

# A NATIONAL DIRECTORY OF 911 SYSTEMS

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By:

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## CHAPTER I. INTRODUCTION

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

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

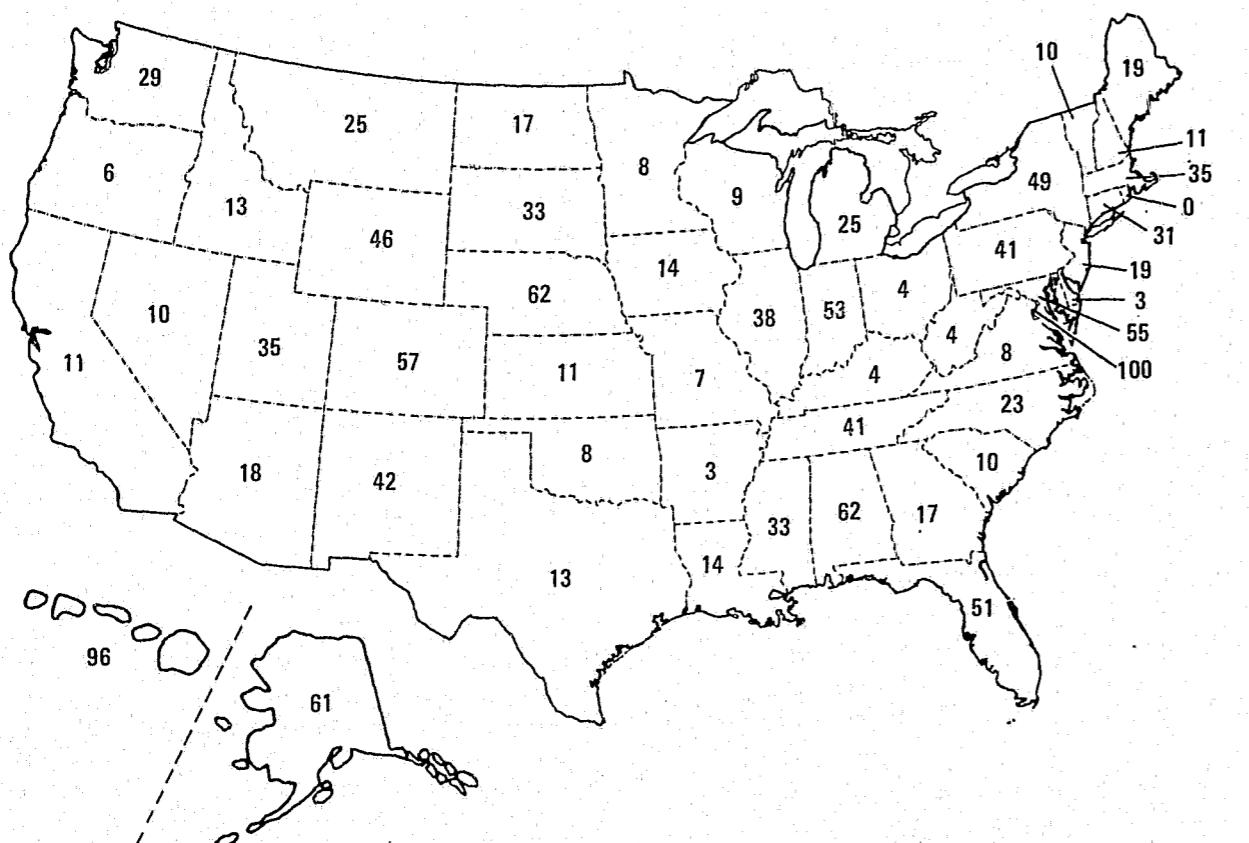
### A. Purpose of Directory

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

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

### B. Data Collection

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



\*Populations based on December 1979 estimates.

FIGURE 1 STATE POPULATIONS\* SERVED BY 911 (percentages)

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

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

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

#### C. Questionnaire Dissemination

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

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

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

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

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

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

#### D. Preparation of Directory

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

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

## CHAPTER II. HOW TO USE THE DIRECTORY

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

### A. 911 System Descriptions

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

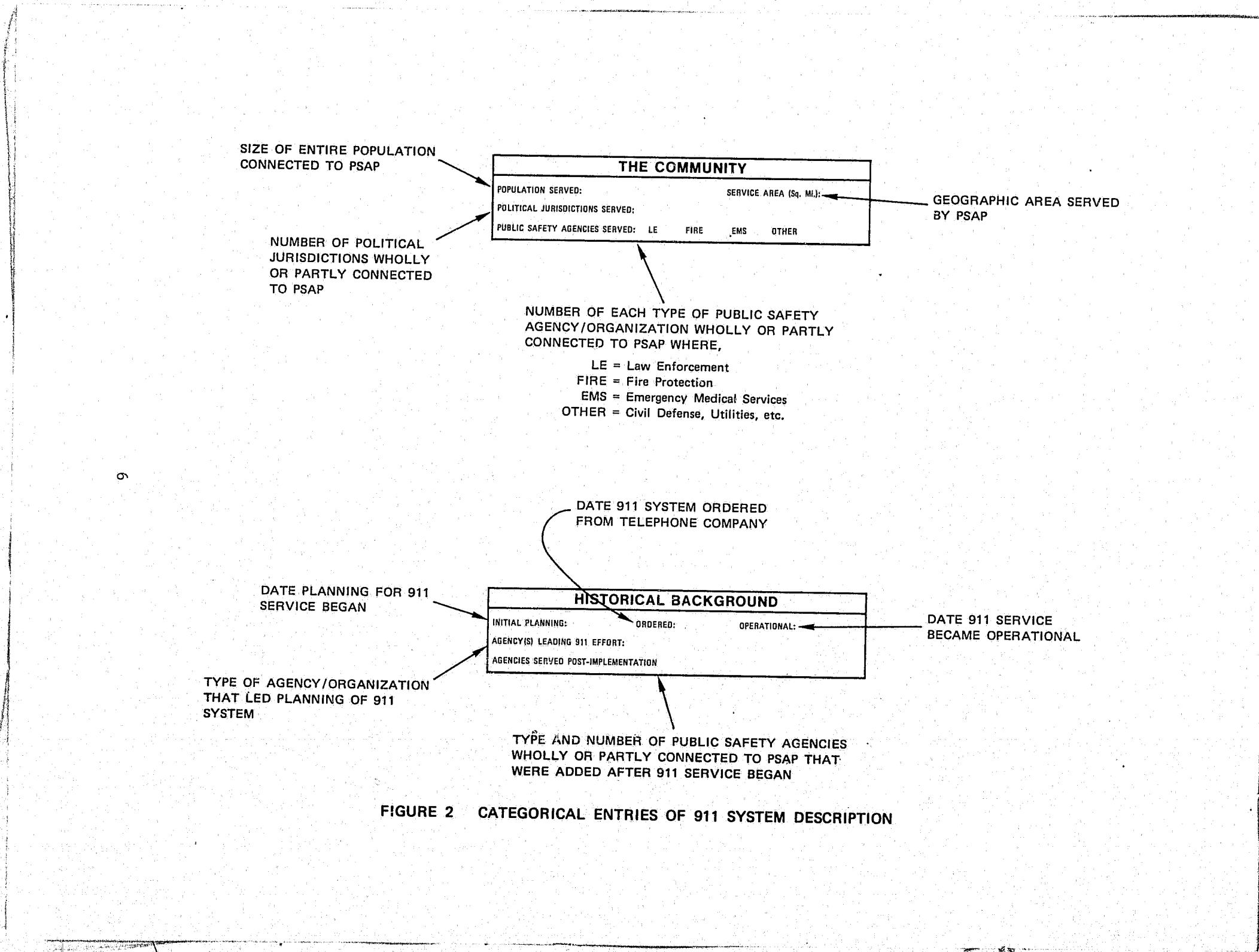
- Community
- Historical background
- Telephone system
- PSAP administration and operations
- Legal
- Fiscal
- Problem areas--comments
- PSAP director

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

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

### B. Survey Non-Respondents

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



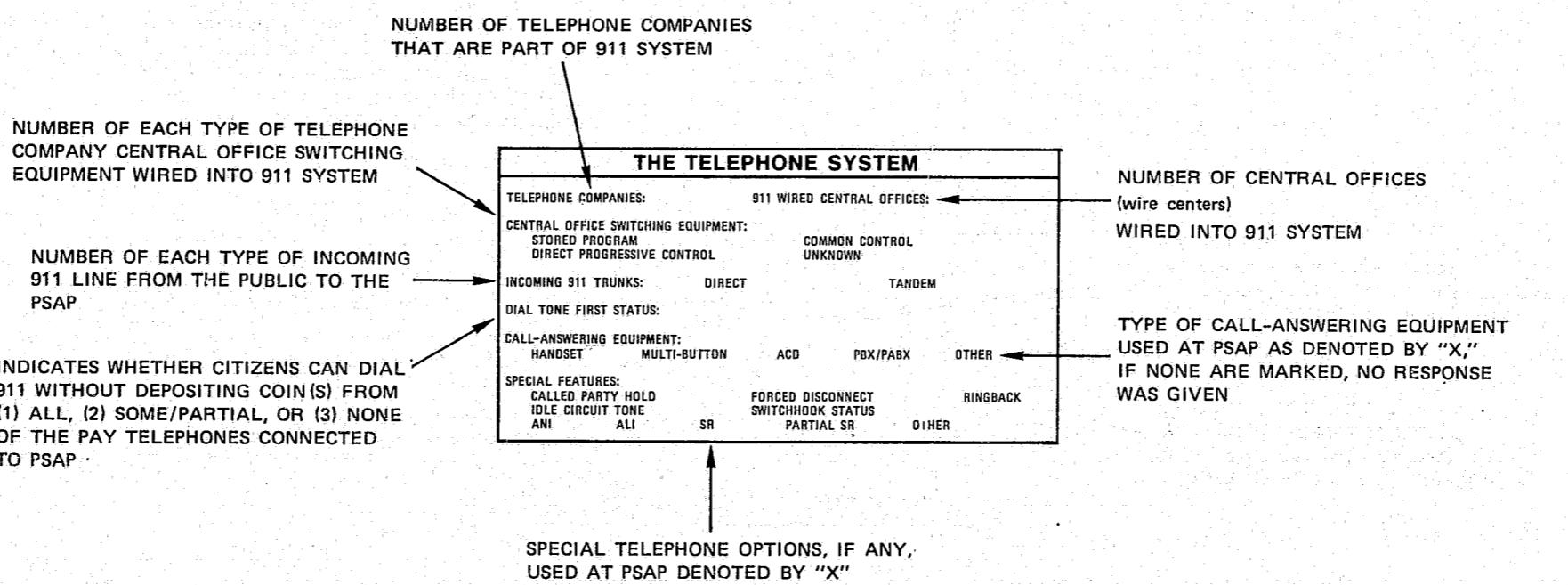


FIGURE 2 (Continued)

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 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:					
AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %					

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

NUMBER OF 911 CALL-ANSWERING WORK STATIONS

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

TYPE OF ADMINISTRATIVE AGENCY OR ORGANIZATION

INDICATES WHETHER PSAP IS PHYSICALLY LOCATED WITH RADIO DISPATCH CENTER

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

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

FIGURE 2 (Continued)

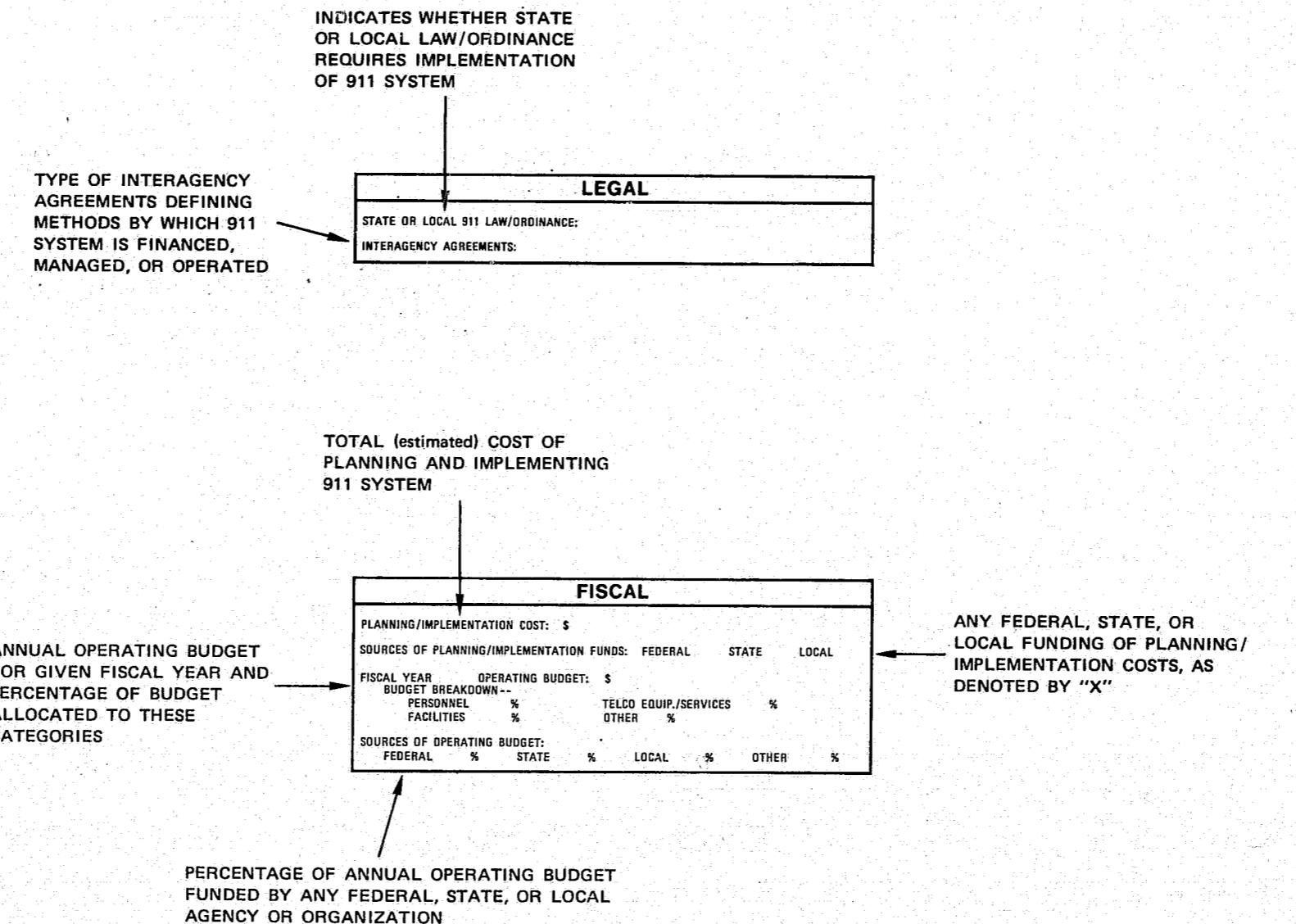


FIGURE 2 (Continued)

PROBLEM AREAS--COMMENTS		
GENERAL COMMENTS AND/OR ADVICE PROVIDED BY RESPONDENT		MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL  COMMENTS.
		FINANCIAL MANAGEMENT
AREAS IN WHICH MOST SIGNIFICANT PROBLEMS OCCUR, AS DENOTED BY "X"		

10

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

NAME, ADDRESS, AND TELEPHONE  
NUMBER OF PSAP DIRECTOR

FIGURE 2 (Concluded)

#### C. 911 Systems Not Contacted

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

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

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

#### D. Cross-Index

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

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

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

Table 1  
CROSS INDEX CODES

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

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

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

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

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

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

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

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

**ALABAMA**

# 911 SYSTEM DESCRIPTION

## PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 1		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 IDLE CIRCUIT TONE ANI      ALI      SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X   SWITCHEHOOK STATUS PARTIAL SR      OTHER		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 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:		<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:				PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X			CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage			
INCOMING 911 TRUNKS: DIRECT 1	TANDEM			CALL-ANSWERING POSITIONS: 2			
DIAL TONE FIRST STATUS: None				FULL-TIME CALL ANSWERERS:			
CALL-ANSWERING EQUIPMENT:				SWORN 0 CIVILIANS 4 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 IDLE CIRCUIT TONE ANI	SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	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--			
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	PERSONNEL 0 % FACILITIES 0 %	TELCO EQUIP./SERVICES 98 % OTHER 2 %	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %			
COMMENTS:  Any telephone number containing the digits "9-1" comes through the 911 lines.				PSAP DIRECTOR			
				NAME: C.H. Abbott TITLE: Chief of Police AGENCY: Dadeville Police Department ADDRESS: 200 S. Broadnox Dadeville, AL 36853 TELEPHONE NO.: 205/825-6212			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

DEMOPOLIS, AL

#### THE COMMUNITY

POPULATION SERVED: 35,000

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 4

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

#### HISTORICAL BACKGROUND

INITIAL PLANNING:

ORDERED:

OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT

TANDEM

DIAL TONE FIRST STATUS: A11

CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON

ACD

PBX/PABX

OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK  
OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS:

FULL-TIME CALL ANSWERERS:

SWORN 18 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:

CALL MIX: LE % FIRE % EMS % OTHER %  
INAPPROPRIATE CALLS: %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
---------	---	-------	---	-------	---	-------	---

#### PSAP DIRECTOR

NAME:

L.C. Johnson

TITLE:

Chief of Police

AGENCY:

Demopolis Police Department

ADDRESS:

P.O. "Y"

Demopolis, AL 36732

TELEPHONE NO.:

205/289-3072

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 4,000\* SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE EMS OTHER

### PSAP NAME

EVERGREEN, AL

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/70  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 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 PARTIAL SR OTHER  
 ANI ALI SR

### 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 O CIVILIANS 4 MULTI-LINGUAL O  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:

\*Population (1975) provided by outside source.

### PSAP DIRECTOR

NAME: Henry Vickrey  
 TITLE: Chief of Police  
 AGENCY: Evergreen Police Department  
 ADDRESS: P.O. Box 229  
 Evergreen, AL 36401  
 TELEPHONE NO.: 205/578-1574

## 911 SYSTEM DESCRIPTION

### PSAP NAME

FLORENCE, AL

<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:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 2	COMMON CONTROL 1 UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 1	TANDEM 3	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
HANDSET MULTI-BUTTON	ACD	NON-PSAP CALL-ANSWERING AGENCY:
PBX/PABX X	OTHER	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% FACILITIES 2% TELCO EQUIP./SERVICES 44% OTHER 3%
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X 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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>			
POPULATION SERVED: 23,000	SERVICE AREA (Sq. Mi.): 120	INITIAL PLANNING: 1974	ORDERED: 1975		
POLITICAL JURISDICTIONS SERVED: 3		OPERATIONAL: 1975			
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 1 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Telco			
		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:		PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM 0	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage			
DIRECT PROGRESSIVE CONTROL 0	UNKNOWN 0	CALL-ANSWERING POSITIONS: 2			
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	FULL-TIME CALL ANSWERERS:			
DIAL TONE FIRST STATUS: All		SWORN 4 CIVILIANS 0	MULTI-LINGUAL 0		
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY			
HANDSET X MULTI-BUTTON	ACD	PBX/PABX	NON-PSAP CALL-ANSWERING AGENCY:		
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 10			
CALLED PARTY HOLD	FORCED DISCONNECT	RINGBACK	CALL MIX: LE 10% FIRE 10% EMS 10% OTHER 70%		
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		INAPPROPRIATE CALLS: 50%		
ANI 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			
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 600			
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--			
OPERATIONAL X	FINANCIAL	PERSONNEL 0 %	TELCO EQUIP./SERVICES 0 %		
TECHNICAL	MANAGEMENT	FACILITIES 90 %	OTHER 10%		
COMMENTS:		SOURCES OF OPERATING BUDGET:			
Need better public education program.		FEDERAL %	STATE %	LOCAL 100%	OTHER %
		<b>PSAP DIRECTOR</b>			
		NAME: Curtis M. Chaney			
		TITLE: Asst. to the Chief of Police			
		AGENCY: Hartselle Police Department			
		ADDRESS: P.O. Box 390			
		Hartselle, AL 35640			
		TELEPHONE NO.: 205/773-6534			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

JACKSONVILLE, AL

### THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 75  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

More emphasis in publicity of the 911 emergency number.

### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 05/74 OPERATIONAL: 07/74  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 10 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 10% FIRE 20% EMS 70% OTHER 0%  
 INAPPROPRIATE CALLS: 5%

### FISCAL

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

### PSAP DIRECTOR

NAME: Ernest Henderson  
 TITLE: Fire Department Coordinator  
 AGENCY: Jacksonville Fire Department  
 ADDRESS: E. Lediga Street  
 Jacksonville, AL 36265  
 TELEPHONE NO.: 205/435-7911

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MARION, AL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 15,000*	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 1971	ORDERED: 1971
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 1971	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 4	COMMON CONTROL 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 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD 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: 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		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	NAME: John Anderson	
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.		TITLE: Chief of Police	
*Population (1975) provided by outside source.		AGENCY: Marion Police Department	
		ADDRESS: P.O. Box 959 Marion, AL 36756	
		TELEPHONE NO.: 205/683-6761	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 3	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN 11 CIVILIANS 25 MULTI-LINGUAL 2	
HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER X	AVERAGE DAILY CALL VOLUME: 350 CALL MIX: LE 80 % FIRE 10 % 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: 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 TECHNICAL		BUDGET BREAKDOWN--	
FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %
COMMENTS:		FACILITIES %	OTHER %
		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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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	
INCOMING 911 TRUNKS: DIRECT		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 0	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 6 CALL MIX: LE 50% FIRE 20% EMS 30% 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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL % FACILITIES %	
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES % 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	

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

SELMA, AL

### THE COMMUNITY

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

POLITICAL JURISDICTIONS SERVED: 2

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT

TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

Every law enforcement agency needs a 911 system.

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/70

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

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

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

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL %  
FACILITIES %

TELCO EQUIP./SERVICES %  
OTHER %

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

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

TELEPHONE NO.: 205/874-6611

**SURVEY NON-RESPONDENTS**

MARVIN L. STILL FIRE CHIEF ALEXANDER CITY FIRE DEPT.  ALEXANDER CITY , AL 35010 (205) 234-2521	JAMES HULSEY 2ND LIEUTENANT ANNISTON AMBULANCE 210 W. 14TH ANNISTON , (205) 237-8572	RICHARD FAULK CHIEF OF POLICE ATHENS POLICE DEPT. 200 HOBBS ATHENS , (205) 232-6010	SADIE D MORGADO DIRECTOR OF CIVIL DEFENSE BIRMINGHAM CIVIL DEFENSE 709 N. 19TH BIRMINGHAM , (205) 254-2049
IRA F FINN CHIEF OF POLICE CHILDERSBURG POLICE DEPT. 119 SOUTHWEST CHILDERSBURG , AL 35044 (205) 378-5568	JAMES C. JOHNSON CHIEF OF POLICE CLANTON POLICE DEPT. P.O. BOX 580 CLANTON , (205) 755-1120	PACK SELF CHIEF OF POLICE DECATUR POLICE DEPT. P.O. BOX 488 DECATUR , (205) 353-2515	RON MOSLEY SERGEANT EUFAULA POLICE DEPARTMENT 545 E. BARBOUR ST EUFAULA , (205) 687-4861
GIL HEART CHIEF OF POLICE FAIRHOPE POLICE DEPARTMENT P.O. DRAWER 429 FAIRHOPE , AL 36532 (205) 928-2385	ARCHIE L WARD CHIEF OF POLICE GOODWATER POLICE DEPT. P.O. BOX 45 GOODWATER , (205) 839-6321	H. C. COLVIN SHERIFF HALE COUNTY SHERIFF'S DEPT. P.O. BOX 160 GREENSBORO , (205) 624-5001	JOE CRITTENDEN POLICE CHIEF HALEYVILLE POLICE DEPT CITY HALL HALEYVILLE , AL 35565 (205) 486-3111
ROBERT U. BEARDON CAPTAIN, COMMUNICATIONS DIV. HUNTSVILLE POLICE DEPARTMENT P.O. BOX 308 HUNTSVILLE , AL 35804 (205) 532-7230	WILLIAM S TAYLOR CHIEF OF POLICE JACKSON POLICE DEPT. 118 COLLEGE AVE JACKSON , (205) 246-4484	LEO MURRAY CHIEF OF POLICE JASPER POLICE DEPT. 401 W. 19TH ST. JASPER , (205) 221-2121	LARRY E. MOODY CHIEF OF POLICE LIVINGSTON POLICE DEPT. P.O. BOX 945 LIVINGSTON , AL 35470 (205) 652-9525
FRED L. BAIRD RADIO COMMUNICATIONS OFFICER MOBILE POLICE DEPT. 51 GOVERNMENT ST. MOBILE , AL 36602 (205) 438-7221	HARVEY KINES FIREMAN PIEDMONT FIRE DEPT. FIRE DEPARTMENT PIEDMONT , (205) 447-9091	DON WILSON DEPT HEAD, COMMUNICATIONS DIV PRATTVILLE POLICE DEPT. 101 W. MAIN PRATTVILLE , (205) 365-0678	ALBERT E. HIGGINS CHIEF OF POLICE SYLACAUGA POLICE DEPT. P.O. BOX 467 SYLACAUGA , AL 35150 (205) 245-4334
LANDY JONES SERGEANT TALLADEGA POLICE DEPT. 203 SOUTH ST. TALLADEGA , AL 35160 (205) 362-4162	JACK A. MANLEY SERGEANT - COMMUNICATIONS DIV TUSCALOOSA POLICE DEPT. 2520 7TH ST. TUSCALOOSA , (205) 349-2121	HERBERT SEARS CHIEF OF POLICE TUSKEGEE POLICE DEPT. TUSKEGEE POLICE DEPT. TUSKEGEE , (205) 727-0200	AL 36083

**ALASKA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ANCHORAGE, AK

#### THE COMMUNITY

POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 110  
 POLITICAL JURISDICTIONS SERVED: 11  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/72 ORDERED: 06/73 OPERATIONAL: 08/73  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 5  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 14 TANDEM 2  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 190  
 CALL MIX: LE 70% FIRE 7% EMS 23% OTHER 0%  
 INAPPROPRIATE CALLS: 40%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 35,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 318,700  
 BUDGET BREAKDOWN--  
 PERSONNEL 68% TELCO EQUIP./SERVICES 9%  
 FACILITIES 1% OTHER 22%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 90% OTHER 10%

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

#### COMMENTS:

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

\*Also has contract services agreement.

#### PSAP DIRECTOR

NAME: Ralph W. Christianson  
 TITLE: Capt. of Police, Cdr, Technical Services  
 AGENCY: Anchorage Police Department  
 ADDRESS: 625 C Street  
 Anchorage, AK 99501  
 TELEPHONE NO.: 907/264-4124

## 911 SYSTEM DESCRIPTION

### PSAP NAME

KODIAK, AK

#### THE COMMUNITY

POPULATION SERVED: 7,754 SERVICE AREA (Sq. Mi.): 8  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 05/65 ORDERED: 1965 OPERATIONAL: 1965  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM 2  
 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  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 100 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 6  
 CALL MIX: LE 50% FIRE 20% EMS 30% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 99% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

#### PSAP DIRECTOR

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

TELEPHONE NO.: 907/486-3221

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 22,800

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 0 COMMON CONTROL 0  
DIRECT PROGRESSIVE CONTROL 4 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER

SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

COMMENTS:

### PSAP NAME

PALMER, AK

### HISTORICAL BACKGROUND

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

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITION: 1

FULL-TIME CALL ANSWERERS:

SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 20

CALL MIX: LE 31% FIRE 9% EMS 59% OTHER 1%

INAPPROPRIATE CALLS: 35%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,336

BUDGET BREAKDOWN--

PERSONNEL	100 %	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	100%	OTHER	%
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### PSAP DIRECTOR

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

TELEPHONE NO.: 907/745-4811

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HAINES, AK

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Fire	OPERATIONAL:
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 DIRECT PROGRESSIVE CONTROL 0		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:	
		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: \$ 63,940 BUDGET BREAKDOWN-- PERSONNEL 96 % TELCO EQUIP./SERVICES 1 % FACILITIES 2 % OTHER 1 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 40 % LOCAL 60 % OTHER %	
COMMENTS: Difficulty in funding enough full-time dispatchers		<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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

We have a 966 prefix which comes in on the 911  
 line as a wrong number.

### PSAP NAME

SITKA, AK

### HISTORICAL BACKGROUND

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 20 CIVILIANS MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 50 % FIRE 35 % EMS 5 % OTHER 10 %  
 INAPPROPRIATE CALLS: 10 %

### FISCAL

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

### PSAP DIRECTOR

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

TELEPHONE NO.: 907/747-3245, 3246

## 911 SYSTEM DESCRIPTION

### PSAP NAME

VALDEZ, AK

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,066	SERVICE AREA (Sq. Mi.): 274	INITIAL PLANNING: 12/76	ORDERED: 12/76
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 12/77	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		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 IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
FINANCIAL MANAGEMENT			
COMMENTS:			
<b>PSAP DIRECTOR</b>			
<p>NAME: David W. Oehler      TITLE: Chief of Police      AGENCY: Valdez Police Department      ADDRESS: Box 307      Valdez, AK 99686</p>			
TELEPHONE NO.: 907/835-4560			

**SURVEY NON-RESPONDENTS**

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

AK 99574

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

AK 99701

**ARIZONA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: LE--1
POLITICAL JURISDICTIONS SERVED: 3		
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 5 OTHER 0		
<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 DIRECT PROGRESSIVE CONTROL 0	COMMON CONTROL 2 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage
INCOMING 911 TRUNKS: DIRECT 29	TANDEM	CALL-ANSWERING POSITIONS: 3
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 30 MULTI-LINGUAL 3
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 X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	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

**SURVEY NON-RESPONDENTS**

JACK A. GARSHOW  
COMMANDER  
PIMA COUNTY SHERIFF'S DEPT  
1249 WELL RD.  
AJ8 , AZ 85321  
(602) 387-7621

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

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

**ARKANSAS**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

JONESBORO, AR

### THE COMMUNITY

POPULATION SERVED: 33,000 SERVICE AREA (Sq. Mi.): 12  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE X SWITCH/HOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS:  
 FULL-TIME CALL ANSWERERS:  
 SWORN 42 CIVILIANS 3 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

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

TELEPHONE NO.: 501/935-5553

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WEST MEMPHIS, AR

#### THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

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

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS:  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 55 CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

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

#### FISCAL

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

#### PSAP DIRECTOR

NAME: Bobby R. Keen  
 TITLE: Chief of Police  
 AGENCY: West Memphis Police Department  
 ADDRESS: 100 Court Street  
 West Memphis, AR 72301  
 TELEPHONE NO.: 501/735-1210

**SURVEY NON-RESPONDENTS**

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

AR 71701

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

AR 72653

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**CALIFORNIA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 0	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN 6 CIVILIANS	MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET	MULTI-BUTTON X	ACD	NON-PSAP CALL-ANSWERING AGENCY:
PBX/PABX	OTHER	AVERAGE DAILY CALL VOLUME: 15	
SPECIAL FEATURES:		CALL MIX: LE 10 % FIRE 1 % EMS 5 % OTHER 84 %	
CALLED PARTY HOLD X	FORCED DISCONNECT	RINGBACK X	INAPPROPRIATE CALLS: 2 %
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X		
ANI	PARTIAL SR	OTHER	
<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 %	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
Majority of wrong numbers are children playing		FEDERAL %	STATE %
with the phone. We do not recommend this system.		LOCAL %	OTHER %
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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:	
SWORN CIVILIANS 44	MULTI-LINGUAL 0	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: 20	
SPECIAL FEATURES:		CALL MIX: LE 70% FIRE 10% EMS 10% OTHER 10%	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	INAPPROPRIATE CALLS: 5%	
<b>LEGAL</b>		<b>FISCAL</b>	
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--	
COMMENTS: Numerous calls are received on 911 trunk when calling party is dialing a 7-digit number.		PERSONNEL %	TELCO EQUIP./SERVICES %
		FACILITIES %	OTHER %
		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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

GILROY, CA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>			
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:			
<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 0	PSAP LOCATED WITH DISPATCH: Yes			
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage			
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING POSITIONS: 4			
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:			
CALL-ANSWERING EQUIPMENT:		SWORN CIVILIANS 6	MULTI-LINGUAL 2		
HANDSET	MULTI-BUTTON X	PBX/PABX	OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY		
ACD		OTHER	NON-PSAP CALL-ANSWERING AGENCY:		
SPECIAL FEATURES:					
CALLED PARTY HOLD X	FORCED DISCONNECT	RINGBACK X	AVERAGE DAILY CALL VOLUME: 55		
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		CALL MIX: LE 90% FIRE 6% EMS 3% OTHER 1%		
ANI ALI	SR	PARTIAL SR	INAPPROPRIATE CALLS: 1%		
OTHER					
<b>LEGAL</b>		<b>FISCAL</b>			
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 386			
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL			
<b>PROBLEM AREAS--COMMENTS</b>					
MOST CURRENT PROBLEM AREAS:		FISCAL YEAR 1978 OPERATING BUDGET: \$ 140,000			
OPERATIONAL	FINANCIAL X	BUDGET BREAKDOWN--			
TECHNICAL	MANAGEMENT	PERSONNEL %	TELCO EQUIP./SERVICES %		
COMMENTS:		FACILITIES %	OTHER %		
ADVICE: To research those areas where 911 has been successful for many years.		SOURCES OF OPERATING BUDGET:			
xPopulation (1975) provided by outside source.		FEDERAL %	STATE %	LOCAL 100%	OTHER %
		<b>PSAP DIRECTOR</b>			
		NAME: Don N. Buehring			
		TITLE: Supervisor, South County Communications			
		AGENCY: EMA/GSA Communications, Santa Clara Cnty			
		ADDRESS: 7370 Rosanna Street			
		Gilroy, CA 95020			
		TELEPHONE NO.: 408/842-5696			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HOLLISTER, CA

#### THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 500  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 4  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 5 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET . MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### LEGAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT  
 COMMENTS:  
 Other sources of operating budget--15% user  
 agencies contributions, 2% PSAP billings of user  
 agencies, 3% special taxing district.  
 ADVICE: Better public education programs

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 08/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 2  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 50  
 CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %  
 INAPPROPRIATE CALLS: 50 %

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %  
 FACILITIES 5 % OTHER 5 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL 5 % STATE 5 % LOCAL 70 % OTHER 20 %

#### PSAP DIRECTOR

NAME: Henry Brandis  
 TITLE: Communications Supervisor  
 AGENCY: San Benito County Communications  
 ADDRESS: 451 4th St., P.O. Box 700  
 Hollister, CA 95023  
 TELEPHONE NO.: 408/637-5326

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MONTEREY, CA

<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 AGENCY(S) LEADING 911 EFFORT: County comm. 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 DIRECT PROGRESSIVE CONTROL		COMMON 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 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 X	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 % FACILITIES % TELCO EQUIP./SERVICES 10 % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %	
COMMENTS:  40% of operating budget comes from PSAP billings.		<b>PSAP DIRECTOR</b>	
ADVICE: See SALINAS, CA PSAP		NAME: Art McDole	
NOTE: Same PSAP Director as SALINAS, CA PSAP.		TITLE: Director of Communications	
*Special custom switch **Also has contract service		AGENCY: Monterey County Communications ADDRESS: P.O. Box 1883 Salinas, CA 93901	
		TELEPHONE NO.: 408/422-9881	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT	4	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
DIAL TONE FIRST STATUS: All	TANDEM	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 TECHNICAL X      FINANCIAL 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

**CONTINUED**

**11 OF 12**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

RANCHO SANTA FE, CA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,500	SERVICE AREA (Sq. Mi.): 15	INITIAL PLANNING: 04/68	ORDERED: 04/69 OPERATIONAL: 12/70
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: Fire	
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: 1	PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		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 4 CIVILIANS 1 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS X PARTIAL SR OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 5	
		CALL MIX: LE 10% FIRE 80% EMS 10% OTHER 0%	
		INAPPROPRIATE CALLS: 3%	
<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: \$ 25,000	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 100% * TELCO EQUIP./SERVICES 0% FACILITIES 0% OTHER 0%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: James A. Fox TITLE: Fire Chief AGENCY: Rancho Santa Fe Fire Department ADDRESS: El Fuego Street Rancho Santa Fe, CA 92067	
		TELEPHONE NO.: 714/756-1522	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

REEDLEY, CA

#### THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 69  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 2 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/77 ORDERED: 03/78 OPERATIONAL: 12/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 2  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 80 % FIRE 1 % EMS 18 % OTHER 1 %  
 INAPPROPRIATE CALLS: 90 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 8,270  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 52,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 88 % TELCO EQUIP./SERVICES 10 %  
 FACILITIES 2 % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE 90 % LOCAL % OTHER %

#### PROBLEM AREAS-COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

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

#### PSAP DIRECTOR

NAME: Forrest J. Brown  
 TITLE: Chief of Police  
 AGENCY: Reedley Police Department  
 ADDRESS: 843 G Street  
 Reedley, CA 93653  
 TELEPHONE NO.: 209/638-6881

## 911 SYSTEM DESCRIPTION

### PSAP NAME

RIO VISTA, CA

<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 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: 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK	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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 64,000 - BUDGET BREAKDOWN-- PERSONNEL 80% TELCO EQUIP./SERVICES 0% FACILITIES 10% OTHER 10%	
COMMENTS:  Have a good working agreement with your local telephone agency. They can be very helpful.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 60% OTHER 40%	
		<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	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 168,000 SERVICE AREA (Sq. Mi.): 2,170  
 POLITICAL JURISDICTIONS SERVED: 69  
 PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 12 EMS 0 OTHER 44

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 13  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 10 TANDEM 30  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Joint powers\*\*

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

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

NOTE: Same PSAP Director as MONTEREY, CA PSAP.

\*Special custom switch \*\*Also has contract service

### PSAP NAME

SALINAS, CA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/70 ORDERED: 05/73 OPERATIONAL: 01/75  
 AGENCY(S) LEADING 911 EFFORT: County comm.  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 5  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 21 MULTI-LINGUAL 5  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 421  
 CALL MIX: LE 89 % FIRE 4 % EMS 6 % OTHER 1 %  
 INAPPROPRIATE CALLS: 5 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 32,500  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 371,020  
 BUDGET BREAKDOWN--  
 PERSONNEL 95 % TELCO EQUIP./SERVICES 1 %  
 FACILITIES 3 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE 10 % LOCAL 40 % OTHER 40 %

### PSAP DIRECTOR

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

TELEPHONE NO.: 408/422-9881

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SAN CLEMENTE, CA

#### THE COMMUNITY

POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 15  
POLITICAL JURISDICTIONS SERVED: 1  
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

#### HISTORICAL BACKGROUND

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

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
CENTRAL OFFICE SWITCHING EQUIPMENT:  
STORED PROGRAM 1 COMMON CONTROL  
DIRECT PROGRESSIVE CONTROL UNKNOWN  
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
DIAL TONE FIRST STATUS: None  
CALL-ANSWERING EQUIPMENT:  
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X  
SPECIAL FEATURES:  
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
IDLE CIRCUIT TONE SWITCHHOOK STATUS  
ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 3  
FULL-TIME CALL ANSWERERS:  
SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 30  
CALL MIX: LE 40% FIRE 20% EMS 35% OTHER 5%  
INAPPROPRIATE CALLS: 15%

#### LEGAL

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

#### FISCAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
OPERATIONAL FINANCIAL  
TECHNICAL MANAGEMENT X

#### COMMENTS:

ADVICE: Automatic dialers programmed to dial 911  
are 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

T9

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 0	COMMON CONTROL 1 UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage			
INCOMING 911 TRUNKS: DIRECT 16	TANDEM 0	CALL-ANSWERING POSITIONS: 4			
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 14 MULTI-LINGUAL 0			
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:			
HANDSET ANI	MULTI-BUTTON ALI	ACD SR	PBX/PABX PARTIAL SR	OTHER #	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 % FACILITIES 2 % TELCO EQUIP./SERVICES 2 % OTHER 6 %			
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		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 education 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			

# 911 SYSTEM DESCRIPTION

## PSAP NAME

SANTA CRUZ, CA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 175,000	SERVICE AREA (Sq. Mi.): 500	INITIAL PLANNING: 01/77 ORDERED: 02/78 OPERATIONAL: 06/79
POLITICAL JURISDICTIONS SERVED: 15		AGENCY(S) LEADING 911 EFFORT: City/cnty admin
PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 18 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: 13	PSAP ADMINISTERED BY: Comm. ctr.
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM 3	COMMON CONTROL 3	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
DIRECT PROGRESSIVE CONTROL 3	UNKNOWN	CALL-ANSWERING POSITIONS: 7
INCOMING 911 TRUNKS: DIRECT 26	TANDEM 0	FULL-TIME CALL ANSWERERS:
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 5 MULTI-LINGUAL 4
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		NON-PSAP CALL-ANSWERING AGENCY:
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 140
CALLED PARTY HOLD X	FORCED DISCONNECT X	CALL MIX: LE 40% FIRE 10% EMS 10% OTHER 1%
IDLE CIRCUIT TONE	SWITCHHOOK STATUS X	INAPPROPRIATE CALLS: 40%
ANI ALI SR	PARTIAL SR X OTHER	
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 80,000
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL % TELCO EQUIP./SERVICES %
TECHNICAL		FACILITIES % OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET:
Develop standardized dispatch procedure for all users. We believe transfer relay method of call handling to be least effective & troublesome.		FEDERAL % STATE % LOCAL % OTHER %
SR provided by class marking of 2 central offices.		
		<b>PSAP DIRECTOR</b>
NAME: Robert L. Gordon		
TITLE: Director of Communications		
AGENCY: County of Santa Cruz		
ADDRESS: 701 Ocean Street		
Santa Cruz, CA 95060		
TELEPHONE NO.: 408/425-2355		

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> SANTA MARIA, CA
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:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS:		FULL-TIME CALL ANSWERERS:
CALL-ANSWERING EQUIPMENT:		SWORN 2 CIVILIANS 8 MULTI-LINGUAL 1
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	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: \$ BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		PERSONNEL % FACILITIES % OTHER %
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES %
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

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> SUNNYVALE, CA
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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 16 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 OTHER 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 MANAGEMENT TECHNICAL		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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

YREKA, CA

#### THE COMMUNITY

POPULATION SERVED: 7,500 SERVICE AREA (Sq. Mi.): 30  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 4/73 ORDERED: OPERATIONAL: 1974  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN O CIVILIANS 5 MULTI-LINGUAL O  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5  
 CALL MIX: LE 50 % FIRE 40 % EMS 10 % OTHER 0 %  
 INAPPROPRIATE CALLS: 85 %

#### LEGAL

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

#### FISCAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Had significant space & manpower problems.

#### PSAP DIRECTOR

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

TELEPHONE NO.: 916/842-4131

**SURVEY NON-RESPONDENTS**

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

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

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

7  
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

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**

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> COMMERCE CITY, CO
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 21	TANDEM	CALL-ANSWERING POSITIONS: 3
DIAL TONE FIRST STATUS: Partial		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 16 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER		OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK		NON-PSAP CALL-ANSWERING AGENCY:
IDL CIRCUIT TONE SR	SWITCHHOOK STATUS X PARTIAL SR OTHER	AVERAGE DAILY CALL VOLUME: 200 CALL MIX: LE 75% FIRE 20% EMS 5% OTHER 0% INAPPROPRIATE CALLS: 30%
<b>LEGAL</b>		<b>FISCAL</b>
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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

DENVER, CO

#### THE COMMUNITY

POPULATION SERVED: 650,000 SERVICE AREA (Sq. Mi.): 106  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 1

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/70 ORDERED: 01/71 OPERATIONAL: 5/71  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1, EMS--1

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 52

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 15 TANDEM

DIAL TONE FIRST STATUS: A11

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER

##### SPECIAL FEATURES:

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

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City/cnty

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 4

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 12 MULTI-LINGUAL 0

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

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

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

##### COMMENTS:

Problems caused by equipment malfunctions.

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 1,757

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$ 22,800

##### BUDGET BREAKDOWN--

PERSONNEL	47 %	TELCO EQUIP./SERVICES	47 %
FACILITIES	0 %	OTHER	6 %

##### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	100%	OTHER	%
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#### PSAP DIRECTOR

##### NAME:

Ross Benson

Communications & Utilities Coordinator

Denver City & County Government

City & County Building, Room 507

Denver, CO 80253

TELEPHONE NO.: 303/575-2244

# 911 SYSTEM DESCRIPTION

## PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT	1 TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:
CALL-ANSWERING EQUIPMENT:		SWORN 0 CIVILIANS 9 MULTI-LINGUAL 2
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		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 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT X		PERSONNEL 60 % TELCO EQUIP./SERVICES 15% FACILITIES 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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ESTES PARK, CO

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 5		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL:
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		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 FORCED DISCONNECT RINGBACK		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDILE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER	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 FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL		FACILITIES %	OTHER %
COMMENTS: Need better public education & publicity to inform public the purpose of 911.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		PSAP DIRECTOR	
		NAME: Robert W. Ault TITLE: Chief of Police AGENCY: Estes Park Police Department ADDRESS: 170 Mac Gregor Avenue Estes Park, CO 80517	
		TELEPHONE NO.: 303/586-4465	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

FORT COLLINS, CO

<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 DIRECT PROGRESSIVE CONTROL 0	COMMON 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: 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: \$ 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: Dave Feldman TITLE: Director-Planning, Budgeting, & Admin. AGENCY: Fort Collins Police Department ADDRESS: 300 La Porte Avenue Fort Collins, CO 80521		
TELEPHONE NO.: 303/484-4220		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LITTLETON, CO

<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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: No
INCOMING 911 TRUNKS: DIRECT 28 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: N/A
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 2
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 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: 295 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 BUDGET BREAKDOWN-- PERSONNEL 55% FACILITIES 10% TELCO EQUIP./SERVICES 25% OTHER 10%
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS:  Some political jurisdictions have expressed dissatisfaction due "loss" of jurisdictional power.		<b>PSAP DIRECTOR</b>
ADVICE: Need good coordination with each user agency. *All user agencies.		NAME: Phil Baker TITLE: Manager of Public Safety AGENCY: Arapahoe 911 Resource Center ADDRESS: 5334 S. Prince Street Littleton, CO 80166
		TELEPHONE NO.: 303/795-4585

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LONGMONT, CO

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 47,673	SERVICE AREA (Sq. Mi.): 10	INITIAL PLANNING: 09/70 ORDERED: 02/75 OPERATIONAL: 11/75 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	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage CALL-ANSWERING POSITIONS: 1 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 3 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 12 CALL MIX: LE 50 % FIRE 25 % EMS 25 % OTHER 0 % INAPPROPRIATE CALLS: 50 %
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No	INTERAGENCY AGREEMENTS: None	PLANNING/IMPLEMENTATION COST: \$ 600 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,204,111 BUDGET BREAKDOWN-- PERSONNEL 87 % TELCO EQUIP./SERVICES 1 % FACILITIES 10 % OTHER 2 % SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	NAME: Harry C. Johns TITLE: Chief of Police AGENCY: Longmont Police Department ADDRESS: Civic Center Complex Longmont, CO 80501 TELEPHONE NO.: 303/776-2121
COMMENTS:		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PUEBLO, CO

### THE COMMUNITY

POPULATION SERVED: 126,700 SERVICE AREA (Sq. Mi.): 2,400  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/69 ORDERED: 02/74 OPERATIONAL: 09/75  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL 9 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 22 TANDEM 0  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 9 CIVILIANS 9 MULTI-LINGUAL 2  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24-HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 200  
 CALL MIX: LE 75% FIRE 25% EMS 0% OTHER 0%  
 INAPPROPRIATE CALLS: 90%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 20,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 250,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 75% TELCO EQUIP./SERVICES 15%  
 FACILITIES 5% OTHER 5%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 98% OTHER 2%

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

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

### PSAP DIRECTOR

NAME: Robert O. Silva  
 TITLE: Chief of Police  
 AGENCY: Pueblo Police Department  
 ADDRESS: 130 Central Main  
 Pueblo, CO 81003  
 TELEPHONE NO.: 303/543-1375

**SURVEY NON-RESPONDENTS**

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

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  
Greeley, 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**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ANSONIA, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.): 6	INITIAL PLANNING: 01/74	ORDERED:	
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 02/77	
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 DIRECT PROGRESSIVE CONTROL	COMMON 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 O		
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: 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: \$ BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 10 % FACILITIES 0 % OTHER 0 %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %		
COMMENTS:				
<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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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 34  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Most significant problem is public misuse of 911.  
 Better public education methods must be developed

### PSAP NAME

CHESTER, CT

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 06/69 OPERATIONAL: 01/70  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 50 % FIRE 10 % EMS 40 % OTHER 0 %  
 INAPPROPRIATE CALLS: 40 %

### FISCAL

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

### PSAP DIRECTOR

NAME: Richard J. Sartor  
 TITLE: Chief of Police  
 AGENCY: Cheshire Police Department  
 ADDRESS: 500 Highland Avenue  
 Cheshire, CT, 06410  
 TELEPHONE NO.: 203/272-5333

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CLINTON, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.): 18	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL:
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 DIRECT PROGRESSIVE CONTROL		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 PARTIAL SR OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 % INAPPROPRIATE CALLS: 50 %	
<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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT	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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

FARMINGTON, CT

THE COMMUNITY		HISTORICAL BACKGROUND	
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	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 2	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	UNKNOWN	CALL-ANSWERING POSITIONS: 2	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN 1 CIVILIANS 2 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:	
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X	IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER	CALL MIX: LE % FIRE % EMS % OTHER %	
ANI ALI SR		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:		BUDGET BREAKDOWN--	
OPERATIONAL FINANCIAL	MANAGEMENT	PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL		FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
ADVICE: To involve all agencies in all phases; to have a written dispatch manual; to establish a policy or user committee.		FEDERAL % STATE % LOCAL % OTHER %	
PSAP DIRECTOR			
NAME: Leroy Bangham			
TITLE: Chief of Police			
AGENCY: Farmington Police Department			
ADDRESS: School Street			
TELEPHONE NO.: 203/673-2525			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

GLASTONBURY, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 26,000	SERVICE AREA (Sq. Mi.): 54	INITIAL PLANNING: 05/72	ORDERED: 06/72
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 12/72	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 1	COMMON CONTROL 0 UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 6	TANDEM 0	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN 0 CIVILIANS 5	MULTI-LINGUAL 0
HANDSET	MULTI-BUTTON X	ACD	PBX/PABX
ANI	ALI	SR	OTHER
SPECIAL FEATURES:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X	NON-PSAP CALL-ANSWERING AGENCY:
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS		
ANI	PARTIAL SR	OTHER	AVERAGE DAILY CALL VOLUME: 10
ALI			CALL MIX: LE 30 % FIRE 10 % EMS 60 % OTHER 0 %
SR			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:		BUDGET BREAKDOWN--	
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL		FACILITIES %	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 %
ADVICE: Better public education via news media.		LOCAL %	OTHER %
<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			

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> GUILFORD, CT
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 DIRECT PROGRESSIVE CONTROL 2		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 2	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 5	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 ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 30 %
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: \$ 100,000 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		PERSONNEL 80 % TELCO EQUIP./SERVICES 15 % FACILITIES 0 % OTHER 5 %
COMMENTS: Better public education & publicity as to the purpose & usage of 911.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
		<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

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MILFORD, CT
POPULATION SERVED: 55,000	SERVICE AREA (Sq. Mi.): 26	INITIAL PLANNING: ORDERED: OPERATIONAL:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Fire/EMS
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 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: Fire
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 0 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 6	TANDEM	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 0 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 X IDLE CIRCUIT TONE X ANI ALI SR		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		PLANNING/IMPLEMENTATION COST: \$ 11,990
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 12,000 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS: Funding to modernize equipment for data storage & retrieval difficult to obtain after cutover.		<b>PSAP DIRECTOR</b>
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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEW BRITAIN, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
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
<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 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 IDLE CIRCUIT TONE X 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: 300 CALL MIX: LE 50 % FIRE 18 % EMS 30 % 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: \$ 198,097 BUDGET BREAKDOWN-- PERSONNEL 45 % FACILITIES 0 % TELCO EQUIP./SERVICES 50 % OTHER 5 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS: ADVICE: Have plenty of publicity -- 911 as emergency only.		<b>PSAP DIRECTOR</b>
		NAME: Gordon S. Alling TITLE: Captain AGENCY: New Britain Fire Department ADDRESS: 125 Columbus Blvd. New Britain, CT 06051
		TELEPHONE NO.: 203/229-1616

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEW HAVEN, CT.

#### THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 8  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 01/77 OPERATIONAL: 11/79  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 4 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 26 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 13 CIVILIANS 24 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 200  
 CALL MIX: LE 20 % FIRE 10 % EMS 5 % OTHER 65 %  
 INAPPROPRIATE CALLS: 65 %

#### LEGAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

#### FISCAL

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

#### PSAP DIRECTOR

NAME: Richard A. Rife  
 TITLE: Lieutenant  
 AGENCY: Fire Service  
 ADDRESS: 952 Grand Avenue  
 New Haven, CT 06511  
 TELEPHONE NO.: 203/787-6234

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 30,000 SERVICE AREA (Sq. Mi.): 14  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Budgetary considerations prevent desireable upgrading of equipment & addition of more manpower.

### PSAP NAME

NEWINGTON, CT

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/69 ORDERED: 02/70 OPERATIONAL: 04/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 75  
 CALL MIX: LE 75 % FIRE 15 % EMS 10 % OTHER 0 %  
 INAPPROPRIATE CALLS: 25 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 118,792  
 BUDGET BREAKDOWN--  
 PERSONNEL 76 % TELCO EQUIP./SERVICES 6 %  
 FACILITIES 0 % OTHER 18 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Philip R. Lincoln  
 TITLE: Chief of Police  
 AGENCY: Newington Police Department  
 ADDRESS: 131 Cedar Street  
 Newington, CT 06111

TELEPHONE NO.: 203/666-8445

## 911 SYSTEM DESCRIPTION

PSAP NAME

SEYMOUR, CT

### THE COMMUNITY

POPULATION SERVED: 14,000\* SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

### HISTORICAL BACKGROUND

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM UNKNOWN X  
 DIRECT PROGRESSIVE CONTROL  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 19 CIVILIANS 0 MULTI-LINGUAL 1  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Response time is more rapid. Citizens do not have to look up emergency number.

\*Population (1975) provided by outside source.

### PSAP DIRECTOR

NAME: Kenneth Connors  
 TITLE: Chief of Police  
 AGENCY: Seymour Police Department  
 ADDRESS: 1 First Street  
 Seymour, CT 06483  
 TELEPHONE NO.: 203/888-3828

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> SHELTON, CT
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 DIRECT PROGRESSIVE CONTROL 3	COMMON CONTROL 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 IDLE CIRCUIT TONE X 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: 20 CALL MIX: LE % FIRE % EMS % OTHER % 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 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:		
<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 0	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: A 11		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN 12   CIVILIANS 0   MULTI-LINGUAL 0	
HANDSET    MULTI-BUTTON	ACD    PBX/PABX X    OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:	
CALLED PARTY HOLD IDLE CIRCUIT TONE X ANI    ALI    SR	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR    OTHER	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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL 0 %    TELCO EQUIP./SERVICES 90 % FACILITIES 0 %    OTHER 10 %	
COMMENTS:  Operations handled by on duty firefighters so new personnel have difficulties with system.		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 100 %    OTHER    %	
		<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	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 38  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 5 EMS 1 OTHER 0

### PSAP NAME

WATERFORD, CT

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/75 ORDERED: 01/76 OPERATIONAL: 06/76  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 1  
 DIRECT PROGRESSIVE CONTROL  
 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %  
 INAPPROPRIATE CALLS: 25 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 54,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 85 % TELCO EQUIP./SERVICES 8 %  
 FACILITIES 0 % OTHER 7 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Sometimes numbers with "9-1-1" in them come in on our 911 lines. Also businesses where dialing "9" to get outside number rings at the PSAP. ADVICE: Public education imperative. Keep 7-digit number.

### PSAP DIRECTOR

NAME: Thomas J. Dembek  
 TITLE: Administrator  
 AGENCY: Waterford Emergency Communications Ctr.  
 ADDRESS: 204 Boston Post Road  
 Waterford, CT 06385  
 TELEPHONE NO.: 203/442-5332

## 911 SYSTEM DESCRIPTION

PSAP NAME

WATERTOWN, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.): 30	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL: 1969 Comm. dept.
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: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 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: 2	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 10 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHOOK STATUS X PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 40 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 50 %	
<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 % FACILITIES % TELCO EQUIP./SERVICES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Carol R. Berube TITLE: Supervisor of Communications AGENCY: Watertown Town Hall ADDRESS: 37 Deforest Street Watertown, CT 06795	TELEPHONE NO.: 203/274-5411

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WEST HAVEN, CT

### THE COMMUNITY

POPULATION SERVED: 57,000

SERVICE AREA (Sq. Mi.): 11

POLITICAL JURISDICTIONS SERVED: 1

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 04/70 OPERATIONAL: 05/71

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM O  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6 TANDEM 6

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON ACD PBX/PABX X OTHER

#### SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE X  
ANI ALI SR

FORCED DISCONNECT X  
SWITCHHOOK STATUS X  
PARTIAL SR OTHER

RINGBACK X

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

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

CALL-ANSWERING POSITIONS: 6

#### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 32 MULTI-LINGUAL O

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

AVERAGE DAILY CALL VOLUME: 350

CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %  
INAPPROPRIATE CALLS: 20 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

#### COMMENTS:

10% of city population not connected to PSAP due  
to central office boundary mismatches.

ADVICE: Use 911 for emergency calls only---this  
will save money.

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 82,887  
BUDGET BREAKDOWN--

PERSONNEL 62 % TELCO EQUIP./SERVICES 33 %  
FACILITIES 4 % OTHER 1 %

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

### PSAP DIRECTOR

NAME: Philip P. Damicis  
TITLE: Superintendent of Communications  
AGENCY: West Haven Emergency Reporting Center  
ADDRESS: 355 Main Street, City Hall  
West Haven, CT 06516

TELEPHONE NO.: 203/934-3421 x349

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WINDSOR, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000	SERVICE AREA (Sq. Mi.): 37	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL:
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	
INCOMING 911 TRUNKS: DIRECT 1	TANDEM 3	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 4 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOCK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 30 CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 5 %	
RINGBACK X 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 TECHNICAL		PERSONNEL %	TELCO EQUIP./SERVICES %
FINANCIAL MANAGEMENT		FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Need thorough public education program on 911.		<b>PSAP DIRECTOR</b>	
		NAME: John J. Riccio	
		TITLE: Lieutenant	
		AGENCY: Windsor Police Department	
		ADDRESS: 340 Bloomfield Avenue	
		Windsor, CT 06095	
		TELEPHONE NO.: 203/688-6790	

# 911 SYSTEM DESCRIPTION

## PSAP NAME

WOLCOTT, CT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,500	SERVICE AREA (Sq. Mi.): 21	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 1969
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 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 O DIRECT PROGRESSIVE CONTROL 1		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		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4	MULTI-LINGUAL O
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		PBX/PABX X	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
		OTHER	NON-PSAP CALL-ANSWERING AGENCY:
		FORCED DISCONNECT X	AVERAGE DAILY CALL VOLUME: 4
		SWITCHHOOK STATUS PARTIAL SR	CALL MIX: LE 50 % FIRE 30 % EMS 20 % OTHER 0 %
		RINGBACK X	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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
COMMENTS:  ADVICE: Have an extensive public education program regarding how & when to use 911. Emphasize non-emergency calls should be made on 7-digit business telephone number.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Leroy Hoffman TITLE: Acting Chief of Police, Deputy Chief AGENCY: Wolcott Police Department ADDRESS: 225 Nichols Road Wolcott, CT 06716	TELEPHONE NO.: 203/879-1414

**SURVEY NON-RESPONDENTS**

JOHN F. GLEASON CHIEF ENGINEER BRIDGEPORT FIRE DEPT. 30 CONGRESS ST. BRIDGEPORT , (203) 576-7638	NANCY A POZZO DISPATCHER BROOKFIELD POLICE DEPARTMENT GRAYSBRIDGE ROAD BROOKFIELD , (203) 775-2576	STEPHEN W CUDWORTH SERGEANT TOWN OF CANTON 4 MARKET ST CANTON , (203)693-4600	PAUL E. FARLEY CHIEF DISPATCHER COLCHESTER EMERGENCY COMM. OLD HARTFORD RD. COLCHESTER , (203) 537-3415
ANGELA A. TOSCANO CAPTAIN DARIEN POLICE DEPT. P.O. BOX 148 DARIEN , (203) 655-9239	ANDREW J. MANCINI CHIEF OF POLICE DERBY POLICE DEPT. 35 5TH ST. DERBY , (203)734-1651	HERBERT FOY DISPATCHER & LIEUTENANT ENFIELD POLICE DEPARTMENT 820 ENFIELD ENFIELD , (203) 745-1671	DONALD R. ALGREN CHIEF OF POLICE GRANBY POLICE DEPT. 15 NORTH GRANBY RD. GRANBY , (203)653-7221
CYRUS GAETA CHIEF OF POLICE MADISON POLICE DEPT. P.O. BOX 854 MADISON , (203) 245-2727	A. F. CALABRESE CHIEF OF POLICE MIDDLEBURY POLICE DEPT. 200 SOUTH FORD ROAD MIDDLEBURY , (203)758-2433	EDMUND H. MOSCA CHIEF OF POLICE OLD SAYBROOK POLICE DEPT. 225 MAIN ST. OLD SAYBROOK , (203) 388-4675	OMER M. KENTILE CHIEF OF POLICE PUTNAM POLICE DEPARTMENT 189 CHURCH STREET PUTNAM , (203)928-6565
THOMAS ROTUNDA CHIEF OF POLICE RIDGEFIELD POLICE DEPT. 76 EAST RIDGE RIDGEFIELD , (203) 438-6531	THOMAS J. HANKARD CHIEF OF POLICE SIMSBURY POLICE DEPT. #6 STATION ST. SIMSBURY , (203)658-7683	DOMINIC ANTONELLI CHIEF OF POLICE TORRINGTON POLICE DEPT. 140 MAIN ST. TORRINGTON , (203) 489-4111	JOSEPH C. KANE CHIEF OF POLICE TRUMBULL POLICE DEPARTMENT TOWN HALL TRUMBULL , (203)261-3665
WILLIAM S LANDERS CAPTAIN WATERBURY POLICE DEPARTMENT 235 GRAND ST WATERBURY , (203) 574-6931	JOHN F. ARCELASCHI CHIEF OF POLICE WINSTED POLICE DEPARTMENT 339 MAIN STREET WINSTED , (203)379-2721	CT 06604	CT 06022
		CT 06418	CT 06082
		CT 06443	CT 06476
		CT 06877	CT 06790
		CT 06702	

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**DELAWARE**

# 911 SYSTEM DESCRIPTION

**PSAP NAME**

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
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 03/77	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 1		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: 3	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN CIVILIANS 5 MULTI-LINGUAL 0	
HANDSET	MULTI-BUTTON	ACD X	PBX/PABX OTHER
SPECIAL FEATURES:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI	ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER
		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	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL 80 % FACILITIES 5 % OTHER 0 %	
COMMENTS: Would like to have ANI feature.		TELCO EQUIP./SERVICES 15 %	
		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<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. MAICHL  
CHIEF OF POLICE  
REHOBOTH BEACH POLICE DEPT.  
73 REHOBOTH AVENUE  
REHOBOTH BEACH , DE 19971

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**DISTRICT OF COLUMBIA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WASHINGTON, DC

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 750,000	SERVICE AREA (Sq. Mi.): 69	INITIAL PLANNING: 07/71	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 01/72
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT	24	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: All	TANDEM	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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X      FINANCIAL MANAGEMENT TECHNICAL		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,725,920 BUDGET BREAKDOWN-- PERSONNEL 95%      TELCO EQUIP./SERVICES 2% FACILITIES 0%      OTHER 3%	
COMMENTS:  Efforts are being made to educate the public as to the proper use of 911 for emergency calls only.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<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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**CONTINUED**

**2 OF 12**

## 911 SYSTEM DESCRIPTION

		<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 DIRECT PROGRESSIVE CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 7	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 15 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER *		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR OTHER X		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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
ADVICE: List 911 as emergency number & 7-digit number for non-emergency next to it in phone book.		NAME: R. Melvin Kelly TITLE: Sheriff AGENCY: Hernando County Sheriff's Department ADDRESS: 234 E. Jefferson Street, P.O. Box 1960 Brooksville, FL 33512	
*8A Key system		TELEPHONE NO.: 904/796-3541	

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 70  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM O 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

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Have one agency with overall responsibility for PSAP. 911 reduces time for citizens to call for help & reduces response time.

### PSAP NAME

COCOA BEACH, FL

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/74 ORDERED: 06/74 OPERATIONAL: 03/75  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 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 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 60,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 34,367  
 BUDGET BREAKDOWN--  
 PERSONNEL 86 % TELCO EQUIP./SERVICES 14 %  
 FACILITIES 0 % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Winston Sarver  
 TITLE: Captain  
 AGENCY: Cocoa Beach Police Department  
 ADDRESS: 20 S. Orlando Avenue  
 Cocoa Beach, FL 32931  
 TELEPHONE NO.: 305/783-4911 x204

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CORAL GABLES, FL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 45,000	SERVICE AREA (Sq. Mi.): 12	INITIAL PLANNING: 10/75	ORDERED: 11/77
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 02/79	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 1		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:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 15 DIRECT PROGRESSIVE CONTROL 5		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 20 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 0	TANDEM 12	CALL-ANSWERING POSITIONS: 8	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 23 MULTI-LINGUAL 5	
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 IDLE CIRCUIT TONE ANI X ALI SR		NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR X OTHER		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: \$	
BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % OTHER %		TELCO EQUIP./SERVICES %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  High attrition rate of operations personnel.		<b>PSAP DIRECTOR</b>	
*Also has charter/ordinance		NAME: Charles Skalaski	
NOTE: This 1 of 5 PSAPs of Metropolitan Dade		TITLE: Technical Services Commander--Captain	
County Advanced 911 system.		AGENCY: City of Coral Gables Police Department	
		ADDRESS: 2801 Salvedo Street	
		Coral Gables, FL 33134	
		TELEPHONE NO.: 305/442-2300	

CTT

## 911 SYSTEM DESCRIPTION

				<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 DIRECT PROGRESSIVE CONTROL				COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 1		TANDEM 1		PSAP LOCATED WITH DISPATCH: Yes	
DIAL TONE FIRST STATUS: All				CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER				CALL-ANSWERING POSITIONS: 5	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR				FULL-TIME CALL ANSWERERS: SWORN CIVILIANS MULTI-LINGUAL 0	
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: 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 % FACILITIES 0 % TELCO EQUIP./SERVICES 100 % 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>	
<p>NAME: David F. Harvey      TITLE: Sheriff      AGENCY: Wakulla County Sheriff's Department      ADDRESS: P.O. Box 36, Church Street      Crawfordville, FL 32327</p> <p>TELEPHONE NO.: 904/926-7171, 7172</p>					

911

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 13		OPERATIONAL: 11/75	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		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:	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	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 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 X	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>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	NAME: Elihu Phares TITLE: Captain, Director of Communications AGENCY: Broward County Sheriff's Office ADDRESS: 201 S.E. 6 Street Fort Lauderdale, FL 33310	
COMMENTS:  ADVICE: Investigate & study other operating 911 systems during planning stage.  Problems arise from equipment failures & lack of proper maintenance. Acquire good equipment.		TELEPHONE NO.: 305/765-4496, 4350	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HIALEAH, FL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 150,000	SERVICE AREA (Sq. Mi.): 23	INITIAL PLANNING: 07/74 ORDERED: 11/77 OPERATIONAL: 02/79
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Dade County
PUBLIC SAFETY AGENCIES SERVED: LE 1 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:	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 DIRECT PROGRESSIVE CONTROL 1	COMMON CONTROL 4 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT	TANDEM 10	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-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 5 CIVILIANS 16 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI X ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR X OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
	RINGBACK	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	PLANNING/IMPLEMENTATION COST: \$ 85,000	
INTERAGENCY AGREEMENTS: Joint powers	SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		<b>FISCAL</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % OTHER %
COMMENTS:  ADVICE: Obtain accurate, guaranteed costs in writing before ordering system.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
NOTE: This is 1 of 5 PSAPs of Metropolitan Dade County Advanced 911 system.		<b>PSAP DIRECTOR</b>
		NAME: Lawrence D. Leggett TITLE: Chief AGENCY: Hialeah Police Department ADDRESS: P.O. Box 40 Hialeah, FL 33310
		TELEPHONE NO.: 305/885-1531 x244

## 911 SYSTEM DESCRIPTION

THE COMMUNITY		PSAP NAME KEY WEST, FL
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:
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 3	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 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 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: 130 CALL MIX: LE 27% FIRE 2% EMS 70% OTHER 1% INAPPROPRIATE CALLS: 60%
LEGAL		FISCAL
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$
INTERAGENCY AGREEMENTS:		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
PROBLEM AREAS--COMMENTS		
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 11,000 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 %
PSAP DIRECTOR		
NAME: Franklin Hernandez TITLE: Major AGENCY: Monroe County Sheriff's Office ADDRESS: P.O. Box 1269 Key West, FL 33040		TELEPHONE NO.: 305/296-2424

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 02/76
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 DIRECT PROGRESSIVE CONTROL		COMMON 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 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: 4 CALL MIX: LE 70 % FIRE 10 % EMS 20 % 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: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:			
<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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LARGO, FL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 450,000	SERVICE AREA (Sq. Mi.): 190	INITIAL PLANNING: 09/74 ORDERED: OPERATIONAL: 07/77 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None	
POLITICAL JURISDICTIONS SERVED: 26  PUBLIC SAFETY AGENCIES SERVED: LE 17 FIRE 21 EMS 20 OTHER 2			
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 14	PSAP ADMINISTERED BY: LE  PSAP LOCATED WITH DISPATCH: Yes  CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  CALL-ANSWERING POSITIONS: 9  FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 49 MULTI-LINGUAL 0  OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 300 CALL MIX: LE 50 % FIRE 30 % EMS 10 % OTHER 10 % INAPPROPRIATE CALLS: 40 %	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 14 DIRECT PROGRESSIVE CONTROL 36	COMMON CONTROL 30 UNKNOWN		
INCOMING 911 TRUNKS: DIRECT 29	TANDEM 0		
DIAL TONE FIRST STATUS: All			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON	ACB X PBX/PABX OTHER		
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS X PARTIAL SR OTHER	RINGBACK X	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes	PLANNING/IMPLEMENTATION COST: \$ 253,367		
INTERAGENCY AGREEMENTS:	SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X		
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 253,367 BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES % FACILITIES 0 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %		
COMMENTS:  Funding for additional personnel difficult.	<b>PSAP DIRECTOR</b>		
ADVICE: All 911 calls must be taped.	NAME: Daniel J. Mink TITLE: Lieutenant AGENCY: Pinellas County Sheriff's Department ADDRESS: 250 West Ulmerton Road Largo, FL 33540  TELEPHONE NO.: 813/585-9911		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

METROPOLITAN DADE COUNTY

<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 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: 43	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage CALL-ANSWERING POSITIONS: 20 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 67 MULTI-LINGUAL 15 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 3,800 CALL MIX: LE 87 % FIRE 2 % EMS 4 % OTHER 7 % INAPPROPRIATE CALLS: 10 %
<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>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	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
COMMENTS:  Infrequent misrouting of 911 calls due to equipment problems. ADVICE: Monitor equip. installation NOTE: This is 1 of 5 PSAPS of Metropolitan Dade County Advanced 911 system.		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 32	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: No CALL-ANSWERING/DISPATCHING PROCEDURE: N/A CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 7 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 115 CALL MIX: LE 50 % FIRE 5 % EMS 25 % OTHER 20 % INAPPROPRIATE CALLS: 10 %
<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>		<b>FISCAL YEAR 1978 OPERATING BUDGET: \$ 55,961</b> <b>BUDGET BREAKDOWN--</b> PERSONNEL 80 % TELCO EQUIP./SERVICES 5 % FACILITIES 0 % OTHER 15 % SOURCES OF OPERATING BUDGET: FEDERAL 80 % STATE 10 % LOCAL 10 % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		<b>PSAP DIRECTOR</b>
COMMENTS: Limited funds are available for salaries.		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
*Regional Planning Agency		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

OKEECHOBEE, FL

#### THE COMMUNITY

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 800  
 POLITICAL JURISDICTIONS SERVED: 6  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 1

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/76 ORDERED: 07/78 OPERATIONAL: 10/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PGX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 3 CIVILIANS 6 MULTI-LINGUAL 1  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 20  
 CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %  
 INAPPROPRIATE CALLS: 5 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 11,960  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Better public education is needed.

#### PSAP DIRECTOR

NAME: David Clayton Williams  
 TITLE: Sheriff  
 AGENCY: Okeechobee County Sheriff's Department  
 ADDRESS: 307 N.W. 5th Avenue  
 Okeechobee, FL 33472

TELEPHONE NO.: 813/763-3117 -



## 911 SYSTEM DESCRIPTION

### PSAP NAME

PUNTA GORDA, FL

<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 DIRECT PROGRESSIVE CONTROL		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 IDLE CIRCUIT TONE X ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR X OTHER		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 % FACILITIES 0 % TELCO EQUIP./SERVICES 90 % OTHER 10 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X FINANCIAL 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 evca & fed. grant # Disaster/emerg prep		<b>PSAP DIRECTOR</b>
NOTE: See Comments of other Punta Gorda PSAP		NAME: Richard G. Keating TITLE: Lieutenant, Communications Supervisor AGENCY: Charlotte County Sheriff's Department ADDRESS: 2400 Airport Road Punta Gorda, FL 33950
		TELEPHONE NO.: 813/639-2101

## 911 SYSTEM DESCRIPTION

### PSAP NAME

QUINCY, FL

#### THE COMMUNITY

POPULATION SERVED: 39,000 SERVICE AREA (Sq. Mi.): 504  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: OPERATIONAL: 04/77  
 AGENCY(S) LEADING 911 EFFORT: Other#  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 4 CIVILIANS MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 20  
 CALL MIX: LE 60 % FIRE 5 % EMS 35 % OTHER 0 %  
 INAPPROPRIATE CALLS: 10 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Charter/ordin.

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 30,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,300  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Problems with telephone computer routing non-911 calls to PSAP. In bad weather, underground cable sends call to all trunks at one time.  
 \*Key telephone. #Regional Planning Agency.

#### PSAP DIRECTOR

NAME: William A. Woodham  
 TITLE: Sheriff  
 AGENCY: Gadsden County Sheriff's Department  
 ADDRESS: P.O. Box 1126  
 Quincy, FL 32351  
 TELEPHONE NO.: 904/627-9233

## 911 SYSTEM DESCRIPTION

### PSAP NAME

TALLAHASSEE, FL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 175,000	SERVICE AREA (Sq. Mi.): 700	INITIAL PLANNING: 06/76 ORDERED: 08/76 OPERATIONAL: 12/76 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: LE--2
POLITICAL JURISDICTIONS SERVED: 5  PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 1 EMS 1 OTHER 0		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	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 %
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM	
DIAL TONE FIRST STATUS: All		
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHOOK STATUS PARTIAL SR OTHER X	RINGBACK X
<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: \$ 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:  *In addition, PSAP has federal grant & charter/ordinance of city, county, or special district agreements.		<b>PSAP DIRECTOR</b>
		NAME: Richard Crook TITLE: Lieutenant AGENCY: Leon County Sheriff's Department ADDRESS: P.O. Box 727 Tallahassee, FL 32302
		TELEPHONE NO.: 904/222-4740

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WAUCHULA, FL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.): 630	INITIAL PLANNING: 01/77	ORDERED: 05/77
POLITICAL JURISDICTIONS SERVED: 3		OPERATIONAL: 11/77	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		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:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 3		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 0 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 6	TANDEM 0	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: ALL		FULL-TIME CALL ANSWERERS: SWORN 34 CIVILIANS 3 MULTI-LINGUAL 1	
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 IDLE CIRCUIT TONE X ANI ALI SR.		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.		<b>PSAP DIRECTOR</b>	
ADVICE: 911 has been very beneficial & not an additional burden to local government financing.		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 WIDDEN  
SHERIFF  
TAYLOR COUNTY SHERIFF'S DEPT.  
P.O. BOX 507  
PERRY , FL 32347  
(904) 584-2429

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**GEORGIA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS X PARTIAL SR OTHER	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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BLAKELY, GA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,800	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL:
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: 2	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	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 OTHER		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		RINGBACK FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 0%	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		<b>FISCAL</b>	
INTERAGENCY AGREEMENTS: Charter/ordin.		PLANNING/IMPLEMENTATION COST: \$	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
COMMENTS: ADVICE: 911 is very helpful for the elderly.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 1 % OTHER %	
<b>PSAP DIRECTOR</b>			
NAME: Carl Gilbert TITLE: Chief of Police AGENCY: Blakely Police Department ADDRESS: City of Blakely Blakely, GA 31723			
TELEPHONE NO.: 912/723-3414			



## 911 SYSTEM DESCRIPTION

### PSAP NAME

JEKYLL ISLAND, GA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 2,000	SERVICE AREA (Sq. Mi.): 9	INITIAL PLANNING: 11/75 ORDERED: 07/76 OPERATIONAL: 07/77
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: 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	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 6 CIVILIANS 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:
	RINGBACK X	AVERAGE DAILY CALL VOLUME: 12 CALL MIX: LE 90 % FIRE 1 %, EMS 9 % OTHER 0 % 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>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	NAME: Carl L. Hamilton TITLE: Chief, Jekyll Island Fire Department AGENCY: Jekyll Island State Park Authority ADDRESS: 315 Riverview Drive Jekyll Island, GA 31520
COMMENTS: Have difficulties keeping trained personnel.		TELEPHONE NO.: 912/635-2930

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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:	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:
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 1	COMMON CONTROL 0 UNKNOWN	AVERAGE DAILY CALL VOLUME: 50 CALL MIX: LE 10 % FIRE 10 % EMS 40 % OTHER 40 % INAPPROPRIATE CALLS: 50 %
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 IDLE CIRCUIT TONE X ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR	RINGBACK OTHER
<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 % SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		
COMMENTS: Problems with telephone equipment & operations have been difficult to solve when working with two telcos.		<b>PSAP DIRECTOR</b>
		NAME: J. Hugh Strictland TITLE: Dispatch Center Chief AGENCY: Jesup Police Department ADDRESS: Jesup-Wayne County Dispatch Center Jesup, GA 31545
		TELEPHONE NO.: 912/427-7373

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MILLEDGEVILLE, GA

<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 O DIRECT PROGRESSIVE CONTROL		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 O	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		AVERAGE DAILY CALL VOLUME: 100 CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 % INAPPROPRIATE CALLS: 2 %	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: \$ 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 FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Joe Boothe TITLE: Owner AGENCY: Mobilefone Answering Service ADDRESS: 232 S. Wilkinson Milledgeville, GA 31061	TELEPHONE NO.: 912/452-7871

## **911 SYSTEM DESCRIPTION**

**PSAP NAME**

SANDERSVILLE, GA

## THE COMMUNITY

## **HISTORICAL BACKGROUND**

POPULATION SERVED: 17,500 SERVICE AREA (Sq. Mi.): 1,050  
POLITICAL JURISDICTIONS SERVED: 8  
PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 4 EMS 0 OTHER 0

INITIAL PLANNING: 02/77 ORDERED: 09/78 OPERATIONAL: 05/79  
AGENCY(S) LEADING 911 EFFORT: Other\*  
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 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  
 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 5 CIVILIANS                   MULTI-LINGUAL 0  
OPERATING SCHEDULE: 7 DAYS/WEEK   24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 4  
CALL MIX: LE %   FIRE %   EMS %   OTHER %  
INAPPROPRIATE CALLS: 40%

LEGAL

FISCAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

#### **INTERAGENCY AGREEMENTS: Joint powers**

## **PROBLEM AREAS--COMMENTS**

#### **MOST CURRENT PROBLEM AREA**

**OPERATIONAL X**      **FINANCIAL  
TECHNICAL**      **MANAGEMENT**

## COMMENTS

Need better & more comprehensive training programs

#### \*Disaster/emergency preparedness

PLANNING/IMPLEMENTATION COST: \$ 7

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

**FISCAL YEAR 1978 OPERATING BUDGET: \$ 10,000**

## GET BREAKDOWN

PERSONNEL 80

## PERSONNEL FACILITIES

TELCO EQUIP /SERVICES 10%

OTHER 0%

## SOURCES OF OPERATING BUDGET

FEDERAL % STATE % LOCAL 100% OTHER %

## **PSAP DIRECTOR**

**NAME:** James M. Williamson  
**TITLE:** Chief of Police  
**AGENCY:** Sandersville Police Department  
**ADDRESS:** P.O. Box 71, 126 Malone Street  
                  Sandersville, GA 31545

**TELEPHONE NO.:** 912/552-3038

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> VALDOSTA, GA
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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 1 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 7	TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:		<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

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

WINDER, GA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 20,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 11/73	ORDERED: 07/76 OPERATIONAL: 07/77
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 4 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 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 2 CIVILIANS 2 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		AVERAGE DAILY CALL VOLUME: 6 CALL MIX: LE 18 % FIRE 16 % EMS 50 % OTHER 16 % INAPPROPRIATE CALLS: 0 %	
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER			
ANI ALI SR			
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		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: \$ 2,000 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 15 % FACILITIES 5 % OTHER 0 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
TECHNICAL			
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Clifford Sykes TITLE: Chief of Police AGENCY: Winder Police Department ADDRESS: City of Winder Winder, GA 30680	
		TELEPHONE NO.: 404/867-2156	

SURVEY NON-RESPONDENTS

LESLIE SUMMERS  
CHIEF OF POLICE  
ALBANY POLICE DEPT.  
225 PINE AVE.  
ALBANY, GA 31701  
(912) 883-3900

GERALD FULLER  
POLICE CHIEF  
TOCCOA POLICE DEPARTMENT  
CITY OF TOCCOA  
TOCCOA, GA 30577  
(404) 886-3720

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 POPPLAR ST.  
MACON, GA 31202  
(912) 745-9411

W. J. LANE  
ASST. CHIEF  
THOMASVILLE POLICE DEPT.  
MUNICIPAL BLDG.  
THOMASVILLE, GA 31792  
(912) 226-2101

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**HAWAII**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 5		OPERATIONAL: 03/75	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2		AGENCY(S) LEADING 911 EFFORT: Emerg. med.	
		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 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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER		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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  ADVICE: Do not copy another agency's system.  Define your own needs.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<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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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 600

POLITICAL JURISDICTIONS SERVED: 1

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	0	COMMON CONTROL	3
DIRECT PROGRESSIVE CONTROL	7	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 13 TANDEM 0

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON	X	ACD	PBX/PABX	OTHER
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SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL	X
TECHNICAL	MANAGEMENT	X

COMMENTS:

### PSAP NAME

WAILUKU, HI

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/78 ORDERED: 01/79 OPERATIONAL: 07/79

AGENCY(S) LEADING 911 EFFORT: Emerg. med.

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: 3

FULL-TIME CALL ANSWERERS:

SWORN	5	CIVILIANS	10	MULTI-LINGUAL	0
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OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 110

CALL MIX: LE	90 %	FIRE	1 %	EMS	9 %	OTHER	0 %
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INAPPROPRIATE CALLS: 3 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 92,500

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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### PSAP DIRECTOR

NAME:

Harold Tonai

TITLE: Commander of Wailuku Patrol Division

AGENCY: Maui Police Department

ADDRESS: 250 South High Street

Wailuku, HI 96793

TELEPHONE NO.: 808/244-7857

**IDAHO**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

IDAHo FALLS, ID

### THE COMMUNITY

POPULATION SERVED: 48,000 SERVICE AREA (Sq. Mi.): 518  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: 11/74 OPERATIONAL: 12/74  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 1 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 5 CIVILIANS 12 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 30  
 CALL MIX: LE 15 % FIRE 25 % EMS 50 % OTHER 10 %  
 INAPPROPRIATE CALLS: 10 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT  
 COMMENTS:  
 ADVICE: Have a good public education program.

### PSAP DIRECTOR

NAME: Robert D. Pollock  
 TITLE: Chief of Police  
 AGENCY: Idaho Falls Police Department  
 ADDRESS: 585 North Capital Avenue  
 Idaho Falls, ID 83401  
 TELEPHONE NO.: 208/529-1404

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage			
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 1			
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	FULL-TIME CALL ANSWERERS:			
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 4 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: 6			
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK	CALL MIX: LE 60 % FIRE 10 % EMS 30 % OTHER 0 %		
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		INAPPROPRIATE CALLS: 10 %		
ANI ALI SR	PARTIAL SR	OTHER			
<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			
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--			
OPERATIONAL	FINANCIAL	PERSONNEL %	TELCO EQUIP./SERVICES %		
TECHNICAL	MANAGEMENT	FACILITIES %	OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET:			
ADVICE: Do it.		FEDERAL %	STATE %	LOCAL %	OTHER %
		<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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## 911 SYSTEM DESCRIPTION

PSAP NAME

RUPERT, ID

### THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 280  
POLITICAL JURISDICTIONS SERVED: 4  
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: OPERATIONAL: 1973  
AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
AGENCIES SERVED POST-IMPLEMENTATION: Other--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
CENTRAL OFFICE SWITCHING EQUIPMENT:  
STORED PROGRAM COMMON CONTROL 0  
DIRECT PROGRESSIVE CONTROL 2 UNKNOWN  
INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1  
DIAL TONE FIRST STATUS: All  
CALL-ANSWERING EQUIPMENT:  
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
SPECIAL FEATURES:  
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 3  
FULL-TIME CALL ANSWERERS:  
SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 16  
CALL MIX: LE 83 % FIRE 9 % EMS 8 % OTHER 0 %  
INAPPROPRIATE CALLS: 75 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
FISCAL YEAR 1978 OPERATING BUDGET: \$ 53,796  
BUDGET BREAKDOWN--  
PERSONNEL 80 % TELCO EQUIP./SERVICES 10 %  
FACILITIES 4 % OTHER 6 %  
SOURCES OF OPERATING BUDGET:  
FEDERAL % STATE % LOCAL 64 % OTHER 36 %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
OPERATIONAL FINANCIAL  
TECHNICAL X MANAGEMENT

#### COMMENTS:

36% of operating budget comes from pre-established contributions of agencies served by the 911 systems.

### PSAP DIRECTOR

NAME: Ray Jarvis  
TITLE: Sheriff  
AGENCY: Minidoka County Sheriff's Department  
ADDRESS: City/County Law Enforcement Building  
Rupert, ID 83350

TELEPHONE NO.:

## 911 SYSTEM DESCRIPTION

### PSAP NAME

STANLEY, ID

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 400	SERVICE AREA (Sq. Mi.): 2,500	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 6		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL: 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 DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: No
INCOMING 911 TRUNKS: DIRECT	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
STATE OR LOCAL 911 LAW/ORDINANCE: No		<b>FISCAL</b>	
INTERAGENCY AGREEMENTS: Joint powers		PLANNING/IMPLEMENTATION COST: \$	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		FISCAL YEAR 1978 OPERATING BUDGET: \$ 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  
(208)267-2212

ID 83805

FAY MARSH  
CHIEF DISPATCHER  
GEM COUNTY SHERIFF'S DEPT.  
415 EMMETT  
EMETTE ,  
(208) 365-3521

ID 83617

DON E FOWLER  
CAPTAIN  
REXBURG POLICE DEPT.  
12 NORTH CENTER  
REXBURG ,  
(208)356-9343

ID 83440

KARL H. LJUNGGREN  
SHERIFF  
FREMONT COUNTY SHERIFF'S DEPT.  
127 W. 1ST NORTH  
ST. ANTHONY ,  
(208) 624-3158

ID 83445

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**ILLINOIS**

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 0	UNKNOWN	CALL-ANSWERING POSITIONS: 2	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN 1 CIVILIANS 4 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: 20	
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X	SWITCHHOOK STATUS PARTIAL SR OTHER *	CALL MIX: LE 64% FIRE 1% EMS 25% OTHER 10%	
IDL CIRCUIT TONE ANI ALI SR		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: \$	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL	FINANCIAL	PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL	MANAGEMENT	FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
* Add on conference ** Also has contract services		FEDERAL % STATE % LOCAL 75% OTHER 25%	
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	

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> AURORA, IL
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:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 4
INCOMING 911 TRUNKS: DIRECT 14	TANDEM 0	FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS 12 MULTI-LINGUAL 5
DIAL TONE FIRST STATUS: All		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
CALL-ANSWERING EQUIPMENT:		AVERAGE DAILY CALL VOLUME: 300 CALL MIX: LE 90 % FIRE 2 % EMS 8 % OTHER 0 % INAPPROPRIATE CALLS: 5 %
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 *
<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BROOKFIELD, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 20,500	SERVICE AREA (Sq. Mi.): 3	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	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 TECHNICAL	FINANCIAL MANAGEMENT	NAME: John Hymel TITLE: Lieutenant AGENCY: Brookfield Police Department ADDRESS: 8820 Brookfield Avenue Brookfield, IL 60513 TELEPHONE NO.: 312/485-8131
COMMENTS:  Training & consistancy of personnel has been a difficult problem.  Have a good public education program & be sure organizations & schools recieve program.		

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

CAMBRIDGE, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 55,000	SERVICE AREA (Sq. Mi.): 826	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL:
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: 4	911 WIRED CENTRAL OFFICES:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS:		CALL-ANSWERING POSITIONS:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS MULTI-LINGUAL	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK 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:		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:  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.		<b>PSAP DIRECTOR</b>  NAME: Gilbert M. Cady TITLE: Sheriff AGENCY: Henry County Sheriff's Department ADDRESS: West Court Street Cambridge, IL 61238 TELEPHONE NO.: 309/937-333, 3334	

# 911 SYSTEM DESCRIPTION

## PSAP NAME

CRYSTAL LAKE, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 35,000	SERVICE AREA (Sq. Mi.): 60	INITIAL PLANNING: 1973	ORDERED: 1974
POLITICAL JURISDICTIONS SERVED: 5		OPERATIONAL: 1974	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 0		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:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT	TANDEM	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN CIVILIANS 10	MULTI-LINGUAL 0
HANDSET MULTI-BUTTON X	ACD	AVERAGE DAILY CALL VOLUME: 28	
PBX/PABX	OTHER	CALL MIX: LE 78 % FIRE 1 % EMS 20 % OTHER 1 %	
SPECIAL FEATURES:		INAPPROPRIATE CALLS: 35 %	
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X	
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X		
ANI ALI SR	PARTIAL SR	OTHER	
<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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS:		FISCAL YEAR 1978 OPERATING BUDGET: \$ 100,000	
OPERATIONAL X	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN--	
TECHNICAL		PERSONNEL 88 %	TELCO EQUIP./SERVICES 2 %
COMMENTS:		FACILITIES 0 %	OTHER 10 %
Have many interjurisdictional problems.		SOURCES OF OPERATING BUDGET:	
ADVICE: If multi-jurisdictions are involved,		FEDERAL % STATE % LOCAL 100% OTHER %	
selective routing is the only answer to 911.			
		<b>PSAP DIRECTOR</b>	
		NAME: Samuel Johns	
		TITLE: Chief of Police	
		AGENCY: Crystal Lake Police Department	
		ADDRESS: 121 W. Woodstock	
		Crystal Lake, IL 60014	
		TELEPHONE NO.: 815/459-2020	

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

EDWARDSVILLE, IL

### THE COMMUNITY

POPULATION SERVED: 31,000 SERVICE AREA (Sq. Mi.): 100  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 8 EMS 2 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 03/78 OPERATIONAL: 07/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM O COMMON CONTROL 3  
 DIRECT PROGRESSIVE CONTROL O UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN O CIVILIANS 4 MULTI-LINGUAL O  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 17  
 CALL MIX: LE 90 % FIRE 2 % EMS 7 % OTHER 1 %  
 INAPPROPRIATE CALLS: 50 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Joint powers\*

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 20,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 80 % TELCO EQUIP./SERVICES 2 %  
 FACILITIES 3 % OTHER 15 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:

\*Also has contract services.

### PSAP DIRECTOR

NAME: Ralph J. Leuschke  
 TITLE: Communications Supervisor  
 AGENCY: City of Edwardsville, Dept. of Police  
 ADDRESS: 400 North Main Street  
 Edwardsville, IL 62025

TELEPHONE NO.: 618/656-2131

## 911 SYSTEM DESCRIPTION

### PSAP NAME

EVANSTON, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,500	SERVICE AREA (Sq. Mi.): 8	INITIAL PLANNING: 01/68 ORDERED: 03/69 OPERATIONAL: 03/70 AGENCY(S) LEADING 911 EFFORT: Telco 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 PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 4 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 8 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	AVERAGE DAILY CALL VOLUME: 146 CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 50 %	
INCOMING 911 TRUNKS: DIRECT 15	TANDEM		
DIAL TONE FIRST STATUS: All			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	RINGBACK	
<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: \$ 148,000 BUDGET BREAKDOWN-- PERSONNEL 64 % TELCO EQUIP./SERVICES 25 % FACILITIES 0 % OTHER 11 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: Eberhardt Steinbuck TITLE: Sergeant AGENCY: Evanston Police Department ADDRESS: 1454 Elmwood Evanston, IL 60201	
		TELEPHONE NO.: 312/866-5079	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

FOX LAKE, IL

<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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	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 NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	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>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	NAME: Robert Trinski TITLE: Chief of Police AGENCY: Fox Lake Police Department ADDRESS: 301 S. Rt. 59 Fox Lake, IL 60020	
COMMENTS:  Increased workload & low pay have made it very hard to keep personnel.		TELEPHONE NO.: 312/587-2381	
ADVICE: Educate the public about 911. Make sure local hospital is aware of its importance too.			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 2	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage CALL-ANSWERING POSITIONS: 3 FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 1	COMMON CONTROL 0 UNKNOWN	AVERAGE DAILY CALL VOLUME: 70 CALL MIX: LE 80 % FIRE 5 % EMS 10 % OTHER 5 % INAPPROPRIATE CALLS: 15%	
INCOMING 911 TRUNKS: DIRECT 8	TANDEM 0		
DIAL TONE FIRST STATUS: All			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	
<b>LEGAL</b>		<b>FISCAL</b>	
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 BUDGET BREAKDOWN-- PERSONNEL 85 % TELCO EQUIP./SERVICES 4 % FACILITIES 0 % OTHER 11 % SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT			
COMMENTS:  ADVICE: Planning should include budget categories separating 911 expenses from other operating costs within system. Make sure you get equipment that can be expanded as community grows.		<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**

**3 OF 12**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 <input type="checkbox"/> DIRECT PROGRESSIVE CONTROL <input type="checkbox"/>		COMMON CONTROL 1 UNKNOWN	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	PSAP LOCATED WITH DISPATCH: Yes	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
CALL-ANSWERING EQUIPMENT: HANDSET <input checked="" type="checkbox"/> MULTI-BUTTON X ACD PBX/PABX OTHER		CALL-ANSWERING POSITIONS: 1	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER RINGBACK X		FULL-TIME CALL ANSWERERS: SWORN <input type="checkbox"/> CIVILIANS 5 MULTI-LINGUAL <input type="checkbox"/>	
		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. Bonncville	
		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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 40,000	SERVICE AREA (Sq. Mi.): 18	INITIAL PLANNING: 1976	ORDERED:
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 1977
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 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 DIRECT PROGRESSIVE CONTROL		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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 30 CALL MIX: LE 90% FIRE 2% EMS 8% OTHER 0% INAPPROPRIATE CALLS: 20%	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 1,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		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.		<b>PSAP DIRECTOR</b>	
		NAME: Norman G. Swalgren TITLE: Deputy Chief AGENCY: Highland Park Police Department ADDRESS: 1677 Old Deerfield Road Highland Park, IL 60035	TELEPHONE NO.: 312/432-7730

## 911 SYSTEM DESCRIPTION

### PSAP NAME

JACKSONVILLE, IL

#### THE COMMUNITY

POPULATION SERVED: 32,000 SERVICE AREA (Sq. Mi.): 105  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 8 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/77 ORDERED: 04/78 OPERATIONAL: 11/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 2  
 CALL MIX: LE 51% FIRE 17% EMS 32% OTHER 0%  
 INAPPROPRIATE CALLS: 30%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 10,930  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1979 OPERATING BUDGET: \$ 32,916  
 BUDGET BREAKDOWN--  
 PERSONNEL 83% TELCO EQUIP./SERVICES 2%  
 FACILITIES 0% OTHER 15%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:  
 Equipment costs can escalate rapidly & few law enforcement agencies have in-house expertise in telephone systems. ADVICE: Involve all user agencies. County-wide steering committee works well.

#### PSAP DIRECTOR

NAME: Wilbur Stafford  
 TITLE: Chief  
 AGENCY: Jacksonville Police Department  
 ADDRESS: 200 West Douglas  
 Jacksonville, IL 62650  
 TELEPHONE NO.: 217/243-8512

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LAKE ZURICH, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,000 POLITICAL JURISDICTIONS SERVED: 4 PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 1 OTHER 0		INITIAL PLANNING: 10/77 ORDERED: 12/77 OPERATIONAL: 07/78 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 1 COMMON CONTROL DIRECT PROGRESSIVE CONTROL UNKNOWN INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0 DIAL TONE FIRST STATUS: All CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER ANI ALI SR		PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 3 FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 20 CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 % INAPPROPRIATE CALLS: 10 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes INTERAGENCY AGREEMENTS: Joint powers		PLANNING/IMPLEMENTATION COST: \$ 1,000 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 COMMENTS: ADVICE: Keep the politics out of the planning & implementation as well as operations. Let the Chiefs work it out.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 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 PARTIAL SR OTHER ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 30 %	
<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: \$ 50,000 BUDGET BREAKDOWN-- PERSONNEL 98 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:  Training of dispatching personnel is a problem.		<b>PSAP DIRECTOR</b>	
ADVICE: Should be part of a police dispatching ctr and all other calls for emergency service.		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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 6,500	SERVICE AREA (Sq. Mi.): 64	INITIAL PLANNING: 06/74 ORDERED: 03/75 OPERATIONAL: 03/75 AGENCY(S) LEADING 911 EFFORT: Telco 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: Committee PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 2 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 2 CALL MIX: LE 25% FIRE 25% EMS 50% OTHER 0% INAPPROPRIATE CALLS: 5%
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: Yes	INTERAGENCY AGREEMENTS: Joint powers	PLANNING/IMPLEMENTATION COST: \$ 5,000 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER % SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT	COMMENTS:  * Two multiline PHNX	NAME: Ritchie Miller TITLE: Police Chief, Chmn. 911 Committee AGENCY: City of Marseilles, IL 911 Committee ADDRESS: 209 Lincoln Street Marseilles, IL 61341 TELEPHONE NO.: 815/795-2131

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MT. VERNON, IL

### THE COMMUNITY

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

POLITICAL JURISDICTIONS SERVED:

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: OPERATIONAL: 04/73

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL
TECHNICAL X	MANAGEMENT

COMMENTS:

ADVICE: A continuous "public awareness" program on  
911.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:  
SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 40  
CALL MIX: LE 60% FIRE 10% EMS 20% OTHER 10%  
INAPPROPRIATE CALLS: 50%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME:	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

### THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 76  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 3 EMS 2 OTHER 1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 3 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 12 TANDEM 0  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers\*

### PROBLEM AREAS--COMMENTS

#### PROBLEM AREAS:

FINANCIAL  
MANAGEMENT

contract services.

Operating budget comes from PSAP billings

system users.

### PSAP NAME

NAPERVILLE, IL

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/75 ORDERED: 03/77 OPERATIONAL: 08/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: Fire--2, EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 65  
 CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %  
 INAPPROPRIATE CALLS: 85 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 141,241  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 184,847  
 BUDGET BREAKDOWN--  
 PERSONNEL 92 % TELCO EQUIP./SERVICES 2 %  
 FACILITIES 0 % OTHER 6 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 85 % OTHER 15 %

### PSAP DIRECTOR

NAME: Priscilla E. VanCura  
 TITLE: Communications Supervisor  
 AGENCY: Naperville & Warrenville Police Dept.  
 ADDRESS: 131 West Jefferson  
 Naperville, IL 60540  
 TELEPHONE NO.: 312/420-6175

## 911 SYSTEM DESCRIPTION

### PSAP NAME

OAK PARK, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 62,500	SERVICE AREA (Sq. Mi.): 5	INITIAL PLANNING: 07/70	ORDERED: 09/72
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 03/73	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		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	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:	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER		SWORN O CIVILIANS 17 MULTI-LINGUAL O	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		AVERAGE DAILY CALL VOLUME: CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 % INAPPROPRIATE CALLS: 25 %	
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER		RINGBACK X	
<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 BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		TELCO EQUIP./SERVICES %	
FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:  * Also has contract services.		<b>PSAP DIRECTOR</b>	
ADVICE: Plan carefully--do not take the telco at face value.		NAME: Wilbur E. Reichert TITLE: Chief of Police AGENCY: Oak Park Police Department ADDRESS: 1 Village Hall Plaza Oak Park, IL 60302 TELEPHONE NO.: 312/386-3800	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PEORIA, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 135,000	SERVICE AREA (Sq. Mi.): 41	INITIAL PLANNING: 08/72 ORDERED: 06/74 OPERATIONAL: 01/76
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 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: 4	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 2 DIRECT PROGRESSIVE CONTROL		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: 7
CALL-ANSWERING EQUIPMENT: HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 29 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: 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		PLANNING/IMPLEMENTATION COST: \$ 3,000
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 9,320 BUDGET BREAKDOWN-- PERSONNEL 70 %      TELCO EQUIP./SERVICES 10 % FACILITIES 10 %      OTHER 10 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 10 %      STATE %      LOCAL 90 %      OTHER %
COMMENTS: * Tally meters		<b>PSAP DIRECTOR</b>
		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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 3 FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 1 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	AVERAGE DAILY CALL VOLUME: 78 CALL MIX: LE 91 % FIRE 2 % EMS 1 % OTHER 6 % INAPPROPRIATE CALLS: 6 %	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM		
DIAL TONE FIRST STATUS: All			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR.	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR	RINGBACK X OTHER	
<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 % FACILITIES 0 % TELCO EQUIP./SERVICES 8 % OTHER 4 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:  The ringback feature is tricky to operate & confirm operation; recommend telephone hardware change.		<b>PSAP DIRECTOR</b>	
* Also has contract services & charter/ordinance.		NAME: Robert Long TITLE: Chief of Police AGENCY: Tinley Park Police Department ADDRESS: 6823 W. 173 Place Tinley Park, IL 60477 TELEPHONE NO.: 312/532-9111	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.): 100  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 6 COMMON CONTROL 7  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 13 TANDEM 0  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER #

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Operating budget comes from PSAP billings where  
 each system user is billed by number of calls dis-  
 patched.

\*30-button call director #Trunk transfer

### PSAP NAME

TRI-COM (GENEVA), IL

### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 12/75 OPERATIONAL: 07/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 11 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 110  
 CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %  
 INAPPROPRIATE CALLS: 25 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 6,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 200,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 74 % TELCO EQUIP./SERVICES 9 %  
 FACILITIES 2 % OTHER 15 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER 100 %

### PSAP DIRECTOR

NAME: Jerry R. Bleck  
 TITLE: Director of Communications for Tri-Com  
 AGENCY: Tri-Com Central Dispatch Center  
 ADDRESS: 15 S. First Street  
 Geneva, IL 60134  
 TELEPHONE NO.: 312/232-4739

## 911 SYSTEM DESCRIPTION

### PSAP NAME

VANDALIA, IL

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi.): 25	INITIAL PLANNING: 06/66	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		LEADER:	OPERATIONAL: 06/67
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: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS 4 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR RINGBACK OTHER		NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 90 %	
<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 MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET MULTI-BUTTON X	ACD PBX/PABX	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 4	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	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 TECHNICAL	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % 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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		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 IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT X RINGBACK X SWITCHHOOK STATUS X 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: \$ 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: Problem is finding competent personnel for PSAP positions.		<b>PSAP DIRECTOR</b>
ADVICE: All agencies must cooperate 100%. Keep good records.		NAME: Walter R. Witt TITLE: Deputy Chief of Police AGENCY: Wilmette Police Department ADDRESS: 710 Ridge Road Wilmette, IL 60091
		TELEPHONE NO.: 312/251-1200

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WOODSTOCK, IL

<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 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	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 9 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 40 CALL MIX: LE 75 % FIRE 5 % EMS 20 % OTHER 0 % INAPPROPRIATE CALLS: 50 %
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 2	COMMON 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 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: 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 % SOURCES OF OPERATING BUDGET: FEDERAL 10 % STATE % LOCAL 90 % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		
COMMENTS: Would like to initiate call-transfer feature.		
ADVICE: When planning, look into selective routing & call-transfer features if funds are available.		
<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		

SURVEY NON-RESPONDENTS

HOWARD SHAPIRO  
CHIEF  
ALGONQUIN POLICE DEPARTMENT  
ALGONQUIN POLICE DEPARTMENT  
ALGONQUIN, IL 60102  
(312) 658-4531

WALTER HENRY  
CHIEF  
GENESCO POLICE DEPT  
119 S OAKWOOD AVE  
GENESCO, IL 61254  
(309)944-5141

JERRY WOOLSEY  
SHERIFF  
SHERIFF'S OFFICE  
PINCKNEYVILLE, IL 62274  
(618)357-5212

RICHARD MCGUIRE  
CHIEF OF POLICE  
NORMAL POLICE DEPT  
100 E PHOENIX  
BLOOMINGTON-NORMAL, IL 61761  
(309)452-1121

ELMER STALTER  
MAYOR  
CITY OF MINONK  
CITY HALL  
MINONK, IL 61760  
(309)432-2351

WILLIAM L HINES  
CHIEF OF POLICE  
PLANO POLICE  
9 EAST NORTH ST.  
PLANO, IL 60545  
(312) 552-3121

JIM D DRUIN  
COMDR.-COMMUNICATION BUREAU  
E. PEORIA POLICE/PUB. SAFETY  
201 N MAIN STREET  
EAST PEORIA, IL 61611  
(309)694-6251

DAVID MILLETT  
CAPTAIN  
MOLINE EMERGENCY CENTER  
1630 8TH AVE  
MOLINE, IL 61265  
(309) 797-0442

FRED N MCWHIRTER  
DISPATCHER  
SALEM POLICE  
107 S. ROADWAY  
SALEM, IL 62881  
(618) 548-2232

CHARLES W BROEHL  
LIEUTENANT  
POLICE  
517 DESPLAINES AVE  
FOREST PARK, IL 60130  
(312) 366-2425

CAROL A CUMMINGS  
COMMUNICATION SUPERVISOR  
OAK FOREST POLICE DEPARTMENT  
15601 SOUTH CICERO  
OAK FOREST, IL 60452  
(312)687-1376

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

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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/AI\*

**INDIANA**

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 4		OPERATIONAL: 03/73	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		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:	PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 7	COMMON CONTROL 0 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 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 X	OTHER	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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 375  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 40 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

### PSAP NAME

BEDFORD, IN

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1977  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 32 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 8  
 CALL MIX: LE 63 % FIRE 6 % EMS 27 % OTHER 4 %  
 INAPPROPRIATE CALLS: 1 %

### FISCAL

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

### PSAP DIRECTOR

NAME: Larry S. Shaver  
 TITLE: Captain  
 AGENCY: Bedford Police Department  
 ADDRESS: 1617 "K" Street  
 Bedford, IN 47421  
 TELEPHONE NO.: 812/275-3311

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BLOOMINGTON, IN

#### THE COMMUNITY

POPULATION SERVED: 90,000

SERVICE AREA (Sq. Mi.): 100

POLITICAL JURISDICTIONS SERVED: 4

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

#### HISTORICAL BACKGROUND

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

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 6

TANDEM

DIAL TONE FIRST STATUS: Partial

##### CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

##### SPECIAL FEATURES:

CALLED PARTY HOLD  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 25 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 160

CALL MIX: LE 94 % FIRE 1 % EMS 5 % OTHER 0 %

INAPPROPRIATE CALLS: 10 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

##### COMMENTS:

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 82,000

##### BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

##### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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#### PSAP DIRECTOR

NAME: Richard Post  
TITLE: Deputy Chief  
AGENCY: Bloomington Police Department  
ADDRESS: P.O. Box 100, 122 S. Walnut  
Bloomington, IN 47401

TELEPHONE NO.: 812/339-4477

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BLUFFTON, IN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 25,000	SERVICE AREA (Sq. Mi.): 372	INITIAL PLANNING: 1975	ORDERED: OPERATIONAL:
POLITICAL JURISDICTIONS SERVED: 12		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 DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM	PSAP LOCATED WITH DISPATCH: Yes	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING/DISPATCHING PROCEDURE:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		CALL-ANSWERING POSITIONS:	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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		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 FINANCIAL TECHNICAL MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:  ADVICE: We have several prefixes in the county but 911 only operates for one prefix.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Howard D. Perry TITLE: Records Sergeant AGENCY: Bluffton Police Department ADDRESS: 204 E. Market Street Bluffton, IN 46714	
		TELEPHONE NO.: 219/824-3320	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

COLUMBUS, IN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 36,105	SERVICE AREA (Sq. Mi.): 365	INITIAL PLANNING: ORDERED: OPERATIONAL: 03/75 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:	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 4 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 25 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 10 %
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 4	
DIAL TONE FIRST STATUS: ALL		
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	RINGBACK X
<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 TECHNICAL X	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:		
<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

ELKHART, IN

### THE COMMUNITY

POPULATION SERVED: 50,000

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 1

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: 12/75 OPERATIONAL: 01/76

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

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON 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  
IDLE CIRCUIT TONE  
ANI ALI

FORCED DISCONNECT X  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK  
OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 8 MULTI-LINGUAL 2

OPERATING SCHEDULE: 7 DAYS/WEEK 8 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 75

CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %

INAPPROPRIATE CALLS: 10%

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

COMMENTS:

ADVICE: Extensive testing

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %

FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

NAME:

Nick Ambrose

TITLE: Communications Coordinator

AGENCY: Elkhart Police Department

ADDRESS: 175 Waterfall Drive

Elkhart, IN 46514

TELEPHONE NO.:

219/295-7070

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

EVANSVILLE, IN

### THE COMMUNITY

POPULATION SERVED: 168,000 SERVICE AREA (Sq. Mi.): 90  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 9 TANDEM 2

DIAL TONE FIRST STATUS: All

#### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

#### SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Telco fails to list a non-emergency number on  
 inside front cover of telephone book.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

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

CALL-ANSWERING POSITIONS: 4

#### FULL-TIME CALL ANSWERERS:

SWORN 11 CIVILIANS 0 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 800

CALL MIX: LE 70 % FIRE 5 % EMS 10 % OTHER 15 %

INAPPROPRIATE CALLS: 90 %

### 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 %
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### PSAP DIRECTOR

NAME: Jerome A. Muensterman  
 TITLE: Lieutenant  
 AGENCY: Evansville Police Department  
 ADDRESS: 7 N.W. 7th St., City-County Complex  
 Evansville, IN 47708

TELEPHONE NO.: 812/426-5501

# 911 SYSTEM DESCRIPTION

**PSAP NAME**

FRANKFORT, IN

## THE COMMUNITY

POPULATION SERVED: 14,500

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

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

## HISTORICAL BACKGROUND

INITIAL PLANNING: 04/73 ORDERED: 06/73 OPERATIONAL: 03/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

## THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 3 TANDEM

DIAL TONE FIRST STATUS: None

### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

### SPECIAL FEATURES:

CALLED-PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

### FULL-TIME CALL ANSWERERS:

SWORN 48 CIVILIANS 120 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 5

CALL MIX: LE % FIRE % EMS % OTHER %  
INAPPROPRIATE CALLS: 5%

## LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

## PROBLEM AREAS--COMMENTS

### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

### COMMENTS:

## FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

### BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %  
FACILITIES % OTHER %

### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

## PSAP DIRECTOR

### NAME:

Paul Underwood  
Assistant Chief  
Frankfort Police Department  
260 E. Washington  
Frankfort, IN 46401

### TITLE:

### AGENCY:

### ADDRESS:

### TELEPHONE NO.:

317/654-4431

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

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
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 08/78	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		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: 2	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 1 UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 11	TANDEM	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:	HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER	SWORN 4 CIVILIANS 11 MULTI-LINGUAL 0	
SPECIAL FEATURES:	CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDLE CIRCUIT TONE X ANI ALI SR	SWITCHHOOK STATUS X PARTIAL SR OTHER	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 TECHNICAL	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN-- PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % 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.: 219/853-6469	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HARTFORD CITY, IN

#### THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 78  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 1975 ORDERED: 08/75 OPERATIONAL: 05/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 10 CIVILIANS 9 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 2  
 CALL MIX: LE 50% FIRE 15% EMS 30% OTHER 5%  
 INAPPROPRIATE CALLS: 10%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 146,524  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

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

#### PSAP DIRECTOR

NAME: Robert Meredith  
 TITLE: Chief of Police  
 AGENCY: Hartford City Police Department  
 ADDRESS: 315 W. Washington  
 Hartford City, IN 47348  
 TELEPHONE NO.: 317/348-3730, 4819

## 911 SYSTEM DESCRIPTION

### PSAP NAME

KENDALLVILLE, IN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000*	SERVICE AREA (Sq. Mi.): 7	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 3		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL: 10/72 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	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 3 CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 40 %	
FORCED DISCONNECT 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: 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 TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
ADVICE: Educate public of value of 911 for emergencies only. *Population (1975) provided by other source. #Planning was effort of PD, FD, city/county admin., & citizen group.		NAME: Craig A. Streich TITLE: Chief of Police AGENCY: Kendallville Police Department ADDRESS: City Hall, S. Main Street Kendallville, IN 46755	
		TELEPHONE NO.: 219/347-0654,0655	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

KOKOMO, IN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 81,000	SERVICE AREA (Sq. Mi.): 296	INITIAL PLANNING: 01/76	ORDERED: 03/76
POLITICAL JURISDICTIONS SERVED: 5		OPERATIONAL: 05/76	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0		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	PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 3		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 2 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 3	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 10 MULTI-LINGUAL 0	
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		NON-PSAP CALL-ANSWERING AGENCY:	
IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER		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 X FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:  Problems are caused by flaws in the telephone equipment.		<b>PSAP DIRECTOR</b>	
ADVICE: Get latest telco equipment. Have 911 ctr. & communications in same area for less delays.		NAME: Jerry Harrison TITLE: Lieutenant AGENCY: Kokomo Communications Center ADDRESS: 215 W. Superior Kokomo, IN 46901	TELEPHONE NO.: 317/459-4711

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> LOGANSPORT, IN
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 DIRECT PROGRESSIVE CONTROL	COMMON 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 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:
<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 TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:		<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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: A11				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	RINGBACK X 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: \$ BUDGET BREAKDOWN -- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %			
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %					
COMMENTS:				<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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SHELBYVILLE, IN

### THE COMMUNITY

### HISTORICAL BACKGROUND

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:

### 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

INCOMING 911 TRUNKS:

DIRECT 3

TANDEM

PSAP LOCATED WITH DISPATCH: Yes

DIAL TONE FIRST STATUS: Partial

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING EQUIPMENT:

HANDSET

MULTI-BUTTON X

ACD

PBX/PABX

OTHER

CALL-ANSWERING POSITIONS: 2

SPECIAL FEATURES:

CALLED PARTY HOLD X

FORCED DISCONNECT

RINGBACK X

IDLE CIRCUIT TONE

SWITCHHOOK STATUS

ANI ALI SR

PARTIAL SR

OTHER

FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 11

CALL MIX: LE 59 % FIRE 1 % EMS 40 % OTHER 0 %

INAPPROPRIATE CALLS: 2 %

### LEGAL

### 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: \$

BUDGET BREAKDOWN--

PERSONNEL %  
FACILITIES %

TELCO EQUIP./SERVICES %  
OTHER %

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X

FINANCIAL  
MANAGEMENT

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

COMMENTS:

People dialing 7-digit numbers may come in on 911 line.

ADVICE: List non-emergency phone number under 911 listing.

### PSAP DIRECTOR

NAME: Mary Jo Phares

TITLE: Dispatcher

AGENCY: Shelbyville Police Department

ADDRESS: 44 W. Washington Street

Shelbyville, IN 46176

TELEPHONE NO.: 317/392-2428

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SOUTH BEND, IN

#### THE COMMUNITY

POPULATION SERVED: 115,000 SERVICE AREA (Sq. Mi.): 31  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 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 PARTIAL SR OTHER  
 ANI ALI SR

#### LEGAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

Call answerers tend to take too much time getting information from caller.

ADVICE: Adopt a call screening procedure.

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 01/75 OPERATIONAL: 03/75  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 200  
 CALL MIX: LE 85% FIRE 5% EMS 5% OTHER 5%  
 INAPPROPRIATE CALLS: 5%

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 1,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 6,600  
 BUDGET BREAKDOWN--  
 PERSONNEL 80% TELCO EQUIP./SERVICES 1%  
 FACILITIES 0% OTHER 19%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PSAP DIRECTOR

NAME: Spandward T. Mitchem  
 TITLE: Service Division Chief  
 AGENCY: South Bend Police Department  
 ADDRESS: 701 W. Sample Street  
 South Bend, IN 46621

TELEPHONE NO.: 219/284-9314

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 25,000 SERVICE AREA (Sq. Mi.): 25  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 1 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:  
 10% of operating budget comes from ambulance service.

### PSAP NAME

VINCENNES, IN

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/75 ORDERED: 06/76 OPERATIONAL: 10/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 31 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 20 % FIRE 20 % EMS 60 % OTHER 0 %  
 INAPPROPRIATE CALLS: 50 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 0 % TELCO EQUIP./SERVICES 95 %  
 FACILITIES 0 % OTHER 5 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 90 % OTHER 10 %

### PSAP DIRECTOR

NAME: James H. Dotson  
 TITLE: Captain  
 AGENCY: Vincennes City Police  
 ADDRESS: 21 South Fourth Street  
 Vincennes, IN 47591  
 TELEPHONE NO.: 812/882-1630

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> WABASH, IN
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 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: 1
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 25 CIVILIANS 0 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 6 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		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 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	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

WASHINGTON, IN

### THE COMMUNITY

POPULATION SERVED: 11,232 SERVICE AREA (Sq. Mi.): 5  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 01/77 OPERATIONAL: 03/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 13 CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 4  
 CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 %  
 INAPPROPRIATE CALLS: 50 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Personally feel 911 is a waste of money  
 for community of this size.

### PSAP DIRECTOR

NAME: C.T. Baumert  
 TITLE: Chief of Police  
 AGENCY: Washington Police Department  
 ADDRESS: 101 N.E. 3rd  
 Washington, IN 47501  
 TELEPHONE NO.: 812/254-4410, 4411

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**SURVEY NON-RESPONDENTS**

<p>JAY RIGGS CHIEF OF POLICE ALEXANDRIA POLICE DEPT. 204 S HARRISON ALEXANDRIA, IN 46001 (317) 724-3222</p> <p>RAY NASH LIEUTENANT, COMM DIV CRAWFORDSVILLE POLICE DEPT. 100 S WATER ST CRAWFORDSVILLE IN 47933 (317)362-3300</p> <p>JOHN HADLEY CAPT. OF COMMUNICATIONS ALLEN COUNTY SHERIFF, RM B-20, CITY-COUNTY BLDG, 1 MAIN ST. FORT WAYNE, IN 46802 (219) 423-3631</p> <p>205 WILLIAM OWEN COMMUNICATIONS BRANCH CMDR. INDIANAPOLIS POLICE DEPT. 50 N. ALABAMA INDIANAPOLIS, IN 46204 (317)633-2811</p> <p>ROBERT D WATSON LIEUTENANT MUNCIE POLICE DEPT. 228 INDIANA ST MUNCIE, IN 47302 (317)747-4838</p> <p>TRISH FIELDFERN RECORDS COORDINATOR TELL CITY POLICE DEPT. CITY HALL BUILDINGS TELL CITY, IN 47586 (812)547-7068</p>	<p>NAOMI A. COOK DISPATCHER CITY HALL, POLICE DEPT. CEDAR &amp; 9TH AUBURN, IN 46706 (219) 925-1500</p> <p>R MELENDEZ SERGEANT E CHICAGO POLICE DEPT 2301 E COLUMBUS DR E CHICAGO, IN 46312 (219)392-8404</p> <p>JERRY W CUSTER CHIEF POLICE DEPT GARRET POLICE DEPT GARRET CITY HALL GARRET, IN 46738 (219)357-5151</p> <p>JOHN N POWELL DISPATCHER LINTON POLICE DEPT. CITY OF LINTON LINTON, IN 47441 (812)847-4411</p> <p>THORNTON B MURPHY LIEUTENANT MCHENRY POLICE DEPT. 227 N MAIN NEWCASTLE, IN 47362 (317)529-4890</p> <p>JOSEPH P. GRENCHIK MAYOR CITY OF WHITING 1443 119TH STREET WHITING, IN 46394 (219) 659-7700</p>	<p>MICHAEL LANNING EMF DIRECTOR BOONVILLE HOSPITAL 1116 MILLIS. BOONVILLE, IN 47610 (812) 897-1207</p> <p>WILMER L. MORRIS MAYOR ADMINISTRATIVE OFFICES CITY BUILDING ELWOOD, IN 46036 (317) 552-5076</p> <p>GARY MARTIN CORPORAL GARY POLICE DEPT. 1301 BROADWAY GARY, IN 46407 (219)944-6661</p> <p>THOMAS DROOK CHIEF MARION POLICE DEPARTMENT 202 S ADAMS ST MARION, IN 46952 (317)662-9981</p> <p>LARRY SHINNEMAN CHIEF OF POLICE PORTAGE CITY POLICE DEPARTMENT 2693 IRVING PORTAGE, IN 46368 (219) 762-3122</p>	<p>HAROLD T GIBSON CHIEF OF POLICE BROWNSVILLE POLICE DEPT. 53 E MAIN BROWNSBURG, IN 46112 (317)852-2253</p> <p>TOM MCCOMB CH. DISPATCHER, FT. WAYNE COM. FORT WAYNE POLICE DEPARTMENT #1 MAIN ST FORT WAYNE, IN 46802 (219)423-7373</p> <p>RUSSELL TEUSCH CHIEF OF POLICE HUNTINGTON POLICE DEPT. CHERRY &amp; MARKET STS HUNTINGTON, IN 46750 (219)356-7110</p> <p>WALTER W NORMAN RADIO/COMPUTER OPERATOR MARTINSVILLE POLICE DEPT. 59 S JEFFERSON MARTINSVILLE, IN 46151 (317)342-6614</p> <p>FERMIN M YERBY MAYOR ROCKPORT POLICE DEPT. 5TH &amp; MAIN ROCKPORT, IN 47635 (812)649-2242</p>
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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 2,771 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### PSAP NAME

ADEL, IA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1976 ORDERED: 1977 OPERATIONAL: 1978  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 8 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5  
 CALL MIX: LE 50 % FIRE 25 % EMS 25 % OTHER 0 %  
 INAPPROPRIATE CALLS: 75 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

Should have had proper training. Telco will not list non-emergency number in phone book.

ADVICE: Better public education.

\* Regional Planning Agency

### PSAP DIRECTOR

NAME: Dexter L. Struble  
 TITLE: Sheriff  
 AGENCY: Dallas County Sheriff's Office  
 ADDRESS: 808 Court  
 Adel, IA 50003  
 TELEPHONE NO.: 515/993-4567

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

AMES, IA

### THE COMMUNITY

POPULATION SERVED: 47,000 SERVICE AREA (Sq. Mi.): 50  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/73 ORDERED: OPERATIONAL: 11/74  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 9 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE 85 % FIRE 10 % EMS 5 % OTHER 0 %  
 INAPPROPRIATE CALLS: 50 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME: Arnold E. Siedelmann  
 TITLE: Chief of Police  
 AGENCY: Ames Police Department  
 ADDRESS: Public Safety Building  
 Ames, IA 50010  
 TELEPHONE NO.: 515/232-9366

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BOONE, IA

#### THE COMMUNITY

POPULATION SERVED: 26,470 SERVICE AREA (Sq. Mi.): 576  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 2 OTHER 3

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/75 ORDERED: 05/76 OPERATIONAL: 11/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--2, Fire--2, EMS--1

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 3  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 4  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER \*

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 93 % FIRE 2 % EMS 5 % OTHER 0 %  
 INAPPROPRIATE CALLS: 50 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 12,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 41,842  
 BUDGET BREAKDOWN--  
 PERSONNEL 75 % TELCO EQUIP./SERVICES 25 %  
 FACILITIES 0 % OTHER 4 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Telco representative is 40 miles away making  
 repairs difficult.

ADVICE: Better public education programs.

\* Transfer relay

#### PSAP DIRECTOR

NAME: Henry N. Wallace  
 TITLE: Sheriff  
 AGENCY: Boone County Sheriff's Department  
 ADDRESS: Boone County Court House  
 Boone, IA 50036  
 TELEPHONE NO.: 515/432-6252

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 36,000 SERVICE AREA (Sq. Mi.): 35  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 0

### PSAP NAME

BURLINGTON, IA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/70 ORDERED: 04/70 OPERATIONAL: 10/70  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM 1  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 40  
 CALL MIX: LE 70 % FIRE 10 % EMS 20 % OTHER 0 %  
 INAPPROPRIATE CALLS: 50 %

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Somebody has to take charge & push to get it.

\* 8A key telephone.

### FISCAL

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

### PSAP DIRECTOR

NAME: Patrick W. Mewes  
 TITLE: Captain  
 AGENCY: Burlington Police Department  
 ADDRESS: 412 Valley  
 Burlington, IA 52601

TELEPHONE NO.: 319/753-8352

## 911 SYSTEM DESCRIPTION

PSAP NAME

CARROLL, IA

### THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 15  
POLITICAL JURISDICTIONS SERVED: 2  
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/75 ORDERED: 04/76 OPERATIONAL: 06/76  
AGENCY(S) LEADING 911 EFFORT: LE  
AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
CENTRAL OFFICE SWITCHING EQUIPMENT:  
STCRED PROGRAM COMMON CONTROL  
DIRECT PROGRESSIVE CONTROL UNKNOWN X  
INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
DIAL TONE FIRST STATUS: A11  
CALL-ANSWERING EQUIPMENT:  
HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
SPECIAL FEATURES:  
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
IDLE CIRCUIT TONE SWITCHHOOK STATUS  
ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 2  
FULL-TIME CALL ANSWERERS:  
SWORN 15 CIVILIANS 6 MULTI-LINGUAL  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 10  
CALL MIX: LE 10 % FIRE 40 % EMS 50 % OTHER 0 %  
INAPPROPRIATE CALLS: 5 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
FISCAL YEAR 1978 OPERATING BUDGET: \$ 75,873  
BUDGET BREAKDOWN--  
PERSONNEL 65 % TELCO EQUIP./SERVICES 5 %  
FACILITIES 10 % OTHER 20 %  
SOURCES OF OPERATING BUDGET:  
FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
OPERATIONAL FINANCIAL  
TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Get all telcos to participate in 911  
program at same time.

### PSAP DIRECTOR

NAME: Maurice Dion  
TITLE: Assistant Chief  
AGENCY: Carroll Police Department  
ADDRESS: 112 E. Fifth Street  
Carroll, IA 51401

TELEPHONE NO.: 712/792-3537

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

CLARINDA, IA

### THE COMMUNITY

POPULATION SERVED: 14,500

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 5

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

### HISTORICAL BACKGROUND

INITIAL PLANNING:

ORDERED:

OPERATIONAL: 12/76

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

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 0

COMMON CONTROL 0

DIRECT PROGRESSIVE CONTROL 1

UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3

TANDEM 0

DIAL TONE FIRST STATUS: A11

#### 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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

#### COMMENTS:

\*Population (1975) provided by outside source.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 15

CALL MIX: LE 50% FIRE 5% EMS 5% OTHER 40%

INAPPROPRIATE CALLS: 30%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL 99% TELCO EQUIP./SERVICES 1%  
FACILITIES 0% OTHER 0%

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME:

Vernon W. Woodard

TITLE: Chief of Police

AGENCY: Clarinda Police Department

ADDRESS: 15th & Steward

Clarinda, IA 51632

TELEPHONE NO.:

712/542-2194

## 911 SYSTEM DESCRIPTION

### PSAP NAME

COUNCIL BLUFFS, IA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,000	SERVICE AREA (Sq. Mi.): 150	INITIAL PLANNING: 06/76	ORDERED: 01/77
POLITICAL JURISDICTIONS SERVED: 4		OPERATIONAL: 08/77	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0		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: 3	PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 10	TANDEM	PSAP LOCATED WITH DISPATCH: Yes	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		CALL-ANSWERING POSITIONS: 5	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 17 MULTI-LINGUAL 0	
FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
RINGBACK X OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
		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	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		BUDGET BREAKDOWN-- PERSONNEL 80 % FACILITIES 0 % TELCO EQUIP./SERVICES 10 % OTHER 10 %	
COMMENTS:  Staff training & turnover is a problem.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 90 % OTHER 10 %	
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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PERRY, IA

### THE COMMUNITY

POPULATION SERVED: 6,000\* SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/75 ORDERED: OPERATIONAL: 01/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 4 CIVILIANS 1 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 7  
 CALL MIX: LE 42% FIRE 1% EMS 4% OTHER 53%  
 INAPPROPRIATE CALLS: 53%

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Ringback feature sometimes malfunctions & some  
 7-digit numbers ring the 911 lines.

\*Population (1975) provided by outside source.

### PSAP DIRECTOR

NAME: Harold C. Wicks  
 TITLE: Chief of Police  
 AGENCY: Perry Police Department  
 ADDRESS: 1102 Willis Avenue  
 Perry, IA 50220

TELEPHONE NO.: 515/465-4636

**CONTINUED**

**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  
BUCHANAN 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



## 911 SYSTEM DESCRIPTION

### PSAP NAME

GARDEN CITY, KS

#### THE COMMUNITY

#### HISTORICAL BACKGROUND

POPULATION SERVED: 40,000

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

INITIAL PLANNING: 06/74 ORDERED: 02/75 OPERATIONAL: 11/76

POLITICAL JURISDICTIONS SERVED: 2

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

PUBLIC SAFETY AGENCIES SERVED: LE 4 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  
DIRECT PROGRESSIVE CONTROL 5

COMMON 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: 4

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

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

##### 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: 70  
CALL MIX: LE 60% FIRE 5% EMS 15% OTHER 20%  
INAPPROPRIATE CALLS: 30%

#### 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: \$ 6,500

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

BUDGET BREAKDOWN--

PERSONNEL 0% TELCO EQUIP./SERVICES 0%  
FACILITIES 10% OTHER 90%

##### COMMENTS:

Need more public education programs to stop non-emergency calls on 911 lines.

##### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

#### PSAP DIRECTOR

NAME:

Novice E. Sullivan

TITLE: Captain, Service Division

AGENCY: Garden City Police Department

ADDRESS: 116 E. Chestnut

Garden City, KS 67846

TELEPHONE NO.: 316/275-4251

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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	PSAP LOCATED WITH DISPATCH: Yes
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		COMMON CONTROL 1 UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING POSITIONS: 1	FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 5 MULTI-LINGUAL 0
DIAL TONE FIRST STATUS: None	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 1 %	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK
IDLE CIRCUIT TONE X ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER		
<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	
<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: 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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LAWRENCE, KS

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>			
POPULATION SERVED: 60,000	SERVICE AREA (Sq. Mi.): 17	INITIAL PLANNING: 1968	ORDERED: 1968		
POLITICAL JURISDICTIONS SERVED: 3		OPERATIONAL: 10/69			
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		AGENCY(S) LEADING 911 EFFORT: LE			
		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:		PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage			
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 3			
INCOMING 911 TRUNKS: DIRECT 7	TANDEM	FULL-TIME CALL ANSWERERS:			
DIAL TONE FIRST STATUS: None		SWORN CIVILIANS 13	MULTI-LINGUAL 0		
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY			
HANDSET	MULTI-BUTTON	ACD X	PBX/PABX OTHER		
SPECIAL FEATURES:		NON-PSAP CALL-ANSWERING AGENCY:			
CALLED PARTY HOLD X		FORCED DISCONNECT	RINGBACK X		
IDLE CIRCUIT TONE		SWITCHHOOK STATUS			
ANI	ALI	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: \$ 426			
BUDGET BREAKDOWN--		PERSONNEL 90 % TELCO EQUIP./SERVICES 10 %			
COMMENT:		FACILITIES 0 % OTHER 0 %			
Comments: Receive too many non-emergency calls on 911 lines.		SOURCES OF OPERATING BUDGET:			
*Trace option		FEDERAL %	STATE %	LOCAL 100%	OTHER %
		<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			

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 65,000 SERVICE AREA (Sq. Mi.): 625  
 POLITICAL JURISDICTIONS SERVED: 6  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 5  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 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 PARTIAL SR OTHER  
 ANI ALI SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

Problems relate to training 911 call answerers as well as the maintenance of equipment.

ADVICE: Have good training program & get enough manpower for PSAP.

### PSAP NAME

MANHATTAN, KS

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: 01/75 OPERATIONAL: 10/75  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 8 MULTI-LINGUAL 1  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 11  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: 4 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 5,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 8,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 0 % TELCO EQUIP./SERVICES 90 %  
 FACILITIES % OTHER 10 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Nicholas J. Edvy  
 TITLE: Inspector II  
 AGENCY: Riley County Police Department  
 ADDRESS: 600 Colorado Street  
 Manhattan, KS 66502

TELEPHONE NO.: 913/537-2112

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MC PHERSON, KS

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 12,985	SERVICE AREA (Sq. Mi.): 134	INITIAL PLANNING: 07/76 ORDERED: 09/76 OPERATIONAL: 10/77 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:	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 1 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	AVERAGE DAILY CALL VOLUME: 5 CALL MIX: LE 36% FIRE 10% EMS 10% OTHER 45% INAPPROPRIATE CALLS: 45%
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 791
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 11,107 BUDGET BREAKDOWN-- PERSONNEL 10% TELCO EQUIP./SERVICES 90% FACILITIES 0% OTHER 0%
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 39% OTHER 61%
COMMENTS:  61% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>
		NAME: Robert C. Perkins TITLE: Chief of Police AGENCY: McPherson Police Department ADDRESS: 312 E. Kansas Avenue McPherson, KS 67460
		TELEPHONE NO.: 316/241-2500

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 4,000\* SERVICE AREA (Sq. Mi.): 25  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 30  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL X

#### COMMENTS:

Wrong numbers received occasionally. Public does not use 911 as they should.

\*Population (1975) provided by outside source.

### PSAP NAME

STEVENS COUNTY, KS

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1974 ORDERED: OPERATIONAL: 1974  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 2  
 CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0%  
 INAPPROPRIATE CALLS: 50%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIF./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

NAME: Russ DeWitt  
 TITLE: Sheriff  
 AGENCY: Stevens County Sheriff's Office  
 ADDRESS: P.O. Box 459  
 Hugoton, KS 67951

TELEPHONE NO.: 316/544-4386

## 911 SYSTEM DESCRIPTION

### PSAP NAME

YATES CENTER, KS

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 4,100	SERVICE AREA (Sq. Mi.): 504	INITIAL PLANNING: ORDERED: OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION:
POLITICAL JURISDICTIONS SERVED: 1		
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		
<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:		FULL-TIME CALL ANSWERERS: SWORN 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:
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK		AVERAGE DAILY CALL VOLUME: 3 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 25 %
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER		
ANI ALI SR		
<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 MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
TECHNICAL		
COMMENTS:		<b>PSAP DIRECTOR</b>
		NAME: John N. Wade TITLE: Sheriff AGENCY: Woodson County Sheriff's Department ADDRESS: Yates Center, KS 66783
		TELEPHONE NO.: 316/625-2147, 2148.

**SURVEY NON-RESPONDENTS**

IVAN G. DEAN CHIEF COLBY POLICE DEPT. 25 N. COURT COLBY , KS 67701 (913) 462-6711	RALPH OAKLEY CHIEF OF POLICE DODGE CITY POLICE DEPT 705 FIRST ST. DODGE CITY , KS 67801 (316)225-4101	JERI L. TATUM CITY CLERK ELWOOD FIRE/POLICE DEPT. 6 KENTUCKY ST. ELWOOD , KS 66024 (913) 365-0021	LYLE G. ARMITAGE DIRECTOR OF COMMUNICATIONS EMPORIA POLICE DEPT. 104 E. FIFTH EMPORIA , KS 66801 (316) 342-1766
DAN SCHMIDT CHIEF HAYS POLICE DEPT. P.O. BOX 796 HAYS , KS 67601 (913) 625-3434	DALE R. OGREN CHIEF HERINGTON POLICE DEPT. 715 S. BROADWAY HERINGTON , KS 67449 (913) 258-2226	STAN LEWIS CHIEF INDEPENDENCE POLICE DEPT. 120 NORTH SIXTH INDEPENDENCE , KS 67301 (316) 331-1700	LELAND REEDY CHIEF NEODESHA FIRE DEPT. 113 SOUTH FIFTH ST. NEODESHA , KS 66757 (316) 325-2642
HARLAND D REUSINK SHERIFF NORTON SHERIFF'S DEPT. COURTHOUSE NORTON , KS 67654 (913) 877-3347	BOB MC LAUGHLIN SHERIFF DECATUR COUNTY SHERIFF'S DEPT. 194 SOUTH PENN OBERLIN , KS 67749 (913) 475-2132	JIMMY D HUSS CAPTAIN SALINA POLICE DEPT 255 NORTH 10TH ST SALINA , KS 67401 (913) 825-0571	

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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**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 0	COMMON 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 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: 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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % OTHER %	TELCO EQUIP./SERVICES %
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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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> FRANKFORT, KY
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		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		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR		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 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		PERSONNEL 62 % FACILITIES 0 % TELCO EQUIP./SERVICES 38 % OTHER 0 %
COMMENTS: ADVICE: Extend 911 service to cover pay-phones too		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
		<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

## 911 SYSTEM DESCRIPTION

PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 1	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM	CALL-ANSWERING POSITIONS: 0	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
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 RINGBACK X		NON-PSAP CALL-ANSWERING AGENCY:	
IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR	OTHER	AVERAGE DAILY CALL VOLUME: 3	
ANI ALI SR		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 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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MAYSVILLE, KY

#### THE COMMUNITY

POPULATION SERVED: 8,500 SERVICE AREA (Sq. Mi.): 14  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/77 ORDERED: 11/77 OPERATIONAL: 11/78  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 2

DIAL TONE FIRST STATUS: None

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

##### SPECIAL FEATURES:

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

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL
TECHNICAL X	MANAGEMENT

##### COMMENTS:

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 3 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5

CALL MIX: LE 5% FIRE 5% EMS 90% OTHER 0%

INAPPROPRIATE CALLS: 1%

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 3,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$ 31,000

##### BUDGET BREAKDOWN--

PERSONNEL 60%	TELCO EQUIP./SERVICES 0%
FACILITIES 20%	OTHER 20%

##### SOURCES OF OPERATING BUDGET:

FEDERAL %	STATE %	LOCAL 100%	OTHER %
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#### PSAP DIRECTOR

NAME: Douglas Culp  
 TITLE: Chief of Police  
 AGENCY: Maysville Police Department  
 ADDRESS: 215 E. Third Street  
 Maysville, KY 41056

TELEPHONE NO.: 606/564-5521

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PARIS, KY

### THE COMMUNITY

### HISTORICAL BACKGROUND

POPULATION SERVED: 13,000

SERVICE AREA (Sq. Mi.): 25

INITIAL PLANNING: 05/67 ORDERED: 09/68 OPERATIONAL: 08/70

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

### 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

COMMON CONTROL 1  
UNKNOWN

PSAP LOCATED WITH DISPATCH: Yes

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

DIAL TONE FIRST STATUS: None

CALL-ANSWERING POSITIONS: 2

CALL-ANSWERING EQUIPMENT:

- HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER

FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 6 MULTI-LINGUAL 0

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT X  
SWITCHHOOK STATUS X  
PARTIAL SR OTHER

RINGBACK X

AVERAGE DAILY CALL VOLUME: 15

CALL MIX: LE 10 % FIRE 5 % EMS 5 % OTHER 80 %  
INAPPROPRIATE CALLS: 80 %

### LEGAL

### FISCAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

PLANNING/IMPLEMENTATION COST: \$

INTERAGENCY AGREEMENTS: Charter/ordin.

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  
TECHNICAL

FINANCIAL  
MANAGEMENT

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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COMMENTS:

Public uses 911 for non-emergency calls.

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

NAME: George G. Boling  
TITLE: Chief of Police  
AGENCY: Paris Police Department  
ADDRESS: 300 1/2 Pleasant Street  
Paris, KY 40361

TELEPHONE NO.: 606/987-4400

SURVEY NON-RESPONDENTS

MILFORD JOBE  
POLICE CHIEF  
FULTON POLICE DEPT.  
BRODDER ST  
FULTON,  
(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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,500	SERVICE AREA (Sq. Mi.): 15	INITIAL PLANNING: ORDERED: OPERATIONAL: AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None	
POLITICAL JURISDICTIONS SERVED: 2			
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0			
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	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 %	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 2 UNKNOWN		
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0		
DIAL TONE FIRST STATUS: None			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	
<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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %		
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		

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.

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 4,607	SERVICE AREA (Sq. Mi.): 32	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT:	CITY/CNTY ADMIN
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		OPERATIONAL: 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 2	TANDEM 0	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 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 IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR RINGBACK OTHER		AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 50 % FIRE 10 % EMS 40 % OTHER 0 % INAPPROPRIATE CALLS: 46 %	
<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 X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: ADVICE: Get voice recorders.		<b>PSAP DIRECTOR</b>	
		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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BRUNSWICK, ME

#### THE COMMUNITY

POPULATION SERVED: 18,500 SERVICE AREA (Sq. Mi.): 44  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/77 ORDERED: 01/78 OPERATIONAL: 10/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 31 CIVILIANS 6 MULTI-LINGUAL 1  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 20  
 CALL MIX: LE 90% FIRE 5% EMS 5% OTHER 0%  
 INAPPROPRIATE CALLS: 40%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1979 OPERATING BUDGET: \$ 9,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 20% TELCO EQUIP./SERVICES 70%  
 FACILITIES 5% OTHER 5%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Expenditure more resources than expected.

ADVICE: Conduct in-depth cost analysis. Telephone equipment costs can be higher than estimated in planning stage.

#### PSAP DIRECTOR

NAME: Dominic F. Vermette  
 TITLE: Chief of Police  
 AGENCY: Brunswick Police Department  
 ADDRESS: 26 Federal Street  
 Brunswick, ME 04011

TELEPHONE NO. 207/729-1600

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LEWISTON, ME

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 67,779	SERVICE AREA (Sq. Mi.): 100	INITIAL PLANNING: 08/77 ORDERED: 10/78 OPERATIONAL: 08/79 AGENCY(S) LEADING 911 EFFORT: City/cnty admin AGENCIES SERVED POST-IMPLEMENTATION: None
POLITICAL JURISDICTIONS SERVED: 2	PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 0 OTHER 0	
<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 0	COMMON CONTROL 0	PSAP LOCATED WITH DISPATCH: Yes
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 6	TANDEM 0	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL 6
CALL-ANSWERING EQUIPMENT: HANDSET X 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	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		PLANNING/IMPLEMENTATION COST: \$ 50,458
INTERAGENCY AGREEMENTS: Joint powers		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 TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:		<b>PSAP DIRECTOR</b>
		NAME: Gilles M. Lessard TITLE: 911 Supervisor AGENCY: Lewiston-Auburn 911 Emerg. Comm. System ADDRESS: 2 College Street Lewiston, ME 04240
		TELEPHONE NO.: 207/784-5713

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WATERVILLE, ME

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 35,868	SERVICE AREA (Sq. Mi.): 135	INITIAL PLANNING: 02/69 ORDERED: OPERATIONAL: 11/71
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: City/cnty admin
PUBLIC SAFETY AGENCIES SERVED: LE 1 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: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		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: 1
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 IDLE CIRCUIT TONE X ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 100 CALL MIX: LE 55 % FIRE 10 % EMS 30 % OTHER 5 % INAPPROPRIATE CALLS: 25 %
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 175,000
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,000 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		PERSONNEL 72 % TELCO EQUIP./SERVICES 8 % FACILITIES 7 % OTHER 13 %
COMMENTS:  33% of operating budget comes from PSAP billings of system users		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 67 % OTHER 33 %
		<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

SURVEY NON-RESPONDENTS

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

ME 04843

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

ME 04096

RAYMOND LORD  
DIR OF HAMDEN AMBULANCE  
HAMDEN AMBULANCE  
PO 108  
HAMDEN ,  
(207)862-3300

ME 04444

DAVID L YOUNG  
CHIEF OF POLICE  
LISBON FALLS POLICE DEPT.  
PO BOX 8  
LISBON FALLS ,  
(207)353-2500

ME 04252

SAM ALLEN  
DIRECTOR OF COMMUNICATION  
DEPARTMENT OF PUBLIC SAFETY  
109 MIDDLE STREET  
PORTLAND ,  
(207) 775-5451

ME 04111

**MARYLAND**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 3	COMMON CONTROL 6 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK	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>		<b>BUDGET BREAKDOWN--</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		PERSONNEL 92% TELCO EQUIP./SERVICES 3% FACILITIES 0% OTHER 5%	
COMMENTS: ADVICE: 911 system should limited to county boundary with 1 central PSAP. *60 button console		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 11/72	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 11 EMS 9 OTHER 0		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: 6	PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 17	TANDEM	CALL-ANSWERING POSITIONS: 4	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN CIVILIANS 14	MULTI-LINGUAL 0
HANDSET	MULTI-BUTTON X	ACD	PBX/PABX
FORCED DISCONNECT X	SWITCHHOOK STATUS	RINGBACK X	OTHER
IDLING CIRCUIT TONE X	PARTIAL SR	OTHER	
ANI ALI SR			
<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:		BUDGET BREAKDOWN--	
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL 70 %	TELCO EQUIP./SERVICES 12 %
TECHNICAL		FACILITIES 0 %	OTHER 18 %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
Problem is that public uses 911 for non-emergency calls. ADVICE: Check with other 911 PSAPs for planning advice.		FEDERAL %	STATE 5 %
*Disaster/emergency preparedness		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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 AGENCY(S) LEADING 911 EFFORT: Other* 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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 1 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 15	TANDEM 9	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 11 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 X IDLE CIRCUIT TONE X ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR	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: \$ BUDGET BREAKDOWN-- PERSONNEL 40% TELCO EQUIP./SERVICES 45% FACILITIES 10% OTHER 5%
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS: *Disaster/emergency preparedness		<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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 21,000 SERVICE AREA (Sq. Mi.): 664  
 POLITICAL JURISDICTIONS SERVED: 14  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 9 EMS 9 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 7  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 2 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 5 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 14 TANDEM 4  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Telco having problems installing patch circuit.

ADVICE: Need faster method of tracing calls.

\*8A key system

#Disaster/emergency preparedness

### PSAP NAME

GARRETT COUNTY, MD

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 07/77 OPERATIONAL: 08/78  
 AGENCY(S) LEADING 911 EFFORT: Other#  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY: 7-digit number  
 AVERAGE DAILY CALL VOLUME: 35  
 CALL MIX: LE 65 % FIRE 15 % EMS 20 % OTHER 0 %  
 INAPPROPRIATE CALLS: 10 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 12,556  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 7,432,152  
 BUDGET BREAKDOWN--  
 PERSONNEL 65 % TELCO EQUIP./SERVICES 25 %  
 FACILITIES 0 % OTHER 10 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Edward J. Livengood  
 TITLE: Chief Dispatcher  
 AGENCY: Garrett County Communications Center  
 ADDRESS: 203 S. 4th Street  
 Oakland, MD 21550  
 TELEPHONE NO.: 301/334-9401

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MONTGOMERY COUNTY, MD
POPULATION SERVED: 600,000	SERVICE AREA (Sq. Mi.): 526	INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 11/74
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:	PSAP ADMINISTERED BY: Comm. ctr.
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 24	TANDEM 24	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 12
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 65 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: 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 %
<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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:  ADVICE: Need vigorous education of public about uses of 911 system.		<b>PSAP DIRECTOR</b>  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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## 911 SYSTEM DESCRIPTION

THE COMMUNITY		PSAP NAME	PRINCE GEORGE COUNTY, MD
POPULATION SERVED: 700,000	SERVICE AREA (Sq. Mi.): 487	INITIAL PLANNING: 1971	ORDERED: 11/72 OPERATIONAL: 11/73
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: EMS--1	
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES:	PSAP ADMINISTERED BY: Comm. ctr	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 0	COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH: No	
INCOMING 911 TRUNKS: DIRECT 13	TANDEM 20	CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
DIAL TONE FIRST STATUS: Partial		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON	ACD PBX/PABX X OTHER	FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD 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 OTHER	AVERAGE DAILY CALL VOLUME: 1,865 CALL MIX: LE 21% FIRE 9% EMS 0% OTHER 70% INAPPROPRIATE CALLS: 70%	
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 X	
PROBLEM AREAS--COMMENTS			
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT X	FISCAL YEAR 1978 OPERATING BUDGET: \$ 271,773 BUDGET BREAKDOWN-- PERSONNEL 74% TELCO EQUIP./SERVICES 24% FACILITIES 0% OTHER 2%	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
PSAP DIRECTOR			
NAME: Harold F. Rodenhausen 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

				<b>PSAP NAME</b>	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
POLITICAL JURISDICTIONS SERVED:	1			ORDERED:	07/75
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0				OPERATIONAL:	08/76
				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:	7	PSAP ADMINISTERED BY:	Civil def.
CENTRAL OFFICE SWITCHING EQUIPMENT:				PSAP LOCATED WITH DISPATCH:	Yes
STORED PROGRAM	2	COMMON CONTROL	2	CALL-ANSWERING/DISPATCHING PROCEDURE:	One-stage
DIRECT PROGRESSIVE CONTROL	3	UNKNOWN		CALL-ANSWERING POSITIONS:	3
INCOMING 911 TRUNKS:	DIRECT 15	TANDEM	0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS:	A11			SWORN	0 CIVILIANS 12 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		ACD	PBX/PABX	OPERATING SCHEDULE:	7 DAYS/WEEK 24 HOURS/DAY
HANDSET X	MULTI-BUTTON		OTHER X	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		FORCED DISCONNECT X	RINGBACK X	AVERAGE DAILY CALL VOLUME:	50
CALLED PARTY HOLD X		SWITCHHOOK STATUS X		CALL MIX:	LE 50 % FIRE 20 % EMS 20 % OTHER 10 %
IDLE CIRCUIT TONE X		PARTIAL SR	OTHER	INAPPROPRIATE CALLS: 70 %	
ANI	ALI	SR			
<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
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X				BUDGET BREAKDOWN--	
FINANCIAL MANAGEMENT				PERSONNEL 94 %	TELCO EQUIP./SERVICES 5 %
COMMENTS: Minor problems exist with telephone equipment.				FACILITIES 0 %	OTHER 1 %
				SOURCES OF OPERATING BUDGET: FEDERAL 25 % STATE 25 % LOCAL 50 % OTHER %	
<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

**SURVEY NON-RESPONDENTS**

JAMES HELLER  
CAPTAIN  
HOWARD CTY CENTRAL ALARM  
COURTHOUSE DR.  
ELLIOTT 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**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BOSTON, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 650,000	SERVICE AREA (Sq. Mi.): 46	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:	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 TECHNICAL	FINANCIAL MANAGEMENT X	NAME: John F. Geagan TITLE: Deputy Superintendent AGENCY: Boston Police Department ADDRESS: 154 Berkeley Street Boston, MA 02116 TELEPHONE NO.: 617/247-4600
COMMENTS:  ADVICE: Be sure public is educated to use 911 for emergencies only.		

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## 911 SYSTEM DESCRIPTION

THE COMMUNITY		PSAP NAME BREWSTER, MA	HISTORICAL BACKGROUND	
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	
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 3 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	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 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 X	AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 40 %      FIRE 10 %      EMS 50 %      OTHER 0 % 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				
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 726 BUDGET BREAKDOWN-- PERSONNEL      %      TELCO EQUIP./SERVICES      % FACILITIES      %      OTHER      %		
COMMENTS:  NOTE: Population increases to 20,000 during the summer.		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %		
PSAP DIRECTOR				
NAME: James R. Ehrhart TITLE: Chief of Police AGENCY: Brewster Police Department ADDRESS: 1657 Main Street Brewster, MA 02631				
TELEPHONE NO.: 617/896-7011				

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

CAMBRIDGE, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 104,000	SERVICE AREA (Sq. Mi.): 6	INITIAL PLANNING: ORDERED: OPERATIONAL:
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:
<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
INCOMING 911 TRUNKS: DIRECT 15 TANDEM		CALL-ANSWERING/DISPATCHING PROCEDURE: 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 6 CIVILIANS 8 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER		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		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 MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS: ADVICE: Intensive public education of using 911 for emergencies only.		<b>PSAP DIRECTOR</b>
		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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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>				<b>PSAP NAME</b>	DALTON, MA	
POPULATION SERVED: 7,127 POLITICAL JURISDICTIONS SERVED: 2 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 1				<b>HISTORICAL BACKGROUND</b>		
				INITIAL PLANNING: 06/70	ORDERED:	OPERATIONAL: 06/71
				AGENCY(S) LEADING 911 EFFORT: Fire		
				AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1		
<b>THE TELEPHONE SYSTEM</b>				<b>PSAP ADMINISTRATION AND OPERATIONS</b>		
TELEPHONE COMPANIES: 1 CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL INCOMING 911 TRUNKS: DIRECT 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 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    CIVILIANS 6    MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 2 CALL MIX: LE 52 %    FIRE 20 %    EMS 28 %    OTHER 0 % INAPPROPRIATE CALLS: 20 %		
<b>LEGAL</b>				<b>FISCAL</b>		
STATE OR LOCAL 911 LAW/ORDINANCE: No INTERAGENCY AGREEMENTS: Charter/ordin.				PLANNING/IMPLEMENTATION COST: \$ 18,581 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL    STATE    LOCAL X FISCAL YEAR 1978 OPERATING BUDGET: \$ 34,921 BUDGET BREAKDOWN-- PERSONNEL 96 %    TELCO EQUIP./SERVICES 3 % FACILITIES 1 %    OTHER 0 %		
<b>PROBLEM AREAS--COMMENTS</b>				SOURCES OF OPERATING BUDGET: FEDERAL %    STATE %    LOCAL 100 %    OTHER %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL COMMENTS: Difficult to get funding for equipment upgrading.				<b>PSAP DIRECTOR</b>		
ADVICE: If system is multi-jurisdictional, get computer readout of addresses of callers & what emergency agency is closest.				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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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 57,000 SERVICE AREA (Sq. Mi.): 17  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON 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 RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Critical evaluation of system proposed by  
 telco--numbers & type of equipment.

NOTE: 911 system is presently converting from PBX  
 system to a 21-52 key system.

### PSAP NAME

E. WEYMOUTH, MA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/74 ORDERED: 06/75 OPERATIONAL: 03/76  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 6 CIVILIANS 3 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 2,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 67,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 89 % TELCO EQUIP./SERVICES 11 %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Chester A. MacKenzie  
 TITLE: Detective  
 AGENCY: Weymouth Police Department  
 ADDRESS: 1393 Pleasant Street  
 E. Weymouth, MA 02189  
 TELEPHONE NO.: 617/335-1212

## 911 SYSTEM DESCRIPTION

### PSAP NAME

EAST LONGMEADOW, MA

#### THE COMMUNITY

POPULATION SERVED: 13,500

SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT

TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

COMMENTS:

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 05/74 ORDERED: 08/74 OPERATIONAL: 11/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:

SWORN 26 CIVILIANS 2 MULTI-LINGUAL 6

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 2

CALL MIX: LE 10 % FIRE 10 % EMS 80 % OTHER 0 %

INAPPROPRIATE CALLS: 3 %

#### 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	%
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#### PSAP DIRECTOR

NAME: Edward Craven  
 TITLE: Chief of Police  
 AGENCY: East Longmeadow Police Department  
 ADDRESS: 160 Somers Road  
 East Longmeadow, MA 01028

TELEPHONE NO.: 413/525-6826

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HOLLISTON, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,500	SERVICE AREA (Sq. Mi.): 19	INITIAL PLANNING: 1973	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 12/75	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 0 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Telco	
		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		COMMON 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 IDLE CIRCUIT TONE ANI      ALI      SR		RINGBACK FORCED DISCONNECT 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 % 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: \$ BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 100 %      OTHER %	
COMMENTS:  Call answerers have other duties besides answering 911 calls.		<b>PSAP DIRECTOR</b>	
ADVICE: Isolate 911 from all other activities.		NAME: William L. Marsell TITLE: Chief of Police AGENCY: Holliston Police Department ADDRESS: 532 Washington Street Holliston, MA 01746	TELEPHONE NO.: 617/429-4372

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MARSHFIELD, MA

### THE COMMUNITY

POPULATION SERVED: 26,000 SERVICE AREA (Sq. Mi.): 30

POLITICAL JURISDICTIONS SERVED: 1

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/70 ORDERED: 06/73 OPERATIONAL: 05/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL 4

COMMON CONTROL  
UNKNOWN

INCOMING 911 TRUNKS: DIRECT 4

TANDEM

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

#### SPECIAL FEATURES:

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

#### FULL-TIME CALL ANSWERERS:

SWORN 52 CIVILIANS 0 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 30

CALL MIX: LE 50 % FIRE 40 % EMS 10 % OTHER 0 %

INAPPROPRIATE CALLS: 5 %

### LEGAL

### FISCAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL FINANCIAL X  
TECHNICAL MANAGEMENT

#### COMMENTS:

Operating budget comes from PSAP billings of the system users.

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 %

### PSAP DIRECTOR

NAME: John R. Roderick  
TITLE: Acting Chief of Police  
AGENCY: Marshfield Police Department  
ADDRESS: 1639 Ocean Avenue  
Marshfield, MA 02050

TELEPHONE NO.: 617/834-6655

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MEDFIELD, MA

### THE COMMUNITY

POPULATION SERVED: 10,380 SERVICE AREA (Sq. Mi.): 14  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/69 ORDERED: 1972 OPERATIONAL: 04/73  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM UNKNOWN X  
 DIRECT PROGRESSIVE CONTROL  
 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 PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %  
 INAPPROPRIATE CALLS: 85 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 0  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 38,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 97 % TELCO EQUIP./SERVICES 3 %  
 FACILITIES 0 % OTHER 0 %

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

#### COMMENTS:

Some 911 call answerers tend to answer non-emergency calls that come in on the 911 lines.

ADVICE: Get 911 & promote its proper use.

### PSAP DIRECTOR

NAME: William H. Mann  
 TITLE: Chief of Police  
 AGENCY: Medfield Police Department  
 ADDRESS: 110 North Street  
 Medfield, MA 02052

TELEPHONE NO.: 617/359-2315

## 911 SYSTEM DESCRIPTION

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<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MEDWAY, MA
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 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: 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:
		AVERAGE DAILY CALL VOLUME: 3 CALL MIX: LE 50 % FIRE 0 % EMS 50 % 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: \$ 900 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		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

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MIDDLEBOROUGH, MA
POPULATION SERVED: 19,000  POLITICAL JURISDICTIONS SERVED: 2  PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 2	<b>HISTORICAL BACKGROUND</b>  INITIAL PLANNING: 04/70 ORDERED: 12/70 OPERATIONAL: 06/73 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  CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL  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 %	
<b>LEGAL</b>		<b>FISCAL</b>
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 %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL X  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	

## 911 SYSTEM DESCRIPTION

PSAP NAME: MILLBURY, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 18,000	SERVICE AREA (Sq. Mi.): 40	INITIAL PLANNING:	ORDERED: . OPERATIONAL: 11/73
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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	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 18 CIVILIANS 2 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X    FORCED DISCONNECT IDLE CIRCUIT TONE X    SWITCHHOOK STATUS    RINGBACK 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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
COMMENTS:  Received numerous wrong numbers on 911 lines. Central office & city boundary mismatches has caused problems.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: George R. Brady TITLE: Chief of Police AGENCY: Millbury Police Department ADDRESS: 127 Elm Street Millbury, MA 01527	
		TELEPHONE NO.: 617/865-3521	

**CONTINUED**

**5 OF 12**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEEDHAM, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 29,936 POLITICAL JURISDICTIONS SERVED: 1 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		INITIAL PLANNING: 09/76 ORDERED: 06/77 OPERATIONAL: 06/78 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 DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X INCOMING 911 TRUNKS: DIRECT 4 TANDEM DIAL TONE FIRST STATUS: None CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER ANI ALI SR		PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 1 FULL-TIME CALL ANSWERERS: SWORN 27 CIVILIANS 0 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 5 CALL MIX: LE 90% FIRE 5% EMS 5% OTHER 0% INAPPROPRIATE CALLS: 10%	
<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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
ADVICE: Need public education of using 911 for emergencies only.		<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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEWTON, MA

#### THE COMMUNITY

POPULATION SERVED: 86,500 SERVICE AREA (Sq. Mi.): 13  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/76 ORDERED: 06/76 OPERATIONAL: 12/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 10 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 - HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS OTHER  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 5  
 FULL-TIME CALL ANSWERERS:  
 SWORN 6 CIVILIANS 12 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 20 % FIRE 1 % EMS 4 % OTHER %  
 INAPPROPRIATE CALLS: 10 %

#### LEGAL

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

#### FISCAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Need additional space & personnel training.

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

#### PSAP DIRECTOR

NAME: William F. Quinn  
 TITLE: Chief of Police  
 AGENCY: New Police Department.  
 ADDRESS: 1321 Washington Street  
 Newton, MA 02165  
 TELEPHONE NO.: 617/552-7258

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 13,000 SERVICE AREA (Sq. Mi.): 29  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1

### PSAP NAME

NORTON, MA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/78 ORDERED: 05/78 OPERATIONAL: 09/78  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM  COMMON CONTROL  UNKNOWN  
 DIRECT PROGRESSIVE CONTROL   
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL   
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 35  
 CALL MIX: LE 35% FIRE 20% EMS 45% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 0  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,684  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	100%	OTHER	%
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### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

### COMMENTS:

\*Disaster/emergency preparedness

#Town by-law

### PSAP DIRECTOR

NAME: Woodrow E. Wilson, Jr.  
 TITLE: Supervisor of Communications  
 AGENCY: Norton Communications Center  
 ADDRESS: 70 E. Main Street  
 Norton, MA 02766

TELEPHONE NO.: 617/285-6301

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> PEPPERELL, MA
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
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 CIVILIANS 5 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	RINGBACK X 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 TECHNICAL X		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

PROVINCETOWN, MA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 35,000	SERVICE AREA (Sq. Mi.): 8	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	LE
PUBLIC SAFETY AGENCIES SERVED: LE 1 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:	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:	Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS:	3
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS:	SWORN 21 CIVILIANS MULTI-LINGUAL 0
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 IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 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: \$	
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 TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:  ADVICE: Get 911. Response from the community has been great.		<b>PSAP DIRECTOR</b>	
		NAME: James J. Meads TITLE: Chief of Police AGENCY: Provincetown Police Department ADDRESS: 260 Commercial Street Provincetown, MA 02657	
		TELEPHONE NO.: 617/487-1212	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

QUINCY, MA

### THE COMMUNITY

POPULATION SERVED: 90,000 SERVICE AREA (Sq. Mi.): 27  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/71 ORDERED: 06/71 OPERATIONAL: 03/73  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 10  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 10 TANDEM 10  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 8  
 FULL-TIME CALL ANSWERERS:  
 SWORN 7 CIVILIANS 13 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 30  
 CALL MIX: LE 33 % FIRE 27 % EMS 50 % OTHER 0 %  
 INAPPROPRIATE CALLS: 20 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 10,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 20,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 70 % TELCO EQUIP./SERVICES 15 %  
 FACILITIES 5 % OTHER 10 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL 10 % STATE % LOCAL 90 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SOUTHWICK, MA

#### THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 32  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 1971 ORDERED: OPERATIONAL:  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 15  
 CALL MIX: LE 60% FIRE 10% EMS 30% OTHER 0%  
 INAPPROPRIATE CALLS: 5%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 33,000  
 BUDGET BREAKDOWN --  
 PERSONNEL 25% TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

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

#### PSAP DIRECTOR

NAME: Charles Wolfe  
 TITLE: Chief of Police  
 AGENCY: Southwick Police Department  
 ADDRESS: P.O. Box 4, 11 Depot Street  
 Southwick, MA 01077

TELEPHONE NO.: 413/569-5348

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

TOPSFIELD, MA

### THE COMMUNITY

POPULATION SERVED: 7,000

SERVICE AREA (Sq. Mi.): 13

POLITICAL JURISDICTIONS SERVED: 1

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/69 ORDERED: 06/71 OPERATIONAL: 05/73

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

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL 1

COMMON CONTROL  
UNKNOWN

INCOMING 911 TRUNKS:

DIRECT 2

TANDEM

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET

MULTI-BUTTON X

ACD

PBX/PABX

OTHER

#### SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE X  
ANI ALI SR

FORCED DISCONNECT X  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK  
OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5

CALL MIX: LE 98% FIRE 1% EMS 1% OTHER 0%

INAPPROPRIATE CALLS: 1%

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,300

BUDGET BREAKDOWN--

PERSONNEL 89% TELCO EQUIP./SERVICES 15%  
FACILITIES 0% OTHER 2%

#### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

#### COMMENTS:

### PSAP DIRECTOR

NAME: Robert E. Howlett, Jr.  
TITLE: Chairman, Communications Committee  
AGENCY: Town of Topsfield  
ADDRESS: Town Hall  
Topsfield, MA 01983

TELEPHONE NO.: 617/887-2116

## 911 SYSTEM DESCRIPTION

### PSAP NAME

TYNGSBORO, MA

<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 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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER	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. Pivirotto TITLE: Police Chief AGENCY: Tyngsboro Police Department ADDRESS: 10 Kendall Road Tyngsboro, MA 01879
		TELEPHONE NO.: 617/649-7504

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 175,000 SERVICE AREA (Sq. Mi.): 39  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 11 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

COMMENTS:

### PSAP NAME

WORCESTER, MA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1969 ORDERED: 08/70  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 5  
 FULL-TIME CALL ANSWERERS:  
 SWORN 69 CIVILIANS 7 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 250  
 CALL MIX: LE 70 % FIRE 10 % EMS 15 % OTHER 5 %  
 INAPPROPRIATE CALLS: 20 %

### FISCAL

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

### PSAP DIRECTOR

NAME: John 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	ROBERT F JOHNSON CHIEF OF POLICE AUBURN POLICE DEPARTMENT 434 SOUTHBRIDGE ST. AUBURN, MA 01501 (617) 832-3231	ERNEST A TAFT DISPATCHER BELLINGHAM POLICE DEPARTMENT 1 COMMON ST BELLINGHAM, MA 02019 (617) 966-1515	GERALD B LEWIS FINANCIAL COORDINATOR BRAINTREE POLICE DEPARTMENT 282 UNION ST BRAINTREE, MA 02184 (617) 843-1212
WALTER M BURKE CAPTAIN BROOKLINE POLICE DEPARTMENT 350 WASHINGTON ST BROOKLINE, MA 02146 (617) 734-1212	PAUL M DOMENICO OFFICER CLINTON POLICE DEPARTMENT 176 CHESTNUT ST CLINTON, MA 01510 (617) 368-8766	CARL E SHERIDAN CHIEF OF POLICE DOVER POLICE DEPARTMENT 3 WALPOLE ST DOVER, MA 02030 (617) 785-1130	DOMINIC FERRAZZI LIEUTENANT FRAMINGHAM POLICE DEPARTMENT 89 UNION AVE. FRAMINGHAM, MA 01701 (617) 872-1212
REGINA MANTHON SUPERVISOR HAMILTON-WENHAM 911 EMERGENCY CENTER HAMILTON, MA 01936	FELIX RADACK CHIEF OF POLICE MANCHESTER POLICE DEPARTMENT CENTRAL ST MANCHESTER, MA 01944 (617) 526-1212	LAWRENCE D'AFILE CHIEF OF POLICE MANSFIELD POLICE DEPARTMENT 50 WEST ST MANSFIELD, MA 02048 (617) 339-9311	BRIAN J SCOTT CHIEF OF POLICE MARION POLICE DEPT. 50 STRING ST MARION, MA 02738 (617) 748-1212
DUANE TUTTLE POLICE CHIEF MATTAPoisETT POLICE DEPT. 1 CHURCH ST MATTAPoisETT, MA 02739 (617) 758-2323	DONALD J MONTIGNY CHIEF OF POLICE MERRIMAC POLICE DEPARTMENT 16 E. MAIN ST. MERRIMAC, MA 01860 (617) 346-8321	GEORGE J SMITH CHIEF OF POLICE MILLIS POLICE DEPARTMENT 885 MAIN ST MILLIS, MA 02054 (617) 376-5112	JOEL A JOHNSON CHIEF OF POLICE EASTON POLICE DEPARTMENT LOTHROP ST N. EASTON, MA 02356 (617) 238-6523
DANIEL L LABATO POLICE CHIEF NORTHAMPTON POLICE DEPARTMENT 35 CENTER ST NORTHAMPTON, MA 01060 (413) 584-0205	RONALD E GAGNER LIEUTENANT OXFORD POLICE DEPARTMENT 450 MAIN ST OXFORD, MA 01540 (617) 987-0156	FRANK E FREDERICKSON CHIEF OF POLICE RANDOLPH POLICE DEPARTMENT 1 NORTH ST RANDOLPH, MA 02368 (617) 963-1212	KENNETH MINASIAN CAPTAIN REVERE POLICE DEPARTMENT 23 PLEASANT ST REVERE, MA 02151 (617) 284-1212
LOUIS F. ANDERSON CHIEF OF POLICE ROCKPORT POLICE DEPT. BROADWAY ROCKPORT, MA 01966 (617) 546-3444	REGINA G MANTHON SUPERVISOR EMERGENCY REPORT CENTER 265 BAY ROAD S. HAMILTON, MA 01982 (617) 468-4421	BERNARD A FIORELLI CHIEF OF POLICE SOUTHBRIDGE POLICE DEPARTMENT 260 MAIN ST SOUTHBRIDGE, MA 01550 (617) 764-4339	PAUL J FENTON CHIEF OF POLICE SPRINGFIELD POLICE DEPARTMENT 130 PEARL ST SPRINGFIELD, MA 01105 (413) 785-5641
CASIMER J KENCKI CHIEF OF POLICE WARE POLICE DEPARTMENT TOWN HALL WARE, MA 01082 (413) 967-3571	JAMES DEVLIN LIEUTENANT WATERTOWN POLICE DEPARTMENT 34 CROSS STREET WATERTOWN, MA 02172	HARRY F SHEPHERD CHIEF OF POLICE WESTBROOK POLICE DEPARTMENT P.O. BOX 411 WESTBROOK, MA 01581 (617) 366-8801	GERALD O'CONNOR CHIEF OF POLICE WESTFIELD POLICE DEPARTMENT 15 WASHINGTON ST WESTFIELD, MA 01085 (413) 562-2133

**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

POPULATION SERVED: 104,000

SERVICE AREA (Sq. Mi.): 23

POLITICAL JURISDICTIONS SERVED: 11

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/69 ORDERED: 09/74 OPERATIONAL: 08/76

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES: 4

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 16

TANDEM 0

DIAL TONE FIRST STATUS: All

#### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

#### SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT X  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN 9 CIVILIANS 10 MULTI-LINGUAL 0

OPERATING SCHEDULE: 4 DAYS/WEEK 10 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 271  
CALL MIX: LE 94 % FIRE 2 % EMS 3 % OTHER 1 %  
INAPPROPRIATE CALLS: 3 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

#### COMMENTS:

Would like ANI & ALI.

ADVICE: Use 911 for fire & emergency medical as well as for law enforcement. Do not use for emergency calls only. Look at 911 as a public service.

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

#### BUDGET BREAKDOWN--

PERSONNEL 85 % TELCO EQUIP./SERVICES 3 %  
FACILITIES 0 % OTHER 12 %

#### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Walter Hawkins

TITLE: Executive Major

AGENCY: Ann Arbor Police Department

ADDRESS: 100 N. 5th Avenue

Ann Arbor, MI 48107

TELEPHONE NO.: 313/994-2855

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 2,000,000 SERVICE AREA (Sq. Mi.): 200  
 POLITICAL JURISDICTIONS SERVED: 18  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 12  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 55 TANDEM 9  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Difficult to secure funds for expansion & upgrade.

Other cities apathetic because they do not control

PSAP. ADVICE: Low-key 911 publicity--our program  
 made public expect more than possible. \*Fed. grant

### PSAP NAME

DETROIT, MI

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/70 ORDERED: 05/72 OPERATIONAL: 09/73  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 22  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 91 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5,000  
 CALL MIX: LE 80 % FIRE 3 % EMS 10 % OTHER 7 %  
 INAPPROPRIATE CALLS: 30 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 420,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,480,726  
 BUDGET BREAKDOWN--  
 PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %  
 FACILITIES 0 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Don G. McDonald  
 TITLE: Lieutenant, Supervisor of Operations  
 AGENCY: Detroit Police Department  
 ADDRESS: 1300 Beaubien  
 Detroit, MI 48226

TELEPHONE NO.: 313/224-4430

## 911 SYSTEM DESCRIPTION

### PSAP NAME

GRAND RAPIDS, MI

<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 DIRECT PROGRESSIVE CONTROL 5		PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 25	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 4
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN O CIVILIANS 22 MULTI-LINGUAL O
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: \$ 10,000
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 MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %
COMMENTS:  Population & service area figures are for the city of Grand Rapids only.		<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

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> LANSING, MI
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 DIRECT PROGRESSIVE CONTROL 9		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 0	UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage
INCOMING 911 TRUNKS: DIRECT 66	TANDEM 59	CALL-ANSWERING POSITIONS: 5
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 15 MULTI-LINGUAL 2
CALL-ANSWERING EQUIPMENT: HANDSET MULTICUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X		NON-PSAP CALL-ANSWERING AGENCY:
IDL CIRCUIT TONE X ANI ALI SR	SWITCHHOOK STATUS X PARTIAL SR	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--
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		PERSONNEL 83 % TELCO EQUIP./SERVICES 9 % FACILITIES 5 % OTHER 3 %
COMMENTS: 14% of operating budget comes from pre-established contributions of user agencies.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 86 % OTHER 14 %
* 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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 7		OPERATIONAL: 04/75	
PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 7 EMS 7 OTHER 7		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:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 21 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	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 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 X		AVERAGE DAILY CALL VOLUME: 85 CALL MIX: LE 94 % FIRE 2 % EMS 3 % OTHER 1 % INAPPROPRIATE CALLS: 0 %	
<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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	FISCAL YEAR 1978 OPERATING BUDGET: \$ 8,700 BUDGET BREAKDOWN-- PERSONNEL    %    TELCO EQUIP./SERVICES    % FACILITIES    %    OTHER 99 %	
COMMENTS:  ADVICE: Plan a lot of public education. Attempt to get multiple agencies in a cooperative effort. Explore new technologies available in 911 imple- mentation.		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 99 %    OTHER    %	
		<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	

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MARYSVILLE, MI
POPULATION SERVED: 6,500	SERVICE AREA (Sq. Mi.): 7	INITIAL PLANNING: 08/75 ORDERED: 04/76 OPERATIONAL: 08/76
POLITICAL JURISDICTIONS SERVED: 5		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: 1	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT	3	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
DIAL TONE FIRST STATUS: A11	TANDEM	CALL-ANSWERING POSITIONS: 2
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0
ANI SR	ACD PBX/PABX OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT PARTIAL SR	RINGBACK	AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 30 % FIRE 40 % 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: \$ 720 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 100 % FACILITIES 0 % OTHER 0 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS:		<b>PSAP DIRECTOR</b>
		NAME: Richard R. Hinkley TITLE: Chief of Police AGENCY: Marysville Police Department ADDRESS: 1111 Delaware Marysville, MI 48040
		TELEPHONE NO.: 313/364-6300

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# 911 SYSTEM DESCRIPTION

## PSAP NAME

MONROE, MI

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 37,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 05/69 ORDERED: 01/70 OPERATIONAL: 10/70
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 1		AGENCIES SERVED POST-IMPLEMENTATION: EMS--2, Other--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 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: All		FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 1 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 14 CALL MIX: LE 96 % FIRE 1 % EMS 2 % OTHER 1 % INAPPROPRIATE CALLS: %
<b>LEGAL</b>		<b>FISCAL</b>
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: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 98 % OTHER 2 %
FINANCIAL MANAGEMENT		
COMMENTS:  2% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>
		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

### THE COMMUNITY

POPULATION SERVED: 160,000 SERVICE AREA (Sq. Mi.): 514  
 POLITICAL JURISDICTIONS SERVED: 8  
 PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 15 EMS 5 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL 8 COMMON CONTROL 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 PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Need well-rounded training program that includes an SOP manual & records retrieval.  
 Ops. budget is from pre-established contributions of user agencies. \*Has interlocal agreement.

### PSAP NAME

MUSKEGON, MI

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 04/70 OPERATIONAL: 02/72  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--2, Fire--3, EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 5  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 21 MULTI-LINGUAL 2  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1,100  
 CALL MIX: LE 94 % FIRE 3 % EMS 2 % OTHER 1 %  
 INAPPROPRIATE CALLS: 25 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 428,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 61 % TELCO EQUIP./SERVICES 4 %  
 FACILITIES 2 % OTHER 33 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER 100 %

### PSAP DIRECTOR

NAME: Michael Gaunt  
 TITLE: Director  
 AGENCY: Muskegon County Central Dispatch  
 ADDRESS: 980 Jefferson Street  
 Muskegon, MI 49440  
 TELEPHONE NO.: 616/722-3524

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> SOUTHFIELD, MI
POPULATION SERVED: 96,500	SERVICE AREA (Sq. Mi.): 29	INITIAL PLANNING: 09/72 ORDERED: 02/73 OPERATIONAL: 09/73
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin
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: 2	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL		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: 7
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 IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	AVERAGE DAILY CALL VOLUME: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 60%
<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 BUDGET BREAKDOWN-- PERSONNEL 49 % TELCO EQUIP./SERVICES 4% FACILITIES 0 % OTHER 51 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS: ADVICE: Greater emphasis on initial & continuing public education.		<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage			
INCOMING 911 TRUNKS: DIRECT 13	TANDEM 3	CALL-ANSWERING POSITIONS: 4			
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS:			
CALL-ANSWERING EQUIPMENT:		SWORN 0 CIVILIANS 56 MULTI-LINGUAL 0			
HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	OTHER	OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY
SPECIAL FEATURES:		RINGBACK X		NON-PSAP CALL-ANSWERING AGENCY:	
CALLED PARTY HOLD X	FORCED DISCONNECT			AVERAGE DAILY CALL VOLUME:	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS			CALL MIX: LE % FIRE % EMS % OTHER %	
ANI	SR	PARTIAL SR		INAPPROPRIATE CALLS: %	
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: \$ 2,500			
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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL	COMMON 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 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 X	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 % FACILITIES % TELCO EQUIP./SERVICES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL 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

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> WHITE CLOUD, MI
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	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 8	TANDEM 2	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 200 CIVILIANS 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:
	RINGBACK X	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 TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL 90 % STATE 5 % LOCAL 5 % OTHER %
COMMENTS: ADVICE: Notify public to use 911 for emergency calls only.		<b>PSAP DIRECTOR</b>
*Also has charter/ordinance.		NAME: Kenneth P. Muma TITLE: Sheriff AGENCY: Newaygo County Sheriff Department ADDRESS: 300 Williams White Cloud, MI 49349
		TELEPHONE NO.: 616/689-6623

**SURVEY NON-RESPONDENTS**

STEVEN SAIRMAN  
RECORDS COMMANDER  
OAK PARK POLICE DEPT.  
13600 OAK PARK BLVD.  
OAK PARK , MI 48237  
(313) 547-1337

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**MINNESOTA**

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# 911 SYSTEM DESCRIPTION

**PSAP NAME**

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIRECT PROGRESSIVE CONTROL 3	UNKNOWN	CALL-ANSWERING POSITIONS: 2	
INCOMING 911 TRUNKS: DIRECT 11	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET	MULTI-BUTTON	ACD	NON-PSAP CALL-ANSWERING AGENCY:
PBX/PABX X			
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 80	
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK X	CALL MIX: LE 84 % FIRE 6 % EMS 10 % OTHER 0 %
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		INAPPROPRIATE CALLS: 5 %
ANI	ALI	PARTIAL SR	
SR		OTHER	
<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 %	
COMMENTS:		SOURCES OF OPERATING BUDGET:	
		FEDERAL %	STATE 3 % LOCAL 97 % OTHER %
		<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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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> FARIBAULT, MN
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 6	TANDEM	CALL-ANSWERING POSITIONS: 2
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
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR		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--
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL 69 % FACILITIES 5 % OTHER 2 %
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES 24 %
COMMENTS:  ADVICE: Check with present 911 PSAPs for problems.  50% of operating budget comes from pre-established contributions of user agencies.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 50 % OTHER 50 %
		<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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 33,000	SERVICE AREA (Sq. Mi.): 9+	INITIAL PLANNING: 03/70	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 03/76
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		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 0	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: A11		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	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 5,000	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		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.		<b>PSAP DIRECTOR</b>	
ADVICE: It took a wide-spread & continuous 1 year promotion to acquaint public with proper 911 use.		NAME: Hubert L. Warren TITLE: Captain of Police (Comm. Officer) AGENCY: Moorhead Police Department ADDRESS: 915 9th Avenue North Moorhead, MN 56560	TELEPHONE NO.: 218/236-8181

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ROCHESTER, MN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
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:
<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 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: A11		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:
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: 45 CALL MIX: LE 60% FIRE 39% EMS 1% OTHER 0% INAPPROPRIATE CALLS: %
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		<b>FISCAL</b>
INTERAGENCY AGREEMENTS: Joint powers		PLANNING/IMPLEMENTATION COST: \$ 241
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,000 BUDGET BREAKDOWN-- PERSONNEL 89% TELCO EQUIP./SERVICES 6% FACILITIES 3% OTHER 2%
COMMENTS: * Citizen Action Group		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
		<b>PSAP DIRECTOR</b>
		NAME: Ilot S. Klomstad TITLE: Captain AGENCY: Rochester Police Department ADDRESS: 515 Second Street, S.W. Rochester, MN 55901
		TELEPHONE NO.: 507/285-8272

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ST. JAMES, MN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>		
POPULATION SERVED: 6,000	SERVICE AREA (Sq. Mi.): 200	INITIAL PLANNING: 05/68	ORDERED: 01/69	
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 06/69		
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		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	PSAP ADMINISTERED BY: LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes		
COMMON CONTROL UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
INCOMING 911 TRUNKS: DIRECT 2	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 ACD PBX/PABX X 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		FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	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 BUDGET BREAKDOWN-- PERSONNEL 85 % FACILITIES 0 % TELCO EQUIP./SERVICES 10 % OTHER 5 %		
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 73 % OTHER 17 %		
COMMENTS:  17% of operating budget comes from pre-established contributions of user agencies.  * Disaster/emergency preparedness  # Agreement is between city & county.		<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 ,  
(507)433-3401

MN 55912

VINCENT J BESTICK  
SHERIFF  
SHERIFF'S DEPARTMENT  
BOX 47  
REDWOOD FALLS ,  
(507)637-3533

MN 56283

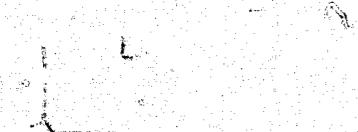
W.E. MILLER  
COMMERCIAL MANAGER  
CONTINENTAL TELEPHONE CO  
BLOOMING PRAIRIE , MN 55917  
(507)583-4421

GERALD D.BENJAMIN  
SHERIFF  
JACKSON SHERIFF'S DEPT.  
235 STATE STREET  
JACKSON , MN 56143  
(507)847-4420

STEVEN OAKLAND  
CLERK  
CITY ADMINISTRATION  
CITY HALL  
ZUMBRÖTA , MN 55992  
(507)732-5219

KEN L NISSEN  
CHIEF OF POLICE  
OWATONNA POLICE DEPARTMENT  
135 W MAIN ST  
OWATONNA , MN 55060  
(507)451-8230

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**MISSISSIPPI**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:				PSAP LOCATED WITH DISPATCH: Yes			
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	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:			
CALL-ANSWERING EQUIPMENT:				SWORN 4 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK		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:				BUDGET BREAKDOWN--			
OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT			PERSONNEL 50 %	TELCO EQUIP./SERVICES 50 %		
COMMENTS:				FACILITIES %	OTHER %		
				SOURCES OF OPERATING BUDGET:			
				FEDERAL % STATE % LOCAL 100% OTHER %			
<b>PSAP DIRECTOR</b>							
<p>NAME: Romey D. Jones      TITLE: Chief of Police      AGENCY: Belzoni Police Department      ADDRESS: 304 Hayden Street      Belzoni, MS 39038</p>							
TELEPHONE NO.: 601/247-2181, 2182							

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## 911 SYSTEM DESCRIPTION

				<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	INITIAL PLANNING:		11/77	ORDERED:	04/78	OPERATIONAL:	08/78	
PUBLIC SAFETY AGENCIES SERVED:				LE 1 FIRE 1 EMS 0 OTHER 0	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		PSAP ADMINISTERED BY: LE			
CENTRAL OFFICE SWITCHING EQUIPMENT:		STORED PROGRAM 0		COMMON CONTROL 1		PSAP LOCATED WITH DISPATCH: Yes			
		DIRECT PROGRESSIVE CONTROL 2		UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage			
INCOMING 911 TRUNKS:	DIRECT 5	TANDEM 0		CALL-ANSWERING POSITIONS: 1					
DIAL TONE FIRST STATUS: None				FULL-TIME CALL ANSWERERS:					
CALL-ANSWERING EQUIPMENT:				SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0					
HANDSET		MULTI-BUTTON X	ACD	PBX/PABX	OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY			
SPECIAL FEATURES:				NON-PSAP CALL-ANSWERING AGENCY:					
CALLED PARTY HOLD		FORCED DISCONNECT		RINGBACK		AVERAGE DAILY CALL VOLUME:			
IDLE CIRCUIT TONE		SWITCHHOOK STATUS		PARTIAL SR OTHER		CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %			
ANI	ALI	SR							
<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:		FINANCIAL MANAGEMENT		PERSONNEL % FACILITIES %					
OPERATIONAL				TELCO EQUIP./SERVICES % OTHER %					
TECHNICAL									
COMMENTS:				SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %					
				PSAP DIRECTOR					
				NAME:	Conrad Kennedy				
				TITLE:	Assistant Chief of Police				
				AGENCY:	Biloxi Police Department				
				ADDRESS:	440 Delauney Street Biloxi, MS 39530				
				TELEPHONE NO.:	601/374-4111				

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CANTON, MS

<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:			
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:		COMMON CONTROL UNKNOWN X		PSAP LOCATED WITH DISPATCH:			
STORED PROGRAM DIRECT PROGRESSIVE CONTROL				CALL-ANSWERING/DISPATCHING PROCEDURE:			
INCOMING 911 TRUNKS:	DIRECT	TANDEM			CALL-ANSWERING POSITIONS:		
DIAL TONE FIRST STATUS:				FULL-TIME CALL ANSWERERS:			
CALL-ANSWERING EQUIPMENT:	HANDSET	MULTI-BUTTON	ACD	PBX/PABX	SWORN	CIVILIANS	MULTI-LINGUAL
SPECIAL FEATURES:	ANI	ALI	SR.	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK		
CALLED PARTY HOLD IDLE CIRCUIT TONE RINGBACK				OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY			
INAPPROPRIATE CALLS:				NON-PSAP CALL-ANSWERING AGENCY:			
<b>LEGAL</b>				AVERAGE DAILY CALL VOLUME:			
STATE OR LOCAL 911 LAW/ORDINANCE:	No			CALL MIX: LE % FIRE % EMS % OTHER %			
INTERAGENCY AGREEMENTS:				INAPPROPRIATE CALLS: %			
<b>PROBLEM AREAS--COMMENTS</b>				<b>FISCAL</b>			
MOST CURRENT PROBLEM AREAS:				PLANNING/IMPLEMENTATION COST: \$			
OPERATIONAL	FINANCIAL MANAGEMENT			SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL			
TECHNICAL				FISCAL YEAR 1978 OPERATING BUDGET: \$			
COMMENTS:				BUDGET BREAKDOWN--			
NOTE: 911 calls ring simultaneously at police dept., 2 fire depts., & 3 homes of firemen.				PERSONNEL %	TELCO EQUIP./SERVICES %		
				FACILITIES %	OTHER %		
				SOURCES OF OPERATING BUDGET:			
				FEDERAL % STATE % LOCAL % OTHER %			
				<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			

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 15,000 SERVICE AREA (Sq. Mi.): 30  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Only have minor problems with telephone equipment  
 breakdowns & malfunctions.

### PSAP NAME

CLINTON, MS

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/77 ORDERED: 07/78 OPERATIONAL: 03/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 20  
 CALL MIX: LE 50 % FIRE 24 % EMS 25 % OTHER 1 %  
 INAPPROPRIATE CALLS: 5 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 20,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 27,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 93 % TELCO EQUIP./SERVICES 5 %  
 FACILITIES 0 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Jimmy Dukes  
 TITLE: Chief of Police  
 AGENCY: Clinton Police Department  
 ADDRESS: 300 Jefferson Street  
 Clinton, MS 39056

TELEPHONE NO.: 601/924-5252

## 911 SYSTEM DESCRIPTION

### PSAP NAME

DURANT, MS

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 6,500	SERVICE AREA (Sq. Mi.): 72	INITIAL PLANNING: 11/72 ORDERED: 06/73 OPERATIONAL: 03/75 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	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 1 FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 3 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 5 CALL MIX: LE 95% FIRE 5% EMS 0% OTHER 0% INAPPROPRIATE CALLS: 10%
<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 TECHNICAL	FINANCIAL MANAGEMENT	NAME: Vince F. Montone TITLE: Chief of Police AGENCY: Durant Police Department ADDRESS: City Hall, Mulberry Street Durant, MS 39063 TELEPHONE NO.: 601/653-6846
COMMENTS: ADVICE: Have a tracer & recorder system to verify calls & apprehend prank callers.		

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 22,500 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: 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 PARTIAL SR OTHER X  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

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

### PSAP NAME

GREENWOOD, MS

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1973  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 0  
 FULL-TIME CALL ANSWERERS:  
 SWORN 3 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,200  
 BUDGET BREAKDOWN--  
 PERSONNEL 2 % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: James R. Stevens  
 TITLE: Chief of Police  
 AGENCY: Greenwood Police Department  
 ADDRESS: 406 Main Street  
 Greenwood, MS 38930  
 TELEPHONE NO.: 601/453-3311

## 911 SYSTEM DESCRIPTION

THE COMMUNITY		PSAP NAME GULFPORT, MS
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:
THE TELEPHONE SYSTEM		PSAP ADMINISTRATION AND OPERATIONS
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 2	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 5	TANDEM	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 10 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 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER ANI ALI SR		AVERAGE DAILY CALL VOLUME: 25 CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 % INAPPROPRIATE CALLS: 50 %
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
PROBLEM AREAS--COMMENTS		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,000 BUDGET BREAKDOWN-- PERSONNEL 0 % TELCO EQUIP./SERVICES 50 % FACILITIES 30 % OTHER 20 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL 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.		PSAP DIRECTOR
		NAME: Gil Bailey TITLE: Chief of Communications AGENCY: Gulfport Police Department ADDRESS: P.O. Drawer "S" Gulfport, MS 39501
		TELEPHONE NO.: 601/863-4211, 4838

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

INDIANOLA, MS

#### THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 3  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/70 ORDERED: 08/70 OPERATIONAL: 09/70  
 AGENCY(S) LEADING 911 EFFORT: CITY/CNTY ADMIN  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 1  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 21 CIVILIANS 1 MULTILINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1  
 CALL MIX: LE 99% FIRE 1% EMS 0% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 449  
 BUDGET BREAKDOWN--  
 PERSONNEL 0% TELCO EQUIP./SERVICES 0%  
 FACILITIES 100% OTHER 0%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

#### PSAP DIRECTOR

NAME: Kenneth W. Boutwell  
 TITLE: Chief of Police  
 AGENCY: Indianola Police Department  
 ADDRESS: P.O. Box 269  
 Indianola, MS 38751  
 TELEPHONE NO.: 601/867-1811

# 911 SYSTEM DESCRIPTION

PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 03/75	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL	COMMON 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: 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 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: 10 CALL MIX: LE 30 % FIRE 30 % EMS 30 % OTHER 10 % 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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % 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	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 130,000 SERVICE AREA (Sq. Mi.): 50  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

### PSAP NAME

MOSS POINT, MS

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1969 ORDERED: 1969 OPERATIONAL: 1969  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 24 CIVILIANS 2 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 33 % FIRE 33 % EMS 33 % OTHER 1 %  
 INAPPROPRIATE CALLS: 25 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL  
 COMMENTS:  
 911 is an asset.

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME: Charles Barber  
 TITLE: Chief of Police  
 AGENCY: Moss Point Police Department  
 ADDRESS: 4412 Denny Avenue  
 Moss Point, MS 39563

TELEPHONE NO.: 601/475-1711

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> NATCHEZ, MS
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 DIRECT PROGRESSIVE CONTROL	COMMON 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 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: 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: \$ BUDGET BREAKDOWN-- PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER %
COMMENTS:		<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 11/78	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Other*	
<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 DIRECT PROGRESSIVE CONTROL	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: A11		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0	
HANDSET MULTI-BUTTON X	ACD PARTIAL SR	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
PBX/PABX SR	OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 4	
CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	CALL MIX: LE 30 % FIRE 10 % EMS 60 % OTHER 0 %	
RINGBACK X	OTHER	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	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL 1 % FACILITIES 0 %	TELCO EQUIP./SERVICES 99 % OTHER 0 %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
*Disaster/emergency preparedness		FEDERAL % STATE % LOCAL 99 % OTHER %	
<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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 0	COMMON 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	ACD PBX/PABX X OTHER	FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS 0 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 5 DAYS/WEEK 8 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
RINGBACK		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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 66,600 BUDGET BREAKDOWN-- PERSONNEL 75% FACILITIES 3% TELCO EQUIP./SERVICES 22% 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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		COMMON 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 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: 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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % 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.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<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**

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

PEARL, MS

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 35,000	SERVICE AREA (Sq. Mi.): 60	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	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 TECHNICAL	FINANCIAL MANAGEMENT	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
COMMENTS: Some Directory Assistance (411) calls come in on the 911 lines.		

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL	COMMON 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	FULL-TIME CALL ANSWERERS:	SWORN CIVILIANS MULTI-LINGUAL		
SPECIAL FEATURES:		CALLED PARTY HOLD IDLE CIRCUIT TONE ANI	FORCED DISCONNECT SWITCHHOOK STATUS SR	RINGBACK 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--			
MOST CURRENT PROBLEM AREAS:		OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %		
COMMENTS:				SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %			
ADVICE: 911 is an asset to the community.				PSAP DIRECTOR			
				NAME: Fulton Jackson TITLE: Chief of Police AGENCY: Philadelphia Police Department ADDRESS: 525 Main Street, City Hall Philadelphia, MS 39350			
				TELEPHONE NO.: 601/656-2131			

# 911 SYSTEM DESCRIPTION

## PSAP NAME

VICKSBURG, MS

### THE COMMUNITY

POPULATION SERVED: 77,501 SERVICE AREA (Sq. Mi.): 575  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/69 ORDERED: 03/69 OPERATIONAL: 12/69  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 3  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 7  
 FULL-TIME CALL ANSWERERS:  
 SWORN 6 CIVILIANS MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME:  
 CALL MIX: LE 1 % FIRE 39 % EMS 60 % OTHER 0 %  
 INAPPROPRIATE CALLS: %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 25,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Problems stem from our dispatchers & are related  
 to fire department function.

### FISCAL

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

### PSAP DIRECTOR

NAME: Robert M. Cunningham  
 TITLE: Chief  
 AGENCY: Fire Department  
 ADDRESS: P.O. Box 150  
 Vicksburg, MS 39180  
 TELEPHONE NO.: 601/636-1603

**SURVEY NON-RESPONDENTS**

328	<p><b>GUYNELL TURNER</b> SERGEANT OF COMMUNICATIONS BRANDON POLICE DEPARTMENT 917 WEST GOVERNMENT BRANDON , MS 39402 (601) 825-7225</p> <p><b>FREDDIE TILGHMAN</b> CHIEF OF POLICE GRENADA POLICE DEPARTMENT 368 VAN DORN ST GRENADA , MS 38901 (601)226-1211</p> <p><b>PAUL W. CRAVEN</b> CHIEF OF POLICE LAUREL POLICE DEPT. 317 S. MAGNOLIA LAUREL , MS 39440 (601) 425-4711</p> <p><b>L D KENNEDY</b> SERGEANT MAGEE POLICE DEPT 114 CHOCATW ST MAGEE , MS 39111 (601)849-2366</p> <p><b>MIKE STEWART</b> ADMINISTRATIVE ASSISTANT OXFORD POLICE DEPT. 206 N LAMAR OXFORD , MS 38655 (601)236-1310</p>	<p><b>DEVITT L MARTIN</b> CHIEF FIRE DEPT 269 SOUTH JACKSON ST CRYSTAL SPRINGS , MS 39059 (601)892-1313</p> <p><b>JOHN Q ADAMS</b> CHIEF OF POLICE HATTIESBURG POLICE DEPT. 200 FOREST ST HATTIESBURG , MS 39401 (601)544-7900</p> <p><b>EDWARD ELLISON</b> CHIEF OF POLICE LEXINGTON POLICE 207 TCHULA LEXINGTON , MS 39095 (601) 834-3508</p> <p><b>LEE BARKBULL</b> CHIEF OF POLICE MCCOMB POLICE DEPT P.O. BOX K MCCOMB , MS 39648 (601) 684-3213</p> <p><b>ROBERT WILLIAMS</b> DIRECTOR OF EMS EMS AUTHORITY 116 N MAIN PONTOTOC , MS 38863 (601)489-2006</p>	<p><b>EUGENE F WILLISON</b> FIRE CHIEF FIRE DEPT 108 COURT ST ELLISVILLE , MS 39437 (601)477-9272</p> <p><b>LARRY J FISHER</b> DEPUTY CHIEF TECH. SVCS. JACKSON POLICE DEPARTMENT 327 E PASCAGOULA ST JACKSON , MS 39205 (601) 960-1000 *ANI*</p> <p><b>CHARLES S. LAWRENCE</b> CITY CLERK LOUISVILLE CITY HALL 200 S CHURCH LOUISVILLE , MS 39339 (601)773-3511</p> <p><b>BARRY MANGUM</b> RADIO DISPATCHER MENDENHALL POLICE DEPT THAMES ALLEY MENDENHALL , MS 39114 (601) 847-2641</p> <p><b>HUGH MONTEITH JR.</b> SHERIFF TUNICA SHERIFF'S DEPT P.O. BOX 25 TUNICA , MS 38676 (601) 363-1411</p>	<p><b>ROBERT C SKINNER</b> CHIEF OF POLICE GREENVILLE POLICE DEPARTMENT 216 MAIN ST GREENVILLE , MS 38701 (601)378-3636</p> <p><b>WESLEY KUYKANDELL</b> CHIEF OF POLICE Kosciusko POLICE DEPARTMENT 209 WEST ADAMS STREET Kosciusko , MS 39090 (601) 289-3131</p> <p><b>CHARLES GILLESPIE</b> DEPUTY SHERIFF NOXUBEE COUNTY SHERIFF'S DEPT. 505 S. JEFFERSON MACON , MS 39341 (601)726-5332</p> <p><b>T R WILLIAMS</b> POLICEMAN MIZE POLICE DEPARTMENT MIZE , MS 31196 (601)733-2221</p> <p><b>DANIEL D. FIELDER</b> CHIEF OF POLICE WINONA POLICE DEPT. S. FRONT ST. WINONA , MS 38967 (601) 283-1121</p>
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## 911 SYSTEM DESCRIPTION

### PSAP NAME

COLUMBIA, MO

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 77,000	SERVICE AREA (Sq. Mi.): 5.80	INITIAL PLANNING: 01/70 ORDERED: 09/71 OPERATIONAL: 09/72
POLITICAL JURISDICTIONS SERVED: 2*		AGENCY(S) LEADING 911 EFFORT: Other*
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--1, FIRE--1, EMS--2
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 8	PSAP ADMINISTERED BY: Comm. ctr.
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM 2	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
DIRECT PROGRESSIVE CONTROL 6	UNKNOWN 0	CALL-ANSWERING POSITIONS: 4
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 0	FULL-TIME CALL ANSWERERS:
DIAL TONE FIRST STATUS: All		SWORN CIVILIANS 17 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
HANDSET X	MULTI-BUTTON X	NON-PSAP CALL-ANSWERING AGENCY:
ACD	PBX/PABX X	AVERAGE DAILY CALL VOLUME: 350
SPECIAL FEATURES:		CALL MIX: LE 75 % FIRE 20 % EMS 5 % OTHER 0 %
CALLED PARTY HOLD X	FORCED DISCONNECT X	INAPPROPRIATE CALLS: 20 %
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI ALI SR	PARTIAL SR OTHER	
<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: \$ 238,000
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--
OPERATIONAL	FINANCIAL	PERSONNEL 81 % TELCO EQUIP./SERVICES 9 %
TECHNICAL	MANAGEMENT X	FACILITIES 2 % OTHER 8 %
COMMENTS:		SOURCES OF OPERATING BUDGET:
High stress causes abnormal turnover of employees.		FEDERAL % STATE % LOCAL 95 % OTHER 5 %
ADVICE: Plan--plan--plan. Where possible collocate 911 with radio dispatch for all agencies.		
*Citizen action group.		<b>PSAP DIRECTOR</b>
		NAME: Jimmy D. Patty
		TITLE: Director
		AGENCY: Joint Communication Center
		ADDRESS: P.O. "N"
		Columbia, MO 65201
		TELEPHONE NO.: 314/874-7210

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 40,700 SERVICE AREA (Sq. Mi.): 36

POLITICAL JURISDICTIONS SERVED: 1

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	COMMON CONTROL
DIRECT PROGRESSIVE CONTROL	UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	OTHER
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#### SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL
TECHNICAL X	MANAGEMENT

#### COMMENTS:

Time involved in tracing calls.

## PSAP NAME

JOPLIN, MO

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/73 ORDERED: OPERATIONAL: 07/75

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

#### FULL-TIME CALL ANSWERERS:

SWORN	4	CIVILIANS	8	MULTI-LINGUAL	0
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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 %
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INAPPROPRIATE CALLS: 75 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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### PSAP DIRECTOR

NAME:	Larry Tennis
TITLE:	Chief of Police
AGENCY:	Joplin Police Department
ADDRESS:	303 E. Third Joplin, MO 64801

TELEPHONE NO.: 417/623-3131

# 911 SYSTEM DESCRIPTION

		<b>PSAP NAME</b>	NEVADA, MO
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 29,065 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	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1 CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL INCOMING 911 TRUNKS: DIRECT 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 PARTIAL SR OTHER ANI ALI SR		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 CALI-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 15 CALL MIX: LE 40 % FIRE 40 % EMS 20 % OTHER 0 % INAPPROPRIATE CALLS: 10 %	
<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: \$ 42,400 BUDGET BREAKDOWN-- PERSONNEL 80 % TELCO EQUIP./SERVICES 10 % FACILITIES 5 % OTHER 5 % SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL COMMENTS:		NAME: Larry Moore TITLE: Chief of Police AGENCY: Nevada Police Department ADDRESS: 120 South Ash Nevada, MO 64772 TELEPHONE NO.: 417/667-6301	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 60,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

All phone numbers with a "9" come in on the 911 line. Telco says it cannot be corrected--it is a switching equipment problem.

ADVICE: Define 911 as emergency no. in phone book.

### PSAP NAME

POPLAR BLUFF, MO

### HISTORICAL BACKGROUND

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 8 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 30  
 CALL MIX: LE 5% FIRE 1% EMS 1% OTHER 93%  
 INAPPROPRIATE CALLS: 93%

### FISCAL

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

### PSAP DIRECTOR

NAME: Clifford Hodge  
 TITLE: Chief of Police  
 AGENCY: Poplar Bluff Police Department  
 ADDRESS: 301 Moran Street  
 Poplar Bluff, MO 63901

TELEPHONE NO.: 314/785-5776, 2606

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 161,000 SERVICE AREA (Sq. Mi.): 63  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 4 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 3 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 14 TANDEM 0  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

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### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

#### COMMENTS:

No formal comm. div. so supervisory functions are too decentralized. ADVICE: Establish committee of agencies & telco representatives & an SOP guideline. Publicity is extremely important.

### PSAP NAME

SPRINGFIELD, MO

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/78 ORDERED: 10/78 OPERATIONAL: 04/79  
 AGENCY(S) LEADING 911 EFFORT: Emerg. med.  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 14 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 157  
 CALL MIX: LE 62% FIRE 11% EMS 27% OTHER 0%  
 INAPPROPRIATE CALLS: 33%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 71,700  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X  
 FISCAL YEAR 1979 OPERATING BUDGET: \$ 125,973  
 BUDGET BREAKDOWN--  
 PERSONNEL 91% TELCO EQUIP./SERVICES 9%  
 FACILITIES 0% OTHER 0%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Randy Wicks  
 TITLE: Corporal  
 AGENCY: Springfield Police Department  
 ADDRESS: 321 E. Chestnut Expressway  
 Springfield, MO 65802

TELEPHONE NO.: 417/864-1700

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 80,000 SERVICE AREA (Sq. Mi.): 50  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 2 COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 5 TANDEM  
 DIAL TONE FIRST STATUS: 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 OTHER  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

ADVICE: Educate public as to the proper use of  
 911. Make sure all user agencies understand how  
 911 service works.

### PSAP NAME

ST. JOSEPH, MO

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/69 ORDERED: 06/69 OPERATIONAL: 01/70  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 16 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 18 % FIRE 3 % EMS 4 % OTHER %  
 INAPPROPRIATE CALLS: 10 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %  
 FACILITIES 0 % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Bill Atkins  
 TITLE: Communications Supervisor  
 AGENCY: Fire/Police Department  
 ADDRESS: 710 South 9th Street  
 St. Joseph, MO 64501

TELEPHONE NO.: 816/271-4707

SURVEY NON-RESPONDENTS

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

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

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

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

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

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

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

911 SYSTEMS NOT CONTACTED

DONALD J. LOEHR  
CHIEF OF POLICE  
BALLWIN POLICE DEPARTMENT  
300 CITY HALL DR.  
BALLWIN, MO 63011  
(314) 227-9636 \*SR/ANI\*

WILLIAM HARLAN  
DIRECTOR OF COMMUNICATIONS  
ST. LOUIS COUNTY POLICE DEPT.  
CLAYTON, MO 63105  
(314) 889-2361 \*SR/ANI\*

RAY JOHNSON  
CHIEF OF POLICE  
DES PERES POLICE DEPARTMENT  
1019 BALLAS RD.  
DES PERES, MO 63131  
(314) 822-1590 \*SR/ANI\*

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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.  
RICHMOND 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 WÖRTERER  
CHIEF OF POLICE  
BERKELEY POLICE DEPARTMENT  
5860 N. HANLEY RD.  
BERKELEY, MO 63134  
(314) 524-3381 \*SR/ANI\*

MICHAEL M. BROSER  
CHIEF OF POLICE  
CLAYTON POLICE DEPARTMENT  
227 S. CENTRAL AVE.  
CLAYTON, MO 63105  
(314) 727-8100 \*SR/ANI\*

ESTON RANDOLPH, JR.  
CHIEF OF POLICE  
FERGUSON POLICE DEPARTMENT  
222 S. FLORISSANT  
FERGUSON, MO 63135  
(314) 522-3100 \*SR/ANI\*

ALFRED T. ZŁOTOPÓLSKI  
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 GIACOPPELLI  
CHIEF OF POLICE  
BRENTWOOD POLICE DEPARTMENT  
2348 BRENTWOOD BLVD.  
BRENTWOOD, MO 63144  
(314) 961-4700 \*SR/ANI\*

MEL LOYD  
CHIEF OF POLICE  
CRESTWOOD POLICE DEPARTMENT  
NO. 1 DETJEN DR.  
CRESTWOOD, MO 63126  
(314) 966-4700 \*SR/ANI\*

ROBERT LOWERY  
CHIEF OF POLICE  
FLORISSANT POLICE DEPARTMENT  
619 ST. FRANCOIS  
FLORISSANT, MO 63031  
(314) 831-7000 \*SR/ANI\*

DANIEL B. LINZA  
CHIEF OF POLICE  
KIRKWOOD POLICE DEPARTMENT  
137 W. MADISON AVE.  
KIRKWOOD, MO 63122  
(314) 822-5866 \*SR/ANI\*

ROBERT D. COLE  
CHIEF OF POLICE  
OLIVETTE POLICE DEPARTMENT  
4973 OLIVE BLVD.  
OLIVETTE, MO 63132  
(314) 993-3610 \*SR/ANI\*

MAURICE H. MC CUE  
MARSHALL  
ST. ANN POLICE DEPARTMENT  
10405 ST. CHARLES ROCK RD.  
ST. ANN, MO 63074  
(314) 427-8000 \*SR/ANI\*

CLYDE WALLACE  
CHIEF OF POLICE  
WEBSTER GROVES POLICE DEPT.  
4 S. ELM AVENUE  
WEBSTER GROVES, MO 63119  
(314) 962-2000 \*SR/ANI\*

GEORGE KRELO  
CHIEF OF POLICE  
BRIDGETON POLICE DEPARTMENT  
11955 NATURAL BRIDGE RD.  
BRIDGETON, MO 63044  
(314) 739-5700 \*SR/ANI\*

DON DANIEL  
CHIEF OF POLICE  
CREVE COEUR POLICE DEPARTMENT  
11631 OLIVE BLVD.  
CREVE COEUR, MO 63141  
(314) 567-9050 \*SR/ANI\*

CECIL H. LIVESAY  
CHIEF OF POLICE  
GLENDALE POLICE DEPARTMENT  
424 N. SAPPINGTON RD.  
GLENDALE, MO 63122  
(314) 965-6851 \*SR/ANI\*

KENNETH A. KRUEGER  
CHIEF OF POLICE  
LADUE POLICE DEPARTMENT  
9345 CLAYTON RD.  
LADUE, MO 63124  
(314) 993-1214 \*SR/ANI\*

RAY F. POESCHEL  
CHIEF OF POLICE  
OVERLAND POLICE DEPARTMENT  
2410 GOODALE AVE.  
OVERLAND, MO 63114  
(314) 428-1212 \*SR/ANI\*

L.T. JAY R. CANADA  
COMMANDER, COMMUNICATIONS DIV.  
ST. LOUIS POLICE DEPARTMENT  
1200 CLARK AVENUE  
ST. LOUIS, MO 63103  
(314) 444-5503 \*SR/ANI\*

JESSE HENDERSON  
NAMPA CHAIRMAN  
NAMPA  
1414 EVERGREEN  
WELLSTON, MO 63133  
(314) 382-1122/2263 \*SR/ANI\*

**MONTANA**

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

BILLINGS, MT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 100,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 03/72	ORDERED: 03/71 OPERATIONAL: 03/72
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/ctny admin	
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:	911 WIRED CENTRAL OFFICES: 2	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:	STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 0	COMMON CONTROL 1 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS:	DIRECT 5	TANDEM 5	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
DIAL TONE FIRST STATUS:	None		
CALL-ANSWERING EQUIPMENT:	HANDSET MULTI-BUTTON X	ACD	PBX/PABX OTHER
SPECIAL FEATURES:	CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR	RINGBACK X OTHER
		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		
<b>PROBLEM AREAS--COMMENTS</b>			
MOST CURRENT PROBLEM AREAS:	OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	
COMMENTS:			
<b>PSAP DIRECTOR</b>			
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  
DIRECT PROGRESSIVE CONTROL 1

COMMON 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  
IDLE CIRCUIT TONE  
ANI ALI.

FORCED DISCONNECT X  
SWITCHHOOK STATUS  
SR PARTIAL SR

RINGBACK X  
OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
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 preparedness

### 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 %  
FACILITIES %

TELCO EQUIP./SERVICES %  
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

# 911 SYSTEM DESCRIPTION

PSAP NAME

CONRAD, MT

## THE COMMUNITY

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

## HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:  
AGENCY(S) LEADING 911 EFFORT: Emerg. med.  
AGENCIES SERVED POST-IMPLEMENTATION:

## THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
CENTRAL OFFICE SWITCHING EQUIPMENT:  
STORED PROGRAM COMMON CONTROL  
DIRECT PROGRESSIVE CONTROL UNKNOWN X  
INCOMING 911 TRUNKS: DIRECT TANDEM  
DIAL TONE FIRST STATUS:  
CALL-ANSWERING EQUIPMENT:  
HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER  
SPECIAL FEATURES:  
CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
ANI ALI SR

## PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 3  
FULL-TIME CALL ANSWERERS:  
SWORN 5 CIVILIANS 5 MULTI-LINGUAL 0  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME:  
CALL MIX: LE % FIRE % EMS % OTHER %  
INAPPROPRIATE CALLS: 75 %

## LEGAL

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

## FISCAL

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

## PROBLEM AREAS--COMMENTS

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

## PSAP DIRECTOR

NAME: Walter L. Hammermeister  
TITLE: Sheriff  
AGENCY: Pondera County Sheriff's Department  
ADDRESS: P.O. Box 958 Conrad, MT 59425  
TELEPHONE NO.: 406/278-3923

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		SWORN 3 CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X RINGBACK SWITCHHOOK STATUS PARTIAL SR OTHER		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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT		PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
COMMENTS: Getting incorrect number.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
		<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MILES CITY, MT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,000	SERVICE AREA (Sq. Mi.): 5,000	INITIAL PLANNING: 05/79 ORDERED: OPERATIONAL: 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	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN 4 CIVILIANS 4 MULTI-LINGUAL OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	AVERAGE DAILY CALL VOLUME: 5 CALL MIX: LE 80% FIRE 20% EMS 0% OTHER 0% INAPPROPRIATE CALLS: 30%	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM		
DIAL TONE FIRST STATUS: None			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK X OTHER	
<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: \$ 55,000 BUDGET BREAKDOWN-- PERSONNEL 75% TELCO EQUIP./SERVICES 4% FACILITIES 0% OTHER 21%	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:			
		<b>PSAP DIRECTOR</b>	
		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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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 70,000 SERVICE AREA (Sq. Mi.): 2,624

POLITICAL JURISDICTIONS SERVED: 6

PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 8 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM COMMON CONTROL  
DIRECT PROGRESSIVE CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT TANDEM

DIAL TONE FIRST STATUS: None

CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS\*

MOST CURRENT PROBLEM AREAS:

OPERATIONAL FINANCIAL X  
TECHNICAL MANAGEMENT

COMMENTS:

\*Grants group

### PSAP NAME

MISSOULA, MT

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: 05/75 OPERATIONAL: 09/76

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: Multi-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:

SWORN O CIVILIANS 13 MULTI-LINGUAL O

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: %

### 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	%
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### PSAP DIRECTOR

NAME: Iona L. Dvorak  
TITLE: Center Supervisor  
AGENCY: Missoula County General Services  
ADDRESS: Missoula Courthouse Annex  
Missoula, MT 59801

TELEPHONE NO.: 406/721-5700 x450

SURVEY NON-RESPONDENTS

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

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

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

LARRY D MARQUET  
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

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**NEBRASKA**

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> ALLIANCE, NE
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 O DIRECT PROGRESSIVE CONTROL O		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 1 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING POSITIONS: 3
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN O CIVILIANS 5 MULTI-LINGUAL O
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 75 CALL MIX: LE 89 % FIRE 1 % EMS 4 % OTHER 1 % INAPPROPRIATE CALLS: 85 %
FORCED DISCONNECT SWITCHHOOK STATUS X PARTIAL SR OTHER		RINGBACK
<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 BUDGET BREAKDOWN-- PERSONNEL 82 % FACILITIES 0 % TELCO EQUIP./SERVICES 16 % OTHER 16 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 97 % OTHER 3 %
COMMENTS:  3% of operating budget comes from pre-established contributions of user agencies.		<b>PSAP DIRECTOR</b>
ADVICE: Start public education program before cut-over. Try to include all jurisdictions in system.		NAME: Betty L. Everton TITLE: Communications Supervisor AGENCY: Alliance Police Department ADDRESS: P.O. Drawer "D" Alliance, NE 69301 TELEPHONE NO.: 308/762-4955

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

BEATRICE, NE

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>				
POPULATION SERVED: 16,840	SERVICE AREA (Sq. Mi.): 286	INITIAL PLANNING: 08/70	ORDERED: 12/70			
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 06/71				
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		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	PSAP ADMINISTERED BY: LE				
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes				
STORED PROGRAM DIRECT PROGRESSIVE CONTROL 2	COMMON CONTROL UNKNOWN	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage				
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING POSITIONS: 1				
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS:				
CALL-ANSWERING EQUIPMENT:		SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0				
HANDSET	MULTI-BUTTON	ACD	PBX/PABX X OTHER			
SPECIAL FEATURES:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY				
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI	FORCED DISCONNECT SWITCHHOOK STATUS SR	RINGBACK	NON-PSAP CALL-ANSWERING AGENCY:			
PARTIAL SR		OTHER	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 TECHNICAL X		BUDGET BREAKDOWN--				
FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %			
COMMENTS: Have lots of wrong numbers.		FACILITIES %	OTHER %			
		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				

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CHADRON, NE

#### THE COMMUNITY

#### HISTORICAL BACKGROUND

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 2 OTHER 0

INITIAL PLANNING: 08/70 ORDERED: 02/71 OPERATIONAL: 08/71  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

#### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 5 MULTI-LINGUAL 1  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 89  
 CALL MIX: LE 95 % FIRE 2 % EMS 2 % OTHER 1 %  
 INAPPROPRIATE CALLS: 5 %

#### LEGAL

#### 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

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

ADVICE: Should have a 24-hour dispatcher.

FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,574  
 BUDGET BREAKDOWN--

PERSONNEL	68 %	TELCO EQUIP./SERVICES	8 %
FACILITIES	0 %	OTHER	24 %

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

#### PSAP DIRECTOR

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

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> FREMONT, NE
POPULATION SERVED: 42,000	SERVICE AREA (Sq. Mi.): 100	INITIAL PLANNING: 10/70 ORDERED: 12/71 OPERATIONAL: 09/72
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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 7	TANDEM 5	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 CIVILIANS 4 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 X	OTHER	AVERAGE DAILY CALL VOLUME: 25 CALL MIX: LE 95 % FIRE 5 % EMS 0 % OTHER 0 % INAPPROPRIATE CALLS: 15 %
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,378
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X
<b>PROBLEM AREAS--COMMENTS</b>		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 TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS:		<b>PSAP DIRECTOR</b>
		NAME: Fred W. Whitt TITLE: Chief of Police AGENCY: Fremont Police Department ADDRESS: 605 N. Broad Fremont, NE 68025
		TELEPHONE NO.: 402/727-4575

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 72,000 SERVICE AREA (Sq. Mi.): 400  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 2

### PSAP NAME

GRAND ISLAND, NE

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/67 ORDERED: 06/69 OPERATIONAL: 05/70  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: Fire--1, EMS--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 9 TANDEM  
 DIAL TONE FIRST STATUS: 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 PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 9 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 50  
 CALL MIX: LE 75 % FIRE 5 % EMS 15 % OTHER 5 %  
 INAPPROPRIATE CALLS: %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 90,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 122,090  
 BUDGET BREAKDOWN:  
 PERSONNEL 73 % TELCO EQUIP./SERVICES 17 %  
 FACILITIES 0 % OTHER 10 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 90 % OTHER 10 %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

10% of operating budget comes from pre-established contributions of user agencies.

ADVICE: Use best technical advice available.

\*Disaster/emergency preparedness

### PSAP DIRECTOR

NAME: Dwight A. Beilke  
 TITLE: Deputy Chief of Police  
 AGENCY: Grand Island Police Department  
 ADDRESS: 131 South Locust Street  
 Grand Island, NE 68801  
 TELEPHONE NO.: 308/384-8400

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> HOLDREGE, NE
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
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 100 % FIRE 0 % EMS 0 % OTHER 0 % INAPPROPRIATE CALLS: 60 %
<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 BUDGET BREAKDOWN-- PERSONNEL 94 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 6 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS:		<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

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

IMPERIAL, NE

### THE COMMUNITY

POPULATION SERVED: 4,000 SERVICE AREA (Sq. Mi.): 888  
 POLITICAL JURISDICTIONS SERVED: 6  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/75 ORDERED: 10/75 OPERATIONAL: 2/76  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL 1 COMMON 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 PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 0  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 20% FIRE 30% EMS 40% OTHER 10%  
 INAPPROPRIATE CALLS: 5%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 24,387  
 BUDGET BREAKDOWN--  
 PERSONNEL 100% TELCO EQUIP./SERVICES 0%  
 FACILITIES 0% OTHER 0%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Get a lot of wrong numbers. Also get calls where calling party does not answer or children playing with the phone.

\*Fire & telco

### PSAP DIRECTOR

NAME: Bill Jaeger  
 TITLE: Sheriff  
 AGENCY: Chase County Sheriff's Department  
 ADDRESS: Box 102  
 Imperial, NE 69033

TELEPHONE NO.: 308/882-4748

## 911 SYSTEM DESCRIPTION

PSAP NAME

LINCOLN, NE

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 186,000	SERVICE AREA (Sq. Mi.): 936	INITIAL PLANNING:	ORDERED: OPERATIONAL: 09/69
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 2 OTHER 7		AGENCIES SERVED POST-IMPLEMENTATION:	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 6	PSAP ADMINISTERED BY: Fire	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 0	COMMON CONTROL 5 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 14	TANDEM 3	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: All		CALL-ANSWERING POSITIONS: 4	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		FULL-TIME CALL ANSWERERS: SWORN 9 CIVILIANS 0 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		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		PLANNING/IMPLEMENTATION COST: \$ 150,000	
INTERAGENCY AGREEMENTS: Other*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		NAME: Jim L. Cary TITLE: Communications Supervisor AGENCY: Lincoln Fire Department ADDRESS: 555 S. 10th Lincoln, NE 68508	
COMMENTS:  There is no overall budget for system. Each agency funds their own operations.		TELEPHONE NO.: 402/475-21-5	
ADVICE: Get 911-knowledgeable person to help plan system. *Users committee			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 1
DIAL TONE FIRST STATUS: All			FULL-TIME CALL ANSWERERS:
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		SWORN CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	RINGBACK 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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 0	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 3 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 IDLE CIRCUIT TONE ANI ALI SR		AVERAGE DAILY CALL VOLUME: 12 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: \$	
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 X FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:		<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

O'NEILL, NE

### THE COMMUNITY

POPULATION SERVED: 4,000\*

SERVICE AREA (Sq. Mi.): 420

POLITICAL JURISDICTIONS SERVED: 1

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/73 ORDERED: 12/73 OPERATIONAL: 02/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM

DIRECT PROGRESSIVE CONTROL

COMMON 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

IDLE CIRCUIT TONE

ANI

ALI

SR

FORCED DISCONNECT

SWITCHHOOK STATUS

PARTIAL SR

RINGBACK X

OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL X  
MANAGEMENT

#### COMMENTS:

\*Population (1975) provided by outside source.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN 4 CIVILIANS 2 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4

CALL MIX: LE 5 % FIRE 20 % EMS 75 % OTHER 0 %

INAPPROPRIATE CALLS: 0 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 1,023

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

FISCAL YEAR 1978 OPERATING BUDGET: \$ 23,556

#### BUDGET BREAKDOWN--

PERSONNEL 80 %  
FACILITIES 0 %

TELCO EQUIP./SERVICES 20 %  
OTHER 0 %

#### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Robert L. Stahlecker  
TITLE: Chief of Police  
AGENCY: O'Neill Police Department  
ADDRESS: 401 E. Fremont  
O'Neill, NE 68763

TELEPHONE NO.: 402/336-1955

## 911 SYSTEM DESCRIPTION

### PSAP NAME

OGALLALA, NE

#### THE COMMUNITY

POPULATION SERVED: 7,000 SERVICE AREA (Sq. Mi.): 40  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 1970 OPERATIONAL: 1971  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 12  
 CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %  
 INAPPROPRIATE CALLS: 50 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 40 % TELCO EQUIP./SERVICES 10 %  
 FACILITIES 0 % OTHER 50 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

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

#### PSAP DIRECTOR

NAME: Harold L. Peterson  
 TITLE: Chief Dispatcher  
 AGENCY: Ogallala Police Department  
 ADDRESS: 411 E. 2nd Street  
 Ogallala, NE 69153  
 TELEPHONE NO.: 308/284-2011

# 911 SYSTEM DESCRIPTION

## PSAP NAME

OMAHA, NE

### THE COMMUNITY

POPULATION SERVED: 536,000 SERVICE AREA (Sq. Mi.): 550  
 POLITICAL JURISDICTIONS SERVED: 14  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/68 ORDERED: 10/69 OPERATIONAL: 05/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 16  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 7 COMMON CONTROL 6  
 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 72 TANDEM  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD X PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR. OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 6  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 28 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 600  
 CALL MIX: LE 80% FIRE 5% EMS 15% OTHER 0%  
 INAPPROPRIATE CALLS: 20%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 10,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 49,200  
 BUDGET BREAKDOWN--  
 PERSONNEL 60% TELCO EQUIP./SERVICES 30%  
 FACILITIES 0% OTHER 10%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Have wide-spread publicity of how 911 system works & what to expect from responding agencies.

\*310 switching console

### PSAP DIRECTOR

NAME: Albert F. Jones  
 TITLE: Chief of Public Safety, Comm. Division  
 AGENCY: Public Safety Department  
 ADDRESS: 1819 Farnam  
 Omaha, NE 68183

TELEPHONE NO.: 402/444-5800

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> OSCEOLA, NE
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS:		FULL-TIME CALL ANSWERERS: SWORN 3 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:
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		AVERAGE DAILY CALL VOLUME: 8 CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 % INAPPROPRIATE CALLS: 30 %
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER		RINGBACK
<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: \$ 600 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		PERSONNEL 0 % FACILITIES 0 % TELCO EQUIP./SERVICES 90 % OTHER 10 %
FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS:		<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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 3,500 SERVICE AREA (Sq. Mi.): 180  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 3 OTHER 1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 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, ANI ALI SR SWITCHHOOK STATUS PARTIAL SR OTHER  
 INAPPROPRIATE CALLS: 20%

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Have problems training competent personnel & paying them a good salary.

ADVICE: Assign one person to administer system.

Budget comes from pre-established contributions.

### PSAP NAME

PENDER, NE

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/72 ORDERED: 03/73 OPERATIONAL: 04/74  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 2 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5  
 CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0%  
 INAPPROPRIATE CALLS: 20%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1973 OPERATING BUDGET: \$ 1,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 0% TELCO EQUIP./SERVICES 100%  
 FACILITIES 0% OTHER 0%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER 100%

### PSAP DIRECTOR

NAME: Clyde M. Storie  
 TITLE: Sheriff  
 AGENCY: Thurston County Sheriff's Department  
 ADDRESS: Courthouse  
 Pender, NE 68047  
 TELEPHONE NO.: 402/385-3018

## 911 SYSTEM DESCRIPTION

### PSAP NAME

RUSHVILLE, NE

#### THE COMMUNITY

POPULATION SERVED: 4,500 SERVICE AREA (Sq. Mi.): 600  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 06/74 OPERATIONAL: 10/74  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 50 % FIRE 25 % EMS 10 % OTHER 15 %  
 INAPPROPRIATE CALLS: 25 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 1,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 20,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 90 % TELCO EQUIP./SERVICES 5 %  
 FACILITIES 5 % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

COMMENTS:

#### PSAP DIRECTOR

NAME: Marvie J. Talbot  
 TITLE: Sheriff  
 AGENCY: Sheridan County Sheriff's Office  
 ADDRESS: Rushville, NE 69360  
 TELEPHONE NO.: 308/327-2161

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SIDNEY, NE

#### THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 2,200  
 POLITICAL JURISDICTIONS SERVED: 6  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/68 ORDERED: 01/69 OPERATIONAL: 06/69  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM O COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL O UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT O TANDEM 3  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 5  
 FULL-TIME CALL ANSWERERS:  
 SWORN O CIVILIANS 6 MULTI-LINGUAL O  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 %  
 INAPPROPRIATE CALLS: 20 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES 100 %  
 FACILITIES O % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

#### PSAP DIRECTOR

NAME: Roy Bauer  
 TITLE: Chief of Police  
 AGENCY: Sidney Police Department  
 ADDRESS: Cheyenne County Courthouse  
 Sidney, NE 69162

TELEPHONE NO.: 308/254-5515

## 911 SYSTEM DESCRIPTION

### PSAP NAME

VALENTINE, NE

#### THE COMMUNITY

POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 600  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

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

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 4 CIVILIANS MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 50% FIRE 20% EMS 20% OTHER 10%  
 INAPPROPRIATE CALLS: 30%

#### LEGAL

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

#### FISCAL

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

#### PSAP DIRECTOR

NAME: Melvin Christensen  
 TITLE: Sheriff  
 AGENCY: Cherry County Sheriff's Department  
 ADDRESS: 365 N. Main  
 Valentine, NE 69201  
 TELEPHONE NO.: 402/376-1890

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WAYNE, NE

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 6,000	SERVICE AREA (Sq. Mi.): 110	INITIAL PLANNING: 12/73	ORDERED: 06/75 OPERATIONAL: 09/75
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: LE	
PUBLIC SAFETY AGENCIES SERVED: LE 3 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 DIRECT PROGRESSIVE CONTROL	COMMON 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: 4	
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 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 X	OTHER	AVERAGE DAILY CALL VOLUME: 1 CALL MIX: LE 70 % FIRE 10 % EMS 7 % OTHER 13 % INAPPROPRIATE CALLS: 31 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,628	
INTERAGENCY AGREEMENTS: Federal grant		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL X	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 35,036 BUDGET BREAKDOWN-- PERSONNEL 85 % FACILITIES 0 % TELCO EQUIP./SERVICES 9 % OTHER 6 %	
COMMENTS:  Have some problems with the ringback feature.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
ADVICE: Plan a continuing public education program		<b>PSAP DIRECTOR</b>	
		NAME: Vern D. Fairchild TITLE: Chief of Police AGENCY: Wayne Police Department ADDRESS: 306 Pearl Street Wayne, NE 68787	
		TELEPHONE NO.: 402/375-2626	

**SURVEY NON-RESPONDENTS**

<p><b>NEDRA M NORTON</b> CHIEF DISPATCHER BROWN CNTY SHERIFF'S DEPT. 142 WEST 4TH ST AINSWORTH , NE 69210 (402)387-1440</p> <p><b>WESLEY BAXA</b> CHIEF OF POLICE COLUMBUS POLICE DEPARTMENT 1455 27TH AVE COLUMBUS , NE 68601 (402)564-3201</p> <p><b>ROD HUTT</b> PERKINS COUNTY SHERIFF'S DEPT. COURT HOUSE GRANT , NE 69140 (308)352-4375</p> <p><b>LOLA E. VERMAAS</b> COMMUNICATIONS SUPERVISOR LEXINGTON POLICE DEPARTMENT PO BOX 70 LEXINGTON , NE 68850 (308)324-2317</p> <p><b>MAURICE D. SALAK</b> SHERIFF COLFAX CTY SHERIFF'S OFFICE 411 E 11TH ST SCHUYLER , NE 68661 (402)352-2219</p> <p><b>EDWARD PROKOP</b> SHERIFF SALINE COUNTY SHERIFF'S DEPT. WILBER ST WILBER , NE 68465 (402) 821-2494</p>	<p><b>BILL SCHULTZ</b> SHERIFF HAMILTON CTY SHERIFF'S DEPT. 715 12TH ST AURORA , NE 68818 (402) 694-6936</p> <p><b>JIM ROACH</b> CHIEF OF POLICE CRETE POLICE DEPARTMENT 239 E 13TH CRETE , NE 68333 (402)826-4311</p> <p><b>MARILYN COOPER</b> ADMINISTRATOR THAYER CNTY HOSPITAL HEBRON , NE 68370 (402)768-6041</p> <p><b>TOM KENNY</b> CITY DIR OF COMMUNICATIONS CITY/CTY PUB SAF AUTHORITY 246 N. COLORADO ST MINDEN , NE 68959 (308)832-1820</p> <p><b>GENE CLAXTON</b> CHIEF OF POLICE SO. SIOUX CITY POLICE DEPT. 1615 DAKOTA AVE SO. SIOUX CITY , NE 68776 (402)494-2444</p>	<p><b>DAN R. SCHNEIDERHENIZ</b> SHERIFF MERRICK CNTY SHERIFF'S OFFICE 1821 16TH AVENUE CENTRAL CITY , NE 68826 (308)946-2345</p> <p><b>MICHAEL BOWAN</b> HOSPITAL ADMINISTRATOR WARREN MEMORIAL HOSPITAL 905 2ND ST FRIEND , NE 68359 (402) 947-2541</p> <p><b>HUGH RATH</b> COMMUNICATIONS DIR KEARNEY PD, COMM. DEPT. KEARNEY MUNICIPAL BLDG. KEARNEY , NE 68847 (308)237-2104</p> <p><b>FAY E. CLARK</b> CHIEF DISPATCHER NORTH PLATTE POLICE DEPT. 703 S. JEFFERS NORTH PLATTE , NE 69101 (308)532-3210</p> <p><b>BERLIN GRØMLAND</b> CHIEF OF POLICE STROMSBORG POLICE DEPARTMENT 4TH AND EXCHANGE STROMSBORG , NE 68666 (402) 764-2231</p>	<p><b>LAWRENCE E. STRUBEL</b> POLICE CHIEF CHAMBERS POLICE DEPARTMENT CHAMBERS , NE 68725 (402)482-5500</p> <p><b>GEORGE R. SHACKLETON</b> POLICE CHIEF GOTHENBERG POLICE DEPT. 409 1/2 9TH STREET GOTHENBERG , NE 69138 (308)537-3608</p> <p><b>RICHARD WRANGLER</b> CHIEF OF POLICE KIMBALL POLICE DEPARTMENT 223 S. CHESTNUT KIMBALL , NE 69145 (308) 235-3608</p> <p><b>MRS. MONTGOMERY</b> DISPATCHER CASS COUNTY SHERIFF'S OFFICE PLATTSBURGH , NE 68048 (492)296-3337</p> <p><b>RONALD PØSKØCHIL</b> SHERIFF SAUNDERS CNTY SHERIFF'S DEPT. COURTHOUSE BUILDING WAHOO , NE 68066 (402)443-3718</p>
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**NEVADA**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: No	
STORED PROGRAM 1	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: N/A	
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 7	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 2	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN CIVILIANS 16 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET MULTI-BUTTON	ACD PBX/PABX OTHER X	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 2	
CALLED PARTY HOLD X	FORCED DISCONNECT	CALL MIX: LE 10 % FIRE 20 % EMS 40 % OTHER 30 %	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS X	INAPPROPRIATE CALLS: 85 %	
ANI ALI SR	PARTIAL SR OTHER		
<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>			
MOST CURRENT PROBLEM AREAS:		FISCAL YEAR 1978 OPERATING BUDGET: \$	
OPERATIONAL X	FINANCIAL MANAGEMENT	BUDGET BREAKDOWN--	
TECHNICAL		PERSONNEL 0 % TELCO EQUIP./SERVICES 100 %	
COMMENTS:		FACILITIES 0 % OTHER 0 %	
Operating budget provided by telco		SOURCES OF OPERATING BUDGET:	
ADVICE: Should have recorders on 911 lines.		FEDERAL % STATE % LOCAL % OTHER 100 %	
		<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

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

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

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

JAMES GOFF  
ASST. DIR. OF PUBLIC SAFETY  
HENDERSON POLICE DEPARTMENT  
243 WATER ST  
HENDERSON, NV 89015  
(702) 565-8933

BERT CARDER  
ASSISTANT MANAGER  
NEVADA TELEPHONE & TELEGRAPH  
P.O. BOX 631  
TONOPAH, NV 89049  
(702) 482-6242

**NEW HAMPSHIRE**



**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**

# 911 SYSTEM DESCRIPTION

## PSAP NAME

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 DIRECT PROGRESSIVE CONTROL				COMMON CONTROL UNKNOWN	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 IDLE CIRCUIT TONE ANI ALI SR				FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK	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 % FACILITIES % TELCO EQUIP./SERVICES % OTHER %			
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X COMMENTS: ADVICE: Police department should control PSAP. *Also has contract services agreement.				SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %			
				<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			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 0	COMMON 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 X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 24 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: 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 TECHNICAL	FINANCIAL X 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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 14,314 SERVICE AREA (Sq. Mi.): 3  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 2 OTHER 0

### PSAP NAME

HASBROUCK HEIGHTS, NJ

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/74 ORDERED: 04/75 OPERATIONAL: 03/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 40 COMMON CONTROL 10  
 DIRECT PROGRESSIVE CONTROL 3 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 28 CIVILIANS MULTI-LINGUAL  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 30 % FIRE 30 % EMS 40 % OTHER 0 %  
 INAPPROPRIATE CALLS: 2%

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 209  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 86,470  
 BUDGET BREAKDOWN--  
 PERSONNEL 94 % TELCO EQUIP./SERVICES 6 %  
 FACILITIES 0 % OTHER 0 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Howard R. Baker  
 TITLE: Chief of Police  
 AGENCY: Hasbrouck Heights Police Department  
 ADDRESS: 248 Hamilton Avenue  
 Hasbrouck Heights, NJ 07604

TELEPHONE NO.: 201/288-1000

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HUNTERDON COUNTY, NJ

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 82,381	SERVICE AREA (Sq. Mi.): 437	INITIAL PLANNING: 01/74	ORDERED: 03/76
POLITICAL JURISDICTIONS SERVED: 26		OPERATIONAL: 02/77	
PUBLIC SAFETY AGENCIES SERVED: LE22 FIRE 26 EMS 15 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Other	
		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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 4	COMMON CONTROL 3	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 6	UNKNOWN	CALL-ANSWERING POSITIONS: 4	
INCOMING 911 TRUNKS: DIRECT 26	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN CIVILIANS 13 MULTI-LINGUAL 0	
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: 111	
CALLED PARTY HOLD X	FORCED DISCONNECT X	CALL MIX: LE 85 % FIRE 4 % EMS 9 % OTHER 2 %	
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS X	INAPPROPRIATE CALLS: 10 %	
ANI ALI SR	PARTIAL SR OTHER #		
<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	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL FINANCIAL X	MANAGEMENT	PERSONNEL 55 %	TELCO EQUIP./SERVICES 15 %
TECHNICAL		FACILITIES 0 %	OTHER 30 %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
State 5% budget cap limits staff growth.		FEDERAL % STATE % LOCAL 100 % OTHER %	
*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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

JERSEY CITY, NJ

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 318,000	SERVICE AREA (Sq. Mi.): 15	INITIAL PLANNING: 10/71 ORDERED: 08/72 OPERATIONAL: 12/72 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--1
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 2	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 %
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 42,016
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X
<b>PROBLEM AREAS--COMMENTS</b>		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 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT X	<b>PSAP DIRECTOR</b>
COMMENTS:  Adequate staffing is a major problem due to civilianization of call answerers.		NAME: John Fritz TITLE: Chief of Police AGENCY: Jersey City Police Department ADDRESS: 8 Erie Street Jersey City, NJ 07302
ADVICE: Have single-city 911 system. Get as many options as possible.		TELEPHONE NO.: 201/547-5307

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> NEW BRUNSWICK, NJ
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 DIRECT PROGRESSIVE CONTROL		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:
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 57 % FIRE 8 % EMS 35 % OTHER 0 % INAPPROPRIATE CALLS: 50 %
STATE OR LOCAL 911 LAW/ORDINANCE: No		<b>FISCAL</b>
INTERAGENCY AGREEMENTS: None		PLANNING/IMPLEMENTATION COST: \$
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--
COMMENTS:		PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
		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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		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:	
		AVERAGE DAILY CALL VOLUME: CALL MIX: LE 95 % FIRE 1 % EMS 4 % 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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL    FINANCIAL TECHNICAL    MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %
COMMENTS:		FACILITIES %	OTHER %
		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	

## 911 SYSTEM DESCRIPTION

				<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:					PSAP LOCATED WITH DISPATCH:	Yes				
STORED PROGRAM		COMMON CONTROL			CALL-ANSWERING/DISPATCHING PROCEDURE:	One-stage				
DIRECT PROGRESSIVE CONTROL		UNKNOWN X			CALL-ANSWERING POSITIONS:	2				
INCOMING 911 TRUNKS:	DIRECT	3	TANDEM		FULL-TIME CALL ANSWERERS:					
DIAL TONE FIRST STATUS:	All				SWORN	29	CIVILIANS	1	MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:	HANDSET X	MULTI-BUTTON	ACD	PBX/PABX	OTHER					
SPECIAL FEATURES:	CALLED PARTY HOLD X		FORCED DISCONNECT X		RINGBACK X	AVERAGE DAILY CALL VOLUME:	2			
IDLE CIRCUIT TONE			SWITCHHOOK STATUS			CALL MIX:	LE 80 %	FIRE 10 %	EMS 10 %	OTHER 0 %
ANI	ALI	SR	PARTIAL SR		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						
<b>PROBLEM AREAS--COMMENTS</b>				FISCAL YEAR 1978 OPERATING BUDGET: \$ 552 BUDGET BREAKDOWN--						
MOST CURRENT PROBLEM AREAS:	OPERATIONAL X	FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES 100 %					
TECHNICAL			FACILITIES %	OTHER %						
COMMENTS:				SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %						
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					

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SURVEY NON-RESPONDENTS

JOSEPH T. ALLMOND  
CAPTAIN  
ATLANTIC CITY POLICE DEPT  
CITY HALL TENN. AVE.  
ATLANTIC CITY, NJ 08401  
(609) 347-5711

HAROLD MELLEBY  
CHIEF OF POLICE  
CAMDEN POLICE DEPARTMENT  
1 POLICE PLAZA, 7TH & FEDERAL  
CAMDEN, NJ 08101  
(609) 757-7486

CHARLES R. TAFT  
POLICE/FIRE SUPERINTENDENT  
TRENTON BUREAU OF COM.  
29 WEST HANOVER ST  
TRENTON, NJ 08608  
(609) 989-4021

EDWARD M. PALARDY  
DIRECTOR OF COMMUNICATIONS  
WEST ORANGE POLICE DEPARTMENT  
66 MAIN ST  
WEST ORANGE, NJ 07052  
(201) 325-4030

**NEW MEXICO**

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

ALBUQUERQUE, NM

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 279,000*	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: ORDERED: OPERATIONAL: 11/71 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None
POLITICAL JURISDICTIONS SERVED: 2		
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 0 OTHER 0		
<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 42	TANDEM 10	CALL-ANSWERING POSITIONS: 6
DIAL TONE FIRST STATUS: Partial		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 21 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX OTHER X		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
SPECIAL FEATURES: CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK		AVERAGE DAILY CALL VOLUME: 365 CALL MIX: LE 45 % FIRE 45 % EMS 5 % OTHER 5 % INAPPROPRIATE CALLS: 5 %
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER		
ANI ALI SR		
<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 FINANCIAL MANAGEMENT X		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
TECHNICAL		
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)		<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

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 5		OPERATIONAL: 06/72	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 0 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 10 MULTI-LINGUAL 5	
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 IDLE CIRCUIT TONE X ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 35 CALL MIX: LE 85 % FIRE 10 % EMS 5 % OTHER % INAPPROPRIATE CALLS: 45 %	
RINGBACK X OTHER			
<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: \$	
BUDGET BREAKDOWN--			
PERSONNEL % FACILITIES %		TELCO EQUIP./SERVICES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
FINANCIAL MANAGEMENT			
COMMENTS:			
ADVICE: Get all the money you can --- you will need it.		<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

POPULATION SERVED: 19,500 SERVICE AREA (Sq. Mi.): 110  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 0 OTHER 0

### HISTORICAL BACKGROUND

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 2 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 5 TANDEM 0  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: DOE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 280 CIVILIANS MULTI-LINGUAL 4  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 50  
 CALL MIX: LE 60% FIRE 20% EMS 20% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

### LEGAL

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

### PROBLEM AREAS--COMMENTS

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

Public uses 911 for non-emergency calls.

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

### FISCAL

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

### PSAP DIRECTOR

NAME: Robert E. Everhart  
 TITLE: Chief  
 AGENCY: Los Alamos Protective Force  
 ADDRESS: 528 35th Street  
 Los Alamos, NM 87544  
 TELEPHONE NO.: 505/667-4531

SURVEY NON-RESPONDENTS

ELDON H GILBERT  
CHIEF OF POLICE  
ALAMOGORDO POLICE DEPT.  
700 VIRGINIA  
ALAMOGORDO,  
(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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 60,000	SERVICE AREA (Sq. Mi.): 495	INITIAL PLANNING: 01/68	ORDERED: OPERATIONAL: 03/70
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 4	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 32 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: 60 CALL MIX: LE 85 % FIRE 10 % EMS 5 % 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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
COMMENTS: ADVICE: Establish rules & regulations for all agencies.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
		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

INITIAL PLANNING: 06/74 ORDERED: 12/75 OPERATIONAL: 05/76

POLITICAL JURISDICTIONS SERVED: 11

AGENCY(S) LEADING 911 EFFORT: LE

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 9 EMS 1 OTHER 0

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

### PSAP ADMINISTRATION AND OPERATIONS

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

TANDEM 10

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 CIVILIANS 38 MULTI-LINGUAL 5

SPECIAL FEATURES:

CALLED PARTY HOLD

FORCED DISCONNECT X

RINGBACK

IDLE CIRCUIT TONE

SWITCHHOOK STATUS

OTHER

ANI ALI SR

PARTIAL SR

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

PLANNING/IMPLEMENTATION COST: \$ 376,397

INTERAGENCY AGREEMENTS: Other\*

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

### PROBLEM AREAS--COMMENTS

FISCAL YEAR 1978 OPERATING BUDGET: \$ 475,000

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X

FINANCIAL

TECHNICAL

MANAGEMENT

BUDGET BREAKDOWN--

PERSONNEL 90 %

TELCO EQUIP./SERVICES 6 %

FACILITIES 1 %

OTHER 3 %

COMMENTS:

SOURCES OF OPERATING BUDGET:

FEDERAL 66 % STATE % LOCAL 34 % OTHER %

Have high turnover of civilian personnel due to

### PSAP DIRECTOR

salary scale.

NAME:

Harold R. Miller

TITLE:

Director of Communications

AGENCY:

Erie Cnty. Dept. of Central Police Svcs.

ADDRESS:

110 Seneca Street

Buffalo, NY 14207

ADVICE: Coordinate with all user agencies.

TELEPHONE NO.:

716/846-8578

\*Contract between city & county

004

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 40,866

SERVICE AREA (Sq. Mi.): 199

POLITICAL JURISDICTIONS SERVED: 8

PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 13 EMS 13 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3

#### 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 X	MULTI-BUTTON X	ACD	PBX/PABX	OTHER
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#### SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL X
TECHNICAL	MANAGEMENT

#### COMMENTS:

Operating budget comes from pre-established contributions of user agencies.

## PSAP NAME

EAST AURORA, NY

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/73 ORDERED: 11/73 OPERATIONAL: 07/74

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

#### FULL-TIME CALL ANSWERERS:

SWORN	3	CIVILIANS	1	MULTI-LINGUAL	0
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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 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 75

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$ 82,916

#### BUDGET BREAKDOWN--

PERSONNEL	88 %	TELCO EQUIP./SERVICES	8 %
FACILITIES	0 %	OTHER	4 %

#### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	100 %
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### PSAP DIRECTOR

NAME: M. Raymond Smallback  
TITLE: Chief of Police  
AGENCY: East Aurora Police Department  
ADDRESS: 571 Main Street  
East Aurora, NY 14052

TELEPHONE NO.: 716/652-1111

TC7

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>				<b>PSAP NAME</b> JAMESTOWN, NY	
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: SWORN CIVILIANS 10 MULTI-LINGUAL 0	
DIAL TONE FIRST STATUS: All				OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
<b>CALL-ANSWERING EQUIPMENT:</b> HANDSET      MULTI-BUTTON X      ACD      PBX/PABX      OTHER				AVERAGE DAILY CALL VOLUME: CALL MIX: LE 60 % FIRE 20 % EMS 20 % OTHER 0 % INAPPROPRIATE CALLS: 25 %	
<b>SPECIAL FEATURES:</b> CALLED PARTY HOLD X      FORCED DISCONNECT      RINGBACK IDLE CIRCUIT TONE      SWITCHHOOK STATUS X ANI      ALI      SR      PARTIAL-SR      OTHER				<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 X	
<b>PROBLEM AREAS--COMMENTS</b> MOST CURRENT PROBLEM AREAS: OPERATIONAL      FINANCIAL X TECHNICAL      MANAGEMENT COMMENTS: 2% of operating budget comes from PSAP billings of the system users.				FISCAL YEAR 1978 OPERATING BUDGET: \$ 116,437 BUDGET BREAKDOWN-- PERSONNEL 91 %      TELCO EQUIP./SERVICES 7 % FACILITIES 0 %      OTHER 2 %	
				SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL 98 %      OTHER 2 %	
				<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

LOCKPORT, NY

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 40,000	SERVICE AREA (Sq. Mi.): 100	INITIAL PLANNING: 1973 ORDERED: 1973 OPERATIONAL: 1973.
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Other*
PUBLIC SAFETY AGENCIES SERVED: LE 2 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 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: None		CALL-ANSWERING POSITIONS: 3
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 12 CIVILIANS MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	AVERAGE DAILY CALL VOLUME: 9 CALL MIX: LE % FIRE 50 % EMS 50 % 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 X
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS: *Citizens group		<b>PSAP DIRECTOR</b>
		NAME: Anthony J. Villella TITLE: Sheriff AGENCY: Niagara County Sheriff's Department ADDRESS: 1526 Niagara Street Ext. Lockport, NY 14094
		TELEPHONE NO.: 716/434-6611

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MINEOLA, NY

<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    ACD X                                    PBX/PABX                            OTHER		FULL-TIME CALL ANSWERERS: SWORN O CIVILIANS 93                            MULTI-LINGUAL O	
SPECIAL FEATURES: CALLED PARTY HOLD X                            FORCED DISCONNECT                            RINGBACK IDLE CIRCUIT TONE                                SWITCHHOOK STATUS                            PARTIAL SR                                    OTHER ANI    ALI    SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 1,300 CALL MIX: LE 97 % FIRE 1 % EMS 1 % OTHER 1 % INAPPROPRIATE CALLS: 1 %	
<b>LEGAL</b>		<b>FISCAL</b>	
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.		<b>PSAP DIRECTOR</b>	
*Also has charter/ordinance.		NAME: David Cochems TITLE: Inspector, Commanding Officer AGENCY: Nassau County Police Department ADDRESS: 1490 Franklin Avenue Mineola, NY 11501	TELEPHONE NO.: 516/535-4144

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEW YORK CITY, NY

#### THE COMMUNITY

POPULATION SERVED: 8,000,000 SERVICE AREA (Sq. Mi.): 300  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/66 ORDERED: 07/67 OPERATIONAL: 07/68  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 0 TANDEM 114  
 DIAL TONE FIRST STATUS: Partial  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR X PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 70  
 FULL-TIME CALL ANSWERERS:  
 SWORN 41 CIVILIANS 288 MULTI-LINGUAL 17  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 18,000  
 CALL MIX: LE 85% FIRE 2% EMS 13% OTHER 0%  
 INAPPROPRIATE CALLS: 21%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 210,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 0% TELCO EQUIP./SERVICES 97%  
 FACILITIES 0% OTHER 3%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

NOTE: NYC 911 system has 200 central offices & 400  
 to 500 control switches of all types. SR is by  
 borough only. ADVICE: Initiate public education  
 program on proper use of 911 for emergencies only.

#### PSAP DIRECTOR

NAME: Sheldon J. Hecht  
 TITLE: Project Officer, Research Unit  
 AGENCY: New York City Police Dept., Comm. Div.  
 ADDRESS: 1 Police Plaza  
 New York City, NY 10038  
 TELEPHONE NO.: 212/374-6765

## 911 SYSTEM DESCRIPTION

### PSAP NAME

OLEAN, NY

<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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING POSITIONS: 4	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 14 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 IDLE CIRCUIT TONE ANI ALI SR		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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		PERSONNEL 95 % TELCO EQUIP./SERVICES 3 % FACILITIES 0 % OTHER 2 %	
COMMENTS: More advanced equipment needed.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Use expanded 911 system.		<b>PSAP DIRECTOR</b>	
		NAME: Michael S. Luty TITLE: Chief of Police AGENCY: Olean Police Department ADDRESS: Time Square Municipal Building Olean, NY 14760	
		TELEPHONE NO.: 716/372-4211	

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 AGENCY(S) LEADING 911 EFFORT: LE 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 PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage CALL-ANSWERING POSITIONS: 3 FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 30 CALL MIX: LE 85 % FIRE 5 % EMS 5 % OTHER 5 % INAPPROPRIATE CALLS: 20 %
<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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL MANAGEMENT TECHNICAL	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  NOTE: This is a basic 911 system with ANI.	<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	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SILVER CREEK, NY

### THE COMMUNITY

POPULATION SERVED: 13,500 SERVICE AREA (Sq. Mi.): 55  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/73 ORDERED: 08/74 OPERATIONAL: 11/75  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 4  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: Partial  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 75 % FIRE 5 % EMS 20 % OTHER 0 %  
 INAPPROPRIATE CALLS: 15 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 2,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 47,500  
 BUDGET BREAKDOWN--  
 PERSONNEL 95 % TELCO EQUIP./SERVICES 3 %  
 FACILITIES 0 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 81 % OTHER 19 %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:  
 19% of operating budget comes from pre-established contributions of user agencies.

ADVICE: Do not try to dispatch for too large of an area.

### PSAP DIRECTOR

NAME: Sheldon E. Machemer  
 TITLE: Chief of Police  
 AGENCY: Silver Creek Police Department  
 ADDRESS: 172 Central Avenue  
 Silver Creek, NY 14136  
 TELEPHONE NO.: 716/934-2112, 3558

## 911 SYSTEM DESCRIPTION

### PSAP NAME

WELLSVILLE, NY

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
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
<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
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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	NON-PSAP CALL-ANSWERING AGENCY:
ANI ALI SR	PARTIAL SR OTHER	AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE 80 % FIRE 5 % EMS 15 % OTHER 0 % 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 X
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,463 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL TECHNICAL MANAGEMENT		PERSONNEL % TELCO EQUIP./SERVICES 100 % FACILITIES % OTHER %
COMMENTS: 25% of operating budget comes from PSAP billings of the system users.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 75 % OTHER 25 %
		<b>PSAP DIRECTOR</b>
		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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## 911 SYSTEM DESCRIPTION

PSAP NAME

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	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT	TANDEM 26	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING POSITIONS: 12	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 39 CIVILIANS <sup>6</sup> 38 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:	
RINGBACK		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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 560,644 BUDGET BREAKDOWN-- PERSONNEL 92 % FACILITIES 0 % TELCO EQUIP./SERVICES 8% OTHER 0%	
COMMENTS:  Need more personnel to handle workload.  Operating budget comes from special taxing district. NOTE: 107 COs wired into system.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
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 ,  
(716)683-3100

NY 14086

ROSCOE C PALMER  
CHIEF OF POLICE  
RIVERHEAD POLICE DEPT.  
54 WEST MAIN ST  
RIVERHEAD ,  
(516)727-4500

NY 11901

JOHN R KOWALSKI  
CHIEF OF POLICE  
SALAMANCA POLICE DEPT.  
225 WILDWOOD AVE  
SALAMANCA ,  
(716)945-2330

NY 14779

CARL CATALDO  
CHIEF OF POLICE  
SOUTHOLD POLICE DEPT.  
ROUTE 25 PECONIC  
SOUTHOLD ,  
(516)765-2600

NY 11958

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**NORTH CAROLINA**

# 911 SYSTEM DESCRIPTION

## PSAP NAME

LINCOLNTON, NC

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 16,184	SERVICE AREA (Sq. Mi.): 309	INITIAL PLANNING: 09/73	ORDERED: 02/75
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 09/75	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2		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	PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 3		COMMON CONTROL 0 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 14	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: A11		CALL-ANSWERING POSITIONS: 3	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 7 CIVILIANS 3 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		RINGBACK X 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: 600 CALL MIX: LE 35 % FIRE 2 % EMS % OTHER 8 % INAPPROPRIATE CALLS: 30 %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,500	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 118,324 BUDGET BREAKDOWN-- PERSONNEL 47 % TELCO EQUIP./SERVICES 12 % FACILITIES 0 % OTHER 41 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS: Salaries are not high enough for type of workload.		<b>PSAP DIRECTOR</b>	
		NAME: William W. Modlin TITLE: Director of Communications AGENCY: Lincoln County Communications Center ADDRESS: Lincoln County Courthouse Lincolnton, NC 28092	TELEPHONE NO.: 704/735-8202

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

WINSTON-SALEM, NC

<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	
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK		NON-PSAP CALL-ANSWERING AGENCY:	
IDLE CIRCUIT TONE X SWITCHHOOK STATUS		AVERAGE DAILY CALL VOLUME: 140	
ANI ALI SR	PARTIAL SR OTHER *	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	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL MANAGEMENT		BUDGET BREAKDOWN-- PERSONNEL 67% TELCO EQUIP./SERVICES 20% FACILITIES 1% OTHER 12%	
COMMENTS:  ADVICE: Survey your needs, compare with present system & dispatch operations. Consolidate all operations under separate agency.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
*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	

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 ,  
(919)683-4173

NC 27702

SHIRLEY R PRICE  
CLERK  
MUNICIPAL BLDG  
PO BOX 243  
FAIRMONT  
(919)628-9766

NC 28340

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

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**NORTH DAKOTA**

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes
STORED PROGRAM 0	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
DIRECT PROGRESSIVE CONTROL 5	UNKNOWN	CALL-ANSWERING POSITIONS: 2
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 0	FULL-TIME CALL ANSWERERS:
DIAL TONE FIRST STATUS: All		SWORN 4 CIVILIANS 4 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
HANDSET	MULTI-BUTTON X	NON-PSAP CALL-ANSWERING AGENCY:
ACD	PBX/PABX	AVERAGE DAILY CALL VOLUME: 60
OTHER		CALL MIX: LE 5 % FIRE 10 % EMS 15 % OTHER 70 %
SPECIAL FEATURES:		INAPPROPRIATE CALLS: 70 %
CALLED PARTY HOLD X	FORCED DISCONNECT X	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	
ANI	PARTIAL SR	
ALI	OTHER	
<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:		BUDGET BREAKDOWN--
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL % TELCO EQUIP./SERVICES 100 %
TECHNICAL		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
		Gand Forks, ND 58201
		TELEPHONE NO.: 701/772-7171

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# 911 SYSTEM DESCRIPTION

PSAP NAME

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 DIRECT PROGRESSIVE CONTROL 1		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 IDLE CIRCUIT TONE ANI    ALI    SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK X OTHER	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--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL    % FACILITIES    %	TELCO EQUIP./SERVICES    % OTHER    %
COMMENTS: ADVICE: Get complete cooperation & program understanding from all agencies. Have good public education program.		SOURCES OF OPERATING BUDGET: FEDERAL    %    STATE    %    LOCAL 100 %    OTHER    %	
		<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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 7		OPERATIONAL: 07/74	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 0	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN 1 CIVILIANS MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET MULTI-BUTTON	ACD PBX/PABX X OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 30	
CALLED PARTY HOLD X	FORCED DISCONNECT X	CALL MIX: LE % FIRE % EMS % OTHER %	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	INAPPROPRIATE CALLS: 5 %	
ANI ALI SR	PARTIAL SR OTHER		
<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	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL	FINANCIAL	PERSONNEL %	TELCO EQUIP./SERVICES 100 %
TECHNICAL	MANAGEMENT	FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
		FEDERAL % STATE % LOCAL 100 % OTHER %	
<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: 1
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 15 CIVILIANS 6 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 X . FORCED DISCONNECT RINGBACK		AVERAGE DAILY CALL VOLUME: 40	
IDLE CIRCUIT TONE ANI SR	SWITCHHOOK STATUS PARTIAL SR	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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL X		FACILITIES %	OTHER %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		<b>PSAP DIRECTOR</b>	
		NAME: Edward R. Kobal	
		TITLE: Captain of Police Department	
		AGENCY: Amherst Police Department	
		ADDRESS: 206 S. Main Street	
		Amherst, OH 44001	
		TELEPHONE NO.: 216/988-2625	

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

CLYDE, OH

#### THE COMMUNITY

POPULATION SERVED: 6,500 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/73 ORDERED: 04/75 OPERATIONAL: 08/75  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI 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

#### 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

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

#### PSAP DIRECTOR

NAME: Harold C. Kramer  
 TITLE: Chief of Police  
 AGENCY: Clyde Police Department  
 ADDRESS: 222 N. Main Street  
 Clyde, OH 43410

TELEPHONE NO.: 419/547-9555, 9556

## 911 SYSTEM DESCRIPTION

### PSAP NAME

DEFIANCE, OH

### THE COMMUNITY

### HISTORICAL BACKGROUND

POPULATION SERVED: 20,000 SERVICE AREA (Sq. Mi.): 10  
POLITICAL JURISDICTIONS SERVED: 2  
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

INITIAL PLANNING: 10/71 ORDERED: 07/72 OPERATIONAL: 05/73  
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 DIRECT PROGRESSIVE CONTROL COMMON CONTROL 1 UNKNOWN  
INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
DIAL TONE FIRST STATUS: Partial  
CALL-ANSWERING EQUIPMENT:  
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
SPECIAL FEATURES:  
CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
ANI ALI SR

PSAP ADMINISTERED BY: LE  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 2  
FULL-TIME CALL ANSWERERS:  
SWORN CIVILIANS 5 MULTI-LINGUAL 0  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 10  
CALL MIX: LE 10 % FIRE 10 % EMS 70 % OTHER 10 %  
INAPPROPRIATE CALLS: 20 %

### LEGAL

### 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

MOST CURRENT PROBLEM AREAS:  
OPERATIONAL FINANCIAL  
TECHNICAL X MANAGEMENT

FISCAL YEAR 1978 OPERATING BUDGET: \$ 50,000  
BUDGET BREAKDOWN--  
PERSONNEL 90 % TELCO EQUIP./SERVICES 10 %  
FACILITIES 0 % OTHER 0 %

#### COMMENTS:

Receive many administrative & non-emergency calls.

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

### PSAP DIRECTOR

NAME: Norman L. Herder  
TITLE: Chief of Police  
AGENCY: Defiance Police Department  
ADDRESS: 324 Perry Street  
Defiance, OH 43512

TELEPHONE NO.: 419/784-5050

## 911 SYSTEM DESCRIPTION

		<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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 3 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR 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: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FEDERAL % STATE % LOCAL 100 % OTHER %	
COMMENTS:		<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  
OTTOWA OH 45875  
(419) 523-3208

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

TC 431

**OKLAHOMA**

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## 911 SYSTEM DESCRIPTION

		<b>PSAP NAME</b>	ALVA, OK
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	7,440	SERVICE AREA (Sq. Mi.):	6.
POLITICAL JURISDICTIONS SERVED:	2	INITIAL PLANNING:	06/68 ORDERED: 11/68 OPERATIONAL: 01/69
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 0		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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP ADMINISTERED BY: LE PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS:	DIRECT	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 3
DIAL TONE FIRST STATUS:	None		
CALL-ANSWERING EQUIPMENT:	HANDSET X MULTI-BUTTON	ACD	PBX/PABX
SPECIAL FEATURES:	CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI	FORCED DISCONNECT SWITCHHOOK STATUS SR	RINGBACK PARTIAL SR OTHER
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE:	No		
INTERAGENCY AGREEMENTS:	None		
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS:	OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	NAME: Arlo D. Darr TITLE: Chief of Police AGENCY: Alva Police Department ADDRESS: 415 4th Alva, OK 73717 TELEPHONE NO.: 405/327-2121
COMMENTS:			

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## 911 SYSTEM DESCRIPTION

				<b>PSAP NAME</b>	BROKEN ARROW, OK				
<b>THE COMMUNITY</b>				<b>HISTORICAL BACKGROUND</b>					
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					
<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:					PSAP LOCATED WITH DISPATCH: Yes				
STORED PROGRAM DIRECT PROGRESSIVE CONTROL		COMMON CONTROL UNKNOWN X			CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage				
INCOMING 911 TRUNKS:	DIRECT	3	TANDEM		CALL-ANSWERING POSITIONS: 3				
DIAL TONE FIRST STATUS:		None			FULL-TIME CALL ANSWERERS:				
CALL-ANSWERING EQUIPMENT:		HANDSET      MULTI-BUTTON		ACD      PBX/PABX X      OTHER	SWORN      CIVILIANS 5      MULTI-LINGUAL 0				
SPECIAL FEATURES:		CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI      ALI		FORCED DISCONNECT SWITCHHOOK STATUS SR	RINGBACK PARTIAL SR		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: \$ BUDGET BREAKDOWN--					
MOST CURRENT PROBLEM AREAS:		OPERATIONAL TECHNICAL		FINANCIAL MANAGEMENT	PERSONNEL %      TELCO EQUIP./SERVICES % FACILITIES %      OTHER %				
COMMENTS:					SOURCES OF OPERATING BUDGET: FEDERAL %      STATE %      LOCAL %      OTHER %				
ADVICE: Implement a good public education program.									
				<b>PSAP DIRECTOR</b>					
				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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 23,000	SERVICE AREA (Sq. Mi.): 26	INITIAL PLANNING: 1971	ORDERED: 01/72 OPERATIONAL: 05/72
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: 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	
INCOMING 911 TRUNKS: DIRECT	TANDEM	PSAP LOCATED WITH DISPATCH: Yes	
DIAL TONE FIRST STATUS: None		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		CALL-ANSWERING POSITIONS: 2	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		FULL-TIME CALL ANSWERERS: SWORN 2 CIVILIANS 2 MULTI-LINGUAL 0	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
RINGBACK X OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
		AVERAGE DAILY CALL VOLUME: 30	
		CALL MIX: LE 45 % FIRE 20 % EMS 25 % OTHER 10 %	
		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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL		PERSONNEL % FACILITIES %	
FINANCIAL MANAGEMENT		TELCO EQUIP./SERVICES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
		PSAP DIRECTOR	
		NAME: Dale C. Anderson TITLE: Chief of Police AGENCY: Duncan Police Department ADDRESS: 8th & Willow Duncan, OK 73533	
		TELEPHONE NO.: 405/255-2112	

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

FAIRVIEW, OK

### THE COMMUNITY

### HISTORICAL BACKGROUND

POPULATION SERVED: 4,100 SERVICE AREA (Sq. Mi.): 360  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1

INITIAL PLANNING: 10/69 ORDERED: 03/70 OPERATIONAL: 06/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### THE TELEPHONE SYSTEM

### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

PSAP ADMINISTERED BY: City admin  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5  
 CALL MIX: LE 92 % FIRE 3 % EMS 1 % OTHER 4 %  
 INAPPROPRIATE CALLS: 75 %

### LEGAL

### FISCAL

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

PLANNING/IMPLEMENTATION COST: \$ 100  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,500  
 BUDGET BREAKDOWN--

PERSONNEL 75 % TELCO EQUIP./SERVICES 0 %  
 FACILITIES 0 % OTHER 25 %

### COMMENTS:

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

Major problem is telephone equipment repair &  
 maintenance.

### PSAP DIRECTOR

NAME: Dixie J. Blackledge  
 TITLE: City Manager  
 AGENCY: City of Fairview  
 ADDRESS: 206 E. Broadway  
 Fairview, OK 73737

TELEPHONE NO.: 405/227-4416

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

LAWTON, OK

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>			
POPULATION SERVED: 100,000	SERVICE AREA (Sq. Mi.): 43	INITIAL PLANNING: 01/70	ORDERED: 08/70		
POLITICAL JURISDICTIONS SERVED: 1		OPERATIONAL: 12/70			
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 1 OTHER 1		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	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	UNKNOWN	CALL-ANSWERING POSITIONS: 2			
INCOMING 911 TRUNKS: DIRECT	TANDEM 8	FULL-TIME CALL ANSWERERS:			
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 7 MULTI-LINGUAL 0			
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY			
HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	NON-PSAP CALL-ANSWERING AGENCY:	
OTHER					
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 100			
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK	CALL MIX: LE 65 % FIRE 10 % EMS 25 % OTHER 0 %		
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		INAPPROPRIATE CALLS: 25 %		
ANI	ALI	SR			
SR		PARTIAL SR	OTHER		
<b>LEGAL</b>		<b>FISCAL</b>			
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 120			
INTERAGENCY AGREEMENTS: Charter/ordin.		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X			
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 4,693			
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--			
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL 51 %	TELCO EQUIP./SERVICES 24 %		
TECHNICAL		FACILITIES 15 %	OTHER 10 %		
COMMENTS:		SOURCES OF OPERATING BUDGET:			
Receive non-emergency calls on 911 lines.		FEDERAL %	STATE %	LOCAL 100 %	OTHER %
ADVICE: Plan & implement a public education program on 911.					
		<b>PSAP DIRECTOR</b>			
		NAME: Fred M. Mitchell			
		TITLE: Major			
		AGENCY: Lawton Police Department			
		ADDRESS: 10 S. Fourth Lawton, OK 73501			
		TELEPHONE NO.: 405/357-6100 x219			

**CONTINUED**

**8 OF 12**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 AGENCY(S) LEADING 911 EFFORT: Other* 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 PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN 51 CIVILIANS 18 MULTI-LINGUAL 1 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 55 CALL MIX: LE 60% FIRE 10% EMS 25% OTHER 5% INAPPROPRIATE CALLS: 70%
<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: \$ 45,662 BUDGET BREAKDOWN-- PERSONNEL 92% TELCO EQUIP./SERVICES 8% FACILITIES 0% OTHER 0%
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER % <b>PSAP DIRECTOR</b>
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT	COMMENTS: When transferring 911 calls, modulation is cut dramatically. ADVICE: Get ANI & ALI. *Citizen action group	NAME: David L. Hudibergh TITLE: Chief of Police AGENCY: Shawnee Police Department ADDRESS: 9th & Broadway Shawnee, OK 74801 TELEPHONE NO.: 405/273-2121

## 911 SYSTEM DESCRIPTION

PSAP NAME

STILLWATER, OK

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000	SERVICE AREA (Sq. Mi.): 60	INITIAL PLANNING: 05/74	ORDERED: 11/74
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 12/74	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		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	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: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 0	CALL-ANSWERING POSITIONS: 2	
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 RINGBACK X		AVERAGE DAILY CALL VOLUME: 20 CALL MIX: LE 50 % FIRE 15 % EMS 25 % OTHER 10 % INAPPROPRIATE CALLS: 15 %	
IDLE CIRCUIT TONE SR		SR	
ANI ALI		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 X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %
TECHNICAL X		FACILITIES %	OTHER %
COMMENTS: ADVICE: Get support of other agencies involved to keep down petty jealousies.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		NAME: Vernon W. Langley	
		TITLE: Sergeant	
		AGENCY: Stillwater Police Department	
		ADDRESS: 723 S. Lewis	
		Stillwater, OK 74074	
		TELEPHONE NO.: 405/372-4171	

SURVEY NON-RESPONDENTS

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

OK 73521

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

OK 73801

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

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**OREGON**

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> FLORENCE, OR
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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT	2	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
DIAL TONE FIRST STATUS: ALL	TANDEM	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 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 X	OTHER	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: \$ BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	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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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 150  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 3  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 1 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 6 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Good public education a must. Budget where possible within existing operations. Might be easier to have each small community operate their own PSAP.

### PSAP NAME

HERMISTON, OR

### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: 02/72 OPERATIONAL: 05/72  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 16 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 10  
 CALL MIX: LE 70 % FIRE 5 % EMS 20 % OTHER 0 %  
 INAPPROPRIATE CALLS: 10 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 60,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 50 % TELCO EQUIP./SERVICES 20 %  
 FACILITIES 5 % OTHER 5 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 90 % OTHER 10 %

### PSAP DIRECTOR

NAME: Robert J. Shannon  
 TITLE: Chief of Police  
 AGENCY: Hermiston Police Department  
 ADDRESS: 330 S. First Street  
 Hermiston, OR 97838

TELEPHONE NO.: 503/567-5519

## 911 SYSTEM DESCRIPTION

		<b>PSAP NAME</b>	JACKSON COUNTY, OR
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 124,500	SERVICE AREA (Sq. Mi.): 2,821	INITIAL PLANNING: 11/73	ORDERED:
POLITICAL JURISDICTIONS SERVED: 24		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 1975
PUBLIC SAFETY AGENCIES SERVED: LE 8 FIRE 11 EMS 1 OTHER 0		AGENCIES SERVED POST-IMPLEMENTATION: LE--7, FIRE--11, EMS--1	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>	
TELEPHONE COMPANIES: 2	911 WIRED CENTRAL OFFICES: 6	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL 5	COMMON CONTROL UNKNOWN	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 IDLE CIRCUIT TONE X ANI      ALI      SR	FORCED DISCONNECT X 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: 15 CALL MIX: LE 55 % FIRE 24 % EMS 21 % OTHER 0 % INAPPROPRIATE CALLS: 50 %	
<b>LEGAL</b>		<b>FISCAL</b>	
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	
<b>PROBLEM AREAS--COMMENTS</b>		<b>BUDGET BREAKDOWN--</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL 52 % FACILITIES 0 %	TELCO EQUIP./SERVICES 5 % OTHER 43 %
COMMENTS: Need more training.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Allow time for public education. Cooperate & communicate with all agencies.		<b>PSAP DIRECTOR</b>	
		NAME: David C. Yandell TITLE: Communications Chief AGENCY: Jackson City Sheriff's Dept., Comm. Div. ADDRESS: Jackson County Court House--Annex Medford, OR 97501	
		TELEPHONE NO.: 503/776-7205	

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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> JOHN DAY, OR
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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 1 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 4 MULTI-LINGUAL 0
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 IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 2
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		CALL MIX: LE 25 % FIRE 15 % EMS 51 % OTHER 9 % INAPPROPRIATE CALLS: 5 %
RINGBACK X OTHER		
<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 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		PERSONNEL 97 % FACILITIES 3 % TELCO EQUIP./SERVICES 0 % OTHER 0 %
FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 52 % OTHER 48 %
COMMENTS:  48% of operating budget comes from pre-established contributions of user agencies. ADVISE: 911 call-answerer should also dispatch. Answer 911 call with "911 Emergency."		<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

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> MILTON-FREEWATER, OR
POPULATION SERVED: 5,500	SERVICE AREA (Sq. Mi.): 2	INITIAL PLANNING: 02/72 ORDERED: 04/72 OPERATIONAL: 09/72
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 2 UNKNOWN		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 7 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: 10 CALL MIX: LE 75 % FIRE 10 % EMS 5 % OTHER 10 % 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 X
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,200 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: Make sure your phone network is compatible with 911 system.		<b>PSAP DIRECTOR</b>
		NAME: William R. Biggs TITLE: Chief of Police AGENCY: Milton-Freewater City Police ADDRESS: 722 s. Main Milton-Freewater, OR 97862
		TELEPHONE NO.: 509/938-5511

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 4,700 SERVICE AREA (Sq. Mi.): 2,025  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 4 EMS 2 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: all  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON 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

### LEGAL

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

### PROBLEM AREAS--COMMENTS

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

### PSAP NAME

MORROW COUNTY, OR

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/77 ORDERED: 06/78 OPERATIONAL: 07/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1, FIRE--1, EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 2  
 CALL MIX: LE % FIRE % EMS % OTHER %  
 INAPPROPRIATE CALLS: %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,027  
 BUDGET BREAKDOWN--  
 PERSONNEL 64 % TELCO EQUIP./SERVICES 0 %  
 FACILITIES 0 % OTHER 36 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Beverly V. launer  
 TITLE: Chief Dispatcher  
 AGENCY: Morrow County Sheriff's Office  
 ADDRESS: P.O. Box 156, Morrow County Courthouse  
 Heppner, OR 97836  
 TELEPHONE NO.: 503/676-9910

OCT 50

## 911 SYSTEM DESCRIPTION

PSAP NAME

SEASIDE, OR

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi.): 100	INITIAL PLANNING: 11/70	ORDERED: 02/71
POLITICAL JURISDICTIONS SERVED: 6		OPERATIONAL: 04/71	
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 1 OTHER 0		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: 4	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM O	COMMON CONTROL O	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL O	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM O	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: A11		SWORN O CIVILIANS 6 MULTI-LINGUAL O	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET X MULTI-BUTTON	ACD PBX/PABX OTHER	NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 10	
CALLED PARTY HOLD X	FORCED DISCONNECT	CALL MIX: LE 50 % FIRE 30 % EMS 10 % OTHER 10 %	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	INAPPROPRIATE CALLS: 10 %	
ANI ALI SR	PARTIAL SR OTHER		
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 1,500	
INTERAGENCY AGREEMENTS: Joint powers*		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS:		NAME: John M. West	
OPERATIONAL X	FINANCIAL	TITLE: Chief of Police	
TECHNICAL	MANAGEMENT	AGENCY: Seaside Police Department	
COMMENTS:		ADDRESS: 10900 S. Roosevelt Drive	
10% of operating budget comes from PSAP billings		Seaside, OR 97138	
of system users. ADVICE: Utilize other 911 system		TELEPHONE NO.: 503/738-6311 x2	
users to explain & document successful use.			
*Also has contract services.			

TC7

## 911 SYSTEM DESCRIPTION

### PSAP NAME

THE DALLES, OR

### THE COMMUNITY

POPULATION SERVED: 17,000 SERVICE AREA (Sq. Mi.): 55,000  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 3  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Believe 911 is beneficial to all citizens. It is  
 easy for any age to remember.

### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/71 ORDERED: OPERATIONAL: 04/76  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 20  
 CALL MIX: LE 49 % FIRE 10 % EMS 40 % OTHER 1 %  
 INAPPROPRIATE CALLS: 40 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 73,121  
 BUDGET BREAKDOWN--  
 PERSONNEL 92 % TELCO EQUIP./SERVICES 2 %  
 FACILITIES 5 % OTHER 1 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Elaine M. Alley  
 TITLE: Chief  
 AGENCY: The Dalles Communications Center  
 ADDRESS: 313 Court Street  
 The Dalles, OR 79058  
 TELEPHONE NO.: 503/296-2233

## 911 SYSTEM DESCRIPTION

### PSAP NAME

TOLEDO, OR

### THE COMMUNITY

POPULATION SERVED: 4,650

SERVICE AREA (Sq. Mi.): 44

POLITICAL JURISDICTIONS SERVED: 2

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1970 ORDERED: 1971 OPERATIONAL: 1971

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

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

COMMON CONTROL  
UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: None

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

SPECIAL FEATURES:

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 4

FULL-TIME CALL ANSWERERS:

SWORN 7 CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 4

CALL MIX: LE 90 % FIRE 5 % EMS 4 % OTHER 1 %

INAPPROPRIATE CALLS: 15 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	100 %

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	100 %	OTHER	%
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### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

Public relations & public service has improved  
since 911 was implemented.

### PSAP DIRECTOR

NAME:	Jerry L. Pryor
TITLE:	Chief of Police
AGENCY:	Toledo Police Department
ADDRESS:	496 E. Highway 20 Toledo, OR 97291

TELEPHONE NO.: 503/336-3255

453

## 911 SYSTEM DESCRIPTION

### PSAP NAME

UMATILLA, OR

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 8,000	SERVICE AREA (Sq. Mi.): 88	INITIAL PLANNING: 06/74	ORDERED: 10/74 OPERATIONAL: 11/74
POLITICAL JURISDICTIONS SERVED: 6		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 DIRECT PROGRESSIVE CONTROL	COMMON 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: 3	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS 2 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: 5 CALL MIX: LE 20 % FIRE 70 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 30 %	
<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>		<b>BUDGET BREAKDOWN--</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	PERSONNEL 76 % FACILITIES 5 % OTHER 4 %	TELCO EQUIP./SERVICES 15 %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Need agreed participation financially for 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

454

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

455

**PENNSYLVANIA**

457

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

ALLENTOWN, PA

### THE COMMUNITY

POPULATION SERVED: 110,000 SERVICE AREA (Sq. Mi.): 27  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/79 ORDERED: 1972 OPERATIONAL: 09/73  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 2 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 10 TANDEM 5  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 6  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 17 MULTI-LINGUAL 17  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 200  
 CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 %  
 INAPPROPRIATE CALLS: 20 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 387,456  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 448,344  
 BUDGET BREAKDOWN--  
 PERSONNEL 90 % TELCO EQUIP./SERVICES 2 %  
 FACILITIES 2 % OTHER 6 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: 911 system should be under direction of  
 a public safety director, not police or fire  
 departments.

### PSAP DIRECTOR

NAME: Arthur C. Carl  
 TITLE: Superintendent of Communications  
 AGENCY: City of Allentown  
 ADDRESS: 425 Hamilton Street  
 Allentown, PA 18101  
 TELEPHONE NO.: 215/437-7771

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BERWICK, PA

#### THE COMMUNITY

POPULATION SERVED: 24,048 SERVICE AREA (Sq. Mi.): 75  
 POLITICAL JURISDICTIONS SERVED: 9  
 PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 6 EMS 2 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/73 ORDERED: 07/74 OPERATIONAL: 10/74  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 13 CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 125  
 CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %  
 INAPPROPRIATE CALLS: 75 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 41,300

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE X LOCAL

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Receive many wrong numbers where call answerer  
 only hears a dial tone. NOTE: 10% of operating  
 budget from pre-established contributions of agen-  
 cies. ADVICE: 911 improves dispatch efficiency.

FISCAL YEAR 1978 OPERATING BUDGET: \$ 34,655

BUDGET BREAKDOWN--  
 PERSONNEL 90 % TELCO EQUIP./SERVICES 5 %  
 FACILITIES 1 % OTHER 4 %

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

#### PSAP DIRECTOR

NAME: Jim McClintock  
 TITLE: Dispatcher  
 AGENCY: Berwick Police Department  
 ADDRESS: 344 Market Street  
 Berwick, PA 18603

TELEPHONE NO.: 717/752-2723

0960

## 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

1971

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED:

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER

### PSAP NAME

CLEARFIELD, PA

### HISTORICAL BACKGROUND

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

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES:

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL 1

COMMON CONTROL  
UNKNOWN

INCOMING 911 TRUNKS:

DIRECT 2

TANDEM

DIAL TONE FIRST STATUS: A11

CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK  
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 4 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:

CALL MIX: LE % FIRE % EMS % OTHER %  
INAPPROPRIATE CALLS: %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %  
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

NAME: Clifford Mann  
TITLE: Mayor  
AGENCY: Clearfield Borough  
ADDRESS: 14 S. Front Street  
Clearfield, PA 16830

TELEPHONE NO.: 814/765-7881

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CUMBERLAND COUNTY, PA

### THE COMMUNITY

POPULATION SERVED: 200,000 SERVICE AREA (Sq. Mi.): 600  
 POLITICAL JURISDICTIONS SERVED: 36  
 PUBLIC SAFETY AGENCIES SERVED: LE 19 FIRE 27 EMS 19 OTHER 1

### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/74 ORDERED: 12/74 OPERATIONAL: 04/77  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 9  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 5 COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 35 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD X PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg Svcs  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 25 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 50  
 CALL MIX: LE 70% FIRE 10% EMS 19% OTHER 1%  
 INAPPROPRIATE CALLS: 10%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 39,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE X LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 121,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 66% TELCO EQUIP./SERVICES 13%  
 FACILITIES 2% OTHER 19%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Funding for system improvements or modifications  
 is difficult.

ADVICE: Need good public education program.

\*Disaster/emergency preparedness

### PSAP DIRECTOR

NAME: J.T. Wise  
 TITLE: Director of Communications  
 AGENCY: Office of Emergency Preparedness  
 ADDRESS: Cumberland County Courthouse  
 Carlisle, PA 17013

TELEPHONE NO.: 717/249-5522

463

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 7	TANDEM	CALL-ANSWERING POSITIONS: 2	
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:	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER RINGBACK		AVERAGE DAILY CALL VOLUME: 20 CALL MIX: LE 85 % FIRE 8 % EMS 7 % OTHER 0 % INAPPROPRIATE CALLS: 2 %	
<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: \$ BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 0 % FACILITIES 8 % OTHER 2 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER 100 %	
COMMENTS: 60% of operating budget comes from PSAP billings of system users & 40% from a special taxing district		<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

HOLLIDAYSBURG, PA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 24,000	SERVICE AREA (Sq. Mi.): 100	INITIAL PLANNING: 12/71 ORDERED: OPERATIONAL: 12/73 AGENCY(S) LEADING 911 EFFORT: Other* 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 PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage CALL-ANSWERING POSITIONS: 4 FULL-TIME CALL ANSWERERS: SWORN 12 CIVILIANS 0 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	AVERAGE DAILY CALL VOLUME: CALL MIX: LE 55% FIRE 15% EMS 30% OTHER 0% INAPPROPRIATE CALLS: %	
INCOMING 911 TRUNKS: DIRECT 2	TANDEM		
DIAL TONE FIRST STATUS: A11			
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD X PBX/PABX X OTHER			
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS X PARTIAL SR	RINGBACK X 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 X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 80,000 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X 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.		<b>PSAP DIRECTOR</b>	
		NAME: Charles G. Harclerode TITLE: Mayor AGENCY: Borough of Hollidaysburg ADDRESS: 401 Blair Street Hollidaysburg, PA 16648 TELEPHONE NO.: 814/695-8834	

465

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 475  
 POLITICAL JURISDICTIONS SERVED: 40  
 PUBLIC SAFETY AGENCIES SERVED: LE 48 FIRE 48 EMS 48 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
     STORED PROGRAM 3 COMMON CONTROL 3  
     DIRECT PROGRESSIVE CONTROL 5 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 33 TANDEM  
 DIAL TONE FIRST STATUS: Partial  
 CALL-ANSWERING EQUIPMENT:  
     HANDSET    MULTI-BUTTON X    ACD    PBX/PABX    OTHER  
 SPECIAL FEATURES:  
     CALLED PARTY HOLD X    FORCED DISCONNECT    RINGBACK  
     IDLE CIRCUIT TONE    SWITCHHOOK STATUS  
     ANI    ALI    SR    PARTIAL SR    OTHER X

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X    FINANCIAL  
 TECHNICAL    MANAGEMENT

COMMENTS:

ADVICE: Make sure volunteer public safety organizations have input in planning system.

\*Joint effort of emergency medical, county admin., & telco.

### PSAP NAME

LACKAWANNA COUNTY, PA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/76 ORDERED: 01/77 OPERATIONAL: 01/78  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: Le--19, Fire--19, EM--19

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 6  
 FULL-TIME CALL ANSWERERS:  
     SWORN 0 CIVILIANS 12 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 240  
 CALL MIX: LE 30% FIRE 15% EMS 50% OTHER 5%  
 INAPPROPRIATE CALLS: 80%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 26,000

BUDGET BREAKDOWN--

PERSONNEL	0 %	TELCO EQUIP./SERVICES	98 %
FACILITIES	0 %	OTHER	2%

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

### PSAP DIRECTOR

NAME:	Pasquale P. DeSarno
TITLE:	Director
AGENCY:	Lackawanna Cnty Dept. of Emerg. Services
ADDRESS:	200 Adams Avenue Scranton, PA 18503
TELEPHONE NO.:	717/961-6700

997

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LANCASTER COUNTY, PA

#### THE COMMUNITY

POPULATION SERVED: 342,797

SERVICE AREA (Sq. Mi.): 946

POLITICAL JURISDICTIONS SERVED: 1

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

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/78 ORDERED: 01/79 OPERATIONAL: 10/79

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

AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 5

911 WIRED CENTRAL OFFICES: 23

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 3

DIRECT PROGRESSIVE CONTROL 19

COMMON CONTROL

UNKNOWN

INCOMING 911 TRUNKS: DIRECT 60

TANDEM

DIAL TONE FIRST STATUS: Partial

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON

ACD

PBX/PABX X OTHER

##### SPECIAL FEATURES:

CALLED PARTY HOLD X

FORCED DISCONNECT X

RINGBACK

IDLE CIRCUIT TONE X

SWITCHHOOK STATUS X

ANI ALI SR

PARTIAL SR

OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 5 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 200

CALL MIX: LE 74 % FIRE 5 % EMS 21 % OTHER 0 %

INAPPROPRIATE CALLS: 14 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: None

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 99,950

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

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL %

TELCO EQUIP./SERVICES %

FACILITIES %

OTHER %

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL

FINANCIAL

TECHNICAL

MANAGEMENT

##### COMMENTS:

ADVICE: Implement a 911 committee of all emergency agencies.

#### PSAP DIRECTOR

NAME: Paul L. Leese

TITLE: Director

AGENCY: Emergency Management Agency

ADDRESS: County Courthouse, 50 N. Duke Street  
Lancaster, PA 17604

TELEPHONE NO.: 717/299-8374

497

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 18,000 SERVICE AREA (Sq. Mi.): 100  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 4 EMS 4 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 1  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes  
 INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: All agencies should financially support system. Establish a 911 committee of all agencies to handle operation.

\*Joint effort of police, fire, & telco.

### PSAP NAME

LANSFORD, PA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: 01/74 OPERATIONAL: 03/74  
 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:  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 4 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 8 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 200  
 CALL MIX: LE 95 % FIRE 1 % EMS 4 % OTHER 0 %  
 INAPPROPRIATE CALLS: 25%

### FISCAL

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

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME: Joseph Delpere  
 TITLE: Chief of Police  
 AGENCY: Lansford Police Department  
 ADDRESS: P.O. Box 96  
 Lansford, PA 18232

TELEPHONE NO.: 717/645-5844

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LEBANON COUNTY, PA

#### THE COMMUNITY

POPULATION SERVED: 108,000 SERVICE AREA (Sq. Mi.): 363  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/73 ORDERED: 06/76 OPERATIONAL: 03/77  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 21 TANDEM  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE:  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 10 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 87  
 CALL MIX: LE 60 % FIRE 10 % EMS 25 % OTHER 5 %  
 INAPPROPRIATE CALLS: 10 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS:

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 25,600

BUDGET BREAKDOWN--  
 PERSONNEL 60 % TELCO EQUIP./SERVICES 20 %  
 FACILITIES 0 % OTHER 20 %

SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 50 % OTHER 50 %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

COMMENTS:

50% of operating budget comes from pre-established contributions of user agencies.

#### PSAP DIRECTOR

NAME: Robert E. Boyer  
 TITLE: Director  
 AGENCY: Lebanon County Emergency Mgmt Agency  
 ADDRESS: Rm 14, County-City Building  
 Lebanon, PA 17042

TELEPHONE NO.: 717/272-3621

469

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MILTON, PA

THE COMMUNITY	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi): 10
POLITICAL JURISDICTIONS SERVED: 3	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1	

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 02/70  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

THE TELEPHONE SYSTEM	
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 20	COMMON CONTROL UNKNOWN
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0
DIAL TONE FIRST STATUS: None	
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON	ACD PBX/PABX X OTHER
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER RINGBACK

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 11 CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 18  
 CALL MIX: LE 20% FIRE 30% EMS 50% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

LEGAL	
STATE OR LOCAL 911 LAW/ORDINANCE: Yes	
INTERAGENCY AGREEMENTS: None	
PROBLEM AREAS--COMMENTS	

FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 49,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 80% TELCO EQUIP./SERVICES 5%  
 FACILITIES 10% OTHER 5%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT
COMMENTS:	

PSAP DIRECTOR

NAME:	Patricia A. Pfleegor
TITLE:	Police Secretary/Dispatcher
AGENCY:	Milton Borough Police Department
ADDRESS:	1 Filbert Street Milton, PA 17847
TELEPHONE NO.:	717/742-8757

# 911 SYSTEM DESCRIPTION

## PSAP NAME

SMETHPORT, PA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 5,500	SERVICE AREA (Sq. Mi.): 30	INITIAL PLANNING: 12/72	ORDERED: 05/73 OPERATIONAL: 10/73
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 0 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 0 DIRECT PROGRESSIVE CONTROL 2	COMMON 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 X MULTI-BUTTON	ACD PBX/PABX OTHER	FULL-TIME CALL ANSWERERS: SWORN 10 CIVILIANS MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
	RINGBACK	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		PLANNING/IMPLEMENTATION COST: \$	
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 225 BUDGET BREAKDOWN-- PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % OTHER 100 %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER 1 %	
<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			

1/71

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> WASHINGTON, PA
POPULATION SERVED: 65,000  POLITICAL JURISDICTIONS SERVED: 10  PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 10 EMS 10 OTHER 0	<b>HISTORICAL BACKGROUND</b>  INITIAL PLANNING: 01/78 ORDERED: 04/78 OPERATIONAL: 06/78 AGENCY(S) LEADING 911 EFFORT: Other* AGENCIES SERVED POST-IMPLEMENTATION: LE--5, Fire--5, EMS--5	
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>  PSAP ADMINISTERED BY: Comm. ctr. PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage CALL-ANSWERING POSITIONS: 2 FULL-TIME CALL ANSWERERS: SWORN 103 CIVILIANS 8 MULTI-LINGUAL 0 OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY: AVERAGE DAILY CALL VOLUME: 23 CALL MIX: LE 50% FIRE 35% EMS 15% OTHER 0% INAPPROPRIATE CALLS: 10%
<b>LEGAL</b>  STATE OR LOCAL 911 LAW/ORDINANCE: Yes  INTERAGENCY AGREEMENTS: Joint powers#		<b>FISCAL</b>  PLANNING/IMPLEMENTATION COST: \$ SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL FISCAL YEAR 1978 OPERATING BUDGET: \$ 108,000 BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 8% FACILITIES 0 % OTHER 2% SOURCES OF OPERATING BUDGET: FEDERAL 20 % STATE 5 % LOCAL 75 % OTHER %
<b>PROBLEM AREAS--COMMENTS</b>  MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT  COMMENTS:  ADVICE: Get as much input from all participating agencies as possible. Keep elected officials as current as possible to progress.  *All municipalities #Also federal grant		<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 65	TANDEM	CALL-ANSWERING POSITIONS: 6
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 21 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 FORCED DISCONNECT X RINGBACK X		AVERAGE DAILY CALL VOLUME: 54 CALL MIX: LE 45% FIRE 15% EMS 35% OTHER 5% INAPPROPRIATE CALLS: %
IDLE CIRCUIT TONE X SWITCHEHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		
<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: \$ 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: Prohibit dialer alarms. Select quality personnel. Have each agency represented on a board including public. maintain public education.		<b>PSAP DIRECTOR</b>
*8A key system		NAME: Jim E. Laffey TITLE: Director AGENCY: Emergency Management ADDRESS: 12 Courthouse Square Greensburg, PA 15601 TELEPHONE NO.: 412/834-2191

## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> YORK COUNTY, PA
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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN	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 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:
<b>LEGAL</b>		AVERAGE DAILY CALL VOLUME: 835 CALL MIX: LE 84 % FIRE 6 % EMS 10 % OTHER 0 % INAPPROPRIATE CALLS: 35 %
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		<b>FISCAL</b>
INTERAGENCY AGREEMENTS: None		PLANNING/IMPLEMENTATION COST: \$
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 186,702 BUDGET BREAKDOWN-- PERSONNEL 60 % TELCO EQUIP./SERVICES 10 % FACILITIES 5 % OTHER 25 %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
		<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

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 COMM & 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 HQTS. 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**

**SOUTH CAROLINA**

No 911 systems were reported  
operating in this state.

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

CHERAW, SC

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 13,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 1972	ORDERED:
POLITICAL JURISDICTIONS SERVED:		OPERATIONAL:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0		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:	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 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:
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON		ACD	FULL-TIME CALL ANSWERERS: SWORN 17 CIVILIANS 3 MULTI-LINGUAL
ANI ALI SR		PBX/PABX	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	NON-PSAP CALL-ANSWERING AGENCY:
		RINGBACK	AVERAGE DAILY CALL VOLUME: 5
		OTHER	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 % FACILITIES %	
COMMENTS:		TELCO EQUIP./SERVICES % OTHER %	
		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
<b>PSAP DIRECTOR</b>			
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 PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 12 CIVILIANS 25 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 5 DAYS/WEEK 8HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 650  
 CALL MIX: LE 60% FIRE 10% EMS 20% OTHER 10%  
 INAPPROPRIATE CALLS: 20%

#### LEGAL

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

#### FISCAL

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

FISCAL YEAR 1978 OPERATING BUDGET: \$ 384,375  
 BUDGET BREAKDOWN--  
 PERSONNEL 89 % TELCO EQUIP./SERVICES 6%  
 FACILITIES 0 % OTHER 5%

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

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

#### COMMENTS:

\*Communications department  
 #Agreement is between city & county

#### PSAP DIRECTOR

NAME: James Abernathy  
 TITLE: Chief of Communication Operations  
 AGENCY: Spartanburg Emergency Comm. Center  
 ADDRESS: 145 Broad Street  
 Spartanburg, SC 29301  
 TELEPHONE NO.: 803/582-6791

SURVEY NON-RESPONDENTS

RALPH C. FREEMAN  
CHESTERFIELD COUNTY SHERIFF  
COUNTY SHERIFF'S DEPT.  
COUNTY COURT HOUSE  
CHESTERFIELD, SC 29709  
(803)623-2101

ROGER E. POSTON  
CHIEF OF POLICE  
FLORANCE POLICE DEPT.  
CITY/CNTY COMPLEX JJ.  
FLORANCE, (803) 665-3191

DEWEY PROCTOR  
POLICE CHIEF  
MULLINS POLICE DEPARTMENT  
PO BOX 447  
MULLINS, (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

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 80,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT:	Telco
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 1		OPERATIONAL: 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 6	TANDEM	CALL-ANSWERING/DISPATCHING PROCEDURE:	Combined one-/multi-stage
DIAL TONE FIRST STATUS: 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 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: CALL MIX: LE 80% FIRE 10% EMS 5% OTHER 5% INAPPROPRIATE CALLS: 1%		
<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:			
<b>PSAP DIRECTOR</b>			
NAME: Merlyn W. Sorensen TITLE: Chief of Police AGENCY: Sioux Falls Police Department ADDRESS: 501 North Dakota Sioux Falls, SD 57104			
TELEPHONE NO.: 605/339-7260			

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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> SPINK COUNTY, SD
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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL 1 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 0	CALL-ANSWERING POSITIONS: 2
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS 6 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 IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR RINGBACK X OTHER		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 BUDGET BREAKDOWN-- PERSONNEL 90% FACILITIES 0% TELCO EQUIP./SERVICES 10% OTHER 0%
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS:		<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

YANKTON, SD

### THE COMMUNITY

POPULATION SERVED: 20,000

SERVICE AREA (Sq. Mi.): 525

POLITICAL JURISDICTIONS SERVED: 2

PUBLIC SAFETY AGENCIES SERVED: 16 2 FIRE 1 EMS 1 OTHER 2

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	0	COMMON CONTROL	3
DIRECT PROGRESSIVE CONTROL	0	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0

DIAL TONE FIRST STATUS: A11

#### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON	ACD	PBX/PABX	X	OTHER
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#### SPECIAL FEATURES:

CALLED PARTY HOLD	X	FORCED DISCONNECT		RINGBACK	X
IDLE CIRCUIT TONE		SWITCHHOOK STATUS	X		
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 X  
TECHNICAL

FINANCIAL  
MANAGEMENT

#### COMMENTS:

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/71 ORDERED: 11/71 OPERATIONAL: 03/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

#### FULL-TIME CALL ANSWERERS:

SWORN	1	CIVILIANS	6	MULTI-LINGUAL	0
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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 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 1,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 54,030

#### BUDGET BREAKDOWN--

PERSONNEL	98 %	TELCO EQUIP./SERVICES	2 %
FACILITIES	0 %	OTHER	0 %

#### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	100 %	OTHER	%
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### PSAP DIRECTOR

NAME: Frank A. Arneson  
TITLE: Chief of Police  
AGENCY: Yankton Police Department  
ADDRESS: P.O. Box 176, 5th & Walnut  
Yankton, SD 57078

TELEPHONE NO.: 305/665-4501

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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

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**TENNESSEE**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

BOLIVAR, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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	
<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 DIRECT PROGRESSIVE CONTROL 3	COMMON 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: 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 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: 75 CALL MIX: LE 65 % FIRE 3 % EMS 2 % OTHER 30 % 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 X	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	NAME: Don Clifton TITLE: Chief of Police AGENCY: Bolivar Police Department ADDRESS: 211 West Jackson Bolivar, TN 38008	
COMMENTS: ADVICE: Need public education program.		TELEPHONE NO.: 901/658-5101, 5371	

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

CAMDEN, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,126	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL:
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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 0 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 1	TANDEM 0	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 8 CIVILIANS 4 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 RINGBACK IDLE CIRCUIT TONE SWITCHHOOK STATUS ANI ALI SR PARTIAL SR OTHER		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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % 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: Aubrey L. Pafford TITLE: Chief of Police AGENCY: Camden Police Department ADDRESS: 119 W. Main Street Camden, TN 38320	TELEPHONE NO.: 901/584-4622

## 911 SYSTEM DESCRIPTION

### PSAP NAME

DAYTON, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
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:	
<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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 1 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 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: 10 CALL MIX: LE 80 % FIRE 10 % EMS 5 % OTHER 5 % INAPPROPRIATE CALLS: 70 %	
<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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %	
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
		<b>PSAP DIRECTOR</b>	
NAME: Jack Carothers TITLE: Chief of Police AGENCY: Dayton Police Department ADDRESS: P.O. Box 226 Dayton, TN 37321		TELEPHONE NO.: 615/775-3876	

**CONTINUED**

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 3,000 SERVICE AREA (Sq. Mi.): 30  
 POLITICAL JURISDICTIONS SERVED: 8  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 2 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:  
 ADVICE: Public education

### PSAP NAME

ETOWAH, TN

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 04/75 OPERATIONAL: 10/76  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 4 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 30  
 CALL MIX: LE 97% FIRE 1% EMS 1% OTHER 1%  
 INAPPROPRIATE CALLS: 50%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 3,500  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 262  
 BUDGET BREAKDOWN--  
 PERSONNEL 80% TELCO EQUIP./SERVICES 5%  
 FACILITIES 0% OTHER 15%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Easley Miller  
 TITLE: Chief of Police  
 AGENCY: Etowah Police Department  
 ADDRESS: 8th Street  
 Etowah, TN 37331  
 TELEPHONE NO.: 615/263-7088

478

# 911 SYSTEM DESCRIPTION

## PSAP NAME

FAIRVIEW, TN

### THE COMMUNITY

POPULATION SERVED: 8,000 SERVICE AREA (Sq. Mi.): 40  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 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 PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

Have limited space & personnel to operate system.

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/76 ORDERED: 06/78 OPERATIONAL: 06/78  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 1 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 5  
 CALL MIX: LE 90% FIRE 10% EMS 0% OTHER 0%  
 INAPPROPRIATE CALLS: 30%

### FISCAL

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

### PSAP DIRECTOR

NAME: Frankie Hargrove  
 TITLE: City Manager  
 AGENCY: Fairview City  
 ADDRESS: P.O. Box 69  
 Fairview, TN 37062  
 TELEPHONE NO.: 615/799-2431

464

## 911 SYSTEM DESCRIPTION

					<b>PSAP NAME</b>	FRANKLIN, TN								
<b>THE COMMUNITY</b>					<b>HISTORICAL BACKGROUND</b>									
POPULATION SERVED:	50,951		SERVICE AREA (Sq. Mi.):	2,100		INITIAL PLANNING:	ORDERED:	OPERATIONAL:						
POLITICAL JURISDICTIONS SERVED:	5					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:						PSAP LOCATED WITH DISPATCH:	Yes							
STORED PROGRAM			COMMON CONTROL				CALL-ANSWERING/DISPATCHING PROCEDURE:	One-stage						
DIRECT PROGRESSIVE CONTROL			UNKNOWN	X			CALL-ANSWERING POSITIONS:	3						
INCOMING 911 TRUNKS:	DIRECT		2	TANDEM	2		FULL-TIME CALL ANSWERERS:							
DIAL TONE FIRST STATUS:	None							SWORN	24 CIVILIANS	4 MULTI-LINGUAL	0			
CALL-ANSWERING EQUIPMENT:							OPERATING SCHEDULE:	7 DAYS/WEEK 24HOURS/DAY						
HANDSET	MULTI-BUTTON	X	ACD	PBX/PABX	OTHER		NON-PSAP CALL-ANSWERING AGENCY:							
SPECIAL FEATURES:						AVERAGE DAILY CALL VOLUME:	25							
CALLED PARTY HOLD X			FORCED DISCONNECT			CALL MIX:	LE	60%	FIRE	10%	EMS	25%	OTHER	5%
IDLE CIRCUIT TONE			SWITCHHOOK STATUS X			INAPPROPRIATE CALLS:	20%							
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									
<b>PROBLEM AREAS--COMMENTS</b>					FISCAL YEAR 1978 OPERATING BUDGET: \$									
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL					BUDGET BREAKDOWN--									
FINANCIAL MANAGEMENT					PERSONNEL	%	TELCO EQUIP./SERVICES	%						
COMMENTS:					FACILITIES	%	OTHER	%						
SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %														
					<b>PSAP DIRECTOR</b>									
					NAME:	Robert A. West								
					TITLE:	Chief of Police								
					AGENCY:	Franklin Police Department								
					ADDRESS:	604 West Main Street Franklin, TN 37064								
					TELEPHONE NO.:	615/794-2513								

## 911 SYSTEM DESCRIPTION

### PSAP NAME

GATLINBURG, TN

<b>THE COMMUNITY</b>				<b>HISTORICAL BACKGROUND</b>			
POPULATION SERVED:	6,000			SERVICE AREA (Sq. Mi.):	25		
POLITICAL JURISDICTIONS SERVED:	2			INITIAL PLANNING:	06/74	ORDERED:	OPERATIONAL:
PUBLIC SAFETY AGENCIES SERVED: LE FIRE EMS OTHER				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	PSAP ADMINISTERED BY:	LE		
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 1 DIRECT PROGRESSIVE CONTROL				COMMON CONTROL	PSAP LOCATED WITH DISPATCH: Yes		
UNKNOWN					CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage		
INCOMING 911 TRUNKS:	DIRECT 3	TANDEM	CALL-ANSWERING POSITIONS: 3				
DIAL TONE FIRST STATUS:	A11			FULL-TIME CALL ANSWERERS: SWORN 1 CIVILIANS 3 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 IDLE CIRCUIT TONE ANI ALI SR FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER RINGBACK				AVERAGE DAILY CALL VOLUME: CALL MIX: LE 50% FIRE 10% EMS 40% 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			
<b>PROBLEM AREAS--COMMENTS</b>				FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % 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: James A. Kelly TITLE: Chief of Police AGENCY: Gatlinburg Police Department ADDRESS: P.O. Box 388, Airport Road Gatlinburg, TN 37738			
				TELEPHONE NO.: 615/436-5181			

## 911 SYSTEM DESCRIPTION

PSAP NAME

HARRIMAN, TN

<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 DIRECT PROGRESSIVE CONTROL				COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS: DIRECT 1		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	MULTI-LINGUAL O		
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR				FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK 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: \$ BUDGET BREAKDOWN--			
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		FINANCIAL MANAGEMENT		PERSONNEL %	TELCO EQUIP./SERVICES %		
COMMENTS:				FACILITIES %	OTHER %		
				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			

# 911 SYSTEM DESCRIPTION

PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 08/77	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0		AGENCY(S) LEADING 911 EFFORT:	
<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	
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 IDLE CIRCUIT TONE ANI ALI SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR		AVERAGE DAILY CALL VOLUME: 1 CALL MIX: LE 40 % FIRE 5 % EMS 45 % OTHER 10 % 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: \$ BUDGET BREAKDOWN-- PERSONNEL 90 % TELCO EQUIP./SERVICES 0 % FACILITIES 0 % OTHER 10 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		SOURCES OF OPERATING BUDGET: FEDERAL 20 % STATE 10 % LOCAL 70 % OTHER %	
COMMENTS:		<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	

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 68,000 SERVICE AREA (Sq. Mi.): 509  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0

### PSAP NAME

JACKSON, TN

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/76 ORDERED: 06/77 OPERATIONAL: 03/78  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	1	COMMON CONTROL	1
DIRECT PROGRESSIVE CONTROL	2	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON	X	ACD	PBX/PABX	OTHER
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#### SPECIAL FEATURES:

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN	O	CIVILIANS	14	MULTI-LINGUAL	O
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OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 40  
 CALL MIX: LE 80% FIRE 5% EMS 5% OTHER 10%  
 INAPPROPRIATE CALLS: %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Contract svcs

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$ 3,000  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

#### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	65 %	OTHER	%
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### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL	X
TECHNICAL	

FINANCIAL	
MANAGEMENT	

#### COMMENTS:

\*Citizen action group

### PSAP DIRECTOR

NAME: Edwin B. Alderson  
 TITLE: Chief of Police  
 AGENCY: Jackson Police Department  
 ADDRESS: P.O. Box 2587  
 Jackson, TN 38301

TELEPHONE NO.: 901/423-3800

504

## 911 SYSTEM DESCRIPTION

### PSAP NAME

JEFFERSON CITY, TN

### THE COMMUNITY

POPULATION SERVED:

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED:

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

### HISTORICAL BACKGROUND

INITIAL PLANNING:

ORDERED:

OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT

TANDEM

DIAL TONE FIRST STATUS: ALL

CALL-ANSWERING EQUIPMENT:

HANDSET      MULTI-BUTTON X      ACD

PBX/PABX

OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI      ALI      SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK

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 8 CIVILIANS 6 MULTI-LINGUAL 3

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 8

CALL MIX: LE 95 % FIRE 0 % EMS 5 % OTHER 0 %

INAPPROPRIATE CALLS: 40 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

ADVICE: If the 911 lines are busy, have caller  
automatically transferred to another number.

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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### PSAP DIRECTOR

NAME:

Harold D. Hutchinson

TITLE: Captain

Jefferson City Police Department

ADDRESS: 201 S. Branner Avenue

Jefferson City, TN 37760

TELEPHONE NO.: 615/475-2002

505

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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 CIVILIANS 3 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		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 TECHNICAL		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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 38,000 SERVICE AREA (Sq. Mi.):  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL MANAGEMENT  
 TECHNICAL

#### COMMENTS:

ADVICE: Forget about it. Receive less than 6 emergency calls per year.

### PSAP NAME

LEBANON, TN

### HISTORICAL BACKGROUND

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS:  
 FULL-TIME CALL ANSWERERS:  
 SWORN 24 CIVILIANS 1 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1  
 CALL MIX: LE 1% FIRE 0% EMS 0% OTHER 99%  
 INAPPROPRIATE CALLS: 99%

### FISCAL

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

### PSAP DIRECTOR

NAME: Lawuel R. Jones  
 TITLE: Chief of Police  
 AGENCY: Lebanon Police Department  
 ADDRESS: Stone Street  
 Lebanon, TN 37087  
 TELEPHONE NO.: 615/444-2323

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MARYVILLE, TN

#### THE COMMUNITY

POPULATION SERVED: 71,800 SERVICE AREA (Sq. Mi.): 584

POLITICAL JURISDICTIONS SERVED: 6

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

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

##### SPECIAL FEATURES:

CALLED PARTY HOLD  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

##### COMMENTS:

Operating budget obtained from pre-established contributions of user agencies.

ADVICE: Have a good public education program.

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 07/68 ORDERED: 09/68 OPERATIONAL: 11/68

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: EMS--2

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:  
SWORN 7 CIVILIANS MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME:  
CALL MIX: LE 70 % FIRE 5 % EMS 20 % OTHER 5 %  
INAPPROPRIATE CALLS: 40%

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 125,000  
BUDGET BREAKDOWN--

PERSONNEL 75 % TELCO EQUIP./SERVICES 20 %  
FACILITIES 5 % OTHER 0 %

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

#### PSAP DIRECTOR

NAME: John R. Bluford  
TITLE: Chief of Police  
AGENCY: Maryville Police Department  
ADDRESS: 400 W. Broadway Avenue  
Maryville, TN 37801

TELEPHONE NO.: 615/983-3620

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MONTGOMERY COUNTY, TN

#### THE COMMUNITY

POPULATION SERVED: 85,000 SERVICE AREA (Sq. Mi.): 534  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/75 ORDERED: 01/76 OPERATIONAL: 05/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 5  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 3 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 2  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Other  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 32  
 CALL MIX: LE 70% FIRE 5% EMS 20% OTHER 5%  
 INAPPROPRIATE CALLS: 50%

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 455  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,686  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES 100%  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

ADVICE: Need continuous public education program  
 with emphasis on using 911 for emergencies only.

#### PSAP DIRECTOR

NAME: Jack Nagrod  
 TITLE: Coordinator, Clarksville-Montgomery  
 AGENCY: County Criminal Justice Complex  
 ADDRESS: 120 Commerce Street  
 Clarksville, TN 37040  
 TELEPHONE NO.: 615/647-0223

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MORRISTOWN, TN

#### THE COMMUNITY

POPULATION SERVED: 45,000 SERVICE AREA (Sq. Mi.): 174

POLITICAL JURISDICTIONS SERVED: 2

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

#### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1972

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	COMMON CONTROL
DIRECT PROGRESSIVE CONTROL	UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 1 TANDEM

DIAL TONE FIRST STATUS: All

CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	OTHER
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SPECIAL FEATURES:

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

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL	FINANCIAL
TECHNICAL	MANAGEMENT

COMMENTS:

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 0

FULL-TIME CALL ANSWERERS:

SWORN	4	CIVILIANS	4	MULTI-LINGUAL	0
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OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:

CALL MIX:	LE %	FIRE %	EMS %	OTHER %
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INAPPROPRIATE CALLS: %

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

SOURCES OF OPERATING BUDGET:

FEDERAL %	STATE %	LOCAL %	100%	OTHER %
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#### PSAP DIRECTOR

NAME: Joel Seal  
 TITLE: Chief of Police  
 AGENCY: Morristown Police Department  
 ADDRESS: P.O. Box 1283  
 Morristown, TN 37814

TELEPHONE NO.: 615/586-1213

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MURFREESBORO, TN

### THE COMMUNITY

POPULATION SERVED: 69,901

SERVICE AREA (Sq. Mi.): 612

POLITICAL JURISDICTIONS SERVED: 3

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/69 ORDERED: 08/69 OPERATIONAL: 10/69

AGENCY(S) LEADING 911 EFFORT: Telco

AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 1

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 0  
DIRECT PROGRESSIVE CONTROL 0

COMMON CONTROL 1  
UNKNOWN

INCOMING 911 TRUNKS: DIRECT 2

TANDEM 0

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER

#### SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI

FORCED DISCONNECT  
SWITCHHOOK STATUS  
ALI SR PARTIAL SR

RINGBACK  
OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN 59 CIVILIANS 4 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 105

CALL MIX: LE 92% FIRE 2% EMS 4% OTHER 2%  
INAPPROPRIATE CALLS: 5%

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

#### COMMENTS:

Receive many non-emergency calls on 911 lines.

ADVICE: 911 improves public relations. Do not have business or home alarms hooked into telephone line as they tie-up 911 lines.

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 45,000  
BUDGET BREAKDOWN--

PERSONNEL 98 %  
FACILITIES 1 %

TELCO EQUIP./SERVICES 1%  
OTHER 0%

#### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Edmond N. Brown  
TITLE: Chief of Police  
AGENCY: Murfreesboro Police Department  
ADDRESS: 302 S. Church Street  
Murfreesboro, TN 37130

TELEPHONE NO.: 615/893-1311

TTC 511

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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: None		FULL-TIME CALL ANSWERERS: SWORN 5 CIVILIANS MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X		NON-PSAP CALL-ANSWERING AGENCY:
IDLE CIRCUIT TONE ANI ALI SR	SWITCHHOOK STATUS PARTIAL SR OTHER	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 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT		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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

PULASKI, TN

#### THE COMMUNITY

POPULATION SERVED: 7,642

SERVICE AREA (Sq. Mi.): 4

POLITICAL JURISDICTIONS SERVED: 1

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

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 12/71 ORDERED: 02/72 OPERATIONAL: 04/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 0 COMMON CONTROL 0  
DIRECT PROGRESSIVE CONTROL 1 UNKNOWN

INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0

DIAL TONE FIRST STATUS: None

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

##### SPECIAL FEATURES:

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

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS MULTI-LINGUAL

OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 1  
CALL MIX: LE 50% FIRE 15% EMS 35% OTHER 10%  
INAPPROPRIATE CALLS: 90%

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X FINANCIAL  
TECHNICAL MANAGEMENT

##### COMMENTS:

Any number with a 9 & all long distance calls

come in on 911 lines.

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 200

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$ 180

##### BUDGET BREAKDOWN--

PERSONNEL %	TELCO EQUIP./SERVICES 100%
FACILITIES %	OTHER %

##### SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL 100% OTHER %

#### PSAP DIRECTOR

NAME: Stanley E. Newton  
TITLE: Chief of Police  
AGENCY: Pulaski Police Department  
ADDRESS: 201 S. 1st Street  
Pulaski, TN 38478

TELEPHONE NO.: 615/363-2531

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ROANE COUNTY, TN

<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:				PSAP LOCATED WITH DISPATCH: Yes				
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X			CALL-ANSWERING/DISPATCHING PROCEDURE:				
INCOMING 911 TRUNKS: DIRECT 1	TANDEM			CALL-ANSWERING POSITIONS: 1				
DIAL TONE FIRST STATUS: All				FULL-TIME CALL ANSWERERS:				
CALL-ANSWERING EQUIPMENT:				SWORN CIVILIANS 168 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK 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: \$ BUDGET BREAKDOWN--				
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES %			TELCO EQUIP./SERVICES % 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				

## 911 SYSTEM DESCRIPTION

**PSAP NAME**

SAVANNAH, TN

### THE COMMUNITY

POPULATION SERVED: 6,325 SERVICE AREA (Sq. Mi.): 12  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 2

### HISTORICAL BACKGROUND

INITIAL PLANNING: 03/79 ORDERED: 07/79 OPERATIONAL: 08/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM / DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 0  
 FULL-TIME CALL ANSWERERS:  
 SWORN 13 CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 24  
 CALL MIX: LE 80 % FIRE 10 % EMS 5 % OTHER 5 %  
 INAPPROPRIATE CALLS: 20 %

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

### PSAP DIRECTOR

NAME: Don Cannon  
 TITLE: Chief of Police  
 AGENCY: Savannah Police Department  
 ADDRESS: 1020 Main Street  
 Savannah, TN 38372

TELEPHONE NO.: 901/925-4989

## 911 SYSTEM DESCRIPTION

				PSAP NAME SMITH COUNTY, TN
THE COMMUNITY		HISTORICAL BACKGROUND		
POPULATION SERVED: 13,500	SERVICE AREA (Sq. Mi.): 325	INITIAL PLANNING:	ORDERED:	
POLITICAL JURISDICTIONS SERVED: 4		AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL:	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 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	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes		
INCOMING 911 TRUNKS: DIRECT	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 5 CIVILIANS 0 MULTI-LINGUAL 0		
SPECIAL FEATURES: CALLED PARTY HOLD 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: 2 CALL MIX: LE 100 % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: 0 %		
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				
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %		
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %		
PSAP DIRECTOR				
NAME: Sidney S. Harper TITLE: Sheriff AGENCY: Smith County Sheriff's Department ADDRESS: 2nd Avenue Carthage, TN 37030		TELEPHONE NO.: 615/735-2626		

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

SMYRNA, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 19,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 01/77	ORDERED: 01/77
POLITICAL JURISDICTIONS SERVED: 3		OPERATIONAL: 07/77	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Telco	
		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 DIRECT PROGRESSIVE CONTROL 0		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 0 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 1	TANDEM 0	CALL-ANSWERING POSITIONS: 1	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 4	MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI ALI SR		RINGBACK X FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	NON-PSAP CALL-ANSWERING AGENCY: INAPPROPRIATE CALLS: 75%
AVERAGE DAILY CALL VOLUME: 10 CALL MIX: LE % FIRE % EMS % 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 X	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1979 OPERATING BUDGET: \$ 283 BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS: ADVICE: Need wide-spread publicity about the use of 911.		<b>PSAP DIRECTOR</b>	
		NAME: William E. Jacobs TITLE: Chief of Police AGENCY: Smyrna Police Department ADDRESS: P.O. Box 876 Smyrna, TN 37167	TELEPHONE NO.: 615/459-6644

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 5,000 SERVICE AREA (Sq. Mi.): 256  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 0 OTHER 1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 1 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

### PSAP NAME

SPRING CITY, TN

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 08/72  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: City admin  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 4  
 CALL MIX: LE 25% FIRE 25% EMS 25% OTHER 25%  
 INAPPROPRIATE CALLS: 40%

### FISCAL

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

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME: Robert Chatten  
 TITLE: City Manager  
 AGENCY: City Hall & Police Department  
 ADDRESS: West Rhea Avenue  
 Spring City, TN 37381  
 TELEPHONE NO.: 615/365-6441, 5153

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SPRINGFIELD, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 200,000	SERVICE AREA (Sq. Mi.):	INITIAL PLANNING: 05/78	ORDERED: 05/78
POLITICAL JURISDICTIONS SERVED: 6		OPERATIONAL: 07/78	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 2 OTHER 0		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: 3	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
INCOMING 911 TRUNKS: DIRECT 6	TANDEM	CALL-ANSWERING POSITIONS: 6	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 3 CIVILIANS	MULTI-LINGUAL
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: CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 2,500	
INTERAGENCY AGREEMENTS: Joint powers		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 2,500 BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %	
COMMENTS:		<b>PSAP DIRECTOR</b>	
		NAME: James Johnson	
		TITLE: Chief of Police	
		AGENCY: Springfield Police Department	
		ADDRESS: 802 Willow Street	
		Springfield, TN 37172	
		TELEPHONE NO.: 615/384-8422	

6TC

## 911 SYSTEM DESCRIPTION

### PSAP NAME

TULLAHOMA, TN

### THE COMMUNITY

POPULATION SERVED: 35,000 SERVICE AREA (Sq. Mi.): 434  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 2 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 09/74  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1, Fire--2, EMS--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER \*

#### SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Advertise your 911 service

\*Auto relay system.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 7 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 125  
 CALL MIX: LE 80% FIRE 9% EMS 7% OTHER 4%  
 INAPPROPRIATE CALLS: 10%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 100,799  
 BUDGET BREAKDOWN--

PERSONNEL	65 %	TELCO EQUIP./SERVICES	5%
FACILITIES	20 %	OTHER	10%

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

### PSAP DIRECTOR

NAME: Tom Womack  
 TITLE: Superintendent  
 AGENCY: Coffee County Consolidated Comm. Ctr.  
 ADDRESS: P.O. Box 219  
 Tullahoma, TN 37388

TELEPHONE NO.: 615/728-9555

# 911 SYSTEM DESCRIPTION

PSAP NAME

WAVERLY, TN

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 12,000	SERVICE AREA (Sq. Mi.): 900	INITIAL PLANNING: 01/73	ORDERED: 09/73
POLITICAL JURISDICTIONS SERVED: 4		OPERATIONAL: 11/73	
PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 3 EMS 1 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 3	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 0	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 1	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN CIVILIANS 4	MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY	
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 70	
CALLED PARTY HOLD	FORCED DISCONNECT	CALL MIX: LE 60% FIRE 15% EMS 25% OTHER 0%	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS	INAPPROPRIATE CALLS: 2%	
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: \$	
BUDGET BREAKDOWN--			
MOST CURRENT PROBLEM AREAS:		PERSONNEL %	TELCO EQUIP./SERVICES %
OPERATIONAL	FINANCIAL MANAGEMENT	FACILITIES %	OTHER %
TECHNICAL X			
COMMENTS:	SOURCES OF OPERATING BUDGET:		
Receive many non-emergency calls on 911 lines.	FEDERAL %	STATE %	LOCAL %
	OTHER %		
		<b>PSAP DIRECTOR</b>	
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**

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 NO. WASHINGTON  
BROWNSVILLE , TN 38012  
(901) 772-1215

RONALD J GAGNON  
CHIEF OF POLICE  
COVINGTON POLICE DEPARTMENT  
HIGHWAY 51 NORTH  
COVINGTON , TN 38019  
(901) 476-5282

KENNETH S. PRUITT  
LIEUTENANT  
FAYETTEVILLE POLICE DEPT.  
1105 FULTON DRIVE  
FAYETTEVILLE , TN 37334  
(615) 433-4522

CHARLES BRUCE  
CHIEF OF POLICE  
JELlico POLICE DEPARTMENT  
400 SOUTH MAIN  
JELlico , TN 37762  
(615) 424-6123

JAMES D BRATTON  
CHIEF OF POLICE  
MILAN POLICE DEPARTMENT  
CITY HALL  
MILAN , TN 38358  
(901) 686-3309

RANDALL E MCGUIRE  
CHIEF OF POLICE  
PORTLAND POLICE DEPARTMENT  
100 SOUTH RUSSELL  
PORTLAND , TN 37148  
(615) 325-3434

CHARLES HOPSON  
CHIEF OF POLICE  
SOUTH PITTSBURGH POLICE DEPT  
205 ELM AVE  
SOUTH PITTSBURGH , TN 37380  
(615) 837-8282

DOYLE WALL  
SHERIFF  
BICKSON COUNTY SHERIFF'S DEPT.  
P.O. BOX 17  
CHARLOTTE , TN 37036  
(615) 789-4139

JERRY L GOINS  
DISPATCHER  
HOLIDAY INN  
U.S. 25 E./P.O. BOX 37  
CUMBERLAND GAP , TN 37724  
(615) 869-3631

JAMES R BRAZIER  
CHIEF OF POLICE  
GALLATIN POLICE DEPARTMENT  
130 W. FRANKLIN ST  
GALLATIN , TN 37066  
(615) 452-1313

RUDY G BRADLEY  
CAPTAIN  
KNOXVILLE POLICE DEPARTMENT  
800 E. CHURCH AVE  
KNOXVILLE , TN 37915  
(615) 546-6220 X205

BOBBIE HILL  
CAPTAIN  
NASHVILLE POLICE DEPARTMENT  
110 PUBLIC SQUARE  
NASHVILLE , TN 37201  
(615) 259-6277

LARRY J SMITH  
CHIEF OF POLICE  
ROCKWOOD POLICE DEPARTMENT  
146 SOUTH FRONT AVE  
ROCKWOOD , TN 37854  
(615) 354-1151

JAMES L BRAZELTON  
SHERIFF  
FRANKLIN CNTY SHERIFF'S DEPT.  
FRANKLIN CNTY SHERIFF'S DEPT.  
WINCHESTER , TN 37398  
(615) 967-2331

JACK OWENS  
CHIEF OF POLICE  
CLINTON POLICE DEPARTMENT  
101 N. BOLLING  
CLINTON , TN 37716  
(615) 457-3112

J. W HICKMAN  
SHERIFF  
MEIGS COUNTY SHERIFF'S DEPT  
P.O. BOX 223  
DECATUR , TN 37322  
(615) 334-5268

WALTER G TOON  
CHIEF OF POLICE  
HENDERSONVILLE POLICE DEPT  
P.O. BOX 541  
HENDERSONVILLE , TN 37075  
(615) 822-1111

EARL CARROLL  
CHIEF OF POLICE  
LAFALLETTE POLICE DEPARTMENT  
SOUTH TENNESSEE AVE  
LAFALLETTE , TN 37766  
(615) 562-8331

BUDDY D RAMSEY  
CHIEF OF POLICE  
NEWPORT POLICE DEPARTMENT  
P.O. BOX 128  
NEWPORT , TN 37821  
(615) 623-8777

LEE JUSTICE  
SHERIFF  
HAWKINS COUNTY SHERIFF'S DEPT  
150 WASHINGTON  
ROGERSVILLE , TN 37857  
(615) 272-7121

**TEXAS**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

ALICE, TX

### THE COMMUNITY

### HISTORICAL BACKGROUND

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:

### THE TELEPHONE SYSTEM

### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

PSAP ADMINISTERED BY: LE

CENTRAL OFFICE SWITCHING EQUIPMENT:

PSAP LOCATED WITH DISPATCH: Yes

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

INCOMING 911 TRUNKS: DIRECT 2 TANDEM

CALL-ANSWERING POSITIONS: 0

DIAL TONE FIRST STATUS: None

FULL-TIME CALL ANSWERERS:

CALL-ANSWERING EQUIPMENT:

SWORN 0 CIVILIANS 5 MULTI-LINGUAL 5

HANDSET X MULTI-BUTTON

ACD

PBX/PABX

OTHER

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK  
OTHER

AVERAGE DAILY CALL VOLUME: 9  
CALL MIX: LE 40% FIRE 10% EMS 40% OTHER 10%  
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: \$ 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.

### PSAP DIRECTOR

NAME: Augustin R. Garcia  
TITLE: Administrative Assistant  
AGENCY: Alice Police Department  
ADDRESS: P.O. Box 119, 415 East Main Street  
Alice, TX 78332

TELEPHONE NO.: 512/664-0186

## 911 SYSTEM DESCRIPTION

		<b>PSAP NAME</b>	COMMERCE, TX
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	25,000	SERVICE AREA (Sq. Mi.):	35
POLITICAL JURISDICTIONS SERVED:	1	INITIAL PLANNING:	ORDERED:
PUBLIC SAFETY AGENCIES SERVED:	LE 1 FIRE 1 EMS 1 OTHER 0	AGENCY(S) LEADING 911 EFFORT:	OPERATIONAL: 02/74 Emerg. med.
		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	UNKNOWN X		
INCOMING 911 TRUNKS:	DIRECT 3	TANDEM	
DIAL TONE FIRST STATUS:	A11		
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	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: \$	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL X	FINANCIAL MANAGEMENT	PERSONNEL 30 %	TELCO EQUIP./SERVICES 20 %
TECHNICAL		FACILITIES 50 %	OTHER 0 %
COMMENTS:		SOURCES OF OPERATING BUDGET:	
		FEDERAL % STATE % LOCAL 100% OTHER %	
		<b>PSAP DIRECTOR</b>	
NAME:	Jack Booth		
TITLE:	Chief of Police		
AGENCY:	Commerce Police Department		
ADDRESS:	1201 Alamo Street		
	Commerce, TX 75428		
TELEPHONE NO.:	214/886-2105 x219		

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

FORT STOCKTON, TX

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi.): 5	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL:
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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes	
INCOMING 911 TRUNKS: DIRECT	2	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIAL TONE FIRST STATUS: None	TANDEM	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		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
IDLE CIRCUIT TONE ANI SR	SWITCHHOOK STATUS PARTIAL SR	NON-PSAP CALL-ANSWERING AGENCY:	
OTHER		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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES %	TELCO EQUIP./SERVICES % 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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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> GALVESTON, TX
POPULATION SERVED: 73,000	SERVICE AREA (Sq. Mi.): 60	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 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: City admin
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 9	TANDEM 9	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 CIVILIANS 15 MULTI-LINGUAL 3
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI SR	FORCED DISCONNECT X SWITCHHOOK STATUS PARTIAL SR	OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:
RINGBACK X ALI OTHER		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		PLANNING/IMPLEMENTATION COST: \$ 300
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 153,571 BUDGET BREAKDOWN-- PERSONNEL 82 % TELCO EQUIP./SERVICES 1 % FACILITIES % OTHER 1 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL	FINANCIAL X MANAGEMENT	SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %
COMMENTS: Limited budget prohibits proper manpower.		<b>PSAP DIRECTOR</b>
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

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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:	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 1	TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 4 MULTI-LINGUAL
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	SWITCHHOOK STATUS PARTIAL SR OTHER	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: \$ BUDGET BREAKDOWN-- PERSONNEL % TELCO EQUIP./SERVICES % FACILITIES % OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL TECHNICAL X MANAGEMENT	COMMENTS: 75% of calls received on 911 lines are wrong numbers or dead lines. ADVICE: Have a binding contract with telco. Make sure you get options requested.	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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## 911 SYSTEM DESCRIPTION

PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 2	COMMON CONTROL 0	CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
DIRECT PROGRESSIVE CONTROL 2	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 15	TANDEM 0	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 5 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: 200	
CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK	SWITCHHOOK STATUS PARTIAL SR OTHER	CALL MIX: LE 98% FIRE 1% EMS 1% OTHER 0%	
IDLE CIRCUIT TONE ANI ALI SR		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>			
MOST CURRENT PROBLEM AREAS:		FISCAL YEAR 1978 OPERATING BUDGET: \$ 32,876	
OPERATIONAL X FINANCIAL MANAGEMENT		BUDGET BREAKDOWN--	
TECHNICAL		PERSONNEL 95% TELCO EQUIP./SERVICES 0%	
COMMENTS:		FACILITIES 0% OTHER 5%	
Have a high degree of call answerer turnover.		SOURCES OF OPERATING BUDGET:	
		FEDERAL 95% STATE % LOCAL % OTHER %	
		PSAP DIRECTOR	
		NAME: Richard B. Ramsey	
		TITLE: Commander of Technical Service	
		AGENCY: Irving Police Department	
		ADDRESS: 845 W. Irving Blvd.	
		Irving, TX 75060	
		TELEPHONE NO.: 214/253-2684	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

LAMESA, TX

<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 DIRECT PROGRESSIVE CONTROL		PSAP LOCATED WITH DISPATCH: Yes
COMMON CONTROL UNKNOWN X		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage
INCOMING 911 TRUNKS: DIRECT 2	TANDEM	CALL-ANSWERING POSITIONS: 1
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 17 CIVILIANS 7 MULTI-LINGUAL 2
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR		NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 50 CALL MIX: LE 30% FIRE 5% EMS 10% OTHER 5% INAPPROPRIATE CALLS: 50%
FORCED DISCONNECT SWITCHHOOK STATUS X PARTIAL SR OTHER		RINGBACK
<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: \$ BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL		PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % 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

## 911 SYSTEM DESCRIPTION

				<b>PSAP NAME</b>	ODESSA, TX
<b>THE COMMUNITY</b>				<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED:	110,000	SERVICE AREA (Sq. Mi.):	350	INITIAL PLANNING:	07/69
POLITICAL JURISDICTIONS SERVED:	2			ORDERED:	12/69
PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 1 EMS 2 OTHER 0				OPERATIONAL:	04/70
				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:	3	PSAP ADMINISTERED BY:	Fire
CENTRAL OFFICE SWITCHING EQUIPMENT:				PSAP LOCATED WITH DISPATCH:	Yes
STORED PROGRAM	2	COMMON CONTROL	1	CALL-ANSWERING/DISPATCHING PROCEDURE:	One-stage
DIRECT PROGRESSIVE CONTROL	0	UNKNOWN		CALL-ANSWERING POSITIONS:	1
INCOMING 911 TRUNKS:	DIRECT	9	TANDEM	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS:	None			SWORN	1 CIVILIANS 4 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT:				OPERATING SCHEDULE:	7 DAYS/WEEK 24HOURS/DAY
HANDSET	X	MULTI-BUTTON	X	NON-PSAP CALL-ANSWERING AGENCY:	
ACD		PBX/PABX		AVERAGE DAILY CALL VOLUME:	80
SPECIAL FEATURES:				CALL MIX:	LE 62% FIRE 7% EMS 12% OTHER 19%
CALLED PARTY HOLD	X	FORCED DISCONNECT	X	INAPPROPRIATE CALLS:	25%
IDLE CIRCUIT TONE		SWITCHHOOK STATUS			
ANI	ALI	SR	PARTIAL SR	RINGBACK	
<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:	\$ 74,611
MOST CURRENT PROBLEM AREAS:				BUDGET BREAKDOWN--	
OPERATIONAL	X	FINANCIAL		PERSONNEL	93 %
TECHNICAL		MANAGEMENT		FACILITIES	0 %
COMMENTS:				TELCO EQUIP./SERVICES	6%
ADVICE: Educate public 911 is emergency number only. Install automatic knock-down switch to pre- vent tie-up of lines. Have transfer relay option.				OTHER	1%
				SOURCES OF OPERATING BUDGET:	
				FEDERAL % STATE % LOCAL 100% OTHER %	
				<b>PSAP DIRECTOR</b>	
				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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

SHERMAN, TX

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 30,000	SERVICE AREA (Sq. Mi.): 2,721	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	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%
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X FINANCIAL MANAGEMENT.	COMMENTS: Some 7-digit numbers come in on the 911 lines. Joint effort of city/county administration & regional planning agency.	<b>PSAP DIRECTOR</b> 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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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 PARTIAL SR OTHER ANI ALI SR		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

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

GLEN 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

**UTAH**

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## 911 SYSTEM DESCRIPTION

PSAP NAME

OREM, UT

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 56,000	SERVICE AREA (Sq. Mi.): 23	INITIAL PLANNING: 1973	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: LE	OPERATIONAL: 07/74
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		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL 0 UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 0	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: Partial		FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 1 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: 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 TECHNICAL X	FINANCIAL 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

SALT LAKE COUNTY, UT

#### THE COMMUNITY

POPULATION SERVED: 681,000 SERVICE AREA (Sq. Mi.): 764

POLITICAL JURISDICTIONS SERVED: 12

PUBLIC SAFETY AGENCIES SERVED: LE 11 FIRE 11 EMS 4 OTHER 2

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 08/72 ORDERED: 12/73 OPERATIONAL: 07/75

AGENCY(S) LEADING 911 EFFORT: Fire

AGENCIES SERVED POST-IMPLEMENTATION: LE--5, Fire--5

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 13

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	44	COMMON CONTROL	1
DIRECT PROGRESSIVE CONTROL	3	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 0 TANDEM 48

DIAL TONE FIRST STATUS: None

##### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON	ACD	PBX/PABX	X	OTHER
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##### SPECIAL FEATURES:

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

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs

PSAP LOCATED WITH DISPATCH: No

CALL-ANSWERING/DISPATCHING PROCEDURE: N/A

CALL-ANSWERING POSITIONS: 3

##### FULL-TIME CALL ANSWERERS:

SWORN	0	CIVILIANS	12	MULTI-LINGUAL	0
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OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 450

CALL MIX: LE 66% FIRE 8% EMS 17% OTHER 9%

INAPPROPRIATE CALLS: 5%

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Joint powers

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 132,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL

FISCAL YEAR 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%
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#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL	X	FINANCIAL	
TECHNICAL		MANAGEMENT	

##### COMMENTS:

Operating budget comes from pre-established contributions of user agencies.

ADVICE: 911 is instrumental in rendering aid in emergencies in a minimum amount of time.

#### PSAP DIRECTOR

NAME: Alvin L. Britton  
 TITLE: Director of Emergency Services  
 AGENCY: Salt lake City Emergency Services  
 ADDRESS: 440 South 3rd Street East  
 Salt Lake City, UT 84111

TELEPHONE NO.: 801/535-7467

SURVEY NON-RESPONDENTS

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

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**VERMONT**

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# 911 SYSTEM DESCRIPTION

## PSAP NAME

BURLINGTON, VT

### THE COMMUNITY

POPULATION SERVED: 75,000 SERVICE AREA (Sq. Mi.): 614  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 2

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL 1  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Meet with all interested agencies, get research materials, visit operating 911 PSAPs, get cost, equipment, growth, etc. details from telco, have good public education. \*2152 comkey

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/78 ORDERED: 07/79 OPERATIONAL: 09/79  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 3  
 FULL-TIME CALL ANSWERERS:  
 SWORN 3 CIVILIANS 3 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 50  
 CALL MIX: LE 80% FIRE 10% EMS 5% OTHER 5%  
 INAPPROPRIATE CALLS: 2%

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1979 OPERATING BUDGET: \$ 75,000  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PSAP DIRECTOR

NAME: Richard E. Beaulieu  
 TITLE: Chief of Police  
 AGENCY: City of Burlington Police Department  
 ADDRESS: 82 South Winooski Avenue  
 Burlington, VT 05401

TELEPHONE NO.: 802/658-2700

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

LAMOILE COUNTY, VT.

### THE COMMUNITY

POPULATION SERVED: 17,278 SERVICE AREA (Sq. Mi.): 476  
 POLITICAL JURISDICTIONS SERVED: 10  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 7 EMS 3 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 10/76 ORDERED: 10/77 OPERATIONAL: 10/78  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 4  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 4 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 9 TANDEM 0  
 DIAL TONE FIRST STATUS: Partial  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON ACD PBX/PABX OTHER \*  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN 3 CIVILIANS 1 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 12  
 CALL MIX: LE 30 % FIRE 35 % EMS 30 % OTHER 5 %  
 INAPPROPRIATE CALLS: 5 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 80,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X  
 FISCAL YEAR 1979 OPERATING BUDGET: \$ 118,482  
 BUDGET BREAKDOWN--  
 PERSONNEL 42 % TELCO EQUIP./SERVICES 10 %  
 FACILITIES 10 % OTHER 38 %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Need the support of all user agencies.

\*30-button recessed call directors

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

### PSAP DIRECTOR

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**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

HENRICO COUNTY, VA

#### THE COMMUNITY

#### HISTORICAL BACKGROUND

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

#### THE TELEPHONE SYSTEM

#### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1

911 WIRED CENTRAL OFFICES: 5

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 14

TANDEM

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

DIAL TONE FIRST STATUS: All

CALL-ANSWERING POSITIONS: 14

CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

FULL-TIME CALL ANSWERERS:

SWORN 6 CIVILIANS 30 MULTI-LINGUAL 0

SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT X  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

AVERAGE DAILY CALL VOLUME: 193  
CALL MIX: LE 60 % FIRE 20 % EMS 10 % OTHER 10 %  
INAPPROPRIATE CALLS: 10 %

#### LEGAL

#### FISCAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

PLANNING/IMPLEMENTATION COST: \$

INTERAGENCY AGREEMENTS: Joint powers\*

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

#### PROBLEM AREAS--COMMENTS

FISCAL YEAR 1979 OPERATING BUDGET: \$

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

BUDGET BREAKDOWN--

PERSONNEL %  
FACILITIES %

TELCO EQUIP./SERVICES %  
OTHER %

COMMENTS:

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

Receive many non-emergency calls on 911 lines.

ADVICE: Need lots of public education about 911.

\*Also has contract services

#### PSAP DIRECTOR

NAME:

A.D. Mathews

TITLE:

Lieutenant of Communications

AGENCY:

Division of Police of Henrico County

ADDRESS:

3812 Nine Mile Road

Richmond, VA 23223

TELEPHONE NO.:

804/222-2324

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

POQUOSON, VA

### THE COMMUNITY

### HISTORICAL BACKGROUND

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

### 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: 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:

AVERAGE DAILY CALL VOLUME: 12

CALL MIX: LE 90 % FIRE 2 % EMS 8 % OTHER 0 %

INAPPROPRIATE CALLS: 1 %

### 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

### PROBLEM AREAS--COMMENTS

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %

FACILITIES % OTHER %

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL

FINANCIAL

TECHNICAL X

MANAGEMENT

#### COMMENTS:

Need updated dispatching consoles.

ADVICE: It is a good system & worth its cost.

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

### PSAP DIRECTOR

NAME: John T. White  
 TITLE: Chief of Police  
 AGENCY: Poquoson Police Department  
 ADDRESS: 830 Poquoson Avenue  
 Poquoson, VA 23662

TELEPHONE NO.: 804/868-6668, 7151

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 7		OPERATIONAL: 1967	
PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0		AGENCY(S) LEADING 911 EFFORT: Fire	
		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 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 IDLE CIRCUIT TONE X ANI ALI SR		RINGBACK FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR OTHER	OPERATING SCHEDULE: 7 DAYS/WEEK 24HOURS/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

**CONTINUED**

**10 OF 12**

# 911 SYSTEM DESCRIPTION

## PSAP NAME

RICHMOND, VA

### THE COMMUNITY

POPULATION SERVED: 250,000 SERVICE AREA (Sq. Mi.): 62  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 2 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 09/71 ORDERED: 12/74 OPERATIONAL: 12/77  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 4 COMMON CONTROL 6  
 DIRECT PROGRESSIVE CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 19 TANDEM  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 53 MULTI-LINGUAL  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 666  
 CALL MIX: LE 90% FIRE 5% EMS 5% OTHER 0%  
 INAPPROPRIATE CALLS: 1%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL 76% TELCO EQUIP./SERVICES 20%  
 FACILITIES 0% OTHER 4%  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Rotate dispatchers between call answering,  
 radio operating, & data positions.

### PSAP DIRECTOR

NAME: William W. Costin  
 TITLE: Chief, Bureau of Emergency Communication  
 AGENCY: Dept. of Public Safety, City of Richmond  
 ADDRESS: 501 N. Ninth Street  
 Richmond, VA 23219  
 TELEPHONE NO.: 804/780-4151

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PRINCE WILLIAM COUNTY, VA

### THE COMMUNITY

POPULATION SERVED: 260,000 SERVICE AREA (Sq. Mi.): 352  
 POLITICAL JURISDICTIONS SERVED: 7  
 PUBLIC SAFETY AGENCIES SERVED: LE 0 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 8

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 8  
 DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
 UNKNOWN

INCOMING 911 TRUNKS: DIRECT

TANDEM 15

DIAL TONE FIRST STATUS: ALL

#### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACB PBX/PABX OTHER

#### SPECIAL FEATURES:

CALLED PARTY HOLD  
 IDLE CIRCUIT TONE X  
 ANI ALI SR

FORCED DISCONNECT  
 SWITCHHOOK STATUS  
 PARTIAL SR

RINGBACK  
 OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL  
 TECHNICAL

FINANCIAL X  
 MANAGEMENT

#### COMMENTS:

ADVICE: Implement 911 service as soon as possible  
 regardless of cost.

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1966 ORDERED: 1966 OPERATIONAL: 1967  
 AGENCY(S) LEADING 911 EFFORT: Fire  
 AGENCIES SERVED POST-IMPLEMENTATION: EMS--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 6

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

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

AVERAGE DAILY CALL VOLUME: 125  
 CALL MIX: LE 0% FIRE 40% EMS 60% OTHER 0%  
 INAPPROPRIATE CALLS: %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 203,000  
 BUDGET BREAKDOWN--

PERSONNEL 60% TELCO EQUIP./SERVICES 20%  
 FACILITIES 5% OTHER 15%

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

### PSAP DIRECTOR

NAME: Phillip G. Ponder  
 TITLE: Communications Officer  
 AGENCY: Fire & Rescue Service  
 ADDRESS: 3900 Lee Avenue  
 Manassa, VA 22110

TELEPHONE NO.: 703/368-9093 x220M

SURVEY NON-RESPONDENTS

GENE SOUTHALL

PRINCE GEORGE COUNTY  
SHERIFF'S OFFICE  
FARMVILLE , VA 23901  
(804) 392-3332

RALPH B. JOHNSON

FLUVANNA CTY. SHERIFF'S OFFICE

PALMYRA VA 22963

EMERGENCY COMMUNICATIONS CTR  
HANOVER COURTHOUSE  
HANOVER , VA 23069  
(804) 798-3241

HAROLD CHAPMAN  
SHERIFF  
GREEN COUNTY SHERIFF'S OFFICE

STANARDSVILLE , VA 22973  
(804) 985-2222

WILLIAM M. HARRIS  
SHERIFF

NELSON COUNTY SHERIFF'S DEPT.  
BOX 36  
LOVINGSTON , VA 22949  
(804) 263-4242

T W CRISMAN  
SHERIFF  
SHENANDOAH CTY SHERIFF'S DEPT  
109 W. COURT ST  
MT. JACKSON , VA 22664  
(703) 459-4071

**WASHINGTON**

555

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

ANACORTES, WA

#### THE COMMUNITY

POPULATION SERVED: 12,040 SERVICE AREA (Sq. Mi.): 64  
POLITICAL JURISDICTIONS SERVED: 4  
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 4 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/70 ORDERED: 05/75 OPERATIONAL: 09/75  
AGENCY(S) LEADING 911 EFFORT: Fire  
AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
CENTRAL OFFICE SWITCHING EQUIPMENT:  
STORED PROGRAM DIRECT PROGRESSIVE CONTROL 1 COMMON CONTROL UNKNOWN  
INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
DIAL TONE FIRST STATUS: None  
CALL-ANSWERING EQUIPMENT:  
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
SPECIAL FEATURES:  
CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Fire  
PSAP LOCATED WITH DISPATCH: Yes  
CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
CALL-ANSWERING POSITIONS: 1  
FULL-TIME CALL ANSWERERS:  
SWORN CIVILIANS 5 MULTI-LINGUAL 0  
OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
NON-PSAP CALL-ANSWERING AGENCY:  
AVERAGE DAILY CALL VOLUME: 50  
CALL MIX: LE 75 % FIRE 10 % EMS 15 % OTHER 0 %  
INAPPROPRIATE CALLS: 60 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
FISCAL YEAR 1978 OPERATING BUDGET: \$ 70,254  
BUDGET BREAKDOWN--  
PERSONNEL 95 % TELCO EQUIP./SERVICES 1 %  
FACILITIES 1 % OTHER 3 %  
SOURCES OF OPERATING BUDGET:  
FEDERAL % STATE % LOCAL 67 % OTHER 33 %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
OPERATIONAL FINANCIAL  
TECHNICAL X MANAGEMENT

#### COMMENTS:

33% of operating budget comes from pre-established contributions of user agencies.

#### PSAP DIRECTOR

NAME: Cecil A. Little  
TITLE: Fire Chief  
AGENCY: Anacortes Fire Department  
ADDRESS: 1011 12th  
Anacortes, WA 98221

TELEPHONE NO.: 206/293-5171 x23

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CHELAN, WA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 10,000	SERVICE AREA (Sq. Mi.): 196	INITIAL PLANNING: 05/75	ORDERED: 06/75 OPERATIONAL: 02/76
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: City/cnty admin	
PUBLIC SAFETY AGENCIES SERVED: LE 2 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: 2	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 4		COMMON CONTROL UNKNOWN	
INCOMING 911 TRUNKS: DIRECT	4	TANDEM	
DIAL TONE FIRST STATUS: All			
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		SWORN CIVILIANS 5 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE X ANI ALI SR		FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER
<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	
<b>PROBLEM AREAS--COMMENTS</b>		FISCAL YEAR 1978 OPERATING BUDGET: \$ 74,600 BUDGET BREAKDOWN-- PERSONNEL 75 % TELCO EQUIP./SERVICES 2 % FACILITIES 2 % OTHER 21 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 2 % STATE % LOCAL 12 % OTHER 86 %	
COMMENTS: Anticipated 1980 budget financed by users.		<b>PSAP DIRECTOR</b>	
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

## 911 SYSTEM DESCRIPTION

### PSAP NAME

COWLITZ COUNTY, WA

### THE COMMUNITY

POPULATION SERVED: 77,300 SERVICE AREA (Sq. Mi.): 1,147  
 POLITICAL JURISDICTIONS SERVED: 9  
 PUBLIC SAFETY AGENCIES SERVED: LE 6 FIRE 11 EMS 4 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 06/76  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: Fire--2

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 6  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 2 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL 2 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 8 TANDEM 4  
 DIAL TONE FIRST STATUS: All  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 12 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 70  
 CALL MIX: LE 64 % FIRE 1 % EMS 1 % OTHER 1 %  
 INAPPROPRIATE CALLS: 7 %

### LEGAL

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

### FISCAL

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

FISCAL YEAR 1978 OPERATING BUDGET: \$ 224,135  
 BUDGET BREAKDOWN--  
 PERSONNEL 82 % TELCO EQUIP./SERVICES 8 %  
 FACILITIES 1 % OTHER 9 %

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Operating budget comes from PSAP billings of system users. ADVICE: All agencies must participate in 911 system.

\*Also contract services

### PSAP DIRECTOR

NAME: A.E. Gervenack  
 TITLE: Director of Communications  
 AGENCY: Cowlitz Communications Center  
 ADDRESS: P.O. Box 128  
 Longview, WA 98632  
 TELEPHONE NO.: 206/577-3120

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 97,400 SERVICE AREA (Sq. Mi.): 1,722  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 3 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 4  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 11 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

At first, needed procedure changes. Now OK. All ops budget comes from PSAP billings of system users.

ADVICE: Allow time for training before cutover.

### PSAP NAME

KENNEWICK, WA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/77 ORDERED: 06/77 OPERATIONAL: 12/77  
 AGENCY(S) LEADING 911 EFFORT:  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Emerg svcs  
 PSAP LOCATED WITH DISPATCH: No  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 14 MULTI-LINGUAL 2  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1,000  
 CALL MIX: LE 75 % FIRE 15 % EMS 5 % OTHER 5 %  
 INAPPROPRIATE CALLS: 15 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 155,821  
 BUDGET BREAKDOWN--  
 PERSONNEL 83 % TELCO EQUIP./SERVICES 15 %  
 FACILITIES 0 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER 100 %

### PSAP DIRECTOR

NAME: Judy Mills  
 TITLE: Director  
 AGENCY: Emergency Dispatch Center  
 ADDRESS: 210 W. 6th Avenue  
 Kennewick, WA 99336  
 TELEPHONE NO.: 206/582-3575

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

KITSAP COUNTY, WA

#### THE COMMUNITY

POPULATION SERVED: 135,000 SERVICE AREA (Sq. Mi.): 500  
 POLITICAL JURISDICTIONS SERVED: 27  
 PUBLIC SAFETY AGENCIES SERVED: LE 7 FIRE 23 EMS 23 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: 07/75 OPERATIONAL: 06/76  
 AGENCY(S) LEADING 911 EFFORT: Emerg. med.  
 AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 25 TANDEM 2  
 DIAL TONE FIRST STATUS: ALL  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: Comm. ctr.  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 11  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 22 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 252  
 CALL MIX: LE 85 % FIRE 5 % EMS 10 % OTHER 0 %  
 INAPPROPRIATE CALLS: 3 %

#### LEGAL

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

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 70,000  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 574,233  
 BUDGET BREAKDOWN--  
 PERSONNEL 85 % TELCO EQUIP./SERVICES 5 %  
 FACILITIES 5 % OTHER 5 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL % OTHER 100 %

#### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

Funds paid by each agency difficult to determine.

95% of budget from pre-established contributions

of agencies & 5% from PSAP billings of users. AD-

VICE: Firm duties of each agency. \*+ contract svcs

#### PSAP DIRECTOR

NAME: Wes Henry  
 TITLE: Director  
 AGENCY: Kitsap County Central Communications  
 ADDRESS: 1720 Warren Avenue  
 Bremerton, WA 98310  
 TELEPHONE NO.: 206/478-5330

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MERCER ISLAND, WA

#### THE COMMUNITY

POPULATION SERVED: 22,000 SERVICE AREA (Sq. Mi.): 7

POLITICAL JURISDICTIONS SERVED: 1

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

#### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/72

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL COMMON 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	PARTIAL SR	OTHER
ALI		
SR		

#### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

##### FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 6 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 25

CALL MIX: LE 40 % FIRE 20 % EMS 30 % OTHER 10 %

INAPPROPRIATE CALLS: 10 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

##### COMMENTS:

FINANCIAL  
MANAGEMENT

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,074,427

##### BUDGET BREAKDOWN--

PERSONNEL 50 %	TELCO EQUIP./SERVICES 25 %
FACILITIES 25 %	OTHER 0 %

##### SOURCES OF OPERATING BUDGET:

FEDERAL %	STATE %	LOCAL 100 %	OTHER %
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#### PSAP DIRECTOR

##### NAME:

Jan Deveny

Director of Public Safety

Mercer Island Police Department

3505 88th Avenue S.E.

Mercer Island, WA 98040

TELEPHONE NO.: 206/232-2111

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: Fire--1
POLITICAL JURISDICTIONS SERVED: 2  PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 3 EMS 1 OTHER 0		
<b>THE TELEPHONE SYSTEM</b>		<b>PSAP ADMINISTRATION AND OPERATIONS</b>
TELEPHONE COMPANIES: 1	911 WIRED CENTRAL OFFICES: 1	PSAP ADMINISTERED BY: LE  PSAP LOCATED WITH DISPATCH: Yes  CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  CALL-ANSWERING POSITIONS: 1  FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 5 MULTI-LINGUAL 0  OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 4 CALL MIX: LE 50% FIRE 10% EMS 40% OTHER 0% INAPPROPRIATE CALLS: 15%
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM	
DIAL TONE FIRST STATUS: A11		
CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON X ACD PBX/PABX X OTHER		
SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X IDLE CIRCUIT TONE X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		
<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: \$ 59,000 BUDGET BREAKDOWN-- PERSONNEL 94% TELCO EQUIP./SERVICES 1% FACILITIES 5% OTHER 0%
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL MANAGEMENT		SOURCES OF OPERATING BUDGET: FEDERAL 1% STATE % LOCAL 99% OTHER %
COMMENTS:		<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

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 24,000 SERVICE AREA (Sq. Mi.): 110  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 3 FIRE 2 EMS 1 OTHER 0

### PSAP NAME

PORT ANGELES, WA

### HISTORICAL BACKGROUND

INITIAL PLANNING: 1972 ORDERED: 1972 OPERATIONAL: 1973  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: LE--1, EMS--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL 4 COMMON CONTROL UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM  
 DIAL TONE FIRST STATUS: A11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET X MULTI-BUTTON X ACD PBX/PABX OTHER X  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT X RINGBACK X  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS PARTIAL SR OTHER X  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  
 CALL-ANSWERING POSITIONS: 4  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 8 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 18  
 CALL MIX: LE 91 % FIRE 5 % EMS 3 % OTHER 1 %  
 INAPPROPRIATE CALLS: 5 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 500  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 80,000  
 BUDGET BREAKDOWN--  
 PERSONNEL 88 % TELCO EQUIP./SERVICES .2 %  
 FACILITIES 7 % OTHER 3 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

#### COMMENTS:

ADVICE: Central dispatch for basic 911 will not solve jurisdictional boundary mismatches. Transfer relay option helps. Locate PSAP where most emerg. calls received. Have good public education.

### PSAP DIRECTOR

NAME: William C. Myers  
 TITLE: Sergeant  
 AGENCY: City of Port Angeles Police Department  
 ADDRESS: 120 North Oak Street  
 Port Angeles, WA 98362  
 TELEPHONE NO.: 206/457-0413 x139

## 911 SYSTEM DESCRIPTION

### PSAP NAME

RENTON, WA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 31,000	SERVICE AREA (Sq. Mi.): 15	INITIAL PLANNING:	ORDERED:
POLITICAL JURISDICTIONS SERVED: 1		AGENCY(S) LEADING 911 EFFORT: Telco	OPERATIONAL: 1973
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 DIRECT PROGRESSIVE CONTROL		COMMON 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 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: 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: \$ BUDGET BREAKDOWN-- PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
COMMENTS:  ADVICE: Do not allow 911 to exceed PSAP's jurisdictional boundaries.  NOTE: PSAP serves only the city of Renton, WA.		<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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## 911 SYSTEM DESCRIPTION

PSAP NAME

SEATTLE, WA

### THE COMMUNITY

POPULATION SERVED: 490,000 SERVICE AREA (Sq. Mi.): 92  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 3 COMMON CONTROL 33  
 DIRECT PROGRESSIVE CONTROL 0 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 36 TANDEM 0  
 DIAL TONE FIRST STATUS: A 11  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD X PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT X RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

### HISTORICAL BACKGROUND

INITIAL PLANNING: 11/68 ORDERED: 02/70 OPERATIONAL: 10/71  
 AGENCY(S) LEADING 911 EFFORT: Telco  
 AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage.  
 CALL-ANSWERING POSITIONS: 13  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 60 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1,945  
 CALL MIX: LE 89 % FIRE 9 % EMS 0 % OTHER 2 %  
 INAPPROPRIATE CALLS: 0 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 371,260  
 BUDGET BREAKDOWN--  
 PERSONNEL 69 % TELCO EQUIP./SERVICES 21 %  
 FACILITIES 8 % OTHER 2 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100 % OTHER %

### PSAP DIRECTOR

NAME: Lt. Karen Ejde  
 TITLE: Director, Communications Division  
 AGENCY: Seattle Police Department  
 ADDRESS: 610 Third Avenue  
 Seattle, WA 98104  
 TELEPHONE NO.: 206/625-2092

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SNOCOM (LYNNWOOD), WA

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 110,000	SERVICE AREA (Sq. Mi.): 50	INITIAL PLANNING: 1971	ORDERED: 1972
POLITICAL JURISDICTIONS SERVED: 6		OPERATIONAL: 09/73	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 2 EMS 1 OTHER 0		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: 3	PSAP ADMINISTERED BY: Comm. ctr.	
CENTRAL OFFICE SWITCHING EQUIPMENT:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 1	COMMON CONTROL 1	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
DIRECT PROGRESSIVE CONTROL 1	UNKNOWN	CALL-ANSWERING POSITIONS: 3	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM 2	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: None		SWORN 0 CIVILIANS 11 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET 0	MULTI-BUTTON X	NON-PSAP CALL-ANSWERING AGENCY:	
ACD 0	PBX/PABX 0	AVERAGE DAILY CALL VOLUME:	
PBX/PABX 0	OTHER 0	CALL MIX: LE % FIRE % EMS % OTHER %	
SPECIAL FEATURES:		INAPPROPRIATE CALLS: %	
CALLED PARTY HOLD X	FORCED DISCONNECT X	RINGBACK	
IDLE CIRCUIT TONE	SWITCHHOOK STATUS		
ANI ALI SR	PARTIAL SR	OTHER	
<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	
MOST CURRENT PROBLEM AREAS:		BUDGET BREAKDOWN--	
OPERATIONAL X	FINANCIAL	PERSONNEL 86 %	TELCO EQUIP./SERVICES 4 %
TECHNICAL	MANAGEMENT	FACILITIES 3 %	OTHER 7 %
COMMENTS:	SOURCES OF OPERATING BUDGET:		
Difficult to satisfy needs of many agencies.	FEDERAL %	STATE %	LOCAL % OTHER 100 %
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. Agy			
ADDRESS: P.O. Box 2243			
Lynnwood, WA 98036			
TELEPHONE NO.: 206/774-3583			

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SNOHOMISH COUNTY, WA

### THE COMMUNITY

POPULATION SERVED: 303,000 SERVICE AREA (Sq. Mi.): 2,050

POLITICAL JURISDICTIONS SERVED: 25

PUBLIC SAFETY AGENCIES SERVED: LE 11 FIRE 18 EMS 17 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 1975

AGENCY(S) LEADING 911 EFFORT: Other\*

AGENCIES SERVED POST-IMPLEMENTATION: Fire--1

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 11

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	O	COMMON CONTROL	8
DIRECT PROGRESSIVE CONTROL	21	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 29 TANDEM 0

DIAL TONE FIRST STATUS: None

#### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON	ACD X	PBX/PABX	OTHER
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#### SPECIAL FEATURES:

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage

CALL-ANSWERING POSITIONS: 6

#### FULL-TIME CALL ANSWERERS:

SWORN	O	CIVILIANS	18	MULTI-LINGUAL	O
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OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 700

CALL MIX: LE 85 % FIRE 4 % EMS 6 % OTHER 5 %

INAPPROPRIATE CALLS: 5 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: Interlocal

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X	FINANCIAL
TECHNICAL	MANAGEMENT

#### COMMENTS:

PSAP 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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 300,000

#### BUDGET BREAKDOWN--

PERSONNEL	75 %	TELCO EQUIP./SERVICES	21 %
FACILITIES	3 %	OTHER	1 %

#### SOURCES OF OPERATING BUDGET:

FEDERAL	4 %	STATE	1 %	LOCAL	%	OTHER	95 %
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### PSAP DIRECTOR

NAME: David F. Childs

TITLE: Director

AGENCY: Snohomish County Police Service Center

ADDRESS: Courthouse, Room B13

Everett, WA 98201

TELEPHONE NO.: 206/259-0614

## 911 SYSTEM DESCRIPTION

### PSAP NAME

THURSTON COUNTY, WA

<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 DIRECT PROGRESSIVE CONTROL	COMMON CONTROL 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: A11		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 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:	
	RINGBACK X	AVERAGE DAILY CALL VOLUME: 140 CALL MIX: LE % FIRE % EMS % OTHER % INAPPROPRIATE CALLS: %	
<b>LEGAL</b>		<b>FISCAL</b>	
STATE OR LOCAL 911 LAW/ORDINANCE: No		PLANNING/IMPLEMENTATION COST: \$ 100,000	
INTERAGENCY AGREEMENTS: Contract svcs		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL X STATE LOCAL X	
<b>PROBLEM AREAS--COMMENTS</b>		<b>PSAP DIRECTOR</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL FINANCIAL X TECHNICAL MANAGEMENT		NAME: Kenneth M. Smith TITLE: Director of Communications AGENCY: Thurston County Communications Dept. ADDRESS: 2000 Lakeridge Avenue Olympia, WA 98502	
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.		TELEPHONE NO.: 206/753-8194	

## 911 SYSTEM DESCRIPTION

### PSAP NAME

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 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:	PSAP ADMINISTERED BY: LE
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 2	COMMON CONTROL UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage
INCOMING 911 TRUNKS: DIRECT 4	TANDEM	CALL-ANSWERING POSITIONS: 3
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS: SWORN 6 CIVILIANS 4 MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET X 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 IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	AVERAGE DAILY CALL VOLUME: 3 CALL MIX: LE 50 % FIRE 25 % EMS 25 % 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: \$ 65,713 BUDGET BREAKDOWN-- PERSONNEL 75 % TELCO EQUIP./SERVICES 25 %. FACILITIES 0 % OTHER 0 %
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL 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.		<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

**SURVEY NON-RESPONDENTS**

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

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

ARTHUR N MØRKEN  
SHERIFF  
KITSAP SHERIFF'S DEPARTMENT  
614 DIVISION ST  
KITSAP , WA 98366  
(206) 876-7100

DAVID C HENNY  
PRESIDENT & GENERAL MANAGER  
WHIDBEY PHONE CO  
2747 E. STATE HIGHWAY  
LANGLEY , WA 98260  
(206)321-1111

LINDA FIELD  
SUPERVISOR  
FRANKLIN CNTY SHERIFF'S DEPT  
1015 NORTH 5TH  
PASCO , WA 99301  
(509) 545-3411

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**WEST VIRGINIA**

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# 911 SYSTEM DESCRIPTION

## PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 2		OPERATIONAL: 02/70	
PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL 3		PSAP LOCATED WITH DISPATCH: Yes	
COMMON CONTROL UNKNOWN		CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 3	TANDEM 0	CALL-ANSWERING POSITIONS: 3	
DIAL TONE FIRST STATUS: None		FULL-TIME CALL ANSWERERS: SWORN 0 CIVILIANS 7	MULTI-LINGUAL 0
CALL-ANSWERING EQUIPMENT: HANDSET X MULTI-BUTTON		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
ACD	PBX/PABX	NON-PSAP CALL-ANSWERING AGENCY:	
OTHER		AVERAGE DAILY CALL VOLUME: 30	
SPECIAL FEATURES: CALLED PARTY HOLD X IDLE CIRCUIT TONE X ANI ALI SR		CALL MIX: LE 95 % FIRE 3 % EMS 2 % OTHER 0 %	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK X OTHER	INAPPROPRIATE CALLS: 5 %	
<b>LEGAL</b>		<b>FISCAL</b>	
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 % FACILITIES 0 %		TELCO EQUIP./SERVICES 25 % OTHER 25 %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X		SOURCES OF OPERATING BUDGET: FEDERAL 75 % STATE % LOCAL 25 % OTHER %	
FINANCIAL MANAGEMENT			
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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

WEIRTON, WV

### THE COMMUNITY

POPULATION SERVED: 27,000 SERVICE AREA (Sq. Mi.): 19  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 05/73 ORDERED: 09/73 OPERATIONAL: 10/74  
 AGENCY(S) LEADING 911 EFFORT: Other\*  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 2

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

INCOMING 911 TRUNKS: DIRECT 5 TANDEM

DIAL TONE FIRST STATUS: None

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

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 1

FULL-TIME CALL ANSWERERS:  
 SWORN 45 CIVILIANS 4 MULTI-LINGUAL 0

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

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS: None

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 2,100

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL  
 TECHNICAL

FINANCIAL  
 MANAGEMENT

COMMENTS:

\*Citizen action group

### PSAP DIRECTOR

NAME: William R. Hair  
 TITLE: Chief of Police  
 AGENCY: Weirton Police Department  
 ADDRESS: 200 Municipal Plaza  
 Weirton, WV 26062

TELEPHONE NO.: 304/748-2100

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SURVEY NON-RESPONDENTS

LEWIS E ROLES  
DIRECTOR OF COMMUNICATIONS  
BECKLEY POLICE DEPARTMENT  
340 PRINCE ST  
BECKLEY ,  
(304) 255-1421

WV 25801

RAY E SEABOLT  
CHIEF OF POLICE  
RICHWOOD POLICE DEPARTMENT  
E. MAIN ST  
RICHWOOD ,  
(304) 864-2596

WV 26261

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**WISCONSIN**

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# 911 SYSTEM DESCRIPTION

## PSAP NAME

APPLETON, WI

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>
POPULATION SERVED: 66,000	SERVICE AREA (Sq. Mi.): 16	INITIAL PLANNING: 08/77 ORDERED: 03/78 OPERATIONAL: 09/78 AGENCY(S) LEADING 911 EFFORT: LE AGENCIES SERVED POST-IMPLEMENTATION: None
POLITICAL JURISDICTIONS SERVED: 1  PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0		
<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: 2
DIAL TONE FIRST STATUS: All		FULL-TIME CALL ANSWERERS: SWORN 9 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 X SWITCHHOOK STATUS X ANI ALI SR PARTIAL SR OTHER		AVERAGE DAILY CALL VOLUME: 85 CALL MIX: LE 86% FIRE 3% EMS 6% OTHER 5% INAPPROPRIATE CALLS: 40%
<b>LEGAL</b>		<b>FISCAL</b>
STATE OR LOCAL 911 LAW/ORDINANCE: Yes		PLANNING/IMPLEMENTATION COST: \$ 5,000
INTERAGENCY AGREEMENTS: None		SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X
<b>PROBLEM AREAS--COMMENTS</b>		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 MANAGEMENT TECHNICAL		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
COMMENTS:  Receive too many non-emergency calls on 911 lines.		<b>PSAP DIRECTOR</b>
ADVICE: Be sure leader can handle political red-tape.		NAME: Leo Bosch TITLE: Captain AGENCY: Appleton Police Department ADDRESS: 222 S. Walnut Street Appleton, WI 54911  TELEPHONE NO.: 414/735-5560

## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 174,000 SERVICE AREA (Sq. Mi.): 525

POLITICAL JURISDICTIONS SERVED: 24

PUBLIC SAFETY AGENCIES SERVED: LE 10 FIRE 17 EMS 9 OTHER 19

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 4 911 WIRED CENTRAL OFFICES: 12

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 7	COMMON CONTROL 0
DIRECT PROGRESSIVE CONTROL 5	UNKNOWN

INCOMING 911 TRUNKS: DIRECT 30 TANDEM

DIAL TONE FIRST STATUS: A11

CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	OTHER
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SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Other

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

ADVICE: Think of operational simplicity of 911 & the benefit to the public in having one emergency phone number.

### PSAP NAME

BROWN COUNTY, WI

### HISTORICAL BACKGROUND

INITIAL PLANNING: 05/77 ORDERED: 02/78 OPERATIONAL: 08/78

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

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

CALL-ANSWERING POSITIONS: 3

FULL-TIME CALL ANSWERERS:

SWORN 0 CIVILIANS 9 MULTI-LINGUAL 0

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

AVERAGE DAILY CALL VOLUME: 254

CALL MIX: LE 63 % FIRE 8 % EMS 20 % OTHER 9 %

INAPPROPRIATE CALLS: 64 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 23,400  
BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	100 %
FACILITIES	%	OTHER	%

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

### PSAP DIRECTOR

NAME: James R. Charneski  
TITLE: Sergeant  
AGENCY: Brown County Sheriff-Traffic Department  
ADDRESS: 125 S. Adams Street  
Green Bay, WI 54301

TELEPHONE NO.: 414/497-3320

## 911 SYSTEM DESCRIPTION

### PSAP NAME

EAU CLAIRE, WI

#### THE COMMUNITY

POPULATION SERVED: 70,000

SERVICE AREA (Sq. Mi.): 649

POLITICAL JURISDICTIONS SERVED: 4

PUBLIC SAFETY AGENCIES SERVED: LE 5 FIRE 1 EMS 0 OTHER 0

#### HISTORICAL BACKGROUND

INITIAL PLANNING: 04/71 ORDERED: 05/71 OPERATIONAL: 07/71

AGENCY(S) LEADING 911 EFFORT: LE

AGENCIES SERVED POST-IMPLEMENTATION: None

#### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2

911 WIRED CENTRAL OFFICES: 1

##### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM 1  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL 1  
UNKNOWN

INCOMING 911 TRUNKS: DIRECT 3

TANDEM 3

DIAL TONE FIRST STATUS: All

##### CALL-ANSWERING EQUIPMENT:

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

##### SPECIAL FEATURES:

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR OTHER

RINGBACK X

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

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

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

AVERAGE DAILY CALL VOLUME: 165  
CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %  
INAPPROPRIATE CALLS: 25 %

#### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Contract svcs\*

#### PROBLEM AREAS--COMMENTS

##### MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL X

FINANCIAL  
MANAGEMENT

##### COMMENTS:

ADVICE: Involve all users in planning process.

\*Also has charter/ordinance.

#### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$ 166,290  
BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %  
FACILITIES % OTHER %

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

#### PSAP DIRECTOR

NAME: Larry L. Agema  
TITLE: Sergeant, Communications Supervisor  
AGENCY: Eau Claire Police Department  
ADDRESS: P.O. Box 496  
Eau Claire, WI 54701

TELEPHONE NO.: 715/839-4972

## 911 SYSTEM DESCRIPTION

### PSAP NAME

MENOMONIE, WI

### THE COMMUNITY

### HISTORICAL BACKGROUND

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:

### THE TELEPHONE SYSTEM

### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 10

PSAP ADMINISTERED BY: LE

CENTRAL OFFICE SWITCHING EQUIPMENT:

PSAP LOCATED WITH DISPATCH: Yes

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON CONTROL  
UNKNOWN X

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

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 3

CALL-ANSWERING POSITIONS: 2

DIAL TONE FIRST STATUS: A11

FULL-TIME CALL ANSWERERS:

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

SWORN 1 CIVILIANS 5 MULTI-LINGUAL 0

SPECIAL FEATURES:

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

CALLED PARTY HOLD X  
IDLE CIRCUIT TONE X  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS X  
PARTIAL SR OTHER

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 175  
CALL MIX: LE 75 % FIRE 10 % EMS 10 % OTHER 5 %  
INAPPROPRIATE CALLS: 50 %

### 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

### PROBLEM AREAS--COMMENTS

FISCAL YEAR 1978 OPERATING BUDGET: \$ 85,000

MOST CURRENT PROBLEM AREAS:

BUDGET BREAKDOWN--

OPERATIONAL X  
TECHNICAL

FINANCIAL  
MANAGEMENT

PERSONNEL 80 % TELCO EQUIP./SERVICES 5 %  
FACILITIES 5 % OTHER 10 %

COMMENTS:

SOURCES OF OPERATING BUDGET:

Have problem with personnel turnover.

FEDERAL % STATE % LOCAL 100 % OTHER %

ADVICE: Have strong-minded person in charge of

### PSAP DIRECTOR

PSAP.

NAME: Richard A. Risler  
TITLE: Captain  
AGENCY: Menomonie Police Department  
ADDRESS: 714 17th Street  
Menomonie, WI 54751

TELEPHONE NO.: 715/232-1283

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# 911 SYSTEM DESCRIPTION

## PSAP NAME

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
POLITICAL JURISDICTIONS SERVED: 8		OPERATIONAL: 01/74	
PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 1		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	PSAP ADMINISTERED BY: LE	
CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM 0 DIRECT PROGRESSIVE CONTROL 0	COMMON 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 OTHER		FULL-TIME CALL ANSWERERS: SWORN 17 CIVILIANS 6 MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD 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: 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>		<b>FISCAL</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	FISCAL YEAR 1978 OPERATING BUDGET: \$ 7,247 BUDGET BREAKDOWN-- PERSONNEL 92 % TELCO EQUIP./SERVICES 8 % FACILITIES 0 % OTHER 0 %	
COMMENTS:  Receive many non-emergency calls on 911 lines.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
ADVICE: Work closely with local telco in planning stages.		<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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## 911 SYSTEM DESCRIPTION

### PSAP NAME

PORTEAGE 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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM DIRECT PROGRESSIVE CONTROL	COMMON CONTROL UNKNOWN X	CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage	
INCOMING 911 TRUNKS: DIRECT 5	TANDEM	CALL-ANSWERING POSITIONS: 2	
DIAL TONE FIRST STATUS: A11		FULL-TIME CALL ANSWERERS:	
CALL-ANSWERING EQUIPMENT:		SWORN 8 CIVILIANS 0 MULTI-LINGUAL 0	
HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
NON-PSAP CALL-ANSWERING AGENCY:			
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 15	
CALLED PARTY HOLD X IDLE CIRCUIT TONE ANI ALI SR	FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	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>		<b>BUDGET BREAKDOWN--</b>	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	PERSONNEL 70 % FACILITIES 10 %	TELCO EQUIP./SERVICES 20 % OTHER 0 %
COMMENTS:		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100 % OTHER %	
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 Strong Avenue Stevens Point, WI 54481	
		TELEPHONE NO.: 715/346-3232	

# 911 SYSTEM DESCRIPTION

## PSAP NAME

SHEBOYGAN COUNTY, WI

### THE COMMUNITY

POPULATION SERVED: 99,000 SERVICE AREA (Sq. Mi.): 400  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER

### HISTORICAL BACKGROUND

INITIAL PLANNING: 02/75 ORDERED: 06/75 OPERATIONAL: 01/77  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 3 911 WIRED CENTRAL OFFICES: 10

#### CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM	1	COMMON CONTROL	O
DIRECT PROGRESSIVE CONTROL	9	UNKNOWN	

INCOMING 911 TRUNKS: DIRECT 20

TANDEM O

DIAL TONE FIRST STATUS: Partial

#### CALL-ANSWERING EQUIPMENT:

HANDSET	MULTI-BUTTON X	ACD	PBX/PABX	OTHER
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#### SPECIAL FEATURES:

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

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Charter/ordin.

### PROBLEM AREAS--COMMENTS

#### MOST CURRENT PROBLEM AREAS:

OPERATIONAL X	FINANCIAL
TECHNICAL	MANAGEMENT

#### COMMENTS:

ADVICE: Designate a coordinator who is willing & able to sell the system to all proposed users.

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

#### FULL-TIME CALL ANSWERERS:

SWORN	8	CIVILIANS	MULTI-LINGUAL O
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OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME: 5

CALL MIX: LE	84 %	FIRE	11 %	EMS	5 %	OTHER O %
INAPPROPRIATE CALLS: 6 %						

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 65,000

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL X

FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--

PERSONNEL	%	TELCO EQUIP./SERVICES	%
FACILITIES	%	OTHER	%

#### SOURCES OF OPERATING BUDGET:

FEDERAL	%	STATE	%	LOCAL	%	OTHER	%
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### PSAP DIRECTOR

NAME: Eugene L. Paulson  
 TITLE: Inspector  
 AGENCY: Sheboygan County Sheriff's Department  
 ADDRESS: 615 N. 6th Street  
 Sheboygan, WI 53081

TELEPHONE NO.: 414/459-3111

## 911 SYSTEM DESCRIPTION

<b>PSAP NAME</b> SHEBOYGAN, WI			
<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 50,000  POLITICAL JURISDICTIONS SERVED: 4  PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 2 OTHER 0		INITIAL PLANNING: 01/76 ORDERED: 01/76 OPERATIONAL: 01/77  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  CENTRAL OFFICE SWITCHING EQUIPMENT: STORED PROGRAM DIRECT PROGRESSIVE CONTROL  INCOMING 911 TRUNKS: DIRECT 5 TANDEM 2  DIAL TONE FIRST STATUS: ALL  CALL-ANSWERING EQUIPMENT: HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  SPECIAL FEATURES: CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK X IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER ANI ALI SR		PSAP ADMINISTERED BY: LE  PSAP LOCATED WITH DISPATCH: Yes  CALL-ANSWERING/DISPATCHING PROCEDURE: Combined one-/multi-stage  CALL-ANSWERING POSITIONS: 7  FULL-TIME CALL ANSWERERS: SWORN CIVILIANS 8 MULTI-LINGUAL 0  OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:  AVERAGE DAILY CALL VOLUME: 12 CALL MIX: LE 70 % FIRE 5 % EMS 10 % OTHER 15 % INAPPROPRIATE CALLS: 25 %	
<b>LEGAL</b>		<b>FISCAL</b>	
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 %	
<b>PROBLEM AREAS--COMMENTS</b>		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL % OTHER %	
MOST CURRENT PROBLEM AREAS: OPERATIONAL X FINANCIAL MANAGEMENT TECHNICAL  COMMENTS: Have problems with false alarms & non-emergency requests.  ADVICE: Must be implemented county-wide.		<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

POPULATION SERVED: 23,770 SERVICE AREA (Sq. Mi.): 12  
 POLITICAL JURISDICTIONS SERVED: 1  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: 01/74 ORDERED: OPERATIONAL: 09/75  
 AGENCY(S) LEADING 911 EFFORT: LE  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM DIRECT PROGRESSIVE CONTROL COMMON CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 5 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE\*  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 1 CIVILIANS 0 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 15  
 CALL MIX: LE 80 % FIRE 10 % EMS 10 % OTHER 0 %  
 INAPPROPRIATE CALLS: 2 %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: Yes

INTERAGENCY AGREEMENTS: Joint powers

### FISCAL

PLANNING/IMPLEMENTATION COST: \$  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 7,200  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 50 % OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL X FINANCIAL  
 TECHNICAL MANAGEMENT

COMMENTS:

\*NOTE: 911 lines ring simultaneously at this PSAP

& at the Portage County, WI PSAP which is also in  
 Stevens Point, WI.

### PSAP DIRECTOR

NAME: Leonard J. Hucke  
 TITLE: Chief of Police  
 AGENCY: Stevens Point Police Department  
 ADDRESS: 1515 Strong's Avenue  
 Stevens Point, WI 54481  
 TELEPHONE NO.: 715/346-3121

**SURVEY NON-RESPONDENTS**

KENNETH MADSEN  
SHERIFF  
POLK COUNTY SHERIFF'S DEPT.  
COURT HOUSE  
BALSAM LAKE , WI 54810  
(715) 485-3131

LEROY STRAUSS  
CHIEF OF POLICE  
MANITOWOC POLICE DEPARTMENT  
824 "J"  
MANITOWOC , WI 54220  
(414) 684-3331

LOUIS REETZ  
CHIEF OF POLICE  
BLOOMER POLICE DEPARTMENT  
1200 15TH AVENUE  
BLOOMER , WI 54724  
(715) 497-3300

JACK ALGIRS  
CHIEF OF POLICE  
NEW LONDON POLICE DEPARTMENT  
215 N. SHAWANO  
NEW LONDON , WI 54961  
(414) 982-4212

DAN BAXTER  
DEPUTY  
RUSK COUNTY SHERIFF'S DEPT.  
311 MINER AVE  
LADY SMITH , WI 54848  
(715) 532-5597

ALBERT KØPSTAD  
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

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**WYOMING**

## 911 SYSTEM DESCRIPTION

### PSAP NAME

CODY, WY

<b>THE COMMUNITY</b>		<b>HISTORICAL BACKGROUND</b>	
POPULATION SERVED: 14,000	SERVICE AREA (Sq. Mi.): 2,400	INITIAL PLANNING: 01/71	ORDERED:
POLITICAL JURISDICTIONS SERVED: 2		AGENCY(S) LEADING 911 EFFORT: Telco	OPERATIONAL: 09/72
PUBLIC SAFETY AGENCIES SERVED: LE 3 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	
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      CIVILIANS 4      MULTI-LINGUAL 0	
SPECIAL FEATURES: CALLED PARTY HOLD IDLE CIRCUIT TONE ANI      ALI      SR		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY NON-PSAP CALL-ANSWERING AGENCY:	
FORCED DISCONNECT SWITCHHOOK STATUS PARTIAL SR	RINGBACK OTHER	AVERAGE DAILY CALL VOLUME: 8 CALL MIX: LE 80 %      FIRE 10 %      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: \$ BUDGET BREAKDOWN--	
MOST CURRENT PROBLEM AREAS: OPERATIONAL TECHNICAL X	FINANCIAL MANAGEMENT	PERSONNEL      % FACILITIES      %	TELCO EQUIP./SERVICES      % OTHER      %
COMMENTS:  Receive long distance calls on 911 lines daily.		SOURCES OF OPERATING BUDGET: FEDERAL      %      STATE      %      LOCAL      %      OTHER      %	
NOTE: Part of county served by 911 system that rings in 7 private homes simultaneously.		<b>PSAP DIRECTOR</b>	
		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

### THE COMMUNITY

POPULATION SERVED: 12,000 SERVICE AREA (Sq. Mi.): 3,000  
 POLITICAL JURISDICTIONS SERVED: 5  
 PUBLIC SAFETY AGENCIES SERVED: LE 4 FIRE 1 EMS 1 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 2 911 WIRED CENTRAL OFFICES: 2  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 2  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 3 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL X  
 TECHNICAL MANAGEMENT

COMMENTS:

### PSAP NAME

EVANSTON, WY

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 04/70  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin

AGENCIES SERVED POST-IMPLEMENTATION:

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 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 %

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 100  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$ 116,700  
 BUDGET BREAKDOWN--  
 PERSONNEL 75 % TELCO EQUIP./SERVICES 5 %  
 FACILITIES 15 % OTHER 5 %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL 7 % STATE 3 % LOCAL 90 % OTHER %

### 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

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## 911 SYSTEM DESCRIPTION

<b>THE COMMUNITY</b>		<b>PSAP NAME</b> FREMONT COUNTY, WY
POPULATION SERVED: 12,500	SERVICE AREA (Sq. Mi.): 700	INITIAL PLANNING: 05/75 ORDERED: 07/75 OPERATIONAL: 09/75
POLITICAL JURISDICTIONS SERVED: 4		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 0 DIRECT PROGRESSIVE CONTROL 1	COMMON CONTROL 2 UNKNOWN	PSAP LOCATED WITH DISPATCH: Yes
INCOMING 911 TRUNKS: DIRECT 2	TANDEM 2	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 24 CIVILIANS 6 MULTI-LINGUAL 0
SPECIAL FEATURES: CALLED PARTY HOLD 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 X	OTHER	AVERAGE DAILY CALL VOLUME: 7 CALL MIX: LE 40 % FIRE 20 % EMS 40 % 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: \$ 181 BUDGET BREAKDOWN--
MOST CURRENT PROBLEM AREAS: OPERATIONAL X TECHNICAL	FINANCIAL MANAGEMENT	PERSONNEL % FACILITIES % TELCO EQUIP./SERVICES 100 % OTHER %
COMMENTS:  Receive non-emergency calls on 911 lines.		SOURCES OF OPERATING BUDGET: FEDERAL % STATE % LOCAL 100% OTHER %
NOTE: Budget figure is annual phone costs only.		PSAP DIRECTOR
ADVICE: 911 must be well publicized.		NAME: Robert L. Campbell TITLE: Chief of Police AGENCY: Lander Police Department ADDRESS: 183 S. 4th Lander, WY 82520
		TELEPHONE NO.: 307/332-3131

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## 911 SYSTEM DESCRIPTION

### PSAP NAME

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:		PSAP LOCATED WITH DISPATCH: Yes	
STORED PROGRAM 6	COMMON CONTROL	CALL-ANSWERING/DISPATCHING PROCEDURE: Multi-stage	
DIRECT PROGRESSIVE CONTROL 4	UNKNOWN	CALL-ANSWERING POSITIONS: 1	
INCOMING 911 TRUNKS: DIRECT 4	TANDEM 2	FULL-TIME CALL ANSWERERS:	
DIAL TONE FIRST STATUS: All		SWORN 0 CIVILIANS 5 MULTI-LINGUAL 0	
CALL-ANSWERING EQUIPMENT:		OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY	
HANDSET X MULTI-BUTTON X ACD PBX/PABX X OTHER		NON-PSAP CALL-ANSWERING AGENCY:	
SPECIAL FEATURES:		AVERAGE DAILY CALL VOLUME: 45	
CALLED PARTY HOLD X	FORCED DISCONNECT X	CALL MIX: LE 60 % FIRE 10 % EMS 20 % OTHER 10 %	
IDLE CIRCUIT TONE X	SWITCHHOOK STATUS	INAPPROPRIATE CALLS: 10 %	
ANI ALI SR	PARTIAL SR OTHER		
<b>LEGAL</b>		<b>FISCAL</b>	
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>			
MOST CURRENT PROBLEM AREAS:		FISCAL YEAR 1978 OPERATING BUDGET: \$ 40,000	
OPERATIONAL	FINANCIAL X	BUDGET BREAKDOWN--	
TECHNICAL	MANAGEMENT	PERSONNEL 80 %	TELCO EQUIP./SERVICES 15 %
COMMENTS:		FACILITIES 0 %	OTHER 5 %
Personnel costs continue to increase.		SOURCES OF OPERATING BUDGET:	
ADVICE: Establish PSAP as a separate entity.		FEDERAL % STATE % LOCAL 100 % OTHER %	
*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: 316 W. 19th Street	
		Cheyenne, WY 82001	
		TELEPHONE NO.: 307/637-6409	

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 1,480 SERVICE AREA (Sq. Mi.): 2,100  
 POLITICAL JURISDICTIONS SERVED: 6  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 0 EMS 0 OTHER 0

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT TANDEM  
 DIAL TONE FIRST STATUS: Partial  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### LEGAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

### PSAP NAME

LUSK, WY

### HISTORICAL BACKGROUND

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

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 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: %

### FISCAL

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

### PSAP DIRECTOR

NAME: Gene Bryson  
 TITLE: Sheriff  
 AGENCY: Niobrara County Sheriff's Department  
 ADDRESS: Courthouse  
 Lusk, WY 82225

TELEPHONE NO.: 307/334-2212

597

## 911 SYSTEM DESCRIPTION

### PSAP NAME

NEWCASTLE, WY

### THE COMMUNITY

### HISTORICAL BACKGROUND

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:

### THE TELEPHONE SYSTEM

### PSAP ADMINISTRATION AND OPERATIONS

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1

PSAP ADMINISTERED BY: LE

CENTRAL OFFICE SWITCHING EQUIPMENT:

PSAP LOCATED WITH DISPATCH: Yes

STORED PROGRAM 0  
DIRECT PROGRESSIVE CONTROL 1

COMMON CONTROL 0  
UNKNOWN

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0

CALL-ANSWERING POSITIONS: 8

DIAL TONE FIRST STATUS: None

FULL-TIME CALL ANSWERERS:

CALL-ANSWERING EQUIPMENT:

SWORN CIVILIANS MULTI-LINGUAL 0

HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER

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

SPECIAL FEATURES:

AVERAGE DAILY CALL VOLUME: 5  
CALL MIX: LE 98 % FIRE 1 % EMS 1 % OTHER 0 %  
INAPPROPRIATE CALLS: %

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

### 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: \$  
BUDGET BREAKDOWN--

MOST CURRENT PROBLEM AREAS:

PERSONNEL % TELCO EQUIP./SERVICES %  
TECHNICAL X FACILITIES % OTHER %

FINANCIAL MANAGEMENT

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

### PSAP DIRECTOR

NAME: Ray C. Templeman  
TITLE: Chief of Police  
AGENCY: Newcastle Police Department  
ADDRESS: P.O. Box 447  
Newcastle, WY 82701

TELEPHONE NO.: 307/746-4487

## 911 SYSTEM DESCRIPTION

### PSAP NAME

PINE BLUFFS, WY

### THE COMMUNITY

POPULATION SERVED: 1,500 SERVICE AREA (Sq. Mi.): 25  
 POLITICAL JURISDICTIONS SERVED: 2  
 PUBLIC SAFETY AGENCIES SERVED: LE 1 FIRE 1 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL: 05/76  
 AGENCY(S) LEADING 911 EFFORT: City/cnty admin  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON ACD PBX/PABX X OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 0  
 FULL-TIME CALL ANSWERERS:  
 SWORN 3 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 1  
 CALL MIX: LE 10% FIRE 10% EMS 80% OTHER 0%  
 INAPPROPRIATE CALLS: 10%

### LEGAL

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

### FISCAL

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

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT  
 COMMENTS:

FISCAL YEAR 1978 OPERATING BUDGET: \$ 24,000  
 BUDGET BREAKDOWN--

PERSONNEL 80% TELCO EQUIP./SERVICES 10%  
 FACILITIES 0% OTHER 10%

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

### PSAP DIRECTOR

NAME: Leland Rether  
 TITLE: Chief of Police  
 AGENCY: Pine Bluffs Police Department  
 ADDRESS: Box 378  
 Pine Bluffs, WY 82082

TELEPHONE NO.: 308/245-3777

599

## 911 SYSTEM DESCRIPTION

### PSAP NAME

RIVERTON, WY

### THE COMMUNITY

POPULATION SERVED: 140,000

SERVICE AREA (Sq. Mi.):

POLITICAL JURISDICTIONS SERVED: 2

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

### HISTORICAL BACKGROUND

INITIAL PLANNING: ORDERED: OPERATIONAL:

AGENCY(S) LEADING 911 EFFORT:

AGENCIES SERVED POST-IMPLEMENTATION:

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:

CENTRAL OFFICE SWITCHING EQUIPMENT:

STORED PROGRAM  
DIRECT PROGRESSIVE CONTROL

COMMON 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  
IDLE CIRCUIT TONE  
ANI ALI SR

FORCED DISCONNECT  
SWITCHHOOK STATUS  
PARTIAL SR

RINGBACK X  
OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE

PSAP LOCATED WITH DISPATCH: Yes

CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage

CALL-ANSWERING POSITIONS: 2

FULL-TIME CALL ANSWERERS:

SWORN CIVILIANS 7 MULTI-LINGUAL 0

OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY

NON-PSAP CALL-ANSWERING AGENCY:

AVERAGE DAILY CALL VOLUME:

CALL MIX: LE % FIRE % EMS % OTHER %  
INAPPROPRIATE CALLS: %

### LEGAL

STATE OR LOCAL 911 LAW/ORDINANCE: No

INTERAGENCY AGREEMENTS:

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:

OPERATIONAL  
TECHNICAL

FINANCIAL  
MANAGEMENT

COMMENTS:

### FISCAL

PLANNING/IMPLEMENTATION COST: \$

SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

FISCAL YEAR 1978 OPERATING BUDGET: \$

BUDGET BREAKDOWN--

PERSONNEL % TELCO EQUIP./SERVICES %  
FACILITIES % OTHER %

SOURCES OF OPERATING BUDGET:

FEDERAL % STATE % LOCAL % OTHER %

### PSAP DIRECTOR

NAME: Dennis F. Horyza  
TITLE: Chief of Police  
AGENCY: Riverton Police Department  
ADDRESS: 120 S. Broadway  
Riverton, WY 82501

TELEPHONE NO.: 307/856-4891

009

## 911 SYSTEM DESCRIPTION

### PSAP NAME

SHERIDAN, WY

### THE COMMUNITY

POPULATION SERVED: 23,000 SERVICE AREA (Sq. Mi.): 2,700  
 POLITICAL JURISDICTIONS SERVED: 4  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 2 EMS 1 OTHER 0

### HISTORICAL BACKGROUND

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

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES:  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM COMMON CONTROL  
 DIRECT PROGRESSIVE CONTROL UNKNOWN X  
 INCOMING 911 TRUNKS: DIRECT 4 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE X SWITCHHOOK STATUS X  
 ANI ALI SR PARTIAL SR OTHER

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 1  
 FULL-TIME CALL ANSWERERS:  
 SWORN 0 CIVILIANS 6 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 25  
 CALL MIX: LE 75% FIRE 5% EMS 15% OTHER 5%  
 INAPPROPRIATE CALLS: 60%

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 500  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL  
 FISCAL YEAR 1978 OPERATING BUDGET: \$  
 BUDGET BREAKDOWN--  
 PERSONNEL % TELCO EQUIP./SERVICES %  
 FACILITIES % OTHER %  
 SOURCES OF OPERATING BUDGET:  
 FEDERAL % STATE % LOCAL 100% OTHER %

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL MANAGEMENT X

#### COMMENTS:

ADVICE: Work out financial problems, operational procedures & responsibilities of all user agencies in planning stage. Get support of all users.

\*Citizen action group

### PSAP DIRECTOR

NAME: Roger Krout  
 TITLE: Chief of Police  
 AGENCY: Sheridan Police Department  
 ADDRESS: P.O. Box 848  
 Sheridan, WY 82801

TELEPHONE NO.: 307/672-2413

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## 911 SYSTEM DESCRIPTION

### THE COMMUNITY

POPULATION SERVED: 10,000 SERVICE AREA (Sq. Mi.): 2,262  
 POLITICAL JURISDICTIONS SERVED: 3  
 PUBLIC SAFETY AGENCIES SERVED: LE 2 FIRE 1 EMS 1 OTHER 0

### PSAP NAME

WASHAKIE COUNTY, WY

### HISTORICAL BACKGROUND

INITIAL PLANNING: 06/74 ORDERED: 08/74 OPERATIONAL: 05/75  
 AGENCY(S) LEADING 911 EFFORT: Emerg. med.  
 AGENCIES SERVED POST-IMPLEMENTATION: None

### THE TELEPHONE SYSTEM

TELEPHONE COMPANIES: 1 911 WIRED CENTRAL OFFICES: 1  
 CENTRAL OFFICE SWITCHING EQUIPMENT:  
 STORED PROGRAM 0 COMMON CONTROL 0  
 DIRECT PROGRESSIVE CONTROL 1 UNKNOWN  
 INCOMING 911 TRUNKS: DIRECT 2 TANDEM 0  
 DIAL TONE FIRST STATUS: None  
 CALL-ANSWERING EQUIPMENT:  
 HANDSET MULTI-BUTTON X ACD PBX/PABX OTHER  
 SPECIAL FEATURES:  
 CALLED PARTY HOLD X FORCED DISCONNECT RINGBACK  
 IDLE CIRCUIT TONE SWITCHHOOK STATUS PARTIAL SR OTHER  
 ANI ALI SR

### PSAP ADMINISTRATION AND OPERATIONS

PSAP ADMINISTERED BY: LE  
 PSAP LOCATED WITH DISPATCH: Yes  
 CALL-ANSWERING/DISPATCHING PROCEDURE: One-stage  
 CALL-ANSWERING POSITIONS: 2  
 FULL-TIME CALL ANSWERERS:  
 SWORN CIVILIANS 5 MULTI-LINGUAL 0  
 OPERATING SCHEDULE: 7 DAYS/WEEK 24 HOURS/DAY  
 NON-PSAP CALL-ANSWERING AGENCY:  
 AVERAGE DAILY CALL VOLUME: 3  
 CALL MIX: LE 50 % FIRE 20 % EMS 30 % OTHER 0 %  
 INAPPROPRIATE CALLS: 10 %

### LEGAL

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

### FISCAL

PLANNING/IMPLEMENTATION COST: \$ 0  
 SOURCES OF PLANNING/IMPLEMENTATION FUNDS: FEDERAL STATE LOCAL

### PROBLEM AREAS--COMMENTS

MOST CURRENT PROBLEM AREAS:  
 OPERATIONAL FINANCIAL  
 TECHNICAL X MANAGEMENT

#### COMMENTS:

Phone numbers with 9-1 are tied into 911 lines.

FISCAL YEAR 1978 OPERATING BUDGET: \$ 1,000  
 BUDGET BREAKDOWN--

PERSONNEL 60 % TELCO EQUIP./SERVICES 30 %  
 FACILITIES 10 % OTHER 0 %

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

### PSAP DIRECTOR

NAME: James L. Thomson  
 TITLE: Chief of Police  
 AGENCY: Worland Police Department  
 ADDRESS: 119 N. 9th Street  
 Worland, WY 82401

TELEPHONE NO.: 307/347-4253

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**SURVEY NON-RESPONDENTS**

DELAINE ROBERTS  
SHERIFF  
LINCOLN COUNTY SHERIFF'S DEPT.  
AFTON, WY 83101  
(307) 886-3141

JAMES STARK  
SHERIFF  
SWEETWATER CTY SHERIFF'S DEPT  
P.O. BOX 126  
GREEN RIVER, WY 82935  
(307) 875-2331

DAVID WILCOCK  
CHIEF OF POLICE  
LOVELL POLICE DEPARTMENT  
336 NEVADA AVENUE  
LOVELL, WY 82431  
(307) 548-2215

LEWIS MUIR  
CHIEF OF POLICE  
ROCK SPRINGS POLICE DEPT  
P.O. BOX 1060  
ROCK SPRINGS, WY 82901  
(307) 362-5686

JON DAHLBERG  
SHERIFF  
BIG HORN CTY SHERIFF'S DEPT.  
P.O. BOX 97  
BASIN, WY 82410  
(307) 568-2341

STEVEN W ROGERS  
SHERIFF  
TETON COUNTY SHERIFF'S DEPT  
P.O. BOX 1011  
JACKSON, WY 83001  
(307) 733-2331

ROBERT GENNER  
DEPUTY SHERIFF  
PARK COUNTY SHERIFF'S DEPT.  
TOWNHALL P.O. BOX 38  
MEETEESE, WY 82433  
(307) 868-2338

JOHN W LUNLEY  
CHIEF OF POLICE  
THERMOPOLIS POLICE DEPARTMENT  
418 BROADWAY  
THERMOPOLIS, WY 82443  
(307) 864-3114

GENE A WARLOW  
ADMINISTRATIVE OFFICER  
CITY OF GILLETTE  
P.O. BOX 3003  
GILLETTE, WY 82716  
(307) 686-2222

DELAINE ROBERTS  
SHERIFF  
LINCOLN COUNTY SHERIFF'S DEPT  
KEMMERER SHERIFF'S DEPT.  
KEMMERER, WY 83101  
(307) 877-3971

LINDA K LEE  
TOWN CLERK  
MOORCRAFT TOWNHALL  
BOX 96  
MOORCRAFT, WY 82721  
(307) 756-3526

GEORGE HUGHES  
CHIEF OF POLICE  
GLEN ROCK POLICE DEPARTMENT  
P.O. BOX 417  
GLEN ROCK, WY 82637  
(307) 436-2777

MARK C DRIGMON  
STAFF OFFICER  
LARAMIE POLICE DEPARTMENT  
P.O. BOX C  
LARAMIE, WY 82070  
(307) 742-6603

ROBERT P COOROUGH  
CHIEF OF POLICE  
POWELL POLICE DEPARTMENT  
250 N. CLARK  
POWELL, WY 82435  
(307) 754-2212

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## CROSS-INDEX

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.

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 03			
Jekyll Island, GA	2,700	FD	1
Topsfield, MA	7,000	City Comm. Ctr:	1
Pepperell, MA	8,000	City Comm. Ctr.	1
CROSS-INDEX CODE 04			
Marseilles, IL	6,500	Other	1
CROSS-INDEX CODE 05			
Pine Bluffs, WY	1,500	PD	2
Marion, AL	4,000	PD	2
Toledo, OR	4,650	PD	2
Gatlinburg, TN	6,000	PD	2
Hartsville, TN	6,000	PD	2
Savannah, TN	6,325	PD	2
Durant, MS	6,500	PD	2
Ogallala, NE	7,000	PD	2
Alva, OK	7,440	PD	2
Yreka, CA	7,500	PD	2
Ocean Shores, WA	7,500	PD	2
Kodiak, AK	7,754	PD	2
Marengo, IL	8,000	PD	2
Vandalia, IL	10,000	PD	2
Indianola, MS	10,000	PD	2
Florence, OR	10,000	PD	2
Fort Stockton, TX	10,000	PD	2
Chelan, WA	10,000	PD	2

PSAP Name	Population Served	PSAP Location	Political Jurisdictions
CROSS-INDEX CODE 06			
St. James, MN	6,000	Sheriff	2
Summersville, WV	6,000	Sheriff	2
Nebraska City, NE	8,500	Sheriff	2
CROSS-INDEX CODE 07			
Avalon, CA	1,800	FD	2
Dalton, MA	7,127	FD	2
CROSS-INDEX CODE 08			
Fairview, OK	4,100	Other	2
Spring City, TN	5,000	Other	2
Fairview, TN	8,000	Other	2
CROSS-INDEX CODE 09			
Estes Park, CO	N/A*	PD	5
John Day, OR	2,500	PD	3
Etowah, TN	3,000	PD	8
Belzoni, MS	4,000	PD	3
Boothbay Harbor, ME	4,607	PD	4
Chadron, NE	5,000	PD	4
Westport, WA	5,950	PD	7
Kendallville, IN	6,000	PD	3
Wayne, NE	6,000	PD	4
Wellsville, NY	6,000	PD	5
Newcastle, WY	6,500	PD	3
Clyde, OH	6,500	PD	4
Marysville, MI	6,500	PD	5
Blakely, GA	6,800	PD	3

\*N/A = Not available.

**CONTINUED**

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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
Bolivar, TN	24,000	PD	13
Berwick, PA	24,048	PD	9
Cocoa Beach, FL	25,000	PD	4
Bluffton, IN	25,000	PD	12
Glenshaw, PA	27,000	PD	6
Antioch, IL	28,000	PD	4
Tinley Park, IL	30,000	PD	3
Oakridge, TN	30,000	PD	4
Edwardsville, IL	31,000	PD	4
Jacksonville, IL	32,000	PD	4
Demopolis, AL	35,000	PD	5
Crystal Lake, IL	35,000	PD	5
Hermiston, OR	35,000	PD	6
Pearl, MS	35,000	PD	4
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
Fairbault, 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			
Millidgeville, 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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