert O. Silva TITLE: Chief of Police AGENCY: Pueblo Police Department ADDRESS: 130 Central Main Pueblo, CO 81003	
		TELEPHONE NO.: 303/543-1375	

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**SURVEY NON-RESPONDENTS**

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

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

**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

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

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

**CONNECTICUT**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ANSONIA, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: 01/74 ORDERED: OPERATIONAL: 02/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: Unknown	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 10 % FACILITIES 0 % OTHER 0 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CHESHIRE, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 23,000                      SERVICE AREA (Sq. Mi.): 34		INITIAL PLANNING: 01/69      ORDERED: 06/69      OPERATIONAL: 01/70		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 2    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0                      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:                      DIRECT 2                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3		
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX X                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0                      CIVILIANS 4                      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %                      TELCO EQUIP./SERVICES % FACILITIES %                      OTHER %		
COMMENTS:  Most significant problem is public misuse of 911.  Better public education methods must be developed		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 100 %                      OTHER %		
		<b>PSAP DIRECTOR</b>		
		NAME: Richard J. Sartor TITLE: Chief of Police AGENCY: Cheshire Police Department ADDRESS: 500 Highland Avenue Cheshire, CT, 06410		
		TELEPHONE NO.: 203/272-5333		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CLINTON, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 18		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 19 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Public education is the biggest problem.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: H. Frank Breiling TITLE: Chief of Police AGENCY: Clinton Police Department ADDRESS: 50 Main Street Clinton, CT 06413	
		TELEPHONE NO.: 203/669-8686	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FARMINGTON, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,500 SERVICE AREA (Sq. Mi.): 29		INITIAL PLANNING: 04/73 ORDERED: 05/75 OPERATIONAL: 11/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: To involve all agencies in all phases; to have a written dispatch manual; to establish a policy or user committee.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Leroy Bangham TITLE: Chief of Police AGENCY: Farmington Police Department ADDRESS: School Street Farmington, CT 06032	
		TELEPHONE NO.: 203/673-2525	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	GLASTONBURY, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 26,000		SERVICE AREA (Sq. Mi.): 54		
POLITICAL JURISDICTIONS SERVED: 1		INITIAL PLANNING: 05/72		
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		ORDERED: 06/72		
		OPERATIONAL: 12/72		
		AGENCY(S) LEADING 911 EFFORT: LE		
		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE		
STORED PROGRAM 0		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
COMMON CONTROL 0		CALL-ANSWERING POSITIONS: 3		
UNKNOWN		FULL-TIME CALL ANSWERERS:		
INCOMING 911 TRUNKS: DIRECT 6		SWORN 0 CIVILIANS 5		
TANDEM 0		MULTI-LINGUAL 0		
DIAL TONE FIRST STATUS: None		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
CALL-ANSWERING EQUIPMENT:		NON-PSAP CALL-ANSWERING AGENCY:		
HANDSET		AVERAGE DAILY CALL VOLUME: 10		
MULTI-BUTTON X		CALL MIX: LE 30 % FIRE 10 % EMS 60 % OTHER 0 %		
ACD		INAPPROPRIATE CALLS: 1 %		
PBX/PABX				
OTHER				
SPECIAL FEATURES:				
CALLED PARTY HOLD X				
IDLE CIRCUIT TONE X				
ANI				
ALI				
SR				
FORCED DISCONNECT X				
SWITCHHOOK STATUS				
PARTIAL SR				
OTHER				
RINGBACK X				
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL X		PERSONNEL %		
TECHNICAL		FACILITIES %		
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES %		
		OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
325 families residing in Glastonbury cannot be connected to PSAP because their prefix belongs to neighboring town.		FEDERAL % STATE % LOCAL % OTHER %		
ADVICE: Better public education via news media.		<b>PSAP DIRECTOR</b>		
		NAME: F.J. Hoffman		
		TITLE: Chief of Police		
		AGENCY: Glastonbury Police Department		
		ADDRESS: 2108 Main Street		
		Glastonbury, CT 06033		
		TELEPHONE NO.: 203/633-8301		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GUILFORD, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 46		INITIAL PLANNING: 06/69 ORDERED: 01/70 OPERATIONAL: 03/70	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 100,000 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 15 % FACILITIES 0 % OTHER 5 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:  Better public education & publicity as to the purpose & usage of 911.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MILFORD, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:      ORDERED:      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: Fire/EMS AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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.		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		NEW BRITAIN, CT	
POPULATION SERVED: 83,441      SERVICE AREA (Sq. Mi.): 13		INITIAL PLANNING: 1968      ORDERED: 1969      OPERATIONAL: 1970	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 8      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD      PBX/PABX X      OTHER		FULL-TIME CALL ANSWERERS: SWORN 1      CIVILIANS 9      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 198,097	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT X		BUDGET BREAKDOWN-- PERSONNEL 45 %      TELCO EQUIP./SERVICES 50 % FACILITIES 0 %      OTHER 5 %	
COMMENTS: ADVICE: Have plenty of publicity -- 911 as emergency only.		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	

06:01

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NEW HAVEN, CT.	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 135,000 SERVICE-AREA (Sq. Mi.): 8		INITIAL PLANNING: 01/76 ORDERED: 01/77 OPERATIONAL: 11/79	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 4 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 26 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 13 CIVILIANS 24 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Richard A. Rife TITLE: Lieutenant AGENCY: Fire Service ADDRESS: 952 Grand Avenue New Haven, CT 06511	
		TELEPHONE NO.: 203/787-6234	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	NEWINGTON, CT
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 30,000      SERVICE AREA (Sq. Mi.): 14		INITIAL PLANNING: 12/69      ORDERED: 02/70      OPERATIONAL: 04/70	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:    DIRECT 4      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 1      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 118,792 BUDGET BREAKDOWN-- PERSONNEL 76 %      TELCO EQUIP./SERVICES 6 % FACILITIES 0 %      OTHER 18 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS: Budgetary considerations prevent desirable upgrading of equipment & addition of more manpower.		<b>PSAP DIRECTOR</b>	
		NAME: Philip R. Lincoln TITLE: Chief of Police AGENCY: Newington Police Department ADDRESS: 131 Cedar Street Newington, CT 06111	
		TELEPHONE NO.: 203/666-8445	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SEYMOUR, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,000* SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 19 CIVILIANS 0 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Response time is more rapid. Citizens do not have to look up emergency number. *Population (1975) provided by outside source.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Kenneth Connors TITLE: Chief of Police AGENCY: Seymour Police Department ADDRESS: 1 First Street Seymour, CT 06483  TELEPHONE NO.: 203/888-3828	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SHELTON, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 63,700      SERVICE AREA (Sq. Mi.): 58		INITIAL PLANNING: 01/69      ORDERED: 01/69      OPERATIONAL: 01/70	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4    FIRE 0    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL 3      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 4      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD      PBX/PABX X      OTHER		FULL-TIME CALL ANSWERERS: SWORN 60      CIVILIANS      MULTI-LINGUAL 10	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %	
		<b>PSAP DIRECTOR</b>	
		NAME: Peter J. Siraco TITLE: Chief of Police AGENCY: Shelton Police Department ADDRESS: 85 Wheeler Street Shelton, CT 06484	
		TELEPHONE NO.: 203/735-3357	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WALLINGFORD, CT
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 38,000                      SERVICE AREA (Sq. Mi.): 42		INITIAL PLANNING: 11/74      ORDERED: 01/75      OPERATIONAL: 09/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 8		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL                      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 4                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON                      ACD                      PBX/PABX X                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 12                      CIVILIANS 0                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 3,000	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,000 BUDGET BREAKDOWN-- PERSONNEL 0 %                      TELCO EQUIP./SERVICES 90 % FACILITIES 0 %                      OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL                      %                      STATE                      %                      LOCAL 100 %                      OTHER                      %	
COMMENTS:  Operations handled by on duty firefighters so new personnel have difficulties with system.  ADVICE: Have an on-going 911 committee headed by local govt. official & have reps. of all agencies.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WATERFORD, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 20,000      SERVICE AREA (Sq. Mi.): 38		INITIAL PLANNING: 01/75      ORDERED: 01/76      OPERATIONAL: 06/76		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 5    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Comm. ctr.		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 4      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X    ACD      PBX/PABX    OTHER		FULL-TIME CALL ANSWERERS: SWORN 4    CIVILIANS 4    MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK    24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 54,000		
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL MANAGEMENT TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL 85 %      TELCO EQUIP./SERVICES 8 % FACILITIES 0 %      OTHER 7 %		
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.		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %		
		<b>PSAP DIRECTOR</b>		
		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	
THE COMMUNITY		WATERTOWN, CT	
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		INITIAL PLANNING:      ORDERED:      OPERATIONAL: 1969 AGENCY(S) LEADING 911 EFFORT: Comm. dept. AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS:		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT COMMENTS:		NAME: Carol R. Berube TITLE: Supervisor of Communications AGENCY: Watertown Town Hall ADDRESS: 37 Deforest Street Watertown, CT 06795 TELEPHONE NO.: 203/274-5411	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WEST HAVEN, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 57,000 SERVICE AREA (Sq. Mi.): 11		INITIAL PLANNING: 01/69 ORDERED: 04/70 OPERATIONAL: 05/71	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM O COMMON CONTROL UNKNOWN X DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 6 TANDEM 6		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 32 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 82,887 BUDGET BREAKDOWN-- PERSONNEL 62 % TELCO EQUIP./SERVICES 33 % FACILITIES 4 % OTHER 1 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		WINDSOR, CT	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: ADVICE: Need thorough public education program on 911.		NAME: John J. Riccio TITLE: Lieutenant AGENCY: Windsor Police Department ADDRESS: 340 Bloomfield Avenue Windsor, CT 06095 TELEPHONE NO.: 203/688-6790	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WOLCOTT, CT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 13,500		SERVICE AREA (Sq. Mi.): 21		INITIAL PLANNING:
POLITICAL JURISDICTIONS SERVED: 1				ORDERED:
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1				OPERATIONAL: 1969
		AGENCY(S) LEADING 911 EFFORT: LE		
		AGENCIES SERVED POST-IMPLEMENTATION:		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE		
STORED PROGRAM 0		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
COMMON CONTROL 0		CALL-ANSWERING POSITIONS: 1		
UNKNOWN		FULL-TIME CALL ANSWERERS:		
INCOMING 911 TRUNKS: DIRECT 2		SWORN CIVILIANS 4 MULTI-LINGUAL 0		
TANDEM 0		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
DIAL TONE FIRST STATUS: None		NON-PSAP CALL-ANSWERING AGENCY:		
CALL-ANSWERING EQUIPMENT:		AVERAGE DAILY CALL VOLUME: 4		
HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		CALL MIX: LE 50 % FIRE 30 % EMS 20 % OTHER 0 %		
SPECIAL FEATURES:		INAPPROPRIATE CALLS: 25 %		
CALLED PARTY HOLD X				
IDLE CIRCUIT TONE				
ANI ALI SR				
FORCED DISCONNECT X				
SWITCHHOOK STATUS				
PARTIAL SR OTHER				
RINGBACK X				
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL X		PERSONNEL %		
TECHNICAL		FACILITIES %		
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES %		
		OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
ADVICE: Have an extensive public education program		FEDERAL % STATE % LOCAL % OTHER %		
regarding how & when to use 911. Emphasize non-		<b>PSAP DIRECTOR</b>		
emergency calls should be made on 7-digit business		NAME: Leroy Hoffman		
telephone number.		TITLE: Acting Chief of Police, Deputy Chief		
		AGENCY: Wolcott Police Department		
		ADDRESS: 225 Nichols Road		
		Wolcott, CT 06716		
		TELEPHONE NO.: 203/879-1414		

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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 148  
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 06476  
(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

**DELAWARE**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SEAFORD, DE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 70		INITIAL PLANNING: 02/76 ORDERED: 12/76 OPERATIONAL: 03/77	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 100	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,000 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 15 % FACILITIES 5 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Would like to have ANI feature.		<b>PSAP DIRECTOR</b>	
		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. MAICHLER  
CHIEF OF POLICE  
REHOBOTH BEACH POLICE DEPT.  
73 REHOBOTH AVENUE  
REHOBOTH BEACH , DE 19971

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**DISTRICT OF COLUMBIA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WASHINGTON, DC	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 750,000 SERVICE AREA (Sq. Mi.): 69		INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 01/72	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: Other--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 24 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 15	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 131 CIVILIANS 21 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 50,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,725,920 BUDGET BREAKDOWN-- PERSONNEL 95% TELCO EQUIP./SERVICES 2% FACILITIES 0% OTHER 3%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:  Efforts are being made to educate the public as to the proper use of 911 for emergency calls only.		<b>PSAP DIRECTOR</b>	
		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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**FLORIDA**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BROOKSVILLE, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 34,341 SERVICE AREA (Sq. Mi.): 430		INITIAL PLANNING: 02/75 ORDERED: 05/78 OPERATIONAL: 12/78	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 8 EMS 2 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 7 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 15 MULTI-LINGUAL 0	
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		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers**		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: List 911 as emergency number & 7-digit number for non-emergency next to it in phone book. *8A Key system		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		COCOA BEACH, FL	
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		INITIAL PLANNING: 02/74    ORDERED: 06/74    OPERATIONAL: 03/75 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Joint powers		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS: ADVICE: Have one agency with overall responsibility for PSAP. 911 reduces time for citizens to call for help & reduces response time.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CORAL GABLES, FL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 45,000                      SERVICE AREA (Sq. Mi.): 12		INITIAL PLANNING: 10/75      ORDERED: 11/77      OPERATIONAL: 02/79	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 0    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 15                      COMMON CONTROL 20 DIRECT PROGRESSIVE CONTROL 5                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 0                      TANDEM 12		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 8	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 4                      CIVILIANS 23                      MULTI-LINGUAL 5	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI X                      ALI                      SR                      PARTIAL SR X                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Federal grant*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE X    LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %                      TELCO EQUIP./SERVICES % FACILITIES %                      OTHER %	
COMMENTS: High attrition rate of operations personnel. *Also has charter/ordinance NOTE: This 1 of 5 PSAPs of Metropolitan Dade County Advanced 911 system.		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL %                      OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CRAWFORDVILLE, FL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,180                      SERVICE AREA (Sq. Mi.): 638		INITIAL PLANNING: 05/75      ORDERED: 1977      OPERATIONAL: 06/77	
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL                      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 1                      TANDEM 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 5	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACQ                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN                      CIVILIANS                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 22,759 BUDGET BREAKDOWN-- PERSONNEL 0 %                      TELCO EQUIP./SERVICES 100 % FACILITIES 0 %                      OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL X                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS:  *In addition to the joint powers agreement, this PSAP also has a federal grant & charter/ordinance of city, county, or special district.		<b>PSAP DIRECTOR</b>	
		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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FORT LAUDERDALE, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,250,000 SERVICE AREA (Sq. Mi.): 1,200		INITIAL PLANNING: 11/73 ORDERED: 04/74 OPERATIONAL: 11/75	
POLITICAL JURISDICTIONS SERVED: 13		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 10	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 94 MULTI-LINGUAL 8	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 3,200,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 84,300	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 70 % TELCO EQUIP./SERVICES 15 % FACILITIES 5 % OTHER 10 %	
COMMENTS: ADVICE: Investigate & study other operating 911 systems during planning stage. Problems arise from equipment failures & lack of proper maintenance. Acquire good equipment.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HIALEAH, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 07/74      ORDERED: 11/77      OPERATIONAL: 02/79 AGENCY(S) LEADING 911 EFFORT: Dade County AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Joint powers		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		<b>PSAP DIRECTOR</b>	
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.		NAME: Lawrence D. Leggett TITLE: Chief AGENCY: Hialeah Police Department ADDRESS: P.O. Box 40 Hialeah, FL 33310 TELEPHONE NO.: 305/885-1531 x244	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> KEY WEST, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 91,000 SERVICE AREA (Sq. Mi.): 1,418		INITIAL PLANNING: 04/73 ORDERED: 07/74 OPERATIONAL: 04/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 12 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS MULTI-LINGUAL 3	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 11,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0% TELCO EQUIP./SERVICES 100% FACILITIES 0% OTHER 0%	
COMMENTS: ADVICE: Have state finance operations each year.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LAKE BUTLER, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,758 SERVICE AREA (Sq. Mi.): 245		INITIAL PLANNING: 03/75 ORDERED: OPERATIONAL: 02/76	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	METROPOLITAN DADE COUNTY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,500,000      SERVICE AREA (Sq. Mi.): 3,000		INITIAL PLANNING:      ORDERED: 01/78      OPERATIONAL: 02/79	
POLITICAL JURISDICTIONS SERVED: 23		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 43		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 17      COMMON CONTROL 20 DIRECT PROGRESSIVE CONTROL 6      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 35      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 20	
CALL-ANSWERING EQUIPMENT: HANDSET X    MULTI-BUTTON X    ACD X    PBX/PABX    OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 67      MULTI-LINGUAL 15	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT X      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI X    ALI      SR X    PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,500,000	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE X    LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 3,700,000 BUDGET BREAKDOWN-- PERSONNEL 75 %      TELCO EQUIP./SERVICES 3 % FACILITIES 1 %      OTHER 21 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS: Infrequent misrouting of 911 calls due to equip- ment problems. ADVICE: Monitor equip. installation		<b>PSAP DIRECTOR</b>	
NOTE: This is 1 of 5 PSAPs of Metropolitan Dade County Advanced 911 system.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MILTON, FL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,000                      SERVICE AREA (Sq. Mi.): 1,100		INITIAL PLANNING:	ORDERED:                      OPERATIONAL: 03/77
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 6    FIRE 1    EMS 1    OTHER 3		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 32		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 8                      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 9                      UNKNOWN		PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS:                      DIRECT 17                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X                      MULTI-BUTTON                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN                      CIVILIANS 7                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 69,489	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE X    LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 55,961 BUDGET BREAKDOWN-- PERSONNEL 80 %                      TELCO EQUIP./SERVICES 5 % FACILITIES 0 %                      OTHER 15 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 80 %                      STATE 10 %                      LOCAL 10 %                      OTHER %	
COMMENTS: Limited funds are available for salaries. *Regional Planning Agency		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	OKEECHOBEE, FL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 800		INITIAL PLANNING: 03/76 ORDERED: 07/78 OPERATIONAL: 10/78	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 6 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 11,960	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Better public education is needed.		<b>PSAP DIRECTOR</b>	
		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 -	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PUNTA GORDA, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 14		INITIAL PLANNING: 07/77 ORDERED: 07/78 OPERATIONAL: 01/79	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR X OTHER		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 %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: One central office is selectively routed using class of service marks.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PUNTA GORDA, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 60,500 SERVICE AREA (Sq. Mi.): 13		INITIAL PLANNING: 01/78 ORDERED: 06/78 OPERATIONAL: 01/79	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Other#	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 4 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 47 CIVILIANS MULTI-LINGUAL 0	
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		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 42,451	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 15,100 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 90 % FACILITIES 0 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Attempt to have single answering point for a central emergency answering/dispatching. * Contract avcs & fed. grant # Disaster/emerg prep NOTE: See Comments of other Punta Gorda PSAP		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		QUINCY, FL	
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		INITIAL PLANNING: 1975      ORDERED:      OPERATIONAL: 04/77 AGENCY(S) LEADING 911 EFFORT: Other# AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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 CALL MIX: LE 60 %    FIRE 5 %    EMS 35 %    OTHER 0 % INAPPROPRIATE CALLS: 10 %	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Charter/ordin.		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		PSAP DIRECTOR	
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.		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		TALLAHASSEE, FL	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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      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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Joint powers*		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		PSAP DIRECTOR	
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.		NAME: Richard Crook TITLE: Lieutenant AGENCY: Leon County Sheriff's Department ADDRESS: P.O. Box 727 Tallahassee, FL 32302 TELEPHONE NO.: 904/222-4740	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WAUCHULA, FL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 630		INITIAL PLANNING: 01/77 ORDERED: 05/77 OPERATIONAL: 11/77	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 6 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 34 CIVILIANS 3 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 3,300	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,386 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 20 % OTHER 80 %	
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.		<b>PSAP DIRECTOR</b>	
		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**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ASHBURN, GA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 400		INITIAL PLANNING: 06/75 ORDERED: 09/75 OPERATIONAL: 07/76	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 0 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Civil def.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 90,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,200 BUDGET BREAKDOWN-- PERSONNEL 50 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 50 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 85 % OTHER 15 %	
COMMENTS:  15% of operating budget comes from pre-established contributions of user agencies. ADVICE: Consider needs of all agencies when planning system.  * Civil defense		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	DECATUR, GA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 480,200 SERVICE AREA (Sq. Mi.): 269		INITIAL PLANNING:	ORDERED: OPERATIONAL: 10/77
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Emerg. med.	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 16		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 9 COMMON CONTROL 6 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 20 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 10	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 24 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 242,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 92 % TELCO EQUIP./SERVICES 8 % FACILITIES 0 % OTHER 0 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	JEKYLL ISLAND, GA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 2,000		SERVICE AREA (Sq. Mi.): 9		INITIAL PLANNING: 11/75
POLITICAL JURISDICTIONS SERVED: 1				ORDERED: 07/76
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0				OPERATIONAL: 07/77
		AGENCY(S) LEADING 911 EFFORT: Fire		
		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: Fire		
STORED PROGRAM		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X		
INCOMING 911 TRUNKS: DIRECT 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
TANDEM		CALL-ANSWERING POSITIONS: 1		
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:		
CALL-ANSWERING EQUIPMENT:		SWORN 6 CIVILIANS MULTI-LINGUAL 0		
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:		
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X		AVERAGE DAILY CALL VOLUME: 12		
IDLE CIRCUIT TONE SWITCHHOOK STATUS		CALL MIX: LE 90 % FIRE 1 % EMS 9 % OTHER 0 %		
ANI ALI SR PARTIAL SR OTHER		INAPPROPRIATE CALLS: 65 %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 250		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 40,000		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL X FINANCIAL		PERSONNEL 98 % TELCO EQUIP./SERVICES 2 %		
TECHNICAL MANAGEMENT		FACILITIES 0 % OTHER 0 %		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
Have difficulties keeping trained personnel.		FEDERAL % STATE 100 % LOCAL % OTHER %		
		<b>PSAP DIRECTOR</b>		
		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		

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> JESUP, GA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 19,400 SERVICE AREA (Sq. Mi.): 646		INITIAL PLANNING: 05/77 ORDERED: 06/78 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,200	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,500 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Problems with telephone equipment & operations have been difficult to solve when working with two telcos.		<b>PSAP DIRECTOR</b>	
		NAME: J. Hugh Strickland TITLE: Dispatch Center Chief AGENCY: Jesup Police Department ADDRESS: Jesup-Wayne County Dispatch Center Jesup, GA 31545	
		TELEPHONE NO.: 912/427-7373	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MILLEDGEVILLE, GA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 36,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 08/75	ORDERED: 02/76 OPERATIONAL: 06/76
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 2 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: Other	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS: DIRECT 7	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS X PARTIAL SR	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK X OTHER	AVERAGE DAILY CALL VOLUME: 100 CALL MIX: LE 50% FIRE 15% EMS 25% OTHER 10% INAPPROPRIATE CALLS: 2%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 400	
INTERAGENCY AGREEMENTS: Contract Svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,194 BUDGET BREAKDOWN-- PERSONNEL 60% TELCO EQUIP./SERVICES 30% FACILITIES 10% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Joe Boone	
		TITLE: Owner	
		AGENCY: Mobilefone Answering Service	
		ADDRESS: 232 S. Wilkinson Milledgeville, GA 31061	
		TELEPHONE NO.: 912/452-7871	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SANDERSVILLE, GA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 17,500. SERVICE AREA (Sq. Mi.): 1,050		INITIAL PLANNING: 02/77 ORDERED: 09/78 OPERATIONAL: 05/79	
POLITICAL JURISDICTIONS SERVED: 8		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 70	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 10,000 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 10% FACILITIES 10 % OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Need better & more comprehensive training programs *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> VALDOSTA, GA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 508		INITIAL PLANNING: 07/74 ORDERED: 07/75 OPERATIONAL: 07/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 7 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Allen L. Arnold TITLE: Chief of Police AGENCY: Valdosta Police Department ADDRESS: 500 N. Toombs Valdosta, GA 31601	
		TELEPHONE NO.: 912/242-2606	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WINDER, GA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000                      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 4 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0		INITIAL PLANNING: 11/73      ORDERED: 07/76      OPERATIONAL: 07/77 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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              %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		NAME: Clifford Sykes TITLE: Chief of Police AGENCY: Winder Police Department ADDRESS: City of Winder Winder, GA 30680 TELEPHONE NO.: 404/867-2156	

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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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HONOLULU, HI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 815,600 SERVICE AREA (Sq. Mi.): 607		INITIAL PLANNING: 08/74 ORDERED: 08/74 OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: Emerg. med.	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: Other--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 11 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 60 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 8	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 18 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 216,417	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 209,350 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: ADVICE: Do not copy another agency's system. Define your own needs.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WAILUKU, HI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 60,000      SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: 08/78      ORDERED: 01/79      OPERATIONAL: 07/79		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:      Emerg. med.		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 7      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 13      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 5      CIVILIANS 10      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT X      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK      24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 92,500		
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE X      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT X		BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %		
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %		
		<b>PSAP DIRECTOR</b>		
		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		

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IDAHO

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	IDAHO FALLS, ID
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 48,000 SERVICE AREA (Sq. Mi.): 518		INITIAL PLANNING: 06/73 ORDERED: 11/74 OPERATIONAL: 12/74	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 12 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Have a good public education program.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MOUNTAIN HOME, ID	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 23,400 SERVICE AREA (Sq. Mi.): 3,000		INITIAL PLANNING: 08/74 ORDERED: 12/74 OPERATIONAL: 02/75	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 60	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 549 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: ADVICE: Do it.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RUPERT, ID	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 280		INITIAL PLANNING: 1972 ORDERED: OPERATIONAL: 1973	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: Other--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 53,796	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 10 % FACILITIES 4 % OTHER 6 %	
COMMENTS: 36% of operating budget comes from pre-established contributions of agencies served by the 911 systems.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 64 % OTHER 36 %	
		<b>PSAP DIRECTOR</b>	
		NAME: Ray Jarvis TITLE: Sheriff AGENCY: Minidoka County Sheriff's Department ADDRESS: City/County Law Enforcement Building Rupert, ID 83350	
		TELEPHONE NO.:	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> STANLEY, ID	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 400 SERVICE AREA (Sq. Mi.): 2,500		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Emerg. med.	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 4 MULTI-LINGUAL 4	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 33 % LOCAL 67 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ANTIOCH, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 28,000 SERVICE AREA (Sq. Mi.): 60		INITIAL PLANNING: 10/77 ORDERED: 06/78 OPERATIONAL: 10/78	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER *		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 732	
INTERAGENCY AGREEMENTS: Joint powers**		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 75 % OTHER 25 %	
COMMENTS:  * Add on conference ** Also has contract services  25% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> AURORA, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:    120,000                      SERVICE AREA (Sq. Mi.): 104		INITIAL PLANNING: 10/74    ORDERED: 06/77    OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED:    8		AGENCY(S) LEADING 911 EFFORT:    LE	
PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 7 EMS 4 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1                      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 1                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 14                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 10                      CIVILIANS 12                      MULTI-LINGUAL 5	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI                      ALI                      SR                      PARTIAL SR                      OTHER *		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 150,000	
INTERAGENCY AGREEMENTS: Joint powers**		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 210,000 BUDGET BREAKDOWN-- PERSONNEL 95 %                      TELCO EQUIP./SERVICES 5 % FACILITIES 0 %                      OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL X                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 80 %    OTHER 20 %	
COMMENTS:  *Speed dialer  **Also has contract services  20% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>	
		NAME: Norman W. Perkins TITLE: Lieutenant AGENCY: Aurora Police Department ADDRESS: 350 N. River Street Aurora, IL 60506  TELEPHONE NO.: 312/859-1700 x33	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BROOKFIELD, IL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 03/70    ORDERED: 03/72    OPERATIONAL: 10/74 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: Training & consistency of personnel has been a difficult problem. Have a good public education program & be sure organizations & schools receive program.		NAME: John Hymel TITLE: Lieutenant AGENCY: Brookfield Police Department ADDRESS: 8820 Brookfield Avenue Brookfield, IL 60513 TELEPHONE NO.: 312/485-8131	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CAMBRIDGE, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS:		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS: This department 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.		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	
THE COMMUNITY		CRYSTAL LAKE, IL	
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		INITIAL PLANNING: 1973      ORDERED: 1974      OPERATIONAL: 1974 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 X      RINGBACK X IDLE CIRCUIT TONE X ANI      ALI      SR      SWITCHHOOK STATUS X PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Charter/ordin.		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		PSAP DIRECTOR	
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.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	EDWARDSVILLE, IL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 31,000                      SERVICE AREA (Sq. Mi.): 100		INITIAL PLANNING: 12/74      ORDERED: 03/78      OPERATIONAL: 07/78	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 5    FIRE 8    EMS 2    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0                      COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 0                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 3                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI      ALI      SR                      PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 20,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,000 BUDGET BREAKDOWN-- PERSONNEL 80 %                      TELCO EQUIP./SERVICES 2 % FACILITIES 3 %                      OTHER 15 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100 %      OTHER %	
COMMENTS:  *Also has contract services.		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		EVANSTON, IL	
POPULATION SERVED: 80,500 SERVICE AREA (Sq. Mi.): 8		INITIAL PLANNING: 01/68 ORDERED: 03/69 OPERATIONAL: 03/70	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 15 TANDEM		CALL-ANSWERING POSITIONS: 4	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 8 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 146 CALL MIX: LE 80% FIRE 10% EMS 10% OTHER 0% INAPPROPRIATE CALLS: 50%	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 148,000 BUDGET BREAKDOWN-- PERSONNEL 64% TELCO EQUIP./SERVICES 25% FACILITIES 0% OTHER 11%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		PSAP DIRECTOR	
		NAME: Eberhardt Steinbuck TITLE: Sergeant AGENCY: Evanston Police Department ADDRESS: 1454 Elmwood Evanston, IL 60201	
		TELEPHONE NO.: 312/866-5079	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FOX LAKE, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,675 SERVICE AREA (Sq. Mi.): 11		INITIAL PLANNING: 06/77 ORDERED: 12/77 OPERATIONAL: 01/79	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 15% FIRE 10% EMS 50% OTHER 0% INAPPROPRIATE CALLS: 5%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GALESBURG, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 61,280 SERVICE AREA (Sq. Mi.): 720		INITIAL PLANNING: 01/73 ORDERED: 06/75 OPERATIONAL: 01/76	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 8 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 80,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 74,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES 4 % FACILITIES 0 % OTHER 11 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GLENCOE, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,500 SERVICE AREA (Sq. Mi.): 4		INITIAL PLANNING: 03/74 ORDERED: 10/74 OPERATIONAL: 06/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 20% FACILITIES 0% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: Operating budget of PSAP is not separated from overall communications operations.		<b>PSAP DIRECTOR</b>	
		NAME: Robert B. Bonnevillie 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		HISTORICAL BACKGROUND	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 18		INITIAL PLANNING: 1976 ORDERED: OPERATIONAL: 1977	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 8 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,000 BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 10% FACILITIES 0% OTHER 10%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99% OTHER %	
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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	JACKSONVILLE, IL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 32,000	SERVICE AREA (Sq. Mi.): 105	INITIAL PLANNING: 06/77	ORDERED: 04/78 OPERATIONAL: 11/78
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 8 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0	COMMON CONTROL 0	PSAP LOCATED WITH DISPATCH: Yes	
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 0	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET	MULTI-BUTTON X ACD	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
	PBX/PABX OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X	FORCED DISCONNECT X	AVERAGE DAILY CALL VOLUME: 2	
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X	CALL MIX: LE 51% FIRE 17% EMS 32% OTHER 0%	
ANI ALI SR	PARTIAL SR OTHER	INAPPROPRIATE CALLS: 30%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 10,930	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 32,916	
MOST CURRENT PROBLEM AREAS: OPERATIONAL	FINANCIAL X	BUDGET BREAKDOWN--	
TECHNICAL	MANAGEMENT	PERSONNEL 83 %	TELCO EQUIP./SERVICES 2%
		FACILITIES 0 %	OTHER 15%
COMMENTS:		SOURCES OF OPERATING BUDGET:	
Equipment costs can escalate rapidly & few law enforcement agencies have in-house expertise in telephone systems. ADVICE: Involve all user agencies. County-wide steering committee works well.		FEDERAL %	STATE % LOCAL 100% OTHER %
		<b>PSAP DIRECTOR</b>	
		NAME: Wilbur Stafford	
		TITLE: Chief	
		AGENCY: Jacksonville Police Department	
		ADDRESS: 200 West Douglas	
		Jacksonville, IL 62650	
		TELEPHONE NO.: 217/243-8512	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	LAKE ZURICH, IL
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,000                      SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 10/77    ORDERED: 12/77    OPERATIONAL: 07/78	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 5   FIRE 1   EMS 1   OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1                      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 3                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0                      CIVILIANS 6                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 75,000 BUDGET BREAKDOWN-- PERSONNEL 70 %                      TELCO EQUIP./SERVICES 20 % FACILITIES 10 %                      OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL                      %                      STATE                      %                      LOCAL 100%                      OTHER                      %	
COMMENTS:  ADVICE: Keep the politics out of the planning & implementation as well as operations. Let the Chiefs work it out.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MARENGO, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 07/72 ORDERED: 10/73 OPERATIONAL: 01/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 98 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 2 %	
COMMENTS: Training of dispatching personnel is a problem. ADVICE: Should be part of a police dispatching ctr and all other calls for emergency service.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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		HISTORICAL BACKGROUND	
POPULATION SERVED: 6,500      SERVICE AREA (Sq. Mi.): 64		INITIAL PLANNING: 06/74      ORDERED: 03/75      OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 2    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Committee	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM <input type="checkbox"/> COMMON CONTROL <input type="checkbox"/> DIRECT PROGRESSIVE CONTROL 1      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 1      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON <input checked="" type="checkbox"/> ACD      PBX/PABX      OTHER *		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 2      MULTI-LINGUAL <input type="checkbox"/>	
SPECIAL FEATURES: CALLED PARTY HOLD <input checked="" type="checkbox"/> FORCED DISCONNECT <input checked="" type="checkbox"/> RINGBACK <input checked="" type="checkbox"/> IDLE CIRCUIT TONE      SWITCHHOOK STATUS <input checked="" type="checkbox"/> ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 5,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL <input checked="" type="checkbox"/> TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL 100%      OTHER      %	
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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MT. VERNON, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 03/73 ORDERED: OPERATIONAL: 04/73	
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: A continuous "public awareness" program on 911.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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

### 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

### 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

### 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\*

### 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 %

### PROBLEM AREAS--COMMENTS

PROBLEM AREAS:  
FINANCIAL MANAGEMENT  
contract services.  
Rating budget comes from PSAP billings  
system users.

### 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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OAK PARK, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 62,500 SERVICE AREA (Sq. Mi.): 5		INITIAL PLANNING: 07/70 ORDERED: 09/72 OPERATIONAL: 03/73	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING POSITIONS: 4	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 17 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER		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 %	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 25,133	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: * Also has contract services.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Plan carefully--do not take the telco at face value.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PEORIA, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 08/72      ORDERED: 06/74      OPERATIONAL: 01/76 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: LE--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT COMMENTS: * Tally meters		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TINLEY PARK, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 10		INITIAL PLANNING: 01/74 ORDERED: 04/74 OPERATIONAL: 05/75	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR. PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 5,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 76,537 BUDGET BREAKDOWN-- PERSONNEL 88 % TELCO EQUIP./SERVICES 8 % FACILITIES 0 % OTHER 4 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: The ringback feature is tricky to operate & confirm operation; recommend telephone hardware change. * Also has contract services & charter/ordinance.		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		HISTORICAL BACKGROUND	
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		INITIAL PLANNING: 04/74      ORDERED: 12/75      OPERATIONAL: 07/76 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Joint powers		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		PSAP DIRECTOR	
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		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> VANDALIA, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 06/66 ORDERED: OPERATIONAL: 06/67	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Dale Slater TITLE: Chief of Police AGENCY: Vandalia Police Department ADDRESS: 221 S. 5th Street Vandalia, IL 62471	
		TELEPHONE NO.: 618/283-0556	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WAUCONDA, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 26		INITIAL PLANNING: 12/77 ORDERED: 05/78 OPERATIONAL: 12/78	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: James V. Bart TITLE: Chief of Police AGENCY: Wauconda Police Department ADDRESS: 100 Main Street Wauconda, IL 60084	
		TELEPHONE NO.: 312/526-2307	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WILMETTE, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 31,000      SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: 1974      ORDERED: 05/75      OPERATIONAL: 10/75		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 3      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD X      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		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: %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %		
COMMENTS:  Problem is finding competent personnel for PSAP positions.  ADVICE: All agencies must cooperate 100%. Keep good records.		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER %		
		<b>PSAP DIRECTOR</b>		
		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		

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WOODSTOCK, IL	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 22,367 SERVICE AREA (Sq. Mi.): 21		INITIAL PLANNING: 07/74 ORDERED: 11/74 OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD. PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 76,052 BUDGET BREAKDOWN-- PERSONNEL 88 % TELCO EQUIP./SERVICES 2 % FACILITIES 0 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 10 % STATE % LOCAL 90 % OTHER %	
COMMENTS: Would like to initiate call-transfer feature. ADVICE: When planning, look into selective routing & call-transfer features if funds are available.		<b>PSAP DIRECTOR</b>	
		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	

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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  
DETECTIVE  
WASHINGTON POLICE DEPT  
115 W JEFFERSON ST  
WASHINGTON , IL 61571  
(309)283-2313

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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\*

**INDIANA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ANDERSON, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 72,000 SERVICE AREA (Sq. Mi.): 40		INITIAL PLANNING: 04/72 ORDERED: 09/72 OPERATIONAL: 03/73	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 7 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 7 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 13 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,768	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 26,400 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Lock in for 911 calls--stop false calls.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BEDFORD, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: 1977 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		NAME: Larry S. Shaver TITLE: Captain AGENCY: Bedford Police Department ADDRESS: 1617 "K" Street Bedford, IN 47421 TELEPHONE NO.: 812/275-3311	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BLOOMINGTON, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 100		INITIAL PLANNING: 06/72 ORDERED: 06/73 OPERATIONAL: 06/74	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 6 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 25 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 82,000 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BLUFFTON, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 1975      ORDERED:      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS:		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      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT COMMENTS: ADVICE: We have several prefixes in the county but 911 only operates for one prefix.		NAME: Howard D. Perry TITLE: Records Sergeant AGENCY: Bluffton Police Department ADDRESS: 204 E. Market Street Bluffton, IN 46714 TELEPHONE NO.: 219/824-3320	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> COLUMBUS, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 36,105 SERVICE AREA (Sq. Mi.): 365		INITIAL PLANNING: ORDERED: OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 4		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Fred L. Armstrong TITLE: Captain AGENCY: Columbus Police Department ADDRESS: 350 Second Columbus, IN 47201	
		TELEPHONE NO.: 812/372-8271	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DECATUR, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 288		INITIAL PLANNING: 06/70 ORDERED: 02/76 OPERATIONAL: 11/76	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 5 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 8,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 48,552 BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 1 % FACILITIES 1 % OTHER 8 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 50 % STATE % LOCAL 50 % OTHER %	
COMMENTS:  * Also has federal grant.  ADVICE: Contact an agency already established for 911 advice before starting program.		<b>PSAP DIRECTOR</b>	
		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****HISTORICAL BACKGROUND**

POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

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****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Extensive testing

**PSAP DIRECTOR**

NAME: Nick Ambrose  
 TITLE: Communications Coordinator  
 AGENCY: Elkhart Police Department  
 ADDRESS: 175 Waterfall Drive  
 Elkhart, IN 46514

TELEPHONE NO.: 219/295-7070

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> EVANSVILLE, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS:		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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.		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FRANKFORT, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,500 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 04/73 ORDERED: 06/73 OPERATIONAL: 03/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 48 CIVILIANS 120 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Paul Underwood TITLE: Assistant Chief AGENCY: Frankfort Police Department ADDRESS: 260 E. Washington Frankfort, IN 46401	
		TELEPHONE NO.: 317/654-4431	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HAMMOND, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 27		INITIAL PLANNING: 08/77 ORDERED: 08/77 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 11 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 11 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  There is not enough training for the civilian dispatchers. They do not function as well as a police officer.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Ronald J. Matonovich TITLE: Sergeant, Communications AGENCY: Hammond Police Department ADDRESS: 5925 Calumet Avenue Hammond, IN 46320	
		TELEPHONE NO.: 219/853-6489	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	KENDALLVILLE, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 6,000* SERVICE AREA (Sq. Mi.): 7		INITIAL PLANNING:	ORDERED:	OPERATIONAL: 10/72
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Other#		
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes		
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage		
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING POSITIONS: 2		
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 11 CIVILIANS 4 MULTI-LINGUAL 0		
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
NON-PSAP CALL-ANSWERING AGENCY:		AVERAGE DAILY CALL VOLUME: 3		
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		CALL MIX: LE 85% FIRE 5% EMS 10% OTHER 0% INAPPROPRIATE CALLS: 40%		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 26,370		
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %		
COMMENTS: ADVICE: Educate public of value of 911 for emergency agencies only. *Population (1975) provided by other source. #Planning was effort of PD, FD, city/county admin., & citizen group.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %		
		<b>PSAP DIRECTOR</b>		
		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		

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	KOKOMO, IN
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 81,000      SERVICE AREA (Sq. Mi.): 296		INITIAL PLANNING: 01/76    ORDERED: 03/76    OPERATIONAL: 05/76	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 3      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 5      TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X    ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 10      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL    STATE    LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 44,736 BUDGET BREAKDOWN-- PERSONNEL 70%      TELCO EQUIP./SERVICES 10% FACILITIES 15%      OTHER 5%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 100%    OTHER    %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Jerry Harrison TITLE: Lieutenant AGENCY: Kokomo Communications Center ADDRESS: 215 W. Superior Kokomo, IN 46901	
		TELEPHONE NO.: 317/459-4711	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LOGANSFORT, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 03/76 ORDERED: 08/76 OPERATIONAL: 06/78	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Pat D. Rozzi TITLE: Chief of Police AGENCY: Logansport Police Department ADDRESS: 601 E. Broadway Logansport, IN 46947	
		TELEPHONE NO.: 219/753-4101	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MISHAWAKA, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED: 01/74 OPERATIONAL: 04/75
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: EMS	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH:	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK X OTHER	AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>		SHELBYVILLE, IN	
<b>THE COMMUNITY</b>			<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED:		SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 03/77    ORDERED:    OPERATIONAL: 03/77	
POLITICAL JURISDICTIONS SERVED:				AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 0				AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>			<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3		TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial				CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET    MULTI-BUTTON X    ACD    PBX/PABX    OTHER				FULL-TIME CALL ANSWERERS: SWORN    CIVILIANS    MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI    ALI    SR		FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR    OTHER		RINGBACK X	
				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%	
<b>LEGAL</b>			<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		INTERAGENCY AGREEMENTS:		PLANNING/IMPLEMENTATION COST: \$	
				SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL    STATE    LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>			FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL X    FINANCIAL TECHNICAL    MANAGEMENT				BUDGET BREAKDOWN-- PERSONNEL %    TELCO EQUIP./SERVICES % FACILITIES %    OTHER %	
COMMENTS: People dialing 7-digit numbers may come in on 911 line. ADVICE: List non-emergency phone number under 911 listing.				SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL %    OTHER %	
			<b>PSAP DIRECTOR</b>		
				NAME: Mary Jo Phares TITLE: Dispatcher AGENCY: Shelbyville Police Department ADDRESS: 44 W. Washington Street Shelbyville, IN 46176 TELEPHONE NO.: 317/392-2428	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SOUTH BEND, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 115,000 SERVICE AREA (Sq. Mi.): 31		INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 200 CALL MIX: LE 85% FIRE 5% EMS 5% OTHER 5% INAPPROPRIATE CALLS: 5%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,600 BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 1% FACILITIES 0% OTHER 19%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Call answerers tend to take too much time getting information from caller. ADVICE: Adopt a call screening procedure.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	VINCENNES, IN
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000                      SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 06/75    ORDERED: 06/76    OPERATIONAL: 10/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1                      COMMON CONTROL 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 3                      UNKNOWN		CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS:                      DIRECT 2                      TANDEM 3		FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: A11		SWORN 31    CIVILIANS 4    MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 5 DAYS/WEEK    8 HOURS/DAY	
HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 10	
CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK X		CALL MIX: LE 20 %    FIRE 20 %    EMS 60 %    OTHER 0 %	
IDLE CIRCUIT TONE                      SWITCHHOOK STATUS		INAPPROPRIATE CALLS: 50 %	
ANI                      ALI                      SR                      PARTIAL SR                      OTHER			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,500	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL                      FINANCIAL X		PERSONNEL 0 %                      TELCO EQUIP./SERVICES 95 %	
TECHNICAL                      MANAGEMENT		FACILITIES 0 %                      OTHER 5 %	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
10% of operating budget comes from ambulance service.		FEDERAL %                      STATE %                      LOCAL 90 %                      OTHER 10 %	
		<b>PSAP DIRECTOR</b>	
		NAME: James H. Dotson	
		TITLE: Captain	
		AGENCY: Vincennes City Police	
		ADDRESS: 21 South Fourth Street	
		Vincennes, IN 47591	
		TELEPHONE NO.: 812/882-1630	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WABASH, IN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 420		INITIAL PLANNING: 04/74 ORDERED: 05/74 OPERATIONAL: 07/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 25 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,500	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 50 % FACILITIES 0 % OTHER 50 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		WASHINGTON, IN	
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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT COMMENTS: ADV/CE: Personally feel 911 is a waste of money for community of this size.		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	

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SURVEY NON-RESPONDENTS

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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. GRECHIK  
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 DROCK  
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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ADEL, IA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 2,771 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 1976 ORDERED: 1977 OPERATIONAL: 1978	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Should have had proper training. Telco will not list non-emergency number in phone book. ADVICE: Better public education. * Regional Planning Agency		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> AMES, IA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 47,000 SERVICE AREA (Sq. Mi.): 50		INITIAL PLANNING: 12/73 ORDERED: OPERATIONAL: 11/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 9 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Arnold E. Siedelmann TITLE: Chief of Police AGENCY: Ames Police Department ADDRESS: Public Safety Building Ames, IA 50010	
		TELEPHONE NO.: 515/232-9366	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		BOONE, IA	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		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		PSAP DIRECTOR	
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		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 36,000	SERVICE AREA (Sq. Mi.): 35	INITIAL PLANNING: 03/70	ORDERED: 04/70 OPERATIONAL: 10/70
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STOR'D PROGRAM 0	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 2	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 1	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET	MULTI-BUTTON X ACD PBX/PABX OTHER *	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 40	
CALLED PARTY HOLD X	FORCED DISCONNECT X RINGBACK X	CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS X	INAPPROPRIATE CALLS: 50 %	
ANI ALI SR	PARTIAL SR OTHER		
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL X	FINANCIAL	PERSONNEL %	TELCO EQUIP./SERVICES 100 %
TECHNICAL	MANAGEMENT	FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
ADVICE: Somebody has to take charge & push to get it.		FEDERAL %	STATE % LOCAL 100% OTHER %
* 8A key telephone.		<b>PSAP DIRECTOR</b>	
		NAME:	Patrick W. Mewes
		TITLE:	Captain
		AGENCY:	Burlington Police Department
		ADDRESS:	412 Valley Burlington, IA 52601
		TELEPHONE NO.:	319/753-8352

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CARROLL, IA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 15		INITIAL PLANNING: 10/75 ORDERED: 04/76 OPERATIONAL: 06/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS 6 MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 75,873	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 65% TELCO EQUIP./SERVICES 5% FACILITIES 10% OTHER 20%	
COMMENTS: ADVICE: Get all telcos to participate in 911 program at same time.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Maurice Dion TITLE: Assistant Chief AGENCY: Carroll Police Department ADDRESS: 112 E. Fifth Street Carroll, IA 51401	
		TELEPHONE NO.: 712/792-3537	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CLARINDA, IA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,500 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL: 12/76	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 99% TELCO EQUIP./SERVICES 1% FACILITIES 0% OTHER 0%	
COMMENTS: *Population (1975) provided by outside source.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Vernon W. Woodard TITLE: Chief of Police AGENCY: Clarinda Police Department ADDRESS: 15th & Steward Clarinda, IA 51632	
		TELEPHONE NO.: 712/542-2194	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> COUNCIL BLUFFS, IA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 150		INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 08/77	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 10 TANDEM		CALL-ANSWERING POSITIONS: 5	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 17 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 300 CALL MIX: LE 30% FIRE 30% EMS 30% OTHER 10% INAPPROPRIATE CALLS: 50%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 250,000 BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 10% FACILITIES 0% OTHER 10%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90% OTHER 10%	
COMMENTS:  Staff training & turnover is a problem.  ADVICE: Consolidate communications prior to implementation. Operators should be civilians.		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		PERRY, IA	
POPULATION SERVED: 6,000*      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 1 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		INITIAL PLANNING: 08/75      ORDERED:      OPERATIONAL: 01/77 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
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.		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**

**4 OF 12**

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



<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GARDEN CITY, KS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:    06/74      ORDERED:    02/75      OPERATIONAL:    11/76 AGENCY(S) LEADING 911 EFFORT:      City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION:    None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE:    No INTERAGENCY AGREEMENTS:    None		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    %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: Need more public education programs to stop non-emergency calls on 911 lines.		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> EL DORADO, KS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 200		INITIAL PLANNING: ORDERED: 02/70 OPERATIONAL: 04/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Need to educate public that 911 is for emergency calls only.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	LAWRENCE, KS
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 17		INITIAL PLANNING: 1968 ORDERED: 1968 OPERATIONAL: 10/69	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: Other--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 7 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 13 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SR SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER *		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 426 BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 10 % FACILITIES 0 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Receive too many non-emergency calls on 911 lines. *Trace option		<b>PSAP DIRECTOR</b>	
		NAME: Verner L. Newman III TITLE: Captain AGENCY: Lawrence Police Department ADDRESS: 111 East 11th Lawrence, KS 66044 TELEPHONE NO.: 913/841-7210	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		MANHATTAN, KS	
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		INITIAL PLANNING: 02/70    ORDERED: 01/75    OPERATIONAL: 10/75 AGENCY(S) LEADING 911 EFFORT: AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		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		PSAP DIRECTOR	
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.		NAME: Nicholas J. Edvy TITLE: Inspector II AGENCY: Riley County Police Department ADDRESS: 600 Colorado Street Manhattan, KS 66502 TELEPHONE NO.: 913/537-2112	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		MC PHERSON, KS	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: 61% of operating budget comes from pre-established contributions of user agencies.		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> STEVENS COUNTY, KS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,000* SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 1974 ORDERED: OPERATIONAL: 1974	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 30		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  Wrong numbers received occasionally. Public does not use 911 as they should.  *Population (1975) provided by outside source.		<b>PSAP DIRECTOR</b>	
		NAME: Russ DeWitt TITLE: Sheriff AGENCY: Stevens County Sheriff's Office ADDRESS: P.O. Box 459 Hugoton, KS 67951  TELEPHONE NO.: 316/544-4386	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> YATES CENTER, KS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		NAME: John N. Wade TITLE: Sheriff AGENCY: Woodson County Sheriff's Department ADDRESS: Yates Center, KS 66783 TELEPHONE NO.: 316/625-2147, 2148.	

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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

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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**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DANVILLE, KY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 17		INITIAL PLANNING: 09/73 ORDERED: 09/76 OPERATIONAL: 11/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	FRANKFORT, KY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 38,000	SERVICE AREA (Sq. Mi.): 211	INITIAL PLANNING: 10/69	ORDERED: 03/70 OPERATIONAL: 03/71
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 89,000	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 29,565	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL 62 % FACILITIES 0 %	TELCO EQUIP./SERVICES 38 % OTHER 0 %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
ADVICE: Extend 911 service to cover pay-phones too		<b>PSAP DIRECTOR</b>	
		NAME: Joe D. Jennings	
		TITLE: Fire Chief	
		AGENCY: Frankfort Fire Department	
		ADDRESS: 315 W. Second Street Frankfort, KY 40601	
		TELEPHONE NO.: 502/227-7331	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MAYFIELD, KY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,500                      SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 05/69    ORDERED: 01/70    OPERATIONAL: 04/70	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1   FIRE 1   EMS 1   OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 2                      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0                      CIVILIANS 4                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 120 BUDGET BREAKDOWN-- PERSONNEL %                      TELCO EQUIP./SERVICES 100 % FACILITIES %                      OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 100 %                      OTHER %	
COMMENTS: ADVICE: Work through your telco.		<b>PSAP DIRECTOR</b>	
		NAME: Charles Johnson TITLE: Chief of Police AGENCY: Mayfield Police Department ADDRESS: 215 East Broadway Mayfield, KY 42066  TELEPHONE NO.: 502/247-1621	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MAYSVILLE, KY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,500 SERVICE AREA (Sq. Mi.): 14		INITIAL PLANNING: 03/77 ORDERED: 11/77 OPERATIONAL: 11/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 3,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 31,000 BUDGET BREAKDOWN-- PERSONNEL 60 % TELCO EQUIP./SERVICES 0 % FACILITIES 20 % OTHER 20 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Douglas Culp TITLE: Chief of Police AGENCY: Maysville Police Department ADDRESS: 215 E. Third Street Maysville, KY 41056	
		TELEPHONE NO.: 606/564-5521	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	PARIS, KY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 05/67    ORDERED: 09/68    OPERATIONAL: 08/70 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Charter/ordin.		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: Public uses 911 for non-emergency calls.		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	

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SURVEY NON-RESPONDENTS

MILFORD JOBE  
POLICE CHIEF  
FULTON POLICE DEPT.  
BRODDER ST  
FULTON ,  
(502) 472-3465

KY 42041

TIMOTHY J. BRYANT  
POLICE CHIEF  
HARRODSBURG POLICE DEPT.  
125 W. BROADWAY  
HARRODSBURG ,  
(606) 734-3311

KY 40330

W. EARL CROFT  
CHIEF OF COMMUNICATIONS  
EMERGENCY COMMUNICATION CTR  
116-A WEST 1ST ST.  
HOPKINSVILLE ,  
(502) 886-9025

KY 42240

**LOUISIANA**

**911 SYSTEM DESCRIPTION****PSAP NAME**

OAKDALE, LA

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: ORDERED: OPERATIONAL:  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS:

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

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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SURVEY NON-RESPONDENTS

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

**MAINE**

**911 SYSTEM DESCRIPTION****PSAP NAME**

BOOTHBAY HARBOR, ME.

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: ORDERED: OPERATIONAL:  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION:

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS:

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO/EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

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	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,500	SERVICE AREA (Sq. Mi.): 44	INITIAL PLANNING: 07/77	ORDERED: 01/78 OPERATIONAL: 10/79
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET	MULTI-BUTTON X ACD PBX/PABX OTHER	FULL-TIME CALL ANSWERERS: SWORN 31 CIVILIANS 6 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 9,000 BUDGET BREAKDOWN-- PERSONNEL 20% TELCO EQUIP./SERVICES 70% FACILITIES 5% OTHER 5%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Expending more resources than expected. ADVICE: Conduct in-depth cost analysis. Telephone equipment costs can be higher than estimated in planning stage.		<b>PSAP DIRECTOR</b>	
		NAME: Dominic F. Vermette TITLE: Chief of Police AGENCY: Brunswick Police Department ADDRESS: 28 Federal Street Brunswick, ME 04011 TELEPHONE NO.: 207/729-1600	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	LEWISTON, ME
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 08/77    ORDERED: 10/78    OPERATIONAL: 08/79 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS:		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WATERVILLE, ME	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 35,868		SERVICE AREA (Sq. Mi.): 135		INITIAL PLANNING: 02/69
POLITICAL JURISDICTIONS SERVED: 4				ORDERED: OPERATIONAL: 11/71
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin		
		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE		
STORED PROGRAM		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
COMMON CONTROL UNKNOWN		CALL-ANSWERING POSITIONS: 1		
INCOMING 911 TRUNKS: DIRECT 9		FULL-TIME CALL ANSWERERS:		
TANDEM		SWORN CIVILIANS 4 MULTI-LINGUAL 0		
DIAL TONE FIRST STATUS: None		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
CALL-ANSWERING EQUIPMENT:		NON-PSAP CALL-ANSWERING AGENCY:		
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		AVERAGE DAILY CALL VOLUME: 100		
SPECIAL FEATURES:		CALL MIX: LE 55 % FIRE 10 % EMS 30 % OTHER 5 %		
CALLED PARTY HOLD X		INAPPROPRIATE CALLS: 25 %		
IDLE CIRCUIT TONE X				
ANI ALI SR				
FORCED DISCONNECT X				
SWITCHHOOK STATUS				
RINGBACK X				
PARTIAL SR OTHER				
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,75,000		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,000		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL FINANCIAL X		PERSONNEL 72 % TELCO EQUIP./SERVICES 8 %		
TECHNICAL MANAGEMENT		FACILITIES 7 % OTHER 13 %		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
33% of operating budget comes from PSAP billings		FEDERAL % STATE % LOCAL 67 % OTHER 33 %		
of system users		<b>PSAP DIRECTOR</b>		
		NAME: Ronald F. Laliberte		
		TITLE: Chief of Police		
		AGENCY: Waterville Police Department		
		ADDRESS: City Hall		
		Waterville, ME 04901		
		TELEPHONE NO.: 207/872-5551		

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SURVEY NON-RESPONDENTS

ALBERT M SMITH  
CHIEF OF POLICE  
CAMDEN POLICE DEPT.  
WASHINGTON ST  
CAMDEN , ME 04843  
(207)236-3030

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

CINDY SHAW  
MANAGER, COMMUNICATIONS DIV.  
PUBLIC SAFETY DEPARTMENT  
P.O. BOX 455  
YARMOUTH , ME 04096  
(207) 846-3333

**MARYLAND**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CALVERT COUNTY, MD
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 31,500      SERVICE AREA (Sq. Mi.): 216		INITIAL PLANNING: 02/75      ORDERED: 04/76      OPERATIONAL: 10/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3      COMMON CONTROL 6 DIRECT PROGRESSIVE CONTROL 3      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 12      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD      PBX/PABX      OTHER *		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 12      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,936	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 175,494 BUDGET BREAKDOWN-- PERSONNEL 92%      TELCO EQUIP./SERVICES 3% FACILITIES 0%      OTHER 5%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100%    OTHER %	
COMMENTS:  ADVICE: 911 system should limited to county boundary with 1 central PSAP.  *60 button console		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CHARLES COUNTY, MD	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 500		INITIAL PLANNING: 1970 ORDERED: 1971 OPERATIONAL: 11/72	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 11 EMS 9 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 6		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 17 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 14 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,200	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 143,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 70% TELCO EQUIP./SERVICES 12% FACILITIES 0% OTHER 18%	
COMMENTS: Problem is that public uses 911 for non-emergency calls. ADVICE: Check with other 911 PSAPs for planning advice. *Disaster/emergency preparedness		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 5% LOCAL 95% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Alton Hancock TITLE: Chief Dispatcher AGENCY: Charles County Communications Center ADDRESS: Box 189 Laplata, MD 20646 TELEPHONE NO.: 301/934-2222	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ELKTON, MD	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,900 SERVICE AREA (Sq. Mi.): 386		INITIAL PLANNING: 11/75 ORDERED: 10/76 OPERATIONAL: 01/78	
POLITICAL JURISDICTIONS SERVED: 16		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 12 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Civil def.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 15 TANDEM 9		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 11 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 67,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		BUDGET BREAKDOWN-- PERSONNEL 40% TELCO EQUIP./SERVICES 45% FACILITIES 10% OTHER 5%	
COMMENTS:  *Disaster/emergency preparedness		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GARRETT COUNTY, MD	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 21,000 SERVICE AREA (Sq. Mi.): 664		INITIAL PLANNING: 06/74 ORDERED: 07/77 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 14		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 9 EMS 9 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 14 TANDEM 4		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: 7-digit number	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$12,556	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$7,432,152 BUDGET BREAKDOWN-- PERSONNEL 65 % TELCO EQUIP./SERVICES 25 % FACILITIES 0 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Telco having problems installing patch circuit. ADVICE: Need faster method of tracing calls. *8A key system *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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**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:

**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: Need vigorous education of public about  
 uses of 911 system.

**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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	PRINCE GEORGE COUNTY, MD
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 1971      ORDERED: 11/72      OPERATIONAL: 11/73 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL 0 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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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%	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100%      OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT X COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Harold F. Rodenhause TITLE: Communications Officer AGENCY: Prince George Communications Center ADDRESS: 14741 Governor Oden Bowie Drive, L140 Upper Marlboro, MD 20870 TELEPHONE NO.: 301/952-3175	

911 SYSTEM DESCRIPTION		PSAP NAME	ST. MARY'S COUNTY, MD
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 367		INITIAL PLANNING: 07/74 ORDERED: 07/75 OPERATIONAL: 08/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: Civil def.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 15 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER X		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,968	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 111,000 BUDGET BREAKDOWN-- PERSONNEL 94 % TELCO EQUIP./SERVICES 5 % FACILITIES 0 % OTHER 1 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 25 % STATE 25 % LOCAL 50 % OTHER %	
COMMENTS: Minor problems exist with telephone equipment. ADVICE: Try to get ANI & ALI. *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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SURVEY NON-RESPONDENTS

JAMES HELLER  
CAPTAIN  
HOWARD CTY CENTRAL ALARM  
COURTHOUSE DR  
ELLCOTT CITY , MD 21043  
(301)992-2314

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911 SYSTEMS NOT CONTACTED

ROBERT J BENSON  
CHIEF  
CENTRAL COMMUNICATIONS CENTER  
401 BOSLEY AVENUE  
TOWSON , MD 21204  
(301) 494-4110 \*ANI\*

**MASSACHUSETTS**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BOSTON, MA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 01/71    ORDERED: 12/71    OPERATIONAL: 11/72 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS:		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT X COMMENTS: ADVICE: Be sure public is educated to use 911 for emergencies only.		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BREWSTER, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 4,600      SERVICE AREA (Sq. Mi.): 23		INITIAL PLANNING: 12/74      ORDERED: 04/77      OPERATIONAL: 12/78		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 3      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X    ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 16    CIVILIANS 1    MULTI-LINGUAL 1		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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%		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 726 BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %		
COMMENTS:		<b>PSAP DIRECTOR</b>		
NOTE: Population increases to 20,000 during the summer.		NAME: James R. Ehrhart TITLE: Chief of Police AGENCY: Brewster Police Department ADDRESS: 1657 Main Street Brewster, MA 02631		
		TELEPHONE NO.: 617/896-7011		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CAMBRIDGE, MA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: ADVICE: Intensive public education of using 911 for emergencies only.		NAME: William D. Cummings TITLE: Sergeant AGENCY: Cambridge Police Department ADDRESS: 5 Weston Avenue Cambridge, MA 02139 TELEPHONE NO.: 617/868-3400	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DALTON, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,127 SERVICE AREA (Sq. Mi.): 22		INITIAL PLANNING: 06/70 ORDERED: OPERATIONAL: 06/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 2 DIRECT PROGRESSIVE ONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 18,581	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 34,921	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 96 % TELCO EQUIP./SERVICES 3 % FACILITIES 1 % OTHER 0 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	E. WEYMOUTH, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 57,000                      SERVICE AREA (Sq. Mi.): 17		INITIAL PLANNING: 12/74    ORDERED: 06/75    OPERATIONAL: 03/76		
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin		
PUBLIC SAFETY AGENCIES SERVED: LE 1   FIRE 1   EMS 1   OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:                      DIRECT 6                      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3		
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON                      ACD                      PBX/PABX X                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 6                      CIVILIANS 3                      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK X IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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: %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,000		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL X		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 67,500 BUDGET BREAKDOWN-- PERSONNEL 89 %                      TELCO EQUIP./SERVICES 11 % FACILITIES %                      OTHER %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 100%                      OTHER %		
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.		<b>PSAP DIRECTOR</b>		
		NAME: Chester A. MacKenzie TITLE: Detective AGENCY: Weymouth Police Department ADDRESS: 1393 Pleasant Street E. Weymouth, MA 02189  TELEPHONE NO.: 617/335-1212		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> EAST LONGMEADOW, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 13		INITIAL PLANNING: 05/74 ORDERED: 08/74 OPERATIONAL: 11/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 26 CIVILIANS 2 MULTI-LINGUAL 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 2 CALL MIX: LE 10% FIRE 10% EMS 80% OTHER 0% INAPPROPRIATE CALLS: 3%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO, EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HOLLISTON, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 19		INITIAL PLANNING: 1973 ORDERED: OPERATIONAL: 12/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 20 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Call answerers have other duties besides answering 911 calls. ADVICE: Isolate 911 from all other activities.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: William L. Marsell TITLE: Chief of Police AGENCY: Holliston Police Department ADDRESS: 532 Washington Street Holliston, MA 01746 TELEPHONE NO.: 617/429-4372	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MARSHFIELD, MA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 07/70    ORDERED: 06/73    OPERATIONAL: 05/75 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                              MANAGEMENT COMMENTS: Operating budget comes from PSAP billings of the system users.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	MEDFIELD, MA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,380                      SERVICE AREA (Sq. Mi.): 1.4 POLITICAL JURISDICTIONS SERVED: 1 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		INITIAL PLANNING: 09/69    ORDERED: 1972    OPERATIONAL: 04/73 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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.		NAME: William H. Mann TITLE: Chief of Police AGENCY: Medfield Police Department ADDRESS: 110 North Street Medfield, MA 02052 TELEPHONE NO.: 617/359-2315	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MEDWAY, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 9,000 SERVICE AREA (Sq. Mi.): 11		INITIAL PLANNING: 01/75 ORDERED: 01/76 OPERATIONAL: 06/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 20 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 900	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
COMMENTS: ADVICE: Need a lot of public education of proper 911 use.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: William J. Giallonardo TITLE: Chief of Police AGENCY: Medway Police Department ADDRESS: 161 Village Street Medway, MA 02053 TELEPHONE NO.: 617/533-8211	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		MIDDLEBOROUGH, MA	
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		INITIAL PLANNING: 04/70      ORDERED: 12/70      OPERATIONAL: 06/73 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 X      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
PROBLEM AREAS--COMMENTS		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL X      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.		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	

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**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**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NEEDHAM, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 29,936 SERVICE AREA (Sq. Mi.): 14		INITIAL PLANNING: 09/76 ORDERED: 06/77 OPERATIONAL: 06/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 27 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  ADVICE: Need public education of using 911 for emergencies only.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Louis Roman TITLE: Chief of Police AGENCY: Needham Police Department ADDRESS: 99 School Street Needham, MA 02192	
		TELEPHONE NO.: 617/444-1212	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NORTON, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 01/78      ORDERED: 05/78      OPERATIONAL: 09/78 AGENCY(S) LEADING 911 EFFORT: Other* AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Other#		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      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT COMMENTS: *Disaster/emergency preparedness #Town by-law		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PEPPERELL, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 23		INITIAL PLANNING: 06/74 ORDERED: 10/74 OPERATIONAL: 10/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: CALL MIX: LE 30 % FIRE 35 % EMS 35 % OTHER 0 % INAPPROPRIATE CALLS: 25 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 43,168 BUDGET BREAKDOWN-- PERSONNEL 98 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Absolute cooperation between department heads, town officials, & telco.		<b>PSAP DIRECTOR</b>	
		NAME: Maunsell B. Babin TITLE: Chief of Police AGENCY: Pepperell Police Department ADDRESS: Foster Street Pepperell, MA 01437	
		TELEPHONE NO.: 617/433-2113	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		PROVINCETOWN, MA	
POPULATION SERVED: 35,000		SERVICE AREA (Sq. Mi.): 8	
POLITICAL JURISDICTIONS SERVED: 1		INITIAL PLANNING:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0		ORDERED:	
		OPERATIONAL:	
		AGENCY(S) LEADING 911 EFFORT: LE	
		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES:	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE	
STORED PROGRAM		PSAP LOCATED WITH DISPATCH: Yes	
DIRECT PROGRESSIVE CONTROL		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
COMMON CONTROL		CALL-ANSWERING POSITIONS: 3	
UNKNOWN X		FULL-TIME CALL ANSWERERS:	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		SWORN 21 CIVILIANS MULTI-LINGUAL 0	
DIAL TONE FIRST STATUS: None		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
CALL-ANSWERING EQUIPMENT:		NON-PSAP CALL-ANSWERING AGENCY:	
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		AVERAGE DAILY CALL VOLUME:	
SPECIAL FEATURES:		CALL MIX: LE % FIRE % EMS % OTHER %	
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK		INAPPROPRIATE CALLS: 5 %	
IDLE CIRCUIT TONE ANI ALI SR SWITCHHOOK STATUS PARTIAL SR OTHER			
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL FINANCIAL		PERSONNEL % TELCO EQUIP./SERVICES %	
TECHNICAL MANAGEMENT		FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
ADVICE: Get 911. Response from the community has been great.		FEDERAL % STATE % LOCAL 100 % OTHER %	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		QUINCY, MA	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 27		INITIAL PLANNING: 01/71 ORDERED: 06/71 OPERATIONAL: 03/73	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 10 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 10 TANDEM 10		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 8	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS 13 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 10,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 20,000 BUDGET BREAKDOWN-- PERSONNEL 70 % TELCO EQUIP./SERVICES 15 % FACILITIES 5 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 10 % STATE % LOCAL 90 % OTHER %	
COMMENTS:		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SOUTHWICK, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000      SERVICE AREA (Sq. Mi.): 32		INITIAL PLANNING: 1971      ORDERED:      OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 0    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 2      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X    MULTI-BUTTON    ACD    PBX/PABX    OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK    24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 33,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 25 %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100%    OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Charles Wolfe	
		TITLE: Chief of Police	
		AGENCY: Southwick Police Department	
		ADDRESS: P.O. Box 4, 11 Depot Street	
		Southwick, MA 01077	
		TELEPHONE NO.: 413/569-5348	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	TOPSFIELD, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 7,000		SERVICE AREA (Sq. Mi.): 13		
POLITICAL JURISDICTIONS SERVED: 1		INITIAL PLANNING: 09/69 ORDERED: 06/71 OPERATIONAL: 05/73		
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin		
		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: Comm. ctr.		
STORED PROGRAM		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL 1		COMMON CONTROL UNKNOWN		
INCOMING 911 TRUNKS: DIRECT 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
TANDEM		CALL-ANSWERING POSITIONS: 2		
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:		
CALL-ANSWERING EQUIPMENT:		SWORN CIVILIANS 4 MULTI-LINGUAL 0		
HANDSET		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
MULTI-BUTTON X ACD PBX/PABX OTHER		NON-PSAP CALL-ANSWERING AGENCY:		
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 5		
CALLED PARTY HOLD X		CALL MIX: LE 98% FIRE 1% EMS 1% OTHER 0%		
IDLE CIRCUIT TONE X		INAPPROPRIATE CALLS: 1%		
ANI ALI SR				
FORCED DISCONNECT X				
SWITCHHOOK STATUS				
RINGBACK				
PARTIAL SR OTHER				
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,300		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL X		PERSONNEL 89%		
TECHNICAL		FACILITIES 0%		
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES 15%		
		OTHER 2%		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
		FEDERAL % STATE % LOCAL 100% OTHER %		
		<b>PSAP DIRECTOR</b>		
		NAME: Robert E. Howlett, Jr.		
		TITLE: Chairman, Communications Committee		
		AGENCY: Town of Topsfield		
		ADDRESS: Town Hall		
		Topsfield, MA 01983		
		TELEPHONE NO.: 617/887-2116		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TYNGSBORO, MA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,800 SERVICE AREA (Sq. Mi.): 18		INITIAL PLANNING: 06/73 ORDERED: 06/73 OPERATIONAL: 09/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 844	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 39,230 BUDGET BREAKDOWN-- PERSONNEL 95 % TELCO EQUIP./SERVICES 3 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL X MANAGEMENT X		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Harold L. Pivrotto TITLE: Police Chief AGENCY: Tyngsboro Police Department ADDRESS: 10 Kendall Road Tyngsboro, MA 01879 TELEPHONE NO.: 617/649-7504	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		WORCESTER, MA	
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		INITIAL PLANNING: 1969      ORDERED:      OPERATIONAL: 08/70 AGENCY(S) LEADING 911 EFFORT: Telco AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT COMMENTS:		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

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SURVEY NON-RESPONDENTS (Continued)

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****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 11/69 ORDERED: 09/74 OPERATIONAL: 08/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

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 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X 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.

**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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DETROIT, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 2,000,000 SERVICE AREA (Sq. Mi.): 200		INITIAL PLANNING: 11/70 ORDERED: 05/72 OPERATIONAL: 09/73	
POLITICAL JURISDICTIONS SERVED: 18		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 12		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 55 TANDEM 9		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 22	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 91 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 420,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,480,726 BUDGET BREAKDOWN-- PERSONNEL 95% TELCO EQUIP./SERVICES 3% FACILITIES 0% OTHER 2%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
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		<b>PSAP DIRECTOR</b>	
		NAME: Don G. McDonald TITLE: Lieutenant, Supervisor of Operations AGENCY: Detroit Police Department ADDRESS: 1300 Beaubien Detroit, MI 48226 TELEPHONE NO.: 313/224-4430	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GRAND RAPIDS, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 197,649+ SERVICE AREA (Sq. Mi.): 42+		INITIAL PLANNING: 08/74 ORDERED: 09/74 OPERATIONAL: 05/76	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 7 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 25 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 22 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 10,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Population & service area figures are for the city of Grand Rapids only.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LANSING, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 246,450 SERVICE AREA (Sq. Mi.): 524		INITIAL PLANNING: 07/72 ORDERED: 05/76 OPERATIONAL: 02/78	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 7 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 15		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 7 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 9 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 66 TANDEM 59		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 5	
CALL-ANSWERING EQUIPMENT: HANDSET MULTIBUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 15 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 150,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 743,861 BUDGET BREAKDOWN-- PERSONNEL 83 % TELCO EQUIP./SERVICES 9 % FACILITIES 5 % OTHER 3 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 86 % OTHER 14 %	
COMMENTS: 14% of operating budget comes from pre-established contributions of user agencies. * Also has contract services.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LIVONIA, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 360,000 SERVICE AREA (Sq. Mi.): 147		INITIAL PLANNING: 09/73 ORDERED: 09/74 OPERATIONAL: 04/75	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 7 EMS 7 OTHER 7		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 21 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 21 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 9,800	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 8,700 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER 99 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99 % OTHER %	
COMMENTS: ADVICE: Plan a lot of public education. Attempt to get multiple agencies in a cooperative effort. Explore new technologies available in 911 implementation.		<b>PSAP DIRECTOR</b>	
		NAME: Robert M. Skinner TITLE: Systems Analyst AGENCY: Livonia Police Department ADDRESS: 15050 Farmington Road Livonia, MI 48154 TELEPHONE NO.: 313/421-2900 x334	

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**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: A11  
 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	
THE COMMUNITY		MUSKEGON, MI	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Other*		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 %	
PROBLEM AREAS--COMMENTS		PSAP DIRECTOR	
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.		NAME: Michael Gaunt TITLE: Director AGENCY: Muskegon County Central Dispatch ADDRESS: 980 Jefferson Street Muskegon, MI 49440 TELEPHONE NO.: 616/722-3524	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SOUTHFIELD, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 96,500		SERVICE AREA (Sq. Mi.): 29		
POLITICAL JURISDICTIONS SERVED: 2		INITIAL PLANNING: 09/72 ORDERED: 02/73 OPERATIONAL: 09/73		
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin		
		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 2		
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE		
STORED PROGRAM 1		PSAP LOCATED WITH DISPATCH: Yes		
DIRECT PROGRESSIVE CONTROL		COMMON CONTROL 1		
		UNKNOWN		
INCOMING 911 TRUNKS: DIRECT 17		TANDEM		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
CALL-ANSWERING EQUIPMENT:		CALL-ANSWERING POSITIONS: 7		
HANDSET		FULL-TIME CALL ANSWERERS:		
MULTI-BUTTON X		SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0		
ACD		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY		
PBX/PABX		NON-PSAP CALL-ANSWERING AGENCY:		
OTHER		AVERAGE DAILY CALL VOLUME:		
SPECIAL FEATURES:		CALL MIX: LE % FIRE % EMS % OTHER %		
CALLED PARTY HOLD		INAPPROPRIATE CALLS: 60%		
IDLE CIRCUIT TONE				
ANI				
ALI				
SR				
FORCED DISCONNECT				
SWITCHHOOK STATUS				
PARTIAL SR				
OTHER				
RINGBACK				
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 30,000		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 162,827		
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--		
OPERATIONAL X		PERSONNEL 49 %		
TECHNICAL		FACILITIES 0 %		
FINANCIAL		TELCO EQUIP./SERVICES 4 %		
MANAGEMENT		OTHER 51 %		
COMMENTS:		SOURCES OF OPERATING BUDGET:		
ADVICE: Greater emphasis on initial & continuing public education.		FEDERAL % STATE % LOCAL 100% OTHER %		
		<b>PSAP DIRECTOR</b>		
		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		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	STERLING HEIGHTS, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 120,000      SERVICE AREA (Sq. Mi.): 40		INITIAL PLANNING: 1971      ORDERED: 01/72      OPERATIONAL: 04/72		
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE		
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 13      TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 56      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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: %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,500		
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100%      OTHER %		
		<b>PSAP DIRECTOR</b>		
		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		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WAYNE, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 22,500 SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: 02/73 ORDERED: 02/74 OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WHITE CLOUD, MI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 32,000 SERVICE AREA (Sq. Mi.): 864		INITIAL PLANNING: 06/77 ORDERED: 10/77 OPERATIONAL: 06/78	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 8 TANDEM 2		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 200 CIVILIANS MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER % INAPPROPRIATE CALLS: 0 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 33,056	
INTERAGENCY AGREEMENTS: Federal grant*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 8,203 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 100 % FACILITIES 0 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 90 % STATE 5 % LOCAL 5 % OTHER %	
COMMENTS: ADVICE: Notify public to use 911 for emergency calls only. *Also has charter/ordinance.		<b>PSAP DIRECTOR</b>	
		NAME: Kenneth P. Muma TITLE: Sheriff AGENCY: Newaygo County Sheriff Department ADDRESS: 300 Williams White Cloud, MI 49349 TELEPHONE NO.: 616/689-6623	

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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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DULUTH, MN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 100,000 SERVICE AREA (Sq. Mi.): 67		INITIAL PLANNING: 04/74 ORDERED: 10/75 OPERATIONAL: 10/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 11 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 10,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 214,000 BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 6 % FACILITIES 3 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 3 % LOCAL 97 % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	FARIBAULT, MN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 25,000                      SERVICE AREA (Sq. Mi.): 140		INITIAL PLANNING: 01/73      ORDERED: 12/73      OPERATIONAL: 03/75		
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE		
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 2    EMS 2    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL                      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:                      DIRECT 6                      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2		
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0                      CIVILIANS 5                      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 2,800		
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 5,200 BUDGET BREAKDOWN-- PERSONNEL 69 %                      TELCO EQUIP./SERVICES 24 % FACILITIES 5 %                      OTHER 2 %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 50 %                      OTHER 50 %		
COMMENTS:  ADVICE: Check with present 911 PSAPs for problems.  50% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>		
		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		

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**911 SYSTEM DESCRIPTION****PSAP NAME**

MOORHEAD, MN

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 03/70 ORDERED: OPERATIONAL: 03/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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: A11  
 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$ 5,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1976 OPERATING BUDGET: \$ 3,944  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES 100%  
 FACILITIES % OTHER %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

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

**COMMENTS:**

Future plans involve several telcos with different equipment causing technical & financial problems.  
 ADVICE: It took a wide-spread & continuous 1 year promotion to acquaint 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	
THE COMMUNITY		ROCHESTER, MN	
POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 144		INITIAL PLANNING: 12/72 ORDERED: 04/75 OPERATIONAL: 11/75	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 7 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 241	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,000 BUDGET BREAKDOWN-- PERSONNEL 89 % TELCO EQUIP./SERVICES 6 % FACILITIES 3 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: * Citizen Action Group		PSAP DIRECTOR	
		NAME: Ilot S. Klonstad TITLE: Captain AGENCY: Rochester Police Department ADDRESS: 515 Second Street, S.W. Rochester, MN 55901 TELEPHONE NO.: 507/285-8272	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ST. JAMES, MN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 200		INITIAL PLANNING: 05/68 ORDERED: 01/69 OPERATIONAL: 06/69	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 1 COMMON CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 3,000	
INTERAGENCY AGREEMENTS: Other*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 30,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES 10 % FACILITIES 0 % OTHER 5 %	
COMMENTS: 17% of operating budget comes from pre-established contributions of user agencies. * Disaster/emergency preparedness * Agreement is between city & county.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 73 % OTHER 17 %	
		<b>PSAP DIRECTOR</b>	
		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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BELZONI, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.): 380		INITIAL PLANNING: 03/70 ORDERED: 06/70 OPERATIONAL: 12/70	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 144	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 144	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 50% TELCO EQUIP./SERVICES 50% FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
<b>PSAP DIRECTOR</b>			
NAME: Romey D. Jones		TITLE: Chief of Police	
AGENCY: Belzoni Police Department		ADDRESS: 304 Hayden Street	
TELEPHONE NO.: 601/247-2181, 2182		Belzoni, MS 39038	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BILOXI, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 11/77    ORDERED: 04/78    OPERATIONAL: 08/78 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		NAME: Conrad Kennedy TITLE: Assistant Chief of Police AGENCY: Biloxi Police Department ADDRESS: 440 Delauney Street Biloxi, MS 39530 TELEPHONE NO.: 601/374-4111	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>		CANTON, MS	
<b>THE COMMUNITY</b>			<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED:		SERVICE AREA (Sq. Mi.):		INITIAL PLANNING:	
POLITICAL JURISDICTIONS SERVED:				ORDERED:	
PUBLIC SAFETY AGENCIES SERVED: LE		FIRE EMS OTHER		OPERATIONAL:	
AGENCY(S) LEADING 911 EFFORT:				AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>			<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES:		911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		COMMON CONTROL		PSAP LOCATED WITH DISPATCH:	
STORED PROGRAM		UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIRECT PROGRESSIVE CONTROL				CALL-ANSWERING POSITIONS:	
INCOMING 911 TRUNKS: DIRECT		TANDEM		FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS:				SWORN CIVILIANS MULTI-LINGUAL	
CALL-ANSWERING EQUIPMENT:				OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET MULTI-BUTTON ACD PBX/PABX OTHER				NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:				AVERAGE DAILY CALL VOLUME:	
CALLED PARTY HOLD		FORCED DISCONNECT		CALL MIX: LE % FIRE % EMS % OTHER %	
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		INAPPROPRIATE CALLS: %	
ANI ALI SR		PARTIAL SR OTHER			
<b>LEGAL</b>			<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No			PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS:			SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>			FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS:		FINANCIAL		BUDGET BREAKDOWN--	
OPERATIONAL		MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES %	
TECHNICAL				FACILITIES % OTHER %	
COMMENTS:				SOURCES OF OPERATING BUDGET:	
NOTE: 911 calls ring simultaneously at police				FEDERAL % STATE % LOCAL % OTHER %	
dept., 2 fire depts., & 3 homes of firemen.				<b>PSAP DIRECTOR</b>	
				NAME: Bill Grissett	
				TITLE: Chief of Police	
				AGENCY: Canton Police Department	
				ADDRESS: Park Drive	
				Canton, MS 39046	
				TELEPHONE NO.: 601/859-2121	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CLINTON, MS
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000      SERVICE AREA (Sq. Mi.): 30		INITIAL PLANNING: 08/77      ORDERED: 07/78      OPERATIONAL: 03/79	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 2      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE X      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK    24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 20,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 27,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 93 %      TELCO EQUIP./SERVICES 5 % FACILITIES 0 %      OTHER 2 %	
COMMENTS: Only have minor problems with telephone equipment breakdowns & malfunctions.		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100%      OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Jimmy Dukes TITLE: Chief of Police AGENCY: Clinton Police Department ADDRESS: 300 Jefferson Street Clinton, MS 39056	
		TELEPHONE NO.: 601/924-5252	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		GREENWOOD, MS	
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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS:		NAME: James R. Stevens TITLE: Chief of Police AGENCY: Greenwood Police Department ADDRESS: 406 Main Street Greenwood, MS 38930 TELEPHONE NO.: 601/453-3311	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GULFPORT, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 45		INITIAL PLANNING: 12/77 ORDERED: 05/78 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 7 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 500	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,000 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 50 % FACILITIES 30 % OTHER 20 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Go into exacting detail of your expectations of the telco. This includes available options & their cost.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> INDIANOLA, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 3		INITIAL PLANNING: 02/70 ORDERED: 08/70 OPERATIONAL: 09/70	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/county admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 21 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 449	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0% TELCO EQUIP./SERVICES 0% FACILITIES 100% OTHER 0%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MERIDIAN, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 48,100 SERVICE AREA (Sq. Mi.): 35		INITIAL PLANNING: 02/75 ORDERED: 03/75 OPERATIONAL: 03/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Tom L. Miller TITLE: Chief of Police AGENCY: Meridian Police Department ADDRESS: 2415 6th Street Meridian, MS 39301	
		TELEPHONE NO.: 601/693-1141	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MOSS POINT, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 130,000 SERVICE AREA (Sq. Mi.): 50		INITIAL PLANNING: 1969 ORDERED: 1969 OPERATIONAL: 1969	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 24 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: 911 is an asset.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NATCHEZ, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000+ SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 08/76 ORDERED: OPERATIONAL: 08/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 56 CIVILIANS 8 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OCEAN SPRINGS, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 63		INITIAL PLANNING: 08/69 ORDERED: 09/78 OPERATIONAL: 11/78	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 30% FIRE 10% EMS 60% OTHER 0% INAPPROPRIATE CALLS: 60%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,500 BUDGET BREAKDOWN-- PERSONNEL 1% TELCO EQUIP./SERVICES 99% FACILITIES 0% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99% OTHER %	
COMMENTS: *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PASCAGOULA, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 95		INITIAL PLANNING: 02/73 ORDERED: 11/73 OPERATIONAL: 03/74	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 575	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 66,600	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 75% TELCO EQUIP./SERVICES 22% FACILITIES 3% OTHER 0%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Owen Davis	
		TITLE: Chief of Police	
		AGENCY: Pascagoula Police Department	
		ADDRESS: 535 Delmas Avenue Pascagoula, MS 39567	
		TELEPHONE NO.: 601/762-2211	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PASSCHRISTIAN, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: 08/78 ORDERED: 08/78 OPERATIONAL: 10/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 936	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 48 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Edward Alley TITLE: Chief of Police AGENCY: Passchristian Police Department ADDRESS: 110 West Second Passchristian, MS 39571 TELEPHONE NO.: 601/452-7223	

**CONTINUED**

**6 OF 12**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PEARL, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 01/74      ORDERED: 01/73      OPERATIONAL: 01/74 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: Some Directory Assistance (411) calls come in on the 911 lines.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PHILADELPHIA, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,700 SERVICE AREA (Sq. Mi.): 20		INITIAL PLANNING: 1971 ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  ADVICE: 911 is an asset to the community.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> VICKSBURG, MS	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 77,501 SERVICE AREA (Sq. Mi.): 575		INITIAL PLANNING: 03/69 ORDERED: 03/69 OPERATIONAL: 12/69	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 7	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 25,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: Problems stem from our dispatchers & are related to fire department function.		<b>PSAP DIRECTOR</b>	
		NAME: Robert M. Cunningham TITLE: Chief AGENCY: Fire Department ADDRESS: P.O. Box 150 Vicksburg, MS 39180 TELEPHONE NO.: 601/636-1603	

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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  
ELLSVILLE , 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

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**911 SYSTEM DESCRIPTION****PSAP NAME**

COLUMBIA, MO

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

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****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$ 50,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$ 238,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 81 % TELCO EQUIP./SERVICES 9 %  
 FACILITIES 2 % OTHER 8 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

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

**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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> JOPLIN, MO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,700 SERVICE AREA (Sq. Mi.): 36		INITIAL PLANNING: 11/73 ORDERED: OPERATIONAL: 07/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Time involved in tracing calls.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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****HISTORICAL BACKGROUND**

POPULATION SERVED: 29,065 SERVICE AREA (Sq. Mi.): 839  
 POLITICAL JURISDICTIONS SERVED:  
 PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

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****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$ 42,400  
 BUDGET BREAKDOWN--  
 PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %  
 FACILITIES 5 % OTHER 5 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

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

COMMENTS:

**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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> POPLAR BLUFF, MO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SPRINGFIELD, MO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 161,000      SERVICE AREA (Sq. Mi.): 63		INITIAL PLANNING: 08/78      ORDERED: 10/78      OPERATIONAL: 04/79	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT:      Emerg. med.	
PUBLIC SAFETY AGENCIES SERVED: LE 3    FIRE 3    EMS 4    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 14      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X    MULTI-BUTTON X    ACD    PBX/PABX    OTHER		FULL-TIME CALL ANSWERERS: SWORN 0    CIVILIANS 14    MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 71,700	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 125,973 BUDGET BREAKDOWN-- PERSONNEL 91%      TELCO EQUIP./SERVICES 9% FACILITIES 0%      OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT X		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100%    OTHER %	
COMMENTS:  No formal comm. div. so supervisory functions are too decentralized. ADVICE: Establish committee of agencies & telco representatives & an SOP guideline. Publicity is extremely important.		<b>PSAP DIRECTOR</b>	
		NAME: Randy Wicks TITLE: Corporal AGENCY: Springfield Police Department ADDRESS: 321 E. Chestnut Expressway Springfield, MO 65802	
		TELEPHONE NO.: 417/864-1700	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ST. JOSEPH, MO	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 50		INITIAL PLANNING: 03/69 ORDERED: 06/69 OPERATIONAL: 01/70	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 16 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS - COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,500 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 100 % FACILITIES 0 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Educate public as to the proper use of 911. Make sure all user agencies understand how 911 service works.		<b>PSAP DIRECTOR</b>	
		NAME: Bill Atkins TITLE: Communications Supervisor AGENCY: Fire/Police Department ADDRESS: 710 South 9th Street St. Joseph, MO 64501 TELEPHONE NO.: 816/271-4707	

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SURVEY NON-RESPONDENTS

HOWARD L BROWN  
CHIEF OF POLICE  
BLUE SPRINGS POLICE DEPT.  
903 MAIN ST  
BLUE SPRINGS , MO 64015  
(816)228-0166

WILLIAM STOVER  
CAPTAIN  
CAPE GIRARDEAU POLICE DEPT  
40 SO SPRIGG ST  
CAPE GIRARDEAU MO 63701  
(314)335-6621

LARRY M HALL  
CHIEF OF POLICE  
POLICE DEPT  
715 WASHINGTON ST  
CHILLICOTHE , MO 64601  
(816)646-2121

BILL MURRELL  
COMMUNICATIONS SUPERVISOR  
KIRKSVILLE POLICE DEPARTMENT  
201 SO FRANKLIN  
KIRKSVILLE , MO 63501  
(816)665-5621

MAX C. SCHUTZE  
CHIEF OF POLICE  
LAKE OZARK POLICE DEPT.  
P.O. BOX 317  
LAKE OZARK , MO 65049  
(314) 365-5371

DON J BOLLI  
CHIEF OF POLICE  
DEPARTMENT OF PUBLIC SAFETY  
300 NORTH COAL  
MEXICO , MO 65265  
(314)581-3700

EDWARD DANIEL  
CHIEF OF POLICE  
ST. CHARLES POLICE DEPARTMENT  
101 SOUTH MAIN ST  
ST. CHARLES , MO 63301  
(314) 724-0210

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. BRÖSER  
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 LÖYD  
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. FRANCÖIS  
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. PÖESCHEL  
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**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BILLINGS, MT
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 100,000                      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 2 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0		INITIAL PLANNING: 03/72    ORDERED: 03/71    OPERATIONAL: 03/72 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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                      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		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

## 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

## 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

## LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

## 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 NAME

BUTTE, MT

## HISTORICAL BACKGROUND

INITIAL PLANNING: 05/75 ORDERED: 05/79 OPERATIONAL: 05/79  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

## 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 %

## 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 %

## 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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CUT BANK, MT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 4		INITIAL PLANNING: 1973 ORDERED: 06/75 OPERATIONAL: 09/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 4 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 200	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Getting incorrect number.		<b>PSAP DIRECTOR</b>	
		NAME: Jean Gertzen TITLE: Sheriff AGENCY: Glacier County Sheriff's Department ADDRESS: 502 East Main Cut Bank, MT 59427	
		TELEPHONE NO.: 406/873-2711	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		MILES CITY, MT	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 5,000		INITIAL PLANNING: 05/79 ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 5 CALL MIX: LE 80% FIRE 20% EMS 0% OTHER 0% INAPPROPRIATE CALLS: 30%	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 55,000 BUDGET BREAKDOWN-- PERSONNEL 75% TELCO EQUIP./SERVICES 4% FACILITIES 0% OTHER 21%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MISSOULA, MT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 2,624		INITIAL PLANNING: ORDERED: 05/75 OPERATIONAL: 09/76	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 8 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 13 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: *Grants group		<b>PSAP DIRECTOR</b>	
		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	

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SURVEY NON-RESPONDENTS

JOHN L HOWARD  
SHERIFF  
TETON COUNTY SHERIFF'S DEPT.  
BOX 429  
CHOTEAU, MT 59422  
(406)466-5781

DANNY R TAYLOR  
SHERIFF  
GLASGOW LAW ENFORCEMENT CTR  
COURT SQUARE  
GLASGOW, MT 59230  
(406)228-4333

LARRY D MARQUERT  
CHIEF OF POLICE  
GLENDALE POLICE DEPT.  
PO BOX 1372  
GLENDALE, MT 59330  
(406)365-2364

DONALD C LENHARDT  
CHIEF OF POLICE  
LAUREL POLICE DEPT.  
215 WEST 1ST ST.  
LAUREL, MT 59044  
(406)698-8737

DONALD L CARPENTER  
SHERIFF  
ROOSEVELT CTY SHERIFF'S DEPT  
BOX 280  
WOLF POINT, MT 59201  
(406)653-1812

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**NEBRASKA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ALLIANCE, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,000 SERVICE AREA (Sq. Mi.): 2,500		INITIAL PLANNING: 07/70 ORDERED: 11/71 OPERATIONAL: 11/71	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 6,456	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 49,284	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 82 % TELCO EQUIP./SERVICES 16 % FACILITIES 0 % OTHER 16 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 97 % OTHER 3 %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BEATRICE, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,840 SERVICE AREA (Sq. Mi.): 286		INITIAL PLANNING: 08/70 ORDERED: 12/70 OPERATIONAL: 06/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Have lots of wrong numbers.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Don Luckeroth TITLE: Chief of Police AGENCY: Beatrice Police Department ADDRESS: 205 N. 4th Beatrice, NE 68301	
		TELEPHONE NO.: 402/223-4080	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CHADRON, NE
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 08/70 ORDERED: 02/71 OPERATIONAL: 08/71	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,574	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 68 % TELCO EQUIP./SERVICES 8 % FACILITIES 0 % OTHER 24 %	
COMMENTS: ADVICE: Should have a 24-hour dispatcher.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Ted Vastine TITLE: Chief of Police AGENCY: Chadron Police Department ADDRESS: 234 Main Chadron, NE 69337	
		TELEPHONE NO.: 308/432-5506	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

FREMONT, NE

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 10/70 ORDERED: 12/71 OPERATIONAL: 09/72  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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: A11  
 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$ 1,378  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$ 47,728  
 BUDGET BREAKDOWN--  
 PERSONNEL 78 % TELCO EQUIP./SERVICES 0 %  
 FACILITIES 0 % OTHER 22 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

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

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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GRAND ISLAND, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 72,000 SERVICE AREA (Sq. Mi.): 400		INITIAL PLANNING: 10/67 ORDERED: 06/69 OPERATIONAL: 05/70	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 9 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 90,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 122,090 BUDGET BREAKDOWN-- PERSONNEL 73 % TELCO EQUIP./SERVICES 17 % FACILITIES 0 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90 % OTHER 10 %	
COMMENTS: 10% of operating budget comes from pre-established contributions of user agencies. ADVICE: Use best technical advice available. *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HOLDREGE, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: 12/70 ORDERED: OPERATIONAL: 05/71	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 5 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 100% FIRE 0% EMS 0% OTHER 0% INAPPROPRIATE CALLS: 60%	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,412	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 31,592	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 94% TELCO EQUIP./SERVICES 0% FACILITIES 0% OTHER 6%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Buckley D. States	
		TITLE: Chief	
		AGENCY: Holdrege Police Department	
		ADDRESS: Box 313, 813 5th Avenue Holdrege, NE 68949	
		TELEPHONE NO.: 308/995-4407	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> IMPERIAL, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.): 888		INITIAL PLANNING: 10/75 ORDERED: 10/75 OPERATIONAL: 2/76	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 1 COMMON CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 24,387	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 100 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 0 %	
COMMENTS: Get a lot of wrong numbers. Also get calls where calling party does not answer or children playing with the phone. *Fire & telco		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Bill Jaeger TITLE: Sheriff AGENCY: Chase County Sheriff's Department ADDRESS: Box 102 Imperial, NE 69033 TELEPHONE NO.: 308/882-4748	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LINCOLN, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: 09/69 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Other*		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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		NAME: Jim L. Cary TITLE: Communications Supervisor AGENCY: Lincoln Fire Department ADDRESS: 555 S. 10th Lincoln, NE 68508 TELEPHONE NO.: 402/475-21-5	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NEBRASKA CITY, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,500 SERVICE AREA (Sq. Mi.): 20		INITIAL PLANNING: 04/72 ORDERED: 11/72 OPERATIONAL: 11/72	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 10,564 BUDGET BREAKDOWN-- PERSONNEL 95% TELCO EQUIP./SERVICES 5% FACILITIES 0% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Russell Seals TITLE: Sheriff AGENCY: Otoe County Sheriff's Department ADDRESS: Courthouse Nebraska City, NE 68410 TELEPHONE NO.: 402/873-6691	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NORFOLK, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 191		INITIAL PLANNING: 1968 ORDERED: 1969 OPERATIONAL: 1970	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 3 EMS 5 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> O'NEILL, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,000* SERVICE AREA (Sq. Mi.): 420		INITIAL PLANNING: 09/73 ORDERED: 12/73 OPERATIONAL: 02/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,023	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 23,556 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 20 % FACILITIES 0 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: *Population (1975) provided by outside source.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OGALLALA, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 40		INITIAL PLANNING: 1970 ORDERED: 1970 OPERATIONAL: 1971	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,000 BUDGET BREAKDOWN-- PERSONNEL 40% TELCO EQUIP./SERVICES 10% FACILITIES 0% OTHER 50%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Harold L. Peterson TITLE: Chief Dispatcher AGENCY: Ogallala Police Department ADDRESS: 411 E. 2nd Street Ogallala, NE 69153  TELEPHONE NO.: 308/284-2011	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OSCEOLA, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: ORDERED: OPERATIONAL: 1976	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 4 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 600	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 90 % FACILITIES 0 % OTHER 10 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Timothy G. Siemek	
		TITLE: Sheriff	
		AGENCY: Polk County Sheriff's Department	
		ADDRESS: P.O. Box 567 Osceola, NE 68651	
		TELEPHONE NO.: 402/747-2231	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		PENDER, NE	
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		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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%	
PROBLEM AREAS--COMMENTS		PSAP DIRECTOR	
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.		NAME: Clyde M. Storie TITLE: Sheriff AGENCY: Thurston County Sheriff's Department ADDRESS: Courthouse Pender, NE 68047 TELEPHONE NO.: 402/385-3018	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RUSHVILLE, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,500 SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: 06/74 ORDERED: 06/74 OPERATIONAL: 10/74	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 20,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 5 % FACILITIES 5 % OTHER 0 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Marvie J. Talbot	
		TITLE: Sheriff	
		AGENCY: Sheridan County Sheriff's Office	
		ADDRESS: Rushville, NE 69360	
		TELEPHONE NO.: 308/327-2161	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SIDNEY, NE
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,000      SERVICE AREA (Sq. Mi.): 2,200		INITIAL PLANNING: 09/68      ORDERED: 01/69      OPERATIONAL: 06/69	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 0      TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 5	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 6      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES 100% FACILITIES 0%      OTHER 0%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100%      OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Roy Bauer TITLE: Chief of Police AGENCY: Sidney Police Department ADDRESS: Cheyenne County Courthouse Sidney, NE 69162	
		TELEPHONE NO.: 308/254-5515	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> VALENTINE, NE	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Melvin Christensen TITLE: Sheriff AGENCY: Cherry County Sheriff's Department ADDRESS: 365 N. Main Valentine, NE 69201	
		TELEPHONE NO.: 402/376-1890	



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 GRÖMLAND  
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  
GÖTHENBERG POLICE DEPT.  
409 1/2 9TH STREET  
GÖTHENBERG, 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 POSKÖCHIL  
SHERIFF  
SAUNDERS CNTY SHERIFF'S DEPT.  
COURTHOUSE BUILDING  
WAHOO, NE 68066  
(402)443-3718

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NEVADA

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FALLON, NV	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 19,000 SERVICE AREA (Sq. Mi.): 5,500		INITIAL PLANNING: 06/70 ORDERED: 06/73 OPERATIONAL: 06/73	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Telco	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 7	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER X		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 16 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 5,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0% TELCO EQUIP./SERVICES 100% FACILITIES 0% OTHER 0%	
COMMENTS: Operating budget provided by telco.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100%	
ADVICE: Should have recorders on 911 lines.		<b>PSAP DIRECTOR</b>	
		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

LOU W SCHUH  
SHERIFF  
MINERAL COUNTY SHERIFF'S DEPT.  
BOX 778  
HAWTHORNE , NV 89415  
(702) 945-2434

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  
TONGVAH , NV 89049  
(702) 482-6242

FRANK W WESTON  
SHERIFF  
HUMBOLDT CTY SHERIFF'S DEPT.  
25 W. 5TH ST.  
WINNEMUCCA , NV 89445  
(702) 623-5081

GEORGE ALLEN  
SHERIFF  
LYON SHERIFF'S DEPARTMENT  
30 NEVIN WAY  
YERINGTON , NV 89447  
(702) 463-2321

**NEW HAMPSHIRE**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DOVER, NH	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 26,000 SERVICE AREA (Sq. Mi.): 28		INITIAL PLANNING: 05/71 ORDERED: 08/71 OPERATIONAL: 06/72	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		AVERAGE DAILY CALL VOLUME: 50 CALL MIX: LE 40 % FIRE 25 % EMS 30 % OTHER 5 % INAPPROPRIATE CALLS: 30 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Manual traces by telco may take 4 hours. ADVICE: Develop public education program on how & when to use 911.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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

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**NEW JERSEY**

**CONTINUED**

**7 OF 12**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BAYONNE, NJ	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 73,000 SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: 02/71 ORDERED: 07/71 OPERATIONAL: 10/71	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 75,000 BUDGET BREAKDOWN-- PERSONNEL 100 % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Police department should control PSAP. *Also has contract services agreement.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BRIGANTINE, NJ	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,200 SERVICE AREA (Sq. Mi.): 7		INITIAL PLANNING: 10/78 ORDERED: 11/78 OPERATIONAL: 06/79	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 24 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 2 CALL MIX: LE 80% FIRE 10% EMS 10% OTHER 0% INAPPROPRIATE CALLS: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 350	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: John J. O'Connor TITLE: Chief AGENCY: Brigantine Police Department ADDRESS: 1417 W. Brigantine Avenue Brigantine, NJ 08203 TELEPHONE NO.: 609/266-7414	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	HASBROUCK HEIGHTS, NJ
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,314	SERVICE AREA (Sq. Mi.): 3	INITIAL PLANNING: 09/74	ORDERED: 04/75 OPERATIONAL: 03/76
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 40 DIRECT PROGRESSIVE CONTROL 3	COMMON CONTROL 10 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 28 CIVILIANS MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR OTHER	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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 209	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 86,470 BUDGET BREAKDOWN-- PERSONNEL 94% TELCO EQUIP./SERVICES 6% FACILITIES 0% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	HUNTERDON COUNTY, NJ
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 82,381                      SERVICE AREA (Sq. Mi.): 437		INITIAL PLANNING: 01/74      ORDERED: 03/76      OPERATIONAL: 02/77	
POLITICAL JURISDICTIONS SERVED: 26		AGENCY(S) LEADING 911 EFFORT: Other	
PUBLIC SAFETY AGENCIES SERVED: LE22    FIRE 26    EMS 15    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2                      911 WIRED CENTRAL OFFICES: 13		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 4                      COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 6                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 26                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON                      ACD                      PBX/PABX                      OTHER *		FULL-TIME CALL ANSWERERS: SWORN                      CIVILIANS 13                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT X                      RINGBACK X IDLE CIRCUIT TONE X                      SWITCHHOOK STATUS X ANI                      ALI                      SR                      PARTIAL SR                      OTHER #		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 750,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE X    LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 357,100 BUDGET BREAKDOWN-- PERSONNEL 55 %                      TELCO EQUIP./SERVICES 15 % FACILITIES 0 %                      OTHER 30 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		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	

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# 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

## 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 %

## 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.

## 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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	NEW BRUNSWICK, NJ
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 42,500 SERVICE AREA (Sq. Mi.): 5		INITIAL PLANNING: 01/76 ORDERED: OPERATIONAL: 12/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 10 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 11 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NEWARK, NJ	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 382,000 SERVICE AREA (Sq. Mi.): 23		INITIAL PLANNING: 1973 ORDERED: 1975 OPERATIONAL: 05/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes.	
INCOMING 911 TRUNKS: DIRECT 89 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 13	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 47 CIVILIANS 19 MULTI-LINGUAL 6	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Thomas W. Martin TITLE: Deputy Chief AGENCY: Newark Police Department ADDRESS: 22 Franklin Street Newark, NJ 07102	
		TELEPHONE NO.: 201/733-6075	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OAKLAND, NJ	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 9		INITIAL PLANNING: 02/74 ORDERED: 1976 OPERATIONAL: 08/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 29 CIVILIANS 1 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 2 CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 10 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 552 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Plan an on-going public education program on how & when to use 911.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ALBUQUERQUE, NM	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 279,000* SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL: 11/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 42 TANDEM 10		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER X		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 21 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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)		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Bob V. Stover TITLE: Chief of Police AGENCY: Albuquerque Police Department ADDRESS: 401 Marquette Northwest Albuquerque, NM 87102  TELEPHONE NO.: 505/766-4500	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LAS CRUCES, NM	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 05/68 ORDERED: 05/71 OPERATIONAL: 06/72	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 10 MULTI-LINGUAL 5	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Get all the money you can --- you will need it.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

LOS ALAMOS, NM

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 12/69 ORDERED: 11/69 OPERATIONAL: 12/70  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

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.  
 \*U.S. Department of Energy (DOE)

**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

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SURVEY NON-RESPONDENTS

ELDON H GILBERT  
CHIEF OF POLICE  
ALAMOGORDO POLICE DEPT.  
700 VIRGINIA  
ALAMOGORDO  
(505)437-2505

NM 88310

JAMES R MOORE  
CHIEF OF POLICE  
LAS VEGAS POLICE DEPT.  
SIXTH ST  
LAS VEGAS  
(505)425-7505

NM 87701

CAROL M TEGEE  
CHIEF OF POLICE  
ROSWELL POLICE DEPT  
1500 WEST COLLEGE  
ROSWELL  
(505)622-5511

NM 88201

**NEW YORK**

**911 SYSTEM DESCRIPTION****PSAP NAME**

BATAVIA, NY

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 01/68 ORDERED: OPERATIONAL: 03/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

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****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 06/74 ORDERED: 12/75 OPERATIONAL: 05/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: Other\*

PLANNING/IMPLEMENTATION COST: \$ 376,397  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$ 475,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 90 % TELCO EQUIP./SERVICES 6 %  
 FACILITIES 1 % OTHER 3 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

SOURCES OF OPERATING BUDGET:  
 FEDERAL 66 % STATE % LOCAL 34 % OTHER %

**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	
THE COMMUNITY		EAST AURORA, NY	
POPULATION SERVED: 40,866      SERVICE AREA (Sq. Mi.): 199 POLITICAL JURISDICTIONS SERVED: 3 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 13 EMS 13 OTHER 0		INITIAL PLANNING: 10/73      ORDERED: 11/73      OPERATIONAL: 07/74 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Contract svcs		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT COMMENTS: Operating budget comes from pre-established contributions of user agencies.		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000	SERVICE AREA (Sq. Mi.): 10	INITIAL PLANNING: 1970	ORDERED: 06/71 OPERATIONAL: 05/72
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 9 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--8	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 3	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 2	UNKNOWN	CALL-ANSWERING POSITIONS: 2	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 4	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN	CIVILIANS 10 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET	MULTI-BUTTON X ACD PBX/PABX OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME:	
CALLLED PARTY HOLD X	FORCED DISCONNECT	CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 %	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS X	INAPPROPRIATE CALLS: 25 %	
ANI	ALI SR PARTIAL-SR OTHER		
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 116,437	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL	FINANCIAL X	PERSONNEL 91 %	TELCO EQUIP./SERVICES 7 %
TECHNICAL	MANAGEMENT	FACILITIES 0 %	OTHER 2 %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
2% of operating budget comes from PSAP billings of		FEDERAL %	STATE % LOCAL 98 % OTHER 2 %
the system users.		<b>PSAP DIRECTOR</b>	
		NAME:	Richard D. Ream
		TITLE:	Chief of Police
		AGENCY:	Jamestown Police Department
		ADDRESS:	Municipal Building Jamestown, NY 14701
		TELEPHONE NO.:	716/661-2330

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		LOCKPORT, NY	
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		PSAP ADMINISTRATION AND OPERATIONS	
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 X      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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS:		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT COMMENTS: *Citizens group		NAME: Anthony J. Vilella TITLE: Sheriff AGENCY: Niagara County Sheriff's Department ADDRESS: 1526 Niagara Street Ext. Lockport, NY 14094 TELEPHONE NO.: 716/434-6611	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MINEOLA, NY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,400,000 SERVICE AREA (Sq. Mi.): 300		INITIAL PLANNING: 01/69 ORDERED: 09/72 OPERATIONAL: 09/73	
POLITICAL JURISDICTIONS SERVED: 25		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 21 FIRE 70 EMS 23 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 52 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 35	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 93 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 7,000,000	
INTERAGENCY AGREEMENTS: Federal grant*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,094,125 BUDGET BREAKDOWN-- PERSONNEL 65 % TELCO EQUIP./SERVICES 23 % FACILITIES 9 % OTHER 3 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 1 % STATE 1 % LOCAL 98 % OTHER %	
COMMENTS: ADVICE: Encourage all agencies in community to participate in system. Justice Dept. should produce a 911 planning guide. *Also has charter/ordinance.		<b>PSAP DIRECTOR</b>	
		NAME: David Cochems TITLE: Inspector, Commanding Officer AGENCY: Nassau County Police Department ADDRESS: 1490 Franklin Avenue Mineola, NY 11501 TELEPHONE NO.: 516/535-4144	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	NEW YORK CITY, NY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000,000 SERVICE AREA (Sq. Mi.): 300		INITIAL PLANNING: 01/66 ORDERED: 07/67 OPERATIONAL: 07/68	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 0 TANDEM 114		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 70	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 41 CIVILIANS 288 MULTI-LINGUAL 17	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR X PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 210,500	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 97 % FACILITIES 0 % OTHER 3 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GLEAN, NY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 6		INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 14 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 75,000 BUDGET BREAKDOWN-- PERSONNEL 95 % TELCO EQUIP./SERVICES 3 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: More advanced equipment needed. ADVICE: Use expanded 911 system.		<b>PSAP DIRECTOR</b>	
		NAME: Michael S. Luty TITLE: Chief of Police AGENCY: Glean Police Department ADDRESS: Time Square Municipal Building Glean, NY 14760 TELEPHONE NO.: 716/372-4211	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	RAYBROOK, NY
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 2,400		INITIAL PLANNING: 02/78 ORDERED: 04/79 OPERATIONAL: 11/79	
POLITICAL JURISDICTIONS SERVED: 10		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 8 EMS 1 OTHER 5		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 7		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 16 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI X ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 75,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  NOTE: This is a basic 911 system with ANI.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SILVER CREEK, NY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 55		INITIAL PLANNING: 08/73 ORDERED: 08/74 OPERATIONAL: 11/75	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 4 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 47,500 BUDGET BREAKDOWN-- PERSONNEL 95 % TELCO EQUIP./SERVICES 3 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 81 % OTHER 19 %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Sheldon E. Macheimer 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		HISTORICAL BACKGROUND	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 3		INITIAL PLANNING: 05/70 ORDERED: OPERATIONAL: 09/71	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 4 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,463 BUDGET BREAKDOWN -- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 75 % OTHER 25 %	
COMMENTS: 25% of operating budget comes from PSAP billings of the system users.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> YAPHANK, NY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,500,000 SERVICE AREA (Sq. Mi.): 525		INITIAL PLANNING: 06/67 ORDERED: 10/68 OPERATIONAL: 06/69	
POLITICAL JURISDICTIONS SERVED: 16		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT TANDEM 26		CALL-ANSWERING POSITIONS: 12	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 39 CIVILIANS 38 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 1,700 CALL MIX: LE 90% FIRE 2% EMS 7% OTHER 1% INAPPROPRIATE CALLS: 0%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 560,644 BUDGET BREAKDOWN-- PERSONNEL 92% TELCO EQUIP./SERVICES 8% FACILITIES 0% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100%	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Theodore A. White TITLE: Captain AGENCY: Suffolk County Police Department ADDRESS: Yaphank Avenue Yaphank, NY 11980 TELEPHONE NO.: 516/345-5000	

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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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7-11

**911 SYSTEM DESCRIPTION****PSAP NAME**

LINCOLN, 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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WINSTON-SALEM, NC	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 158,060 SERVICE AREA (Sq. Mi.): 97		INITIAL PLANNING: 05/73 ORDERED: 05/75 OPERATIONAL: 06/77	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other#	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 6		PSAP ADMINISTERED BY: City admin	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 49 TANDEM		CALL-ANSWERING POSITIONS: 8	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS 12 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER *		AVERAGE DAILY CALL VOLUME: 140 CALL MIX: LE 90% FIRE 5% EMS 3% OTHER 2% INAPPROPRIATE CALLS: 20%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 19,520	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 560,000 BUDGET BREAKDOWN-- PERSONNEL 67% TELCO EQUIP./SERVICES 20% FACILITIES 1% OTHER 12%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Survey your needs, compare with present system & dispatch operations. Consolidate all operations under separate agency. *Line-locking for tracing calls.		<b>PSAP DIRECTOR</b>	
		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	

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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 243  
FAIRMONT, NC 28340  
(919)628-9766

J D BRASELL  
SHERIFF  
AVERY COUNTY SHERIFF'S DEPT.  
NEWLAND, NC 28657  
(704) 733-5855

**NORTH DAKOTA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GRAND FORKS, ND	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,977 SERVICE AREA (Sq. Mi.): 18		INITIAL PLANNING: 11/65 ORDERED: 02/66 OPERATIONAL: 11/66	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 8,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,131	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: James A. Clauge TITLE: Chief of Police AGENCY: Grand Forks Police Department ADDRESS: 122 S. Fifth Street Grand Forks, ND 58201	
		TELEPHONE NO.: 701/772-7171	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MANDAN, ND	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,000 SERVICE AREA (Sq. Mi.): 9		INITIAL PLANNING: 04/76 ORDERED: 04/76 OPERATIONAL: 12/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 200	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Get complete cooperation & program understanding from all agencies. Have good public education program.		<b>PSAP DIRECTOR</b>	
		NAME: Hugo Ternes TITLE: Chief of Police AGENCY: Mandan Police Department ADDRESS: 110 Collins Avenue Mandan, ND 58554	
		TELEPHONE NO.: 701/663-9509	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MINOT, ND	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 806		INITIAL PLANNING: 11/72 ORDERED: 01/74 OPERATIONAL: 07/74	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 50,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,500 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Dennis L. Smetana TITLE: Sergeant AGENCY: Minot Police Department ADDRESS: 515 2nd Avenue, S.W. Minot, ND 58701	
		TELEPHONE NO.: 701/852-0111	

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OHIO

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> AMHERST, OH	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 9		INITIAL PLANNING: 04/71 ORDERED: 10/73 OPERATIONAL: 02/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Edward R. Kosal TITLE: Captain of Police Department AGENCY: Amherst Police Department ADDRESS: 206 S. Main Street Amherst, OH 44001	
		TELEPHONE NO.: 216/968-2625	

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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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> DEFIANCE, OH	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000      SERVICE AREA (Sq. Mi.): 10		INITIAL PLANNING: 10/71      ORDERED: 07/72      OPERATIONAL: 05/73	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 2      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 5      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,000 BUDGET BREAKDOWN-- PERSONNEL 90 %      TELCO EQUIP./SERVICES 10 % FACILITIES 0 %      OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100 %      OTHER %	
COMMENTS: Receive many administrative & non-emergency calls.		<b>PSAP DIRECTOR</b>	
		NAME: Norman L. Herder TITLE: Chief of Police AGENCY: Defiance Police Department ADDRESS: 324 Perry Street Defiance, OH 43512	
		TELEPHONE NO.: 419/784-5050	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SANDUSKY, OH	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 12		INITIAL PLANNING: 08/67 ORDERED: 04/68 OPERATIONAL: 02/69	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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

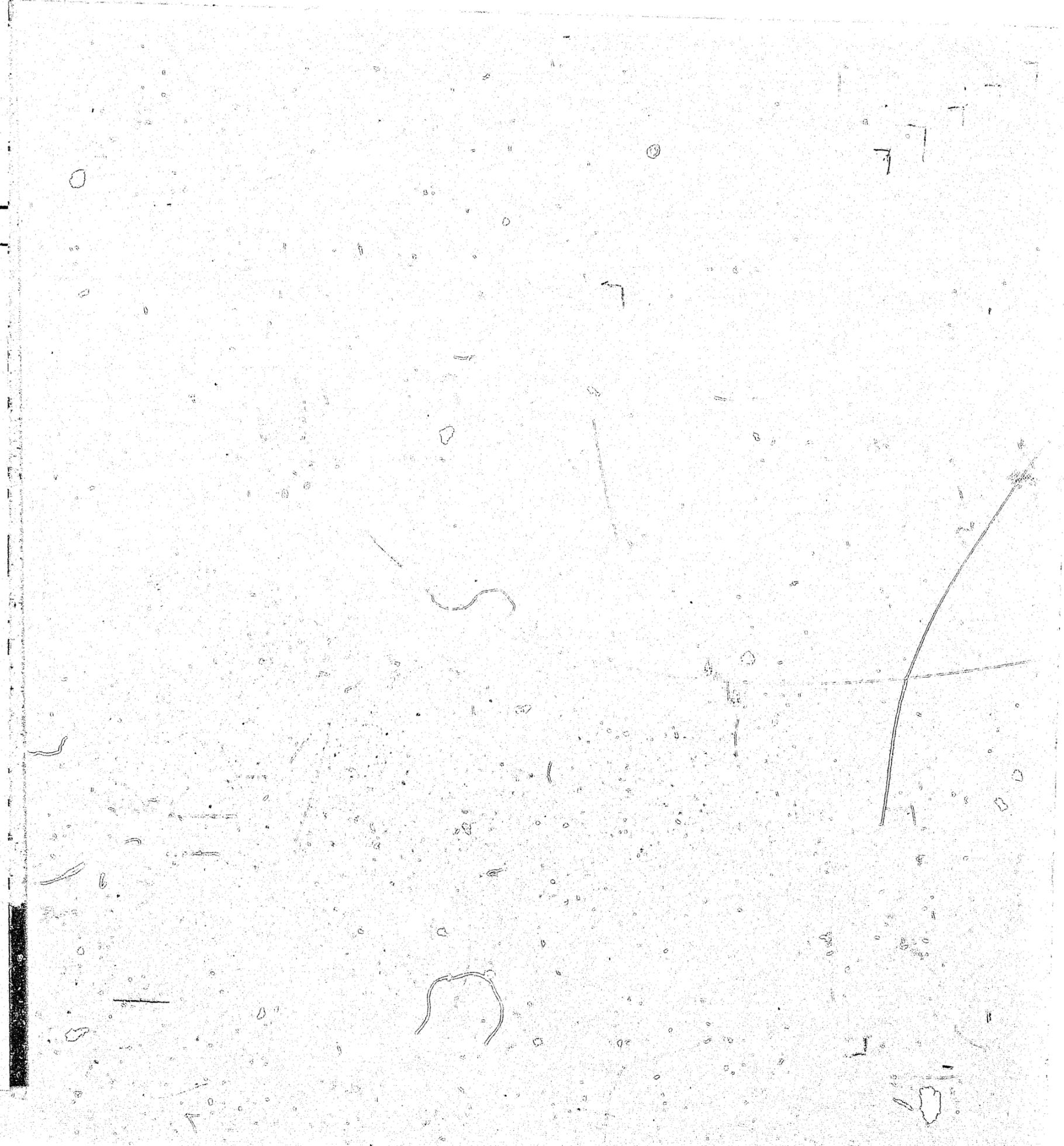
ROBERT C BENTLER  
SHERIFF  
PUTNAM COUNTY SHERIFF'S DEPT.  
140 N. HICKORY  
OTTAWA OH 45875  
(419) 523-3208

R E FLEMING  
CHIEF OF POLICE  
VERMILLION POLICE DEPARTMENT  
691 GRAND  
VERMILLION OH 44089  
(216) 967-6116

**OKLAHOMA**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ALVA, OK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,440 SERVICE AREA (Sq. Mi.): 6.		INITIAL PLANNING: 06/68 ORDERED: 11/68 OPERATIONAL: 01/69	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 100	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		BROKEN ARROW, OK	
POPULATION SERVED: 60,000	SERVICE AREA (Sq. Mi.): 250	INITIAL PLANNING: 1971	ORDERED: 1971 OPERATIONAL: 1972
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK OTHER	AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Implement a good public education program.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		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	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

DUNCAN, OK

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 1971 ORDERED: 01/72 OPERATIONAL: 05/72  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

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

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

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

COMMENTS:

**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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	FAIRVIEW, OK
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,100                      SERVICE AREA (Sq. Mi.): 360		INITIAL PLANNING: 10/69      ORDERED: 03/70      OPERATIONAL: 06/70	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: City admin	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0                      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 2                      TANDEN 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 1                      CIVILIANS 7                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 100	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,500 BUDGET BREAKDOWN-- PERSONNEL 75 %                      TELCO EQUIP./SERVICES 0 % FACILITIES 0 %                      OTHER 25 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL X                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 100 %                      OTHER %	
COMMENTS: Major problem is telephone equipment repair & maintenance.		<b>PSAP DIRECTOR</b>	
		NAME: Dixie J Blackledge TITLE: City Manager AGENCY: City of Fairview ADDRESS: 206 E. Broadway Fairview, OK 73737	
		TELEPHONE NO.: 405/227-4416	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

LAWTON, OK

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 01/70 ORDERED: 08/70 OPERATIONAL: 12/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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 55 % FIRE 10 % EMS 25 % OTHER 0 %  
 INAPPROPRIATE CALLS: 25 %

**LEGAL****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: Charter/ordin.

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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SHAWNEE, OK	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,000 SERVICE AREA (Sq. Mi.): 125		INITIAL PLANNING: 01/75 ORDERED: 01/75 OPERATIONAL: 10/75	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: EMS--2	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 51 CIVILIANS 18 MULTI-LINGUAL 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 55 CALL MIX: LE 60% FIRE 10% EMS 25% OTHER 5% INAPPROPRIATE CALLS: 70%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,662	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 92% TELCO EQUIP./SERVICES 8% FACILITIES 0% OTHER 0%	
COMMENTS: When transferring 911 calls, modulation is cut dramatically. ADVICE: Get ANI & ALI. *Citizen action group		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: David L. Hudibergh TITLE: Chief of Police AGENCY: Shawnee Police Department ADDRESS: 9th & Broadway Shawnee, OK 74801	
		TELEPHONE NO.: 405/273-2121	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	STILLWATER, OK
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 60		INITIAL PLANNING: 05/74 ORDERED: 11/74 OPERATIONAL: 12/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE ANI ALI SR SWITCHHOOK STATUS PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS: ADVICE: Get support of other agencies involved to keep down petty jealousies.		<b>PSAP DIRECTOR</b>	
		NAME: Vernon W. Langley TITLE: Sergeant AGENCY: Stillwater Police Department ADDRESS: 723 S. Lewis Stillwater, OK 74074	
		TELEPHONE NO.: 405/372-4171	

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SURVEY NON-RESPONDENTS

HOYT BENEDICT  
CHIEF OF POLICE  
ALTUS POLICE DEPT.  
118 EAST COMMERCE  
ALTUS ,  
(405)482-4121

OK 73521

J.C. GIVENS  
CHIEF OF POLICE  
ANADARKO POLICE DEPARTMENT  
201 NORTH 1ST STREET  
ANADARKO ,  
(405) 247-2411

OK 73005

DONALD R. DAUGHERTY  
CHIEF OF POLICE  
CHICKASHA POLICE DEPT.  
106 NORTH SIXTH  
CHICKASHA ,  
(405) 224-2332

OK 73018

JIMMY TIPTON  
CHIEF OF POLICE  
MANGUM POLICE DEPT.  
201 NORTH OKLAHOMA  
MANGUM ,  
(405)782-3382

OK 73554

DON D SUNDERLAND  
CHIEF OF POLICE  
WOODWARD POLICE DEPT.  
12-20 9TH ST  
WOODWARD ,  
(405)256-3151

OK 73801

**OREGON**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FLORENCE, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 240		INITIAL PLANNING: 1973 ORDERED: 1973 OPERATIONAL: 07/73	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HERMISTON, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 150		INITIAL PLANNING: 07/71 ORDERED: 02/72 OPERATIONAL: 05/72	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 6 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 16 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 60,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 50 % TELCO EQUIP./SERVICES 20 % FACILITIES 5 % OTHER 5 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90 % OTHER 10 %	
		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		JACKSON COUNTY, OR	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 124,500      SERVICE AREA (Sq. Mi.): 2,821		INITIAL PLANNING: 11/73      ORDERED:      OPERATIONAL: 1975	
POLITICAL JURISDICTIONS SERVED: 24		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 8    FIRE 11    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--7, Fire--11, EMS--1	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 2      911 WIRED CENTRAL OFFICES: 6		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL 5		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 12      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 15      MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 250,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 432,936 BUDGET BREAKDOWN-- PERSONNEL 52 %      TELCO EQUIP./SERVICES 5 % FACILITIES 0 %      OTHER 43 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS: Need more training.		PSAP DIRECTOR	
ADVICE: Allow time for public education. Cooperate & communicate with all agencies.		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> JOHN DAY, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 2,500 SERVICE AREA (Sq. Mi.): 300		INITIAL PLANNING: 02/74 ORDERED: 08/74 OPERATIONAL: 10/74	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 3 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 400	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 36,090	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 97 % TELCO EQUIP./SERVICES 0 % FACILITIES 3 % OTHER 0 %	
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."		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 52 % OTHER 48 %	
		<b>PSAP DIRECTOR</b>	
		NAME: William F. Gibson TITLE: Chief of Police AGENCY: John Day Police Department ADDRESS: 242 S. Canyon Blvd. John Day, OR 97845 TELEPHONE NO.: 503/575-0030	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

MILTON-FREEWATER, OR

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 02/72 ORDERED: 04/72 OPERATIONAL: 09/72  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

**PROBLEM AREAS--COMMENTS**

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 %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

COMMENTS:

ADVICE: Make sure your phone network is compatible with 911 system.

**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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MORROW COUNTY, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,700 SERVICE AREA (Sq. Mi.): 2,025		INITIAL PLANNING: 11/77 ORDERED: 06/78 OPERATIONAL: 07/79	
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 4 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: all		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,027	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 64 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 36 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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		HISTORICAL BACKGROUND	
POPULATION SERVED: 10,000      SERVICE AREA (Sq. Mi.): 100		INITIAL PLANNING: 11/70      ORDERED: 02/71      OPERATIONAL: 04/71	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3    FIRE 3    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 5      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X      MULTI-BUTTON      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 6      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,500	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 65,000 BUDGET BREAKDOWN-- PERSONNEL 85 %      TELCO EQUIP./SERVICES 10 % FACILITIES 5 %      OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 90 %      OTHER 10 %	
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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> THE DALLES, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 17,000 SERVICE AREA (Sq. Mi.): 55,000		INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 04/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 73,121	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 92 % TELCO EQUIP./SERVICES 2 % FACILITIES 5 % OTHER 1 %	
COMMENTS: Believe 911 is beneficial to all citizens. It is easy for any age to remember.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Elaine M. Alley TITLE: Chief AGENCY: The Dalles Communications Center ADDRESS: 313 Court Street The Dalles, OR 97058	
		TELEPHONE NO.: 503/296-2233	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TOLEDO, OR	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,650 SERVICE AREA (Sq. Mi.): 44		INITIAL PLANNING: 1970 ORDERED: 1971 OPERATIONAL: 1971	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER 100 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Public relations & public service has improved since 911 was implemented.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	UMATILLA, OR
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000		SERVICE AREA (Sq. Mi.): 88	
POLITICAL JURISDICTIONS SERVED: 6		INITIAL PLANNING: 06/74	
PUBLIC SAFETY AGENCIES SERVED: LE		ORDERED: 10/74	
FIRE		OPERATIONAL: 11/74	
EMS		AGENCY(S) LEADING 911 EFFORT: LE	
OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1		911 WIRED CENTRAL OFFICES: 1	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP ADMINISTERED BY: LE	
STORED PROGRAM		PSAP LOCATED WITH DISPATCH: Yes	
DIRECT PROGRESSIVE CONTROL		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING POSITIONS: 3	
INCOMING 911 TRUNKS: DIRECT 2		FULL-TIME CALL ANSWERERS:	
TANDEM		SWORN 3 CIVILIANS 2 MULTI-LINGUAL 0	
DIAL TONE FIRST STATUS: All		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
CALL-ANSWERING EQUIPMENT:		NON-PSAP CALL-ANSWERING AGENCY:	
HANDSET X		AVERAGE DAILY CALL VOLUME: 5	
MULTI-BUTTON X		CALL MIX: LE 20 % FIRE 70 % EMS 10 % OTHER 0 %	
ACD		INAPPROPRIATE CALLS: 30 %	
PBX/PABX			
OTHER			
SPECIAL FEATURES:			
CALLED PARTY HOLD X			
IDLE CIRCUIT TONE			
ANI			
ALI			
SR			
FORCED DISCONNECT			
SWITCHHOOK STATUS			
PARTIAL SR			
OTHER			
RINGBACK			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 87,000	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL		PERSONNEL 76 %	
FINANCIAL X		TELCO EQUIP./SERVICES 15 %	
TECHNICAL		FACILITIES 5 %	
MANAGEMENT		OTHER 4 %	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
ADVICE: Need agreed participation financially for		FEDERAL % STATE % LOCAL 100 % OTHER %	
implementation & operation of system.		<b>PSAP DIRECTOR</b>	
		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	

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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

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**PENNSYLVANIA**

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	ALLENTOWN, PA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 110,000      SERVICE AREA (Sq. Mi.): 27		INITIAL PLANNING: 12/79      ORDERED: 1972      OPERATIONAL: 09/73	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: City admin	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 10      TANDEM 5		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET X      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 17      MULTI-LINGUAL 17	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 387,456	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 448,344 BUDGET BREAKDOWN-- PERSONNEL 90 %      TELCO EQUIP./SERVICES 2 % FACILITIES 2 %      OTHER 6 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS: ADVICE: 911 system should be under direction of a public safety director, not police or fire departments.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	BERWICK, PA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 24,048                      SERVICE AREA (Sq. Mi.): 75		INITIAL PLANNING: 07/73      ORDERED: 07/74      OPERATIONAL: 10/74	
POLITICAL JURISDICTIONS SERVED: 9		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 7    FIRE 6    EMS 2    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 4                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 13                      CIVILIANS 4                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK X IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 41,300	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL                      STATE X                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 34,655 BUDGET BREAKDOWN-- PERSONNEL 90 %                      TELCO EQUIP./SERVICES 5 % FACILITIES 1 %                      OTHER 4 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL X                      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %                      STATE %                      LOCAL 90 %                      OTHER 10 %	
COMMENTS: Receive many wrong numbers where call answerer only hears a dial tone. NOTE: 10% of operating budget from pre-established contributions of agencies. ADVICE: 911 improves dispatch efficiency.		<b>PSAP DIRECTOR</b>	
		NAME: Jim McClintock TITLE: Dispatcher AGENCY: Berwick Police Department ADDRESS: 344 Market Street Berwick, PA 18603  TELEPHONE NO.: 717/752-2723	

460

# 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

1961

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CLEARFIELD, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 02/70 ORDERED: 04/70 OPERATIONAL: 12/70	
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: City admin	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Clifford Mann TITLE: Mayor AGENCY: Clearfield Borough ADDRESS: 14 S. Front Street Clearfield, PA 16830	
		TELEPHONE NO.: 814/765-7881	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	CUMBERLAND COUNTY, PA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 600		INITIAL PLANNING: 04/74 ORDERED: 12/74 OPERATIONAL: 04/77	
POLITICAL JURISDICTIONS SERVED: 36		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 19 FIRE 27 EMS 19 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 9		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 5 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 35 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 25 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 39,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 121,000 BUDGET BREAKDOWN-- PERSONNEL 66% TELCO EQUIP./SERVICES 13% FACILITIES 2% OTHER 19%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Funding for system improvements or modifications is difficult. ADVICE: Need good public education program. *Disaster/emergency preparedness		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	GLENSHAW, PA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 27,000      SERVICE AREA (Sq. Mi.): 8		INITIAL PLANNING: 10/74      ORDERED: 10/75      OPERATIONAL: 10/77	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE    EMS    OTHER		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 7      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 1      CIVILIANS 7      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90 %      TELCO EQUIP./SERVICES 0 % FACILITIES 8 %      OTHER 2 %	
COMMENTS: 60% of operating budget comes from PSAP billings of system users & 40% from a special taxing district		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER 100 %	
		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		HOLLIDAYSBURG, PA	
POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 100		INITIAL PLANNING: 12/71 ORDERED: OPERATIONAL: 12/73	
POLITICAL JURISDICTIONS SERVED: 8		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 7 EMS 5 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 80,000 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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	

465

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LACKAWANNA COUNTY, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 475		INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 01/78	
POLITICAL JURISDICTIONS SERVED: 40		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 48 FIRE 48 EMS 48 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Le--19, Fire--19, EMS--19	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3 COMMON CONTROL 3 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 33 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 26,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 98 % FACILITIES 0 % OTHER 2 %	
COMMENTS: ADVICE: Make sure volunteer public safety organizations have input in planning system. *Joint effort of emergency medical, county admin., & telco.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

466

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LANCASTER COUNTY, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 342,797 SERVICE AREA (Sq. Mi.): 946		INITIAL PLANNING: 06/78 ORDERED: 01/79 OPERATIONAL: 10/79	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 5 911 WIRED CENTRAL OFFICES: 23		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3 COMMON CONTROL DIRECT PROGRESSIVE CONTROL 19 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 60 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 99,950	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Implement a 911 committee of all emergency agencies.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

467

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LANSFORD, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 100		INITIAL PLANNING: 03/73 ORDERED: 01/74 OPERATIONAL: 03/74	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 4 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1		CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER 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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 98% OTHER 2%	
COMMENTS:  ADVICE: All agencies should financially support system. Establish a 911 committee of all agencies to handle operation.  *Joint effort of police, fire, & telco.		<b>PSAP DIRECTOR</b>	
		NAME: Joseph Delpero TITLE: Chief of Police AGENCY: Lansford Police Department ADDRESS: P.O. Box 96 Lansford, PA 18232  TELEPHONE NO.: 717/645-5844	

897

**911 SYSTEM DESCRIPTION****PSAP NAME**

LEBANON COUNTY, PA

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

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****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS:

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**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.

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%

**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

697

911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		MILTON, PA	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi.): 10	INITIAL PLANNING:	ORDERED: OPERATIONAL: 02/70
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 20	COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON	ACD PBX/PABX X OTHER	FULL-TIME CALL ANSWERERS: SWORN 11 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK.	AVERAGE DAILY CALL VOLUME: 18 CALL MIX: LE 20% FIRE 30% EMS 50% OTHER 0% INAPPROPRIATE CALLS: 10%	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 49,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 5% FACILITIES 10% OTHER 5%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		PSAP DIRECTOR	
		NAME: Patricia A. Pfleeger	
		TITLE: Police Secretary/Dispatcher	
		AGENCY: Milton Borough Police Department	
		ADDRESS: 1 Filbert Street Milton, PA 17847	
		TELEPHONE NO.: 717/742-8757	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SMETHPORT, PA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 12/72    ORDERED: 05/73    OPERATIONAL: 10/73 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL                      %                      STATE                      %                      LOCAL 100 %                      OTHER                      %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WASHINGTON, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 200		INITIAL PLANNING: 01/78 ORDERED: 04/78 OPERATIONAL: 06/78	
POLITICAL JURISDICTIONS SERVED: 10		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 10 EMS 10 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--5, Fire--5, EMS--5	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 9 DIRECT PROGRESSIVE CONTROL 9 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 10 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 103 CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers#		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 108,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90% TELCO EQUIP./SERVICES 8% FACILITIES 0% OTHER 2%	
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		SOURCES OF OPERATING BUDGET: FEDERAL 20% STATE 5% LOCAL 75% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Paul Rusinek TITLE: Communications Director AGENCY: Inter-Governmental Comm. Organization ADDRESS: 55 West Maiden Street Washington, PA 15301	
		TELEPHONE NO.: 412/228-5444	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WESTMORELAND COUNTY PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 425,000      SERVICE AREA (Sq. Mi.): 1,040		INITIAL PLANNING: 1968	ORDERED:	OPERATIONAL: 11/71
POLITICAL JURISDICTIONS SERVED: 65		AGENCY(S) LEADING 911 EFFORT: Fire		
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 10      911 WIRED CENTRAL OFFICES: 6		PSAP ADMINISTERED BY: Emerg svcs		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 65      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 6		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD      PBX/PABX      OTHER *		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 21      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE X      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL SR      OTHER		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: %		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %		
COMMENTS: ADVICE: Prohibit dialer alarms. Select quality personnel. Have each agency represented on a board including public. maintain public education. *8A key system		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER %		
		<b>PSAP DIRECTOR</b>		
		NAME: Jim E. Laffey TITLE: Director AGENCY: Emergency Management ADDRESS: 12 Courthouse Square Greensburg, PA 15601		
		TELEPHONE NO.: 412/834-2191		

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> YORK COUNTY, PA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 325,000 SERVICE AREA (Sq. Mi.): 908		INITIAL PLANNING: ORDERED: OPERATIONAL: 04/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 49 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 186,702 BUDGET BREAKDOWN-- PERSONNEL 60% TELCO EQUIP./SERVICES 10% FACILITIES 5% OTHER 25%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

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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**

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****HISTORICAL BACKGROUND**

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED:  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

INITIAL PLANNING: 1972 ORDERED: OPERATIONAL:  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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: A11  
 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS:

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

**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

**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 %

**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.

**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 8 HOURS/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		HISTORICAL BACKGROUND	
POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 6 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATIONS: All		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 20 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SPINK COUNTY, SD	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 550		INITIAL PLANNING: 06/77 ORDERED: 06/77 OPERATIONAL: 07/77	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 31,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90% TELCO EQUIP./SERVICES 10% FACILITIES 0% OTHER 0%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Gary L. Newman TITLE: Sheriff AGENCY: Spink County Sheriff's Office ADDRESS: Spink County Courthouse Redfield, SD 57469	
		TELEPHONE NO.: 605/472-1510	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> YANKTON, SD	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000                      SERVICE AREA (Sq. Mi.): 525 POLITICAL JURISDICTIONS SERVED: 2 PUBLIC SAFETY AGENCIES SERVED: 10 2 FIRE 1 EMS 1 OTHER 2		INITIAL PLANNING: 06/71      ORDERED: 11/71      OPERATIONAL: 03/72 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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: A11 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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		NAME: Frank A. Arneson TITLE: Chief of Police AGENCY: Yankton Police Department ADDRESS: P.O. Box 176, 5th & Walnut Yankton, SD 57078 TELEPHONE NO.: 505/665-4501	

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		HISTORICAL BACKGROUND	
POPULATION SERVED: 24,000      SERVICE AREA (Sq. Mi.): 655		INITIAL PLANNING: 1972      ORDERED: 08/72      OPERATIONAL: 09/72	
POLITICAL JURISDICTIONS SERVED: 13		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 8    FIRE 8    EMS 8    OTHER 8		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 3      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 0      TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 57      CIVILIANS 46      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL    STATE    LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,081 BUDGET BREAKDOWN-- PERSONNEL 30 %      TELCO EQUIP./SERVICES 0 % FACILITIES 0 %      OTHER 70 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %	
COMMENTS: ADVICE: Need public education program.		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CAMDEN, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,126 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		DAYTON, TN	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 150,000 SERVICE AREA (Sq. MI.): 70		INITIAL PLANNING: 10/72 ORDERED: 05/73 OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT  COMMENTS:		BUDGET BREAKDOWN--	
		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ETOWAH, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 30		INITIAL PLANNING: 02/75 ORDERED: 04/75 OPERATIONAL: 10/76	
POLITICAL JURISDICTIONS SERVED: 8		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 3,500	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 262	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 5% FACILITIES 0% OTHER 15%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
ADVICE: Public education		<b>PSAP DIRECTOR</b>	
		NAME: Easley Miller TITLE: Chief of Police AGENCY: Etowah Police Department ADDRESS: 8th Street Etowah, TN 37331	
		TELEPHONE NO.: 615/263-7088	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		FAIRVIEW, TN	
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		INITIAL PLANNING: 10/76    ORDERED: 06/78    OPERATIONAL: 06/78 AGENCY(S) LEADING 911 EFFORT: Fire AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS: Have limited space & personnel to operate system.		NAME: Frankie Hargrove TITLE: City Manager AGENCY: Fairview City ADDRESS: P.O. Box 69 Fairview, TN 37062 TELEPHONE NO.: 615/799-2431	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FRANKLIN, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:      ORDERED:      OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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      24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 25 CALL MIX: LE 60%      FIRE 10%      EMS 25%      OTHER 5% INAPPROPRIATE CALLS: 20%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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      %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL      MANAGEMENT COMMENTS:		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GATLINBURG, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: 06/74 ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HARRIMAN, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,734 SERVICE AREA (Sq. Mi.): 94,297		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 18 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: W. Grady Langley TITLE: Chief of Police AGENCY: Harriman Police Department ADDRESS: 305 Roane Street Harriman, TN 37748	
		TELEPHONE NO.: 615/882-1212	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	HARTSVILLE, TN
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: 06/77 ORDERED: 07/77 OPERATIONAL: 08/77	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 10 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL 20 % STATE 10 % LOCAL 70 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Larry Turnbow TITLE: Chief of Police AGENCY: Hartsville Police Department ADDRESS: 210 Broadway Hartsville, TN 37074	
		TELEPHONE NO.: 615/374-3994	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> JACKSON, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 68,000 SERVICE AREA (Sq. Mi.): 509		INITIAL PLANNING: 02/76 ORDERED: 06/77 OPERATIONAL: 03/78	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: *Citizen action group		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 65 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LAWRENCEBURG, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 30		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		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	

506

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LEBANON, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 38,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 24 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Forget about it. Receive less than 6 emergency calls per year.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Lawuel R. Jones TITLE: Chief of Police AGENCY: Lebanon Police Department ADDRESS: Stone Street Lebanon, TN 37087	
		TELEPHONE NO.: 615/444-2323	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MARYVILLE, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 71,800 SERVICE AREA (Sq. Mi.): 584		INITIAL PLANNING: 07/68 ORDERED: 09/68 OPERATIONAL: 11/68	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--2	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,000 BUDGET BREAKDOWN-- PERSONNEL 75% TELCO EQUIP./SERVICES 20% FACILITIES 5% OTHER 0%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100%	
COMMENTS:  Operating budget obtained from pre-established contributions of user agencies.  ADVICE: Have a good public education program.		<b>PSAP DIRECTOR</b>	
		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	

808

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MONTGOMERY COUNTY, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 85,000 SERVICE AREA (Sq. Mi.): 534		INITIAL PLANNING: 09/75 ORDERED: 01/76 OPERATIONAL: 05/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: Other	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 32 CALL MIX: LE 70% FIRE 5% EMS 20% OTHER 5% INAPPROPRIATE CALLS: 50%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 455	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,686 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100% FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Need continuous public education program with emphasis on using 911 for emergencies only.		<b>PSAP DIRECTOR</b>	
		NAME: Jack Nagrod TITLE: Coordinator, Clarksville-Montgomery AGENCY: County Criminal Justice Complex ADDRESS: 120 Commerce Street Clarksville, TN 37040 TELEPHONE NO.: 615/647-0223	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MORRISTOWN, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 45,000 SERVICE AREA (Sq. Mi.): 174		INITIAL PLANNING: ORDERED: OPERATIONAL: 1972	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Joel Seal TITLE: Chief of Police AGENCY: Morristown Police Department ADDRESS: P.O. Box 1283 Morristown, TN 37814	
		TELEPHONE NO.: 615/586-1213	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MURFREESBORO, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 69,901 SERVICE AREA (Sq. Mi.): 612		INITIAL PLANNING: 01/69 ORDERED: 08/69 OPERATIONAL: 10/69	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 59 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 98% TELCO EQUIP./SERVICES 1% FACILITIES 1% OTHER 0%	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

TTS

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OAKRIDGE, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 195		INITIAL PLANNING: 1971 ORDERED: 1972 OPERATIONAL: 1972	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 116,474	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER 100%	
COMMENTS: Get many non-emergency calls on 911 lines.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Robert G. Smith TITLE: Police Chief AGENCY: Oakridge Police Department ADDRESS: P.O. Box 1 Oakridge, TN 37830	
		TELEPHONE NO.: 615/483-4331	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PULASKI, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,642 SERVICE AREA (Sq. Mi.): 4		INITIAL PLANNING: 12/71 ORDERED: 02/72 OPERATIONAL: 04/72	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 200	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 180 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100% FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Any number with a 9 & all long distance calls come in on 911 lines.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ROANE COUNTY, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,644 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL: 09/72	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE:	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 168 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Gillis Narramore TITLE: Sheriff AGENCY: Roane County Sheriff's Department ADDRESS: 100 Race Street Kingston, TN 37763	
		TELEPHONE NO.: 615/376-5581	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SAVANNAH, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,325 SERVICE AREA (Sq. Mi.): 12		INITIAL PLANNING: 03/79 ORDERED: 07/79 OPERATIONAL: 08/79	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 13 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Don Cannon TITLE: Chief of Police AGENCY: Savannah Police Department ADDRESS: 1020 Main Street Savannah, TN 38372	
		TELEPHONE NO.: 901/925-4989	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	SMITH COUNTY, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 325		INITIAL PLANNING:	ORDERED:	OPERATIONAL:
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT:		
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS:		
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 0 MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%		
<b>LEGAL</b>		<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$		
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$		
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %		
		<b>PSAP DIRECTOR</b>		
		NAME: Sidney S. Harper TITLE: Sheriff AGENCY: Smith County Sheriff's Department ADDRESS: 2nd Avenue Carthage, TN 37030		
		TELEPHONE NO.: 615/735-2626		

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		SMYRNA, TN	
POPULATION SERVED: 19,000      SERVICE AREA (Sq. Mi.): POLITICAL JURISDICTIONS SERVED: 3 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		INITIAL PLANNING: 01/77    ORDERED: 01/77    OPERATIONAL: 07/77 AGENCY(S) LEADING 911 EFFORT: Telco AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Charter/ordin.		PLANNING/IMPLEMENTATION COST: \$ SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL X FISCAL YEAR 1979 OPERATING BUDGET: \$ 263 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		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	
COMMENTS: .ADVICE: Need wide-spread publicity about the use of 911.			

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SPRING CITY, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:    5,000                      SERVICE AREA (Sq. Mi.): 256		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL:    08/72	
POLITICAL JURISDICTIONS SERVED:    2		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED:    LE 1    FIRE 1    EMS 0    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:    None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES:    1                      911 WIRED CENTRAL OFFICES:    1		PSAP ADMINISTERED BY:    City admin	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL                      UNKNOWN    X		PSAP LOCATED WITH DISPATCH:    Yes	
INCOMING 911 TRUNKS:                      DIRECT 1                      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE:    One-stage	
DIAL TONE FIRST STATUS:    None		CALL-ANSWERING POSITIONS:    1	
CALL-ANSWERING EQUIPMENT: HANDSET    X                      MULTI-BUTTON                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN    0                      CIVILIANS    0                      MULTI-LINGUAL    0	
SPECIAL FEATURES: CALLED PARTY HOLD                      FORCED DISCONNECT    X                      RINGBACK IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		OPERATING SCHEDULE:    7 DAYS/WEEK                      24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE:    No		PLANNING/IMPLEMENTATION COST:    \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS:    FEDERAL                      STATE                      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET:    \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL                      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL                      %                      TELCO EQUIP./SERVICES                      % FACILITIES                      %                      OTHER                      %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL                      %                      STATE                      %                      LOCAL                      %                      OTHER                      %	
		<b>PSAP DIRECTOR</b>	
		NAME:                      Robert Chatten	
		TITLE:                      City Manager	
		AGENCY:                      City Hall & Police Department	
		ADDRESS:                      West Rhea Avenue Spring City, TN 37381	
		TELEPHONE NO.:                      615/365-6441, 5153	



<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TULLAHOMA, TN	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 434		INITIAL PLANNING: ORDERED: OPERATIONAL: 09/74	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--2, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER *		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
NON-PSAP CALL-ANSWERING AGENCY:		AVERAGE DAILY CALL VOLUME: 125	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		CALL MIX: LE 80% FIRE 9% EMS 7% OTHER 4%	
INAPPROPRIATE CALLS: 10%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 100,799	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 65% TELCO EQUIP./SERVICES 5% FACILITIES 20% OTHER 10%	
COMMENTS: ADVICE: Advertise your 911 service *Auto relay system.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Tom Womack TITLE: Superintendent AGENCY: Coffee County Consolidated Comm. Ctr. ADDRESS: P.O. Box 219 Tullahoma, TN 37388	
		TELEPHONE NO.: 615/728-9555	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WAVERLY, TN
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
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		INITIAL PLANNING:    01/73    ORDERED:    09/73    OPERATIONAL:    11/73 AGENCY(S) LEADING 911 EFFORT:    LE AGENCIES SERVED POST-IMPLEMENTATION:    None
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
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 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%
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE:    No INTERAGENCY AGREEMENTS:    Charter/ordin.		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            %
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL TECHNICAL            X                      MANAGEMENT COMMENTS: Receive many non-emergency calls on 911 lines.		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

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SURVEY NON-RESPONDENTS

522

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  
MADISONVILLE 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 N. 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  
FAYETTEVILLE POLICE DEPT.  
1105 FULTON DRIVE  
FAYETTEVILLE, TN 37334  
(615) 433-4522

CHARLES BRUCE  
CHIEF OF POLICE  
JELICCO POLICE DEPARTMENT  
400 SOUTH MAIN  
JELICCO, 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

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ALICE, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED:		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 5	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 33,000 BUDGET BREAKDOWN-- PERSONNEL 100 % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: Present salaries relatively low & 911 system needs to be updated.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> FORT STOCKTON, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 5		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 6 MULTI-LINGUAL 3	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> GALVESTON, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: 08/70 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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.		NAME: Joseph M. Crawford TITLE: Communications Manager AGENCY: City of Galveston ADDRESS: 2517 Avenue "H" Galveston, TX 77550 TELEPHONE NO.: 713/766-2100	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HUNTSVILLE, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000 SERVICE AREA (Sq. Mi.): 300		INITIAL PLANNING: ORDERED: OPERATIONAL: 06/71	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 1 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Lloyd S. Hooks TITLE: Supervisor, Communications & Records AGENCY: Huntsville Police Department ADDRESS: 1305 Avenue M Huntsville, TX 77340	
		TELEPHONE NO.: 713/295-6323	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> IRVING, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 77		INITIAL PLANNING: 02/71 ORDERED: 10/71 OPERATIONAL: 05/72	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 15 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 800	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 32,876	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 95% TELCO EQUIP./SERVICES 0% FACILITIES 0% OTHER 5%	
COMMENTS: Have a high degree of call answerer turnover.		SOURCES OF OPERATING BUDGET: FEDERAL 95% STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LAMESA, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 17,000 ' SERVICE AREA (Sq. Mi.): 900		INITIAL PLANNING: 07/74 ORDERED: OPERATIONAL: 1974	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 17 CIVILIANS 7 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  911 is the best thing law enforcement can give to the public.  *Also has federal grant		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Lee Bartlett, Jr TITLE: Chief of Police AGENCY: Lamesa Police Department ADDRESS: 302 South 1st Lamesa, TX 79331	
		TELEPHONE NO.: 806/872-2121	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		ODESSA, TX	
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		INITIAL PLANNING: 07/69    ORDERED: 12/69    OPERATIONAL: 04/70 AGENCY(S) LEADING 911 EFFORT: Fire AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
PROBLEM AREAS--COMMENTS		PSAP DIRECTOR	
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.		NAME: W.J. Childress TITLE: Fire Chief AGENCY: Odessa Fire Department ADDRESS: 210 N. Lincoln Odessa, TX 79760 TELEPHONE NO.: 915/337-7381 x306	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SHERMAN, TX
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
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		INITIAL PLANNING: 06/73    ORDERED:                      OPERATIONAL: 06/73 AGENCY(S) LEADING 911 EFFORT: Other* AGENCIES SERVED POST-IMPLEMENTATION:
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
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 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%
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>
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.		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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> TEXAS CITY, TX	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 105		INITIAL PLANNING: 04/73 ORDERED: 10/73 OPERATIONAL: 08/75	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM 4		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 45 CIVILIANS MULTI-LINGUAL 5	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 50,000	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  ADVICE: Need public education program via news media that explains how & when to use 911.		<b>PSAP DIRECTOR</b>	
		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	

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SURVEY NON-RESPONDENTS

RUTH LA BARBERA  
 ALVIN POLICE DEPARTMENT  
 305 WEST SEALY  
 ALVIN , TX 77511  
 (713) 585-6161

JIM BEAMER  
 CAPTAIN  
 COLLEGE STATION POLICE DEPT.  
 P.O. BOX 9960  
 COLLEGE STATION , TX 77840  
 (713) 846-8864

JERRY WITTIE  
 CHIEF OF POLICE  
 HEARNE POLICE DEPARTMENT  
 210 CEDAR ST  
 HEARNE , TX 77859  
 (713) 279-5333

GLENN FUTCH  
 ASST CHIEF OF POLICE  
 VICTORIA POLICE DEPARTMENT  
 PO BOX 2086  
 VICTORIA , TX 77901  
 (512) 573-3223

HOMER BARNES  
 CHIEF OF POLICE  
 BURLESON POLICE DEPARTMENT  
 141 WEST RENFRO  
 BURLESON , TX 76028  
 (817) 295-1118

THOMAS GRIFFIN  
 CHIEF OF POLICE  
 COPPELL POLICE DEPARTMENT  
 P.O. BOX 478  
 COPPELL , TX 75019  
 (214) 462-1144

RAYMOND D LEWIS  
 FIRE CHIEF  
 MIDLAND FIRE DEPARTMENT  
 400 EAST TEXAS  
 MIDLAND , TX 79701  
 (915) 683-4281 X330

AL MILLER  
 CHIEF OF POLICE  
 WHITESBORO POLICE DEPARTMENT  
 PO BOX 340  
 WHITESBORO , TX 76273  
 (214) 564-3585

DOTIE BRADSHAW  
 COMMUNICATIONS SUPERVISOR  
 CARROLLTON POLICE DEPARTMENT  
 1002 SO BROADWAY  
 CARROLLTON , TX 75006  
 (214) 245-1551

RON YOUNG  
 SERGEANT  
 DFW DEPT OF PUBLIC SAFETY  
 PO DRAWER DFW  
 DFW AIRPORT , TX 75261  
 (214) 574-4454

JAMES HOPKINS  
 CHIEF OF COMMUNICATIONS  
 HARDEMAN CTY SHERIFF'S DEPT.  
 BOX 266, 310 MERCER ST.  
 QUANAH , TX 79252  
 (817) 663-5374

C.R. HARRELSON  
 CHIEF OF POLICE  
 WICHITA FALLS POLICE DEPT.  
 610 HOLLIDAY  
 WICHITA FALLS , TX 76301  
 (817) 322-5611

MARK ASHER  
 CHIEF OF POLICE  
 CLARKSVILLE POLICE DEPT  
 111 SOUTH LOCUST  
 CLARKSVILLE , TX 75426  
 (8214) 427-3836

HOWARD H ENGLISH  
 FIRE CHIEF  
 GREENVILLE FIRE DEPARTMENT  
 P.O. BOX 1049  
 GREENVILLE , TX 75401  
 (214) 455-2880 X114

JACQUES HARDY  
 CAPT, COMMUNICATIONS BUREAU  
 SAN ANTONIO POLICE DEPARTMENT  
 214 W. NUEVA ST  
 SAN ANTONIO , TX 78207  
 (512) 225-7484 X475

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UTAH

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OREM, UT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 56,000 SERVICE AREA (Sq. Mi.): 23		INITIAL PLANNING: 1973 ORDERED: OPERATIONAL: 07/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 0 COMMON CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 72,600 BUDGET BREAKDOWN-- PERSONNEL 70% TELCO EQUIP./SERVICES 5% FACILITIES 0% OTHER 25%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 99% OTHER 1%	
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.		<b>PSAP DIRECTOR</b>	
		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	
THE COMMUNITY		SALT LAKE COUNTY, UT	
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		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		PSAP ADMINISTRATION AND OPERATIONS	
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 48 DIAL TONE FIRST STATUS: None CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON      ACD      PBX/PA&X 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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		PLANNING/IMPLEMENTATION COST: \$ 132,000 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL FISCAL YEAR 1978 OPERATING 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		PSAP DIRECTOR	
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.		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	

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SURVEY NON-RESPONDENTS

LARRY D HIGGINS  
CHIEF OF POLICE  
BOUNTIFUL POLICE DEPARTMENT  
745 SOUTH MAIN  
BOUNTIFUL, UT 84010  
(810) 295-9435

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**VERMONT**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BURLINGTON, VT	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 75,000 SERVICE AREA (Sq. Mi.): 614		INITIAL PLANNING: 11/78 ORDERED: 07/79 OPERATIONAL: 09/79	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 75,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Meet with all interested agencies, get re- search materials, visit operating 911 PSAPs, get cost, equipment, growth, etc. details from telco, have good public education. *2152 comkey		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	LAMOILE COUNTY, VT.
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 10/76    ORDERED: 10/77    OPERATIONAL: 10/78 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: Fire--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Contract svcs		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL                      MANAGEMENT COMMENTS: ADVICE: Need the support of all user agencies. *30-button recessed call directors		NAME: Gardner Manosh TITLE: Sheriff AGENCY: Lamoile County Sheriff's Office ADDRESS: Hyde Park, VT 05655 TELEPHONE NO.: 802/888-3502	

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**VIRGINIA**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> HENRICO COUNTY, VA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 192,000 SERVICE AREA (Sq. Mi.): 245		INITIAL PLANNING: 06/77 ORDERED: 08/78 OPERATIONAL: 12/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 3 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 14 TANDEM		CALL-ANSWERING POSITIONS: 14	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 30 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 193 CALL MIX: LE 60 % FIRE 20 % EMS 10 % OTHER 10 % INAPPROPRIATE CALLS: 10 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Receive many non-emergency calls on 911 lines. ADVICE: Need lots of public education about 911. *Also has contract services		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> Poquoson, VA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 20		INITIAL PLANNING: 06/77 ORDERED: 08/77 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 450	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Need updated dispatching consoles. ADVICE: It is a good system & worth its cost.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PRINCE WILLIAM COUNTY, VA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 260,000 SERVICE AREA (Sq. Mi.): 352		INITIAL PLANNING: 1966 ORDERED: 1966 OPERATIONAL: 1967	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 8 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM 15		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 13 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 203,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 60% TELCO EQUIP./SERVICES 20% FACILITIES 5% OTHER 15%	
COMMENTS: ADVICE: Implement 911 service as soon as possible regardless of cost.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90% OTHER 10%	
		<b>PSAP DIRECTOR</b>	
		NAME: Phillip G. Ponder TITLE: Communications Officer AGENCY: Fire & Rescue Service ADDRESS: 3900 Lee Avenue Manassa, VA 22110	
		TELEPHONE NO.: 703/368-9093 x220M	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RICHMOND, VA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 62		INITIAL PLANNING: 09/71 ORDERED: 12/74 OPERATIONAL: 12/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 4 COMMON CONTROL 6 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 19 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 53 MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL 76% TELCO EQUIP./SERVICES 20% FACILITIES 0% OTHER 4%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Rotate dispatchers between call answering, radio operating, & data positions.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PRINCE WILLIAM COUNTY, VA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 260,000 SERVICE AREA (Sq. Mi.): 352		INITIAL PLANNING: 1966 ORDERED: 1966 OPERATIONAL: 1967	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 8 COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM 15		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 13 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 203,000 BUDGET BREAKDOWN-- PERSONNEL 60% TELCO EQUIP./SERVICES 20% FACILITIES 5% OTHER 15%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90% OTHER 10%	
COMMENTS:  ADVICE: Implement 911 service as soon as possible regardless of cost.		<b>PSAP DIRECTOR</b>	
		NAME: Phillip G. Ponder TITLE: Communications Officer AGENCY: Fire & Rescue Service ADDRESS: 3900 Lee Avenue Manassa, VA 22110  TELEPHONE NO.: 703/368-9093 x220M	

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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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> ANACORTES, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,040 SERVICE AREA (Sq. Mi.): 64		INITIAL PLANNING: 01/70 ORDERED: 05/75 OPERATIONAL: 09/75	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,254 BUDGET BREAKDOWN-- PERSONNEL 95 % TELCO EQUIP./SERVICES 1 % FACILITIES 1 % OTHER 3 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 67 % OTHER 33 %	
COMMENTS: 33% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> CHELAN, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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		INITIAL PLANNING: 05/75    ORDERED: 06/75    OPERATIONAL: 02/76 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
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 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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Joint powers		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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
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.		NAME: Lell P. Phelps TITLE: Chief of Police AGENCY: Chelan Police Department ADDRESS: Box 1669 Chelan, WA 98816 TELEPHONE NO.: 509/682-2588	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> COWLITZ COUNTY, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 77,300 SERVICE AREA (Sq. Mi.): 1,147		INITIAL PLANNING: ORDERED: OPERATIONAL: 06/76	
POLITICAL JURISDICTIONS SERVED: 9		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 11 EMS 4 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--2	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 6		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 8 TANDEM 4		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 12 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 224,135 BUDGET BREAKDOWN-- PERSONNEL 82 % TELCO EQUIP./SERVICES 8 % FACILITIES 1 % OTHER 9 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
COMMENTS: Operating budget comes from PSAP billings of system users. ADVICE: All agencies must participate in 911 system. *Also contract services		<b>PSAP DIRECTOR</b>	
		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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		KENNEWICK, WA	
POPULATION SERVED: 97,400 SERVICE AREA (Sq. Mi.): 1,722		INITIAL PLANNING: 02/77 ORDERED: 06/77 OPERATIONAL: 12/77	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 4		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS: DIRECT 11 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 14 MULTI-LINGUAL 2	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 155,821 BUDGET BREAKDOWN-- PERSONNEL 83 % TELCO EQUIP./SERVICES 15 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
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.		PSAP DIRECTOR	
		NAME: Judy Mills TITLE: Director AGENCY: Emergency Dispatch Center ADDRESS: 210 W. 6th Avenue Kennewick, WA 99336  TELEPHONE NO.: 206/582-3575	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		KITSAP COUNTY, WA	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 500		INITIAL PLANNING: 01/74 ORDERED: 07/75 OPERATIONAL: 06/76	
POLITICAL JURISDICTIONS SERVED: 27		AGENCY(S) LEADING 911 EFFORT: Emerg. med.	
PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 23 EMS 23 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 25 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 11	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 22 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 70,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 574,233 BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES 5 % FACILITIES 5 % OTHER 5 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
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	

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911 SYSTEM DESCRIPTION		PSAP NAME	
THE COMMUNITY		MERCER ISLAND, WA	
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		INITIAL PLANNING:                      ORDERED:                      OPERATIONAL: 04/72 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
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 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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: None		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 %	
PROBLEM AREAS--COMMENTS		PSAP DIRECTOR	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X                      FINANCIAL TECHNICAL                      MANAGEMENT COMMENTS:		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> OCEAN SHORES, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 200		INITIAL PLANNING: 08/73 ORDERED: 12/73 OPERATIONAL: 12/74	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 100	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 59,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 94 % TELCO EQUIP./SERVICES 1 % FACILITIES 5 % OTHER 0 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL 1 % STATE % LOCAL 99 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PORT ANGELES, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 110		INITIAL PLANNING: 1972 ORDERED: 1972 OPERATIONAL: 1973	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 4 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 80,000 BUDGET BREAKDOWN-- PERSONNEL 88 % TELCO EQUIP./SERVICES 2 % FACILITIES 7 % OTHER 3 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RENTON, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 31,000      SERVICE AREA (Sq. Mi.): 15		INITIAL PLANNING:      ORDERED:      OPERATIONAL: 1973	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1   FIRE 1   EMS 0   OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM      COMMON CONTROL DIRECT PROGRESSIVE CONTROL      UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 8      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 0      CIVILIANS 12      MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %	
COMMENTS:  ADVICE: Do not allow 911 to exceed PSAP's jurisdictional boundaries.  NOTE: PSAP serves only the city of Renton, WA.		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %	
		<b>PSAP DIRECTOR</b>	
		NAME: John Coulson TITLE: Director AGENCY: Valley Communications ADDRESS: 23807 98th Avenue South Kent, WA 98031  TELEPHONE NO.: 206/584-4320	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SEATTLE, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 490,000 SERVICE AREA (Sq. Mi.): 92		INITIAL PLANNING: 11/68 ORDERED: 02/70 OPERATIONAL: 10/71	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 3 COMMON CONTROL 33 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 36 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage.	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 13	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 60 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 371,260	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 69 % TELCO EQUIP./SERVICES 21 % FACILITIES 8 % OTHER 2 %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Lt. Karen Ejde TITLE: Director, Communications Division AGENCY: Seattle Police Department ADDRESS: 610 Third Avenue Seattle, WA. 98104	
		TELEPHONE NO.: 206/625-2092	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SNOCOM (LYNNWOOD), WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 50		INITIAL PLANNING: 1971 ORDERED: 1972 OPERATIONAL: 09/73	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 11 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 224,077 BUDGET BREAKDOWN-- PERSONNEL 86 % TELCO EQUIP./SERVICES 4 % FACILITIES 3 % OTHER 7 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Stephen E. Wicks TITLE: Director AGENCY: S.W. Snohomish Cnty Pub. Saf. Comm. Agcy ADDRESS: P.O. Box 2243 Lynnwood, WA 98036 TELEPHONE NO.: 206/774-3583	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SNOHOMISH COUNTY, WA	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 303,000 SERVICE AREA (Sq. Mi.): 2,050		INITIAL PLANNING: ORDERED: OPERATIONAL: 1975	
POLITICAL JURISDICTIONS SERVED: 25		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 11 FIRE 18 EMS 17 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: Fire--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 8 DIRECT PROGRESSIVE CONTROL 21 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 29 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 6	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 18 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Interlocal		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 300,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 75 % TELCO EQUIP./SERVICES 21 % FACILITIES 3 % OTHER 1 %	
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 controlled by a board. *Reg. Plan. Agy		SOURCES OF OPERATING BUDGET: FEDERAL 4 % STATE 1 % LOCAL % OTHER 95 %	
		<b>PSAP DIRECTOR</b>	
		NAME: David F. Childs TITLE: Director. AGENCY: Snohomish County Police Service Center ADDRESS: Courthouse, Room B13 Everett, WA 98201  TELEPHONE NO.: 206/259-0614	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	THURSTON COUNTY, WA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 120,000      SERVICE AREA (Sq. Mi.): 800		INITIAL PLANNING: 01/71      ORDERED: 01/78      OPERATIONAL: 10/78	
POLITICAL JURISDICTIONS SERVED: 23		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 8    FIRE 21    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 6      COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 16      TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT X      RINGBACK X IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: 140 CALL MIX: LE %    FIRE %    EMS %    OTHER % INAPPROPRIATE CALLS: %	
STATE OR LOCAL 911 LAW/ORDINANCE: No		<b>FISCAL</b>	
INTERAGENCY AGREEMENTS: Contract svcs		PLANNING/IMPLEMENTATION COST: \$ 100,000	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X    STATE    LOCAL X	
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		FISCAL YEAR 1978 OPERATING BUDGET: \$ 478,000 BUDGET BREAKDOWN-- PERSONNEL 75 %      TELCO EQUIP./SERVICES 10 % FACILITIES 5 %      OTHER 10 %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL 20 %    STATE %    LOCAL 45 %    OTHER 35 %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WESTPORT, WA
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 5,950                      SERVICE AREA (Sq. Mi.): 36		INITIAL PLANNING: 02/70      ORDERED:                      OPERATIONAL: 1970	
POLITICAL JURISDICTIONS SERVED: 7		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 3    EMS 0    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1                      911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM                      COMMON CONTROL DIRECT PROGRESSIVE CONTROL 2                      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:                      DIRECT 4                      TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X                      MULTI-BUTTON X                      ACD                      PBX/PABX                      OTHER		FULL-TIME CALL ANSWERERS: SWORN 6                      CIVILIANS 4                      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X                      FORCED DISCONNECT                      RINGBACK IDLE CIRCUIT TONE                      SWITCHHOOK STATUS ANI                      ALI                      SR                      PARTIAL SR                      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: 3	
STATE OR LOCAL 911 LAW/ORDINANCE: No		CALL MIX: LE 50 %    FIRE 25 %    EMS 25 %    OTHER 0 %	
INTERAGENCY AGREEMENTS: None		INAPPROPRIATE CALLS: 1 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL                      FINANCIAL X TECHNICAL X                      MANAGEMENT		PLANNING/IMPLEMENTATION COST: \$	
COMMENTS:  15% of operating budget comes from pre-established contributions of user agencies.		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 %	
		<b>PSAP DIRECTOR</b>	
		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	

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SURVEY NON-RESPONDENTS

JOHN COULSON  
DIRECTOR  
VALLEY COMMUNICATIONS CENTER  
23807--98TH AVENUE SOUTH  
KENT, WA 98031  
(206) 854-4320

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

GARY A GIBBONS  
COMMUNICATIONS SUPERVISOR  
DEPARTMENT OF PUBLIC SAFETY  
311 WEST PIONEER  
PUYALLUP, WA 98371  
(206) 845-6622

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**WEST VIRGINIA**

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SUMMERSVILLE, WV	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000 SERVICE AREA (Sq. Mi.): 3,300		INITIAL PLANNING: 09/69 ORDERED: 12/69 OPERATIONAL: 02/70	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL 3 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 7 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 5,000	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,000 BUDGET BREAKDOWN-- PERSONNEL 50 % TELCO EQUIP./SERVICES 25 % FACILITIES 0 % OTHER 25 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 75 % STATE % LOCAL 25 % OTHER %	
COMMENTS: ADVICE: Centrally locate PSAP. Be sure public is aware of 911 & its use. *Also has federal grant.		<b>PSAP DIRECTOR</b>	
		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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> WEIRTON, WV	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 19		INITIAL PLANNING: 05/73 ORDERED: 09/73 OPERATIONAL: 10/74	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 2 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 45 CIVILIANS 4 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,100	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  *Citizen action group		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: William R. Hair TITLE: Chief of Police AGENCY: Weirton Police Department ADDRESS: 200 Municipal Plaza Weirton, WV 26062	
		TELEPHONE NO.: 304/748-2100	

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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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**WISCONSIN**

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**911 SYSTEM DESCRIPTION****PSAP NAME**

APPLETON, WI

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 08/77 ORDERED: 03/78 OPERATIONAL: 09/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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: A11  
 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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$ 5,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1979 OPERATING BUDGET: \$ 184,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 98% TELCO EQUIP./SERVICES 1%  
 FACILITIES % OTHER 1%

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

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

**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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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> BROWN COUNTY, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 174,000 SERVICE AREA (Sq. Mi.): 525		INITIAL PLANNING: 05/77 ORDERED: 02/78 OPERATIONAL: 08/78	
POLITICAL JURISDICTIONS SERVED: 24		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE10 FIRE 17 EMS 9 OTHER 19		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES: 12		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 7 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 30 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Other		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 23,400 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:  ADVICE: Think of operational simplicity of 911 & the benefit to the public in having one emergency phone number.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> EAU CLAIRE, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 649		INITIAL PLANNING: 04/71 ORDERED: 05/71 OPERATIONAL: 07/71	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 0 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Contract svcs*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 166,290 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Involve all users in planning process. *Also has charter/ordinance.		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> MENOMONIE, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 50		INITIAL PLANNING: 08/75 ORDERED: 10/75 OPERATIONAL: 04/76	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER.		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 100,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 85,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 5 % FACILITIES 5 % OTHER 10 %	
COMMENTS: Have problem with personnel turnover.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
ADVICE: Have strong-minded person in charge of PSAP.		<b>PSAP DIRECTOR</b>	
		NAME: Richard A. Risler TITLE: Captain AGENCY: Menomonie Police Department ADDRESS: 714 17th Street Menomonie, WI 54751	
		TELEPHONE NO.: 715/232-1283	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	PLATTEVILLE, WI
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,000      SERVICE AREA (Sq. Mi.): 134		INITIAL PLANNING: 01/73      ORDERED: 07/73      OPERATIONAL: 01/74	
POLITICAL JURISDICTIONS SERVED: 8		AGENCY(S) LEADING 911 EFFORT: Fire	
PUBLIC SAFETY AGENCIES SERVED: LE 1    FIRE 1    EMS 1    OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 1 DIRECT PROGRESSIVE CONTROL 0      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS:      DIRECT 2      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X    ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 17    CIVILIANS 6    MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		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%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 164,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 7,247	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL TECHNICAL      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 92%      TELCO EQUIP./SERVICES 8% FACILITIES 0%      OTHER 0%	
COMMENTS:  Receive many non-emergency calls on 911 lines. ADVICE: Work closely with local telco in planning stages.		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 100%    OTHER    %	
		<b>PSAP DIRECTOR</b>	
		NAME: James Enfelt TITLE: Chief of Police AGENCY: Platteville Police Department ADDRESS: 5 W. Mineral Street Platteville, WI 53818	
		TELEPHONE NO.: 608/348-2313	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PORTAGE COUNTY, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 610		INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 09/75	
POLITICAL JURISDICTIONS SERVED: 13		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 5 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE*	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 0 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACU PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 15 CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 % INAPPROPRIATE CALLS: 10 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 123,520	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL 70 % TELCO EQUIP./SERVICES 20 % FACILITIES 10 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
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.		<b>PSAP DIRECTOR</b>	
		NAME: Daniel Hintz TITLE: Sheriff AGENCY: Portage County Sheriff's Department ADDRESS: 1515 Strongs Avenue Stevens Point, WI 54481 TELEPHONE NO.: 715/346-3232	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SHEBOYGAN COUNTY, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 99,000 SERVICE AREA (Sq. Mi.): 400		INITIAL PLANNING: 02/75 ORDERED: 06/75 OPERATIONAL: 01/77	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 10		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 9 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 20 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER X		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 65,000	
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: ADVICE: Designate a coordinator who is willing & able to sell the system to all proposed users.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> SHEBOYGAN, WI	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000 SERVICE AREA (Sq. Mi.): 60		INITIAL PLANNING: 01/76 ORDERED: 01/76 OPERATIONAL: 01/77	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 7	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 8 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS: Have problems with false alarms & non-emergency requests. ADVICE: Must be implemented county-wide.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Victor Keitzel TITLE: Chief of Police AGENCY: Sheboygan Police Department ADDRESS: 828 Center Avenue Sheboygan, WI 53081	
		TELEPHONE NO.: 414/459-3333	

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911 SYSTEM DESCRIPTION		PSAP NAME	
		STEVENS POINT, WI	
THE COMMUNITY		HISTORICAL BACKGROUND	
POPULATION SERVED: 23,770 SERVICE AREA (Sq. Mi.): 12		INITIAL PLANNING: 01/74 ORDERED: OPERATIONAL: 09/75	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE*	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 5 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 7,200 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 50 % OTHER %	
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. Hucks TITLE: Chief of Police AGENCY: Stevens Point Police Department ADDRESS: 1515 Strongs Avenue Stevens Point, WI 54481  TELEPHONE NO.: 715/346-3121	

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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****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 01/71 ORDERED: OPERATIONAL: 09/72  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X 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****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/70  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION:

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

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

594

**911 SYSTEM DESCRIPTION****PSAP NAME**

FREMONT COUNTY, WY

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 05/75 ORDERED: 07/75 OPERATIONAL: 09/75  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$ 181  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES 100 %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

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.

**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

595

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> LARAMIE COUNTY, WY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 75,000 SERVICE AREA (Sq. Mi.): 2,700		INITIAL PLANNING: 01/71 ORDERED: 06/73 OPERATIONAL: 07/74	
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT: Other*	
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 5 OTHER 8		AGENCIES SERVED POST-IMPLEMENTATION: Other--3	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: Emerg svcs	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 6 COMMON CONTROL UNKNOWN DIRECT PROGRESSIVE CONTROL 4		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4 TANDEM 2		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 1	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 16,000	
INTERAGENCY AGREEMENTS: Joint powers#		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 40,000 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 15 % FACILITIES 0 % OTHER 5 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Personnel costs continue to increase. ADVICE: Establish PSAP as a separate entity. *Disaster/emergency preparedness #Also has contract services & charter/ordinance.		<b>PSAP DIRECTOR</b>	
		NAME: Dave Guille TITLE: Director of Civil Defense AGENCY: Laramie Cnty/Cheyenne Civil Def. Agency ADDRESS: 318 W. 19th Street Cheyenne, WY 82001 TELEPHONE NO.: 307/637-6409	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

Lusk, WY

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 07/75 ORDERED: OPERATIONAL:  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION:

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: Joint powers

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> NEWCASTLE, WY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Telco	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 8	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
LEGAL		FISCAL	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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	

<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> PINE BLUFFS, WY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 1,500 SERVICE AREA (Sq. Mi.): 25		INITIAL PLANNING: ORDERED: OPERATIONAL: 05/76	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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%			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 500	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 24,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 10% FACILITIES 0% OTHER 10%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Leland Rether TITLE: Chief of Police AGENCY: Pine Bluffs Police Department ADDRESS: Box 378 Pine Bluffs, WY 82082	
		TELEPHONE NO.: 308/245-3777	

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b> RIVERTON, WY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 140,000 SERVICE AREA (Sq. Mi.):		INITIAL PLANNING: ORDERED: OPERATIONAL:	
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:		PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 7 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: %			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Dennis F. Horyza TITLE: Chief of Police AGENCY: Riverton Police Department ADDRESS: 120 S. Broadway Riverton, WY 82501	
		TELEPHONE NO.: 307/856-4891	

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**911 SYSTEM DESCRIPTION****PSAP NAME**

SHERIDAN, WY

**THE COMMUNITY****HISTORICAL BACKGROUND**

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

INITIAL PLANNING: 08/74 ORDERED: 11/74 OPERATIONAL: 10/75  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION:

**THE TELEPHONE SYSTEM****PSAP ADMINISTRATION AND OPERATIONS**

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 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****FISCAL**

STATE OR LOCAL 911 LAW/ORDINANCE: No  
 INTERAGENCY AGREEMENTS: None

PLANNING/IMPLEMENTATION COST: \$ 500  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

**PROBLEM AREAS--COMMENTS**

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

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

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<b>911 SYSTEM DESCRIPTION</b>		<b>PSAP NAME</b>	WASHAKIE COUNTY, WY	
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 10,000      SERVICE AREA (Sq. Mi.): 2,262		INITIAL PLANNING: 06/74      ORDERED: 08/74      OPERATIONAL: 05/75		
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Emerg. med.		
PUBLIC SAFETY AGENCIES SERVED: LE 2    FIRE 1    EMS 1    OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: None		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1      911 WIRED CENTRAL OFFICES: 1		PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0      COMMON CONTROL 0 DIRECT PROGRESSIVE CONTROL 1      UNKNOWN		PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS:      DIRECT 2      TANDEM 0		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 2		
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN      CIVILIANS 5      MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS ANI      ALI      SR      PARTIAL SR      OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK    24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:		
LEGAL		FISCAL		
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 0		
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL      STATE      LOCAL		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,000		
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL TECHNICAL X      MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 60 %      TELCO EQUIP./SERVICES 30 % FACILITIES 10 %      OTHER 0 %		
COMMENTS: Phone numbers with 9-1 are tied into 911 lines.		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100%      OTHER %		
		<b>PSAP DIRECTOR</b>		
		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

DELAINÉ 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  
MEETESE , 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

DELAINÉ 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

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## 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

**CONTINUED**

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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
Bolivár, 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
FariSault, 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	Other	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
CROSS-INDEX CODE 36			
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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**END**