



LAW ENFORCEMENT ASSISTANCE ADMINISTRATION (LEAA)
POLICE TECHNICAL ASSISTANCE REPORT

SUBJECT: Feasibility Study and Requirements for Implementing
A Regional 911 and Communications System

REPORT NUMBER 75-118-030

FOR Mid-Willamette Valley Council of Governments
Salem, Oregon
(Polk, Marion, and Yamhill Counties)

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I. INTRODUCTION

Technical assistance was requested by the Mid-Willamette Valley Council of Governments to conduct an overview study of the Greater Polk County Communications System. The study was to answer several questions related to the implementation of a county-wide 911 system and to provide suggestions to the following:

1. Number and types of agencies to operate the 911 answering point.
2. Location of the answering point.
3. Number and overlap of telephone companies.
4. Agencies to be served and how they will be served (direct dispatch, relay, transfer, referral, other).
5. Suggested legal arrangements.
6. Costing information (present system versus 911 proposal).
7. Advantages versus disadvantages for the Polk County area.
8. Recommendations.

The on-site evaluation was conducted by Major Charles R. Connery, Seattle Police Department, on January 20-23, 1976, during which time the consultant (a) interviewed key representatives from the various jurisdictions involved in the study; (b) devoted several hours to on-site inspections and observations of related activities; and (c) examined historical data, including service levels of respective agencies.

Individuals contacted or interviewed during the study included:

Walter V. Lawson, Police Specialist
LEAA Region X

Billy F. Wasson, Criminal Justice Planner
Mid-Willamette Valley COG

Henry Hildebrand
Polk County Commissioner

Walt Gjersvold, Chairman
Polk County Board of Commissioners

Jack Moothart, Mayor
Independence, Oregon

Jack McElravy, City Manager
Independence, Oregon

Howard Brandvold, City Manager
Dallas, Oregon

Ed Thomas
Pacific Northwest Bell, Salem, Oregon

Dan Greer, Fire Chief
Independence, Oregon

Donald C. Milligan, Fire Chief
Monmouth, Oregon

Jack Stein, Fire Chief
Dallas, Oregon

J. E. Panter, Emergency Services Coordinator
Polk County, Oregon

Del Johnson, Chief of Police
Monmouth, Oregon

Don Purcel, Chief of Police
Dallas, Oregon

Harvey Shellenbarger, Chief of Police
Independence, Oregon

Roy Holliday, Chief of Police
Salem, Oregon

Jeff Barnes, Director
R.A.I.N. Regional Automated Information Network

II. STATEMENT OF THE PROBLEM

The Mid-Willamette Valley Council of Governments requested technical assistance to examine Central Dispatching and "911" services for Polk County. This request followed written authorization from the county and primary municipal governments to be involved. The need appears to have developed along a two-pronged set of pressures:

1. Yamhill County, bordering Polk County to the north, is well along toward a centralized dispatch facility and 911. While the police and fire agencies in Polk County had been trying for most of a year to do basic planning leading in the same direction, little progress has been made.
2. There is considerable discontent in the public safety agencies with the existing dispatching situation, and concurrent concern at the political level with the current and projected costs of that situation.

While several individuals have become familiar with the standards developed in California and elsewhere for such service, none were completely aware of the critical issues, questions and priorities to be examined or the nature of the trade-offs required.

In a luncheon meeting with the listed county commissioners, city managers, mayors, and three police chiefs, it was decided that a range of alternatives, including a two-county approach, be considered.

The counties served by the Mid-Willamette Valley Council of Governments (Polk, Marion, Yamhill) have some prior experience in setting up a joint-use enterprise in the Regional Automated Information Network (R.A.I.N.). In addition, the larger fire departments in Polk and Marion counties have been seriously considering a joint fire dispatch center in Salem, Marion County. Thus many of the issues to be discussed are not unfamiliar.

Basically, the problems to be addressed relate to two essentially separate issues:

1. The feasibility of central dispatching, and which governmental agencies should be served; and
2. The appropriateness and cost of 911 service, with or without a central dispatch operation.

Further breaking these questions down leads us to consider:

- a. An organizational model fostering "a community of equals",
- b. distribution of cost with maximum equity,
- c. technical problems created, and their solution, and
- d. maximizing cost/benefit ratios.

III. ANALYSIS OF THE PROBLEM

There are three basic lines of consideration which will prove crucial to the success or failure of any change recommended. The first of these we will call, for want of a better term, political. This really refers to the natural gut reactions of persons or groups to a new relationship and is concerned with who gains what advantage, are costs equitably distributed, and are any disadvantages (real or fancied) equally shared. Fire departments naturally worry about centralized dispatch developing a "police orientation", while small governments or agencies worry about their needs/concerns becoming secondary to those of a much larger counterpart sharing use of a facility or service. These concerns, because they are natural, must be faced and minimized through appropriate guarantees in the beginning.

The second area of consideration is technical. How does one insure the integration of appropriate technology while avoiding excessive or inappropriate hardware? Which options in telephone service are truly justified? We believe that any technological solution which truly performs a needed function for the persons doing the work, without exacting commensurate or unnatural demands on that worker is appropriate. In fact, a general rule of thumb in modern economic life is that any capital investment that increases worker productivity, reduces error, or avoids worker dissatisfaction is profitable. When computing labor costs over a five year span the significance of this "rule" becomes apparent. By the same token, equipment manufacturers are known to take advantage of what some call the "bells and whistles syndrome" to sell equipment or features of questionable utility.

The third general concern is operational. It is axiomatic that any service provided to two or more "customers" must exceed in quality that which each would provide himself. Unfortunately, this is too frequently said and too seldom done. For that

reason recommendations made will attempt to explore some standards to assure that the service offered in any joint operation will, in fact, be superior to any existing service available to Polk County public safety agencies.

In addition to these general concerns, the size and scope of the need to be addressed must be considered. The following tables and charts define that size and scope.

POLK COUNTY

Population..... 40,050 less 6,490 (West Salem)

Area..... 709 square miles

POLK COUNTY LAW ENFORCEMENT

Population served		Sworn-Patrol	Reserves	Field Units (max)
15,255	Sheriff's Office	13	12	3
7,530	Dallas	10	unknown	4
790	Falls City	1	unknown	1
3,500	Independence	5	5	3
5,945	Monmouth	5	unknown	3
	Total	34		

POLICE COMMUNICATIONS (only 24 hour operations listed)

Location	Dispatchers	frequency	Dispatch for
Polk County Sheriff (Dallas)	5 + (2)	155.670 155.250	Police Fire Ambulance
Independence	students	155.670 155.250	Police only

POLK COUNTY FIRE EQUIPMENT LOCATIONS

<u>Location</u>	<u>Paid full-time</u>	<u>Volunteers</u>
Dallas	1	48
Airlie (SE Polk RFPD)	1	9
Buena Vista	1	4
Falls City (SW Polk RFPD)	0	26
Independence (SE Polk RFPD)	1	24
Monmouth	2 + 3 P/T	40
Pedee (SW Polk FRPD)	1	15
Rickreall (SW Polk RFPD)	0	19
Suver (SW Polk RFPD)	1	15
Valsetz	0	49

All of the above are dispatched on frequency 155.100 from Independence, Monmouth, Dallas, and Polk County Sheriff's Dispatch.

AMBULANCE SERVICE

<u>Total runs</u>		<u>Affiliation</u>
397	Dallas Ambulance Service	Volunteer Fire
270	Monmouth Fire Department	Professional Fire
8	National Hospital Assoc. (Valsetz)	Volunteer
3,950	Willamette Ambulance (Salem)	Commercial
230	Superior Ambulance (Sheridan)	Commercial

TELEPHONE EXCHANGES

POLK COUNTY RESIDENTS ARE SERVED BY THE FOLLOWING EXCHANGES:

Exchange name	Company	No. Wire Offices	Subscribers also in () county
Monmouth/Independence	Pacific NW Bell	1	Marion
Dallas	" " "	1	none
Falls City	" " "	1	none
*Grand Ronde	United Tel NW	1	Yamhill
*Willamina	" " "	1	"
*Sheridan	" " "	1	"
*Amity	General Telephone	1	"
*Salem	Pacific NW Bell	2	Marion
*Albany	" " "	1	Linn
*Kings Valley	Pioneer Tel Coop		Benton

*The largest part of these exchange areas, and probably
the bulk of subscribers served, lies outside Polk County.

MARION COUNTY RESIDENTS ARE SERVED BY:

Salem	Pacific NW Bell	2	Polk
Woodburn/Hubbard	" " "	1	none
Aurora	Aurora Tel Co.	1	?
St Paul	St Paul Coop	1	none
Newberg	General Tel NW	1	Yamhill

Marion County exchanges continued:

Gervais	Gervais Tel Co.	1	none
Monitor	Monitor Coop	1	?
Mt Angel	Mt Angel Tel Co.	1	?
Silverton	Continental Tel NW	1	?
Jefferson	Pacific NW Bell	1	Linn
Aumsville/Turner	Continental NW	1	none
Stayton	Stayton Coop	1	?
Lyons	Peoples Tel Co.	1	?

and possibly others at the eastern end of the county.

TELEPHONE COMPANIES SERVING RESIDENTS OF POLK COUNTY:

Company	Exchanges	County of exchange focus
Pacific NW Bell	Salem	Marion
	Dallas	Polk
	Falls City	Polk
	Monmouth/Independence	Polk
United Telephone NW	Albany	Linn
	Grand Ronde	Yamhill
	Willamina	Yamhill
General Telephone	Sheridan	Yamhill
	Amity	Yamhill
Pioneer Tel COOP	Kings Valley	Benton

Given population concentrations in the county, it would appear the bulk of the county residents are served by Pacific Northwest Bell.

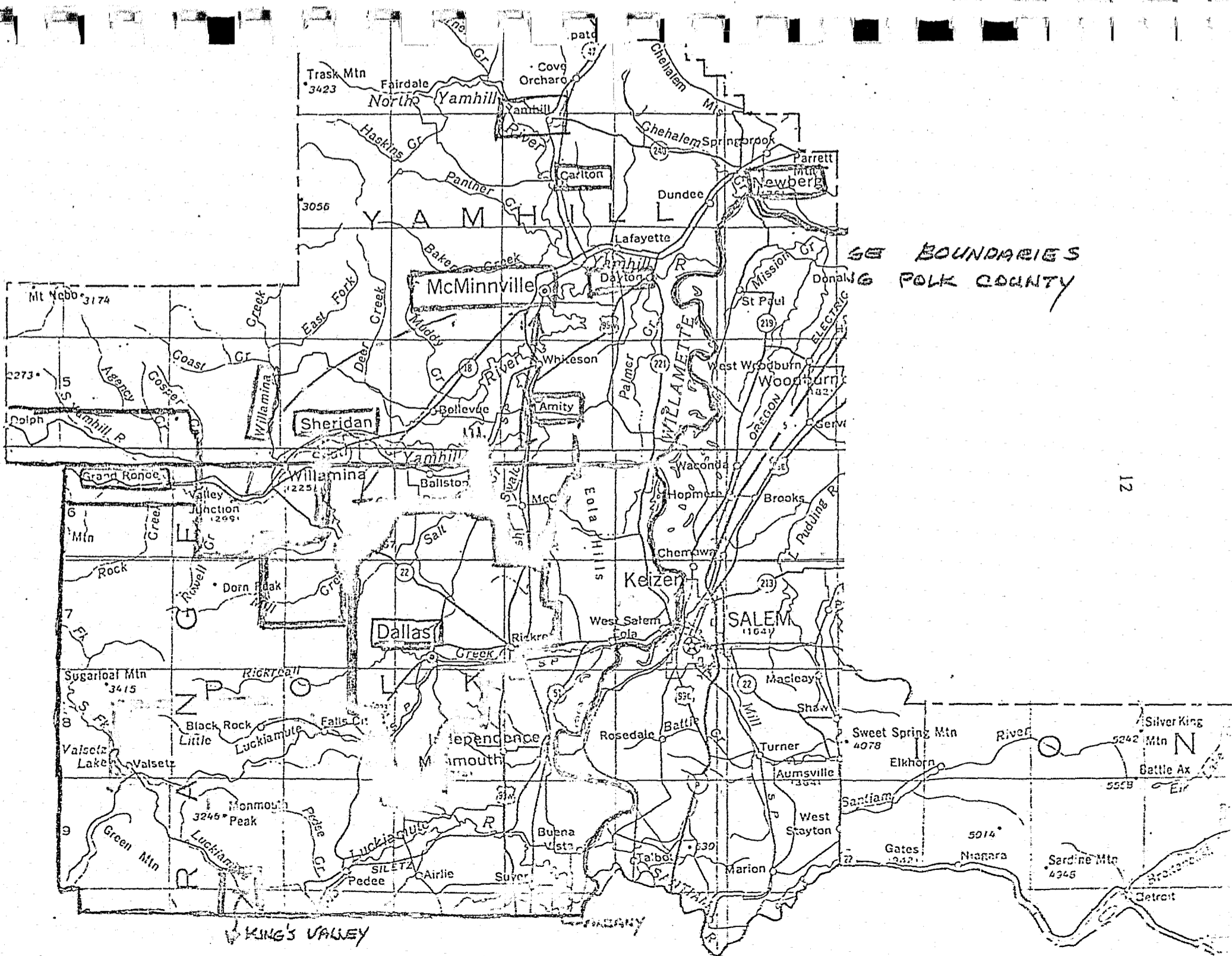
Conversely, in Marion County the bulk of the population appears served by Pacific Northwest Bell and Continental Telephone of the Northwest in the following exchanges;

Company	Exchanges	County of exchange focus
Pacific NW Bell	Salem	Marion
	Monmouth/Independence	Polk
	Jefferson	Marion
Continental Tel NW	Silverton	Marion
	Aumsvill/Turner	Marion

With the following companies serving a lesser population but covering significant geography;

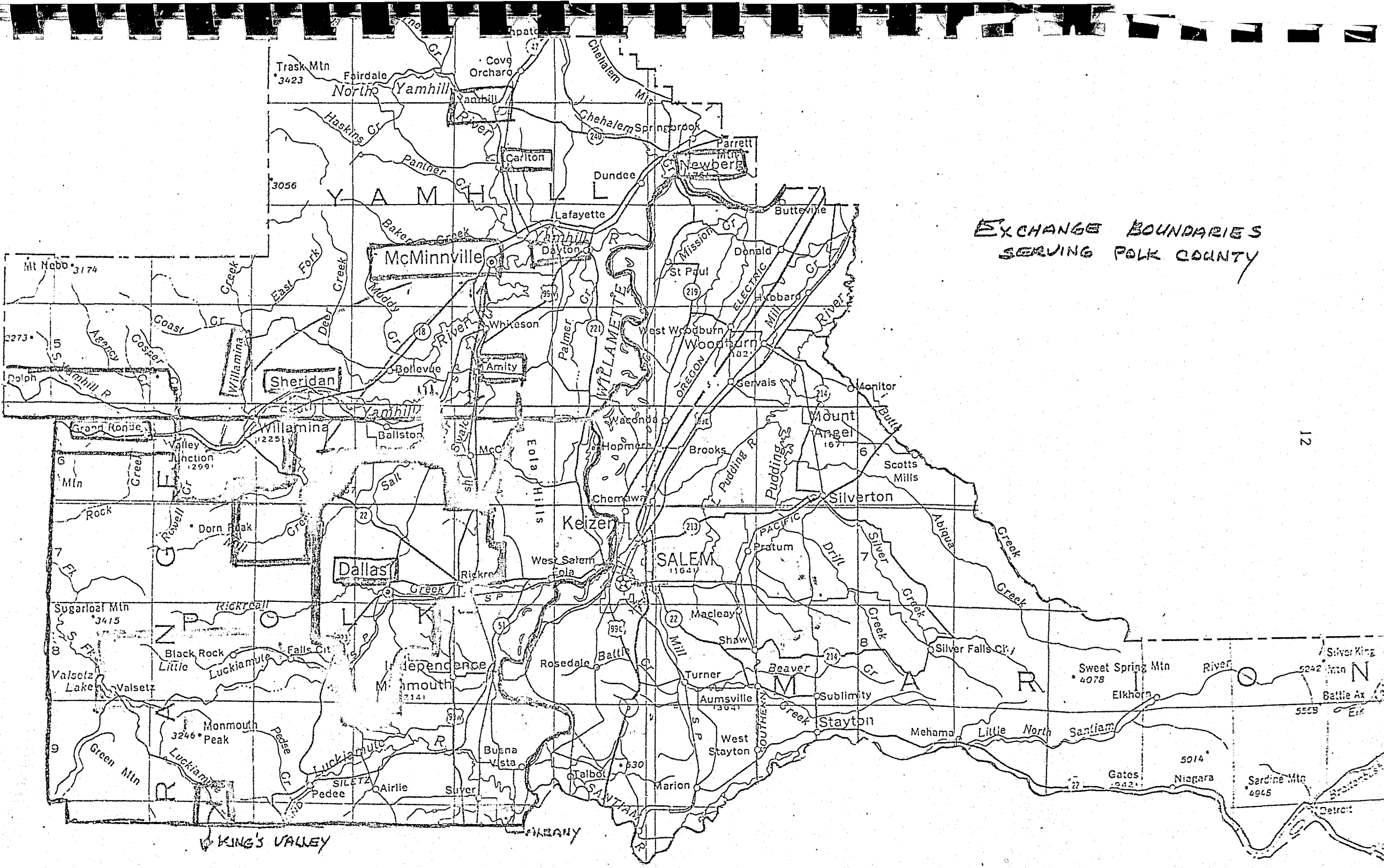
Aurora Telephone Company	Mt Angel Tel Co.
St Paul Coop	Stayton Coop
Gervais Telephone Co.	Peoples Telephone Co.
Monitor Coop	

Thus any recommendations made must be predicated on dealing with the relative impossibility of coordinating all of these, large and small, in one time slice.



SE BOUNDARIES
POLK COUNTY

KING'S VALLEY



EXCHANGE BOUNDARIES
SERVING FOLK COUNTY

KING'S VALLEY

ALBANY

The state of Oregon, unlike Washington and California, does not have legislation mandating 911 service or establishing minimum standards for its adoption. None-the-less the following Oregon communities have implemented 911 phone service:

Jurisdiction	Population served	Answering point	Telephone trunks
Florence	6,100	Police	2
Hermiston	14,400	Police	10
Milton-Freewater	8,400	Police	2
Prineville	4,300	Police	2
Seaside	10,600	Police	5
The Dalles	19,000	City	3
Toledo	4,200	Police	2
John Day	3,000	Police	2
Medford	35,000	Police	6

Currently planned for implementation are:

Woodburn	7,500	City	2
Yamhill County	44,000	Sheriff	17

Note that six of the nine currently implemented involve a single wire office. None except Medford represent

an adequate dispatcher "load". When Yamhill County eventually comes on line, it will represent only the second 911 service of adequate size to hope for a professional dispatching /phone answering service.

Unfortunately these facts portend future problems for the 911 concept in Oregon.

Given the size and scope of need, there is no doubt that a centralized public safety dispatching operation can represent a significant improvement in service, both to the citizens and the individual agencies. Should the Willamina, Sheridan, and Amity exchanges go to 911 directed to McMinnville, a central dispatch operation may be necessary to avoid potential mis-routing of some fire calls as they are rerouted from that center. At the northeast corner of the county the area encompassed in the Salem exchange can only go to a 911 center in Salem, Marion County. While that is not immediately contemplated, it will eventually come. This will further require a central hand-off point for 911 calls initially answered in Salem. For all these reasons, centralized public safety dispatching in some form is recommended.

The change over to 911 provides a significant benefit to the citizen, offering one easily remembered number to call. As this number is implemented in more and more exchanges this benefit extends to a single number effective wherever he may be, without toll charges. By the same token, public safety agencies gain precious time currently used in dialing operator, looking up the appropriate number, or worse, finding change to effect a long-distance call from a pay phone.

Attempting to compare projected costs with current costs gets more complex. It would appear that a centralized public safety dispatch center offering 911 service should not cost more than the various governments (municipal and county) plus the rural fire districts are now spending in total. It may very well cost less. In that the current

expenditures are fragmented among four municipalities, six fire protection districts and county government, it was not possible to catalog them in the time available. What probably will occur is a re-distribution of costs. Should that result in some paying more and others less, and assuming the cost apportioning formula chosen is agreed upon as equitable, we would conclude that current costs would be shown to be inequitably distributed.

IV. FINDINGS AND CONCLUSIONS

Following are standard terms and definitions suggested for adoption:

Emergency: For the purpose of this discussion, we will refer to an emergency as that situation requiring a field response inside three (3) minutes. As a practical matter, many emergencies in the area under discussion may rarely see a response in this time frame. Nevertheless, to distinguish between emergencies, urgent calls, immediate calls, ASAP (as soon as possible) calls and "when convenient" calls, the definition is operable.

Note: To place the responsibility for defining "emergency" on the calling public is a grievous mistake. We find the error rate equally split; as many emergencies are downgraded by the public, non-emergencies are upgraded. For this reason we prefer to approach the public in terms of "field response needed" to define those calls which should be placed on 911.

Wire Office: This term is intended to define the smallest element of the telephone operation that could be separately considered for 911 trunking and phone dialing.

Hand-Off: For a variety of reasons it will often be desirable to connect the caller with a specific agency for action. This term will be used to refer to those calls in the immediate, urgent and emergency class which are to be connected directly to the responding agency. Given these circumstances, the mechanics of the hand-off operation become, at the least, important and frequently critical. We will suggest engineering standards for this function at variance with common phone practice.

Transfer: Where time is not critical and the caller is calm, a transfer procedure may be used to connect the caller to the action agency. This will primarily be used for those calls which would more accurately have been placed on the agency business number. You will note that the California Standards (Appendix A) do not make this distinction between Hand-Off and Transfer.

Relay: In some calls, it may be desirable to accept all the information from the caller, disconnect, dial the action agency and relay to them the information gained. This

would normally be used for the ASAP or lower class calls, rarely for immediate and almost never for urgent or emergency calls.

Referral: Some calls will be received where the totality of circumstances indicates an instruction to the caller of the proper number to dial. A legitimate mode of operation under the right circumstances, but subject to over-use and/or abuse at the call receiving center, will require careful monitoring.

Recommended Functional Characteristics of a Hand-Off Line

We have discussed telephone hand-off, transfer, relay and referral. To adequately serve the purpose in a 911 operation, a hand-off must:

1. be a dedicated, direct ring-down trunk, AND
2. be accomplished WITHOUT THE CALLING PARTY'S KNOWLEDGE .

To achieve requirement # 2, the initial phone-answerer must be able to activate the appropriate direct ring-down trunk without losing contact with the caller. The transaction would shift from a two-party call to a conference call without any perceivable break, and the 911 operator should then have the option to disconnect without disturbing the connection between the caller and the agency accepting the hand-off.

Transfer lines may, on the other hand, be the typical operation wherein the calling party is normally placed on "hold" while the mechanics of the transfer are completed.

As a practical matter, it may not be realistic to provide both modes to the same agency. Where a choice of the two modes is in order, if any calls requiring the field response in the top three classes are involved, the hand-off line must be chosen. The difference, however, is in the psychology of the caller. Persons with emergency or urgent calls, or calls they think fall in that category (whether we agree or not) become easily confused or frustrated. A very real hazard exists of losing contact with such a caller

before a normal transfer can be completed. These are referred to as "dropped calls" and can result in tragedy.

Alternatives To Be Considered

- Expand Polk County Sheriff's Dispatch.

While this takes maximum advantage of "what is", it also perpetuates existing problems, both operational and in terms of agency relationships.

- Establish Central Public Safety Answering Point and Police-Utilities Dispatch; Hand-Off Fire Calls To Central Fire Dispatch Out of Salem.

This is operationally and politically attractive given the kinds of roadblocks historically raised by fire departments and fire rating bureaus to joint police/fire operations. Unfortunately, it removes a percentage of the financial support from the central dispatch operation and reduces police/fire coordination possibilities.

- Establish Central Public Safety Answering Point and Police/Fire Dispatch Operation for Polk County.

This appears to present the fewest barriers (other than money) to implementation in the immediate future.

- Establish Central Public Safety Answering Point (PSAP) and Police/Fire Dispatch Serving Both Polk and Marion Counties.

This would be the most cost-effective in the long term. However, it represents severe political and operational problems which would require extensive pre-planning to insure any real hope for success. Few cities the size of those in Polk County could accept a role purporting to make them "equal" partners with one the size of Salem (population 74,120) without severe misgivings. At the same time the fire agencies in Marion County are moving toward a centralized fire dispatch operation, which may block any chance of integration with a planned public safety dispatching operation. One sub-alternative would be to create a two-county PSAP with police dispatching and hand-off fire calls to a central, two-county fire dispatch center.

Finally, the amount of address recognition help required to support a phone answerer in such an operation represents a formidable barrier to near term implementation.

- Retain the Status Quo.

This is the easiest to implement. It does, however, perpetuate existing problems.

Whichever of the alternatives is chosen, some general operational and organizational standards apply. These are:

Organization

The best assurance of success for any joint operation (or service bureau) is an organization providing for equal access to services and effective influence of (or resolution of grievances about) the service provided to any of the users. We feel this can most effectively be accomplished under Oregon's Intergovernmental Cooperation Act by creating a Public Safety Dispatching Bureau jointly owned and operated by the parties to the agreement. These "parties" should include each government, utility, taxing district or other independently budgeted entity to receive services. This Act provides for establishment of a "Board of Directors" representing the various governmental bodies. We would suggest a separate board, representing the public safety agencies served, be deputized by the Board of Directors to resolve questions of operational policy. To further insure the neutrality and independence of this public safety dispatching unit, we would recommend it reside in a facility not now used by any police or fire agency or any county or municipal government. It may be necessary, to satisfy Oregon rules for access to various law enforcement computer files, to jointly confer police powers to at least the director. Existing equipment, base stations, etc. to be utilized in this operation can be deeded to it by the current owner with reclamation rights reserved should this unit cease to exist.

In establishing this center, careful attention should be paid to Fire Rating Bureau technical requirements for fire dispatch centers (emergency standby power, etc.) to avoid problems in that regard.

Financing

We see some mistakes being made in Yamhill County which should be avoided here. One of the more flagrant involves charges to the user for phone line mileage rates.

The costs of phone trunks from the various exchanges should be absorbed into the overall budget for the center, and apportioned out to all users on the basis of whatever formula is chosen. The rationale for this is that these charges are, at least in part, a result of the choice of location. No user should be penalized or rewarded as a result of that choice. Therefore the phone trunk tariffs should be equitably shared by all.

The apportionment formula may be per capita served, or on the basis of assessed valuation, or some combination of these. We would recommend consideration of a formula which assumes that fire units receive 15 per cent of the service generated (7 ½ per cent by volume, including medical emergencies. Since they are afforded #1 priority, and the great bulk of their calls must be treated as emergencies, we are doubling that volume percentage to arrive at their service demand) and the remainder relates to police. We are also assuming that at least the rural fire protection districts are supported through special taxing authority outside of municipal or county budgets. That 15 per cent would be charged to the various fire agencies on the basis of assessed valuation covered. The remaining 85 per cent would be charged to the involved municipalities and county government on the basis of population served. If, for instance, the total yearly budget for this service was \$100,000.00, the combined fire agencies serving Polk County and dispatched by this unit would contribute \$15,000.00, apportioned among them by total assessed valuation covered. The various governments, serving a total population of roughly 34,000 persons, would pay \$85,000.00 or roughly \$2.05 per capita per year. Thus the Counties "share" of this \$85,000.00 would be \$38,137.50 given an unincorporated population of 15,255. At this point we must make clear that the above figures are merely for the purpose of illustration and are not intended to portray real costs. By comparison, the cost to the City of Independence for this mythical service would be \$8,750.00 per year for the police portion. If they have a municipal fire unit separate and distinct from the surrounding rural fire protection district, Independence would pay an additional portion

based on their share of the total assessed valuation. If that, for instance, amounted to 10 per cent of the total, they would be billed \$1,500.00 for fire portion of the service. In this instance the total bill for Independence (police and fire dispatching) would be \$10,250.00 per year.

Technical

As a general rule, there are no bargains. Once the minimal operational and technical specifications have been defined, every new piece of equipment purchased should be of the highest quality obtainable, with a special view toward minimal maintenance requirements. In short, buy nothing but the best. Usually this is only obtainable from one of the major suppliers with a significant track record in public safety equipment. Beware of the low bid! these should be painstakingly scrutinized to assure specifications will be met and the company bidding has both a reputation to protect and resources to make good the operation, do not skimp on such things as modular flooring, sufficient room, lighting, and sound control and a pleasing decor. All of these will return dividends in increased employee productivity and minimal job stress.

Operational

Two important principles must be followed here. This is a decision-making function with some stress attached. It can only be done well by persons chosen for their ability to react well under stress and to make appropriate decisions naturally. High employee turnover rates are counter-productive, which suggests competitive salary rates.

Secondly, any function serving multiple masters must have written procedures, standards and goals. Without these the employee can be held to no standard, as none exists. In addition, any complaint about an alleged procedural mistake is reviewed in a vacuum. We will suggest some basic procedural musts by way of Appendix B, but these are by no means intended to be thought of as complete or all-encompassing. They can form a beginning point in development of the needed procedural manual.

Phone Service

The concept of 911, and its application, has been badly handled in a number of areas of the United States. The most vexing of the problems that have been created is over the term "emergency". We have frequently noted various officials lecturing the public over the necessity of restricting the use of this number to "emergencies", whatever that means. The various large telephone companies have been particularly guilty of spreading this piece of misinformation.

The word "emergency" defies precise definition. Worse yet, we really do not want the use restricted to emergencies. What we want, in both police and fire dispatching, is for the use of 911 to be routine in any situation requiring some field response, and in some cases we also want to use it for crime reporting by telephone.

Some misdirected calls will be received. For those which are for public safety service in an area not covered by this dispatching unit, we must provide hand-off lines to complete the routing of that call. Others requiring some governmental response not dispatched from this center are especially susceptible to mis-handling. It is appropriate for the phone-answerers, after getting the basic information from the caller, to give the caller the correct phone number to call. That, however, does not complete the 911 phone-answerers responsibility. At the first opportunity that phone-answerer must call the agency in question and furnish them the information obtained. Service requested, location, return phone number and calling party name covers the preferred minimum of information to be relayed.

Within these precepts, common to all the alternatives listed, we have reviewed the various considerations affecting an appropriate recommendation for this county at this particular time. As indicated earlier in this report, we would have an instinctive preference for a combined police/fire dispatch operation with 911 service for both Marion and Polk Counties based in Salem. Such an operation would, initially, offer 911 service only in the following exchanges:

1. Salem
2. Woodburn/Hubbard
3. Jefferson
4. Silverton
5. Aumsvill/Turner
6. Dallas
7. Independence/Monmouth
8. Falls City

Other exchanges/telephone companies would be invited to extend the service to their customers at their own leisure. Only two telephone companies, Pacific Northwest Bell and Continental Telephone Company of the Northwest are involved in the eight listed exchanges, representing nine wire offices. Even though this is an appealing option, we are somewhat dubious about the ability to solve the address recognition problem over a two-county area. In addition, we suspect that this might involve some significant level of negative reaction from the citizenry of Polk County.

In recognition of these two stumbling blocks to a two-county system at this time, we must recommend the course of action outlined in the following section of this report.

V. RECOMMENDATIONS

Final planning should begin for a Polk County Public Safety Answering Point (PSAP) offering police, fire and ambulance dispatching for all such services in Polk County. Investigation of the feasibility and costs of telephone lines including a government switchboard operation in this facility should also be conducted. Public utility dispatching should be incorporated as a secondary responsibility on nights, weekends, and holidays.

Location: a location half way between Dallas and Independence/Monmouth would be ideal. It should be, at a minimum, separated by at least one block from any existing fire, police, or government building.

Organization: a service organization jointly created under the Oregon Intergovernmental Cooperation Act by the affected governments, with a Board of Directors to oversee the operation and recommend yearly budgets for approval by the affected government bodies should be established.

911 Service: this service should be initially offered to three phone exchanges: Dallas, Independence/Monmouth and Falls City. In all the other exchanges lying within the county in part, a seven-digit, no-toll number should be offered to reach this PSAP. Rather than run special trunks from these exchanges, it would be preferable to be billed for long-distance charges on a per call basis to establish a basis for comparison between these costs and special trunking costs. Hopefully the phone company (s) can accommodate this without making it a 10-digit number.

Refer To The PSAP in McMinville For Architectual/Equipment Configurations

In General: we recommend two phone answering/dispatch consoles exactly duplicating each other, with the government switchboard (optional) positioned between them. A 10-channel tape recorder should do.

Recurring Costs:

Telephone -- using 8A termination equipment, and including existing police and fire alarms (but excluding long-distance tolls) costs should be approximately \$1,050.00 per month. Installation cost should be about \$5,000.00;

Personnel -- assuming a staff of director plus seven, this should cost about \$7,500.00 per month including fringe benefits.

Equipment Maintenance -- frankly, we have no feel for the probable cost of a maintenance contract. The county should be allowed to obtain bids. For planning purposes, assume \$1,000.00 per month.

Total -- total costs should be about \$9,550.00 per month plus R.A.I.N. terminal costs. Total costs should not exceed \$125,000.00 per year, and may possibly be up to 10 per cent less.

Negotiations Should Begin With Pacific Northwest Bell for possible front-end loading of their charges, especially relating to the 8A termination equipment. This could reduce recurring monthly costs.

Construction Of A Geo-Base Strip File Should Be Developed, using existing information within fire districts and augmenting that with virtually a door-to-door canvas conducted by volunteer fire personnel. Each strip should show:

- (a) Mailing address
- (b) X-Y coordinate, using section lines (the spaces between lines will have to be assigned arbitrary alpha or numeric "names")
- (c) Nearest cross street, road or highway
- (d) Fire district served by, and "phantom box" number
- (e) Ambulance served by
- (f) Police jurisdiction.

These strips should then be organized in a standing leaf file in a manner to promote rapid search.

Concurrently, A Reverse Telephone Number File (strip file) should be constructed so that each strip shows:

- (a) phone number
- (b) X-Y coordinate
- (c) Nearest cross street, road or highway
- (d) Fire district served by, and "phantom box" number
- (e) Ambulance served by
- (f) Police jurisdiction
- (g) Mailing address (optional)

The phone company (s) may be able to help with this, if not constrained by privacy considerations. If not, a reverse directory or even the phone book can serve as the basic resource. This reverse phone file, coupled with a PSAP operator convention of always asking "what is the phone number you are calling from" can serve as a valuable cross-reference check on location.

The Work Already Done In Some Fire Districts To Establish A Pre-Planned Fire Response to Each Location/Situation (phantom box system) should be expanded.

This will assure the dispatcher that appropriate first responses are started.

A Sequential Dialer should be obtained to augment fire volunteer notification systems. Gary Harrison, Communications Engineer in Yamhill County, can make some recommendations in this regard.

It Should Be Insisted That Incoming Trunks, Including Any Special Trunking Of The Seven-Digit Number Be Run Thru A Concentrator to provide no more than five (5) trunks coming into the 8A. This trunk concentrator may reside in the nearest wire office or in the PSAP, whichever is most convenient. If technically feasible, this should include hand-off trunks from McMinnville. Should this concentrator interfere with such 8A features as called party hold or the optional ring-back feature it is still preferable to adding another 8A Module.

APPENDIX A
MINIMUM "911" STANDARDS
STATE OF CALIFORNIA

MINIMUM "911" STANDARDS

STATE OF CALIFORNIA

Minimum Operational Standards

Public Safety Answering Point (PSAP)

CALL ANSWERING

1. All PSAPs shall be public safety oriented.
2. That all calls will be answered within ten (10) seconds.
(To meet this standard, you must consider lines, answering positions, personnel, etc.) This is based upon an average busy hour of the busy day.

PSAP OPERATIONS

3. The PSAP will operate seven days per week, twenty-four hours per day.
4. The terminating trunks from the final central office to the PSAP shall provide at least a P.01 grade of service (one busy in 100 attempts during average busy hour) for this 911 traffic, assuming a constant holding time and speed of answer.
5. Written procedures and appropriate training will be provided to the operators and documented.
6. The date and time of receipt for each 911 emergency call shall be documented (written or recorded).

7. In the "transfer method", the reliability of that transfer call being sent through to responding agency shall be maintained. Also, monitoring capability shall be provided to insure that the call is answered.

8. Access control and PSAP security shall be designed to prevent disruption of PSAP operations.

DESIRABLE FEATURES

The following is a listing of desirable features, but are not minimum standards. Agencies who have the resources should strive for compliance of these features:

1. If all incoming PSAP positions are busy, the calls waiting should:
 - (a) Reach a recorded message informing caller when he has reached the 911 emergency number and an operator will answer as soon as possible.
 - (b) Be annunciated within the PSAP.
2. All incoming 911 telephone calls be recorded and maintained for at least 60 days.
3. That a short-term recording and replay capability be provided for each operator position.
4. Physical environmental factors affecting human factors should be considered; i.e., lighting, acoustics, etc.

Minimum Technical Standards

STANDARD TONES

Standard tone signals (audible ringing, busy tone, and all trunks busy) will be provided to the 911 calling party in the normal manner. The tone signal received on local calls will be the same on that receiving the 911 calls.

TRANSFER

Whenever the "transfer" method is employed, special equipment considerations must be made. This method calls for the PSAP attendant to directly connect the incoming 911 line or trunk to another communication line, to signal out on the second line, and complete the call through to a third party who will initiate action. Whenever the "transfer" method is employed, the secondary circuit in the "transfer" shall be properly designed, dedicated facility such as a switchboard (PBX) extension or a direct tie trunk to the appropriate public safety agency(s). There will be a minimum of two trunks regardless of the P level of service.

INTERCEPT

The telephone company will provide mechanical intercept of 911 calls from nonparticipating central offices contiguous to the 911 serving central offices whenever equipment arrangement code conflicts are not involved.

SERVICE MEASUREMENTS

The telephone company will take regular service measurements on the 911 terminating trunk group to determine the actual grade of service being experienced. These service measurements should provide a basis for corrective action which would achieve the objective grade of service. As necessary, the telephone company will provide the involved agencies with an appropriate report on the grade of service for the terminating trunk group.

SAFEGUARDING OF CIRCUITS

All facilities associated with 911 service will be equipped at all exposed terminations, including central office distributing frames, with protective devices that prevent accidental workman contact. Each protected

termination will be marked so as to make it easy to distinguish circuit identity.

Safeguarded circuits will not be opened, grounded, short circuited, or manipulated in any way by telephone company workmen until the local test deck obtains prior circuit release from the 911 PSAP.

Supervision will assure that all telephone company employees, whose normal activities may involve contact with facilities associated with the 911 service, are familiar with safeguarding of facilities procedures.

EMERGENCY POWER

Emergency power shall be provided for the PSAP environment and telephone equipment commensurate with the dispatch centers. There will be emergency power available for backup.

DESIRABLE TECHNICAL STANDARDS

The following is a list of desirable features, but are not minimum standards. Agencies who have the resources should strive for compliance with these features:

1. 911 inter- and intra-exchange trunking shall be designed, at a minimum, to provide the same level of

service as exists for the DDD network.

2. Alternate central office entrance and telephone cable routes for telephone communications.
3. Alternate entrance route for primary power.
4. Alternate means of communicating with public safety agencies.
5. Underground cable and entrance to PSAP.

APPENDIX B
PUBLIC SAFETY DISPATCHING PROCEDURES

PUBLIC SAFETY DISPATCHING PROCEDURES

A. TELEPHONE ANSWERING

1. Every incoming call on 911 (or its alternative 7-digit number) should be answered by no later than the fourth "ring". At times this may require the use of "hold" for active calls, or even "call-back" for non-urgent calls.
2. The highest priority call is that one yet unanswered. Each incoming call should be afforded up to 60 seconds of time after which it is considered interruptable in favor of more urgent business. An inexpensive egg-timer can be used to help learn that approximate time interval.
3. If Fire, it will be necessary to find out:
 - (a) road on,
 - (b) nearest cross street or road,
 - (c) flames, or smoke?
 - (d) type of structure or material burning (house, apartment, car, barn, etc.).
4. Always ask "what is the phone number of the phone you are calling from?". This, of course, assumes

the caller is calling from the scene where field response is needed. The intent of the question is to make the phone location file usable as a cross check for location.

5. Attempt, whenever possible, to get a phone number for call-back (see #4). It may be necessary later to get additional location information.
6. Initiate either a "Complaint Card" or "Fire Run Card" if a field response is indicated. Time stamp first.
7. No one ever "won" an argument by phone. Don't try! Remember, these calls are being recorded.
8. The caller at the other end doesn't do this very often, and may be excited or confused. You are the experienced one in this situation. Make that caller feel at ease, confident that the situation is now in good hands.
9. If this call is misdirected, either
 - (a) use the appropriate hand-off routine to direct the call where it can be handled. Stay with it until you are sure connection has been made and the caller is talking to the appropriate PSAP, or

(b) gently give the caller the appropriate number to call, saying "I'm going to pass this information along, but I hope you will call them direct so you will know what to expect from them".

THEN MAKE SURE YOU DO PASS IT ALONG!

B. DISPATCHING - PRIORITIES

1. Any FIRE or possible fire.
2. Officer needs help.
3. AID CALL, suggesting medical emergency.
4. MAJOR CRIME IN PROGRESS, or silent alarm, or serious injury accident.
5. Misc. Fire Runs where NO fire.
6. All other police calls.
7. Officer request for information from computer files.
8. Field unit status change (in service, out of service, eat, etc.).
9. All other (utilities radio traffic, etc.)

IT IS IMPORTANT TO NOTE THAT PRIORITY #1 REMAINS SUCH SO LONG AS AN ACTIVE FIRE EXISTS AND UNTIL FIRE UNITS AT SCENE REPORT FIRE IS "TAPPED".

Radio traffic is handled in strict priority order with a higher priority interrupting a lower. When you are handling

both phone and radio traffic, incoming phone calls assume priority #3, with all others bumped down one notch.

C. DISPATCHING - PROCEDURES

1. Time stamp the complaint or fire run card as dispatched after you have dispatched, and been acknowledged by, the proper unit.
2. On Fire calls, consult the location file for fire district responsible and "phantom box" number, pull "phantom box" card and dispatch the units indicated. Begin volunteer notification routine, using both Plectron and sequential phone dialer for confirmation of call cut.
3. Be especially alert for fire radio requests for "2nd alarm" (additional units) or move up. These, also, are priority #1.
4. While active, complaint or fire run cards will be maintained in a conspicuous card minder as a reminder of unit status.
5. When notified of unit arrival at scene, time stamp.
6. When unit clears, time stamp as completed.
7. Maintain previous 4 hours cards in time sequence as a temporary log.

8. When unit goes out of service for any reason other than a field response (eat, coffee, station, etc.), initiate an Administrative Form, Time stamp out, again when returned to service.

010 COURT ATTENDANCE 020 ESCORT PRISONER - COURT 025 ESCORT PRISONER - MEDICAL 029 HOSPITAL GUARD 030 ERRAND FOR _____ 040 STAKEOUT 050 WARRANT & SUBPOENA SERVICE 060 OUT OF CAR-NO REASON GIVEN 070 NO ANSWER WHEN CALLED 080 STATION, GARAGE, BO CAR, ETC. 090 COFFEE 099 EATING	UNIT	DISPATCHER	LOCATION	
	PHONE NO.		OFFICER	OFFICER
	REMARKS:			

LOCATION		LOCATION CODE	
REC'D <input type="checkbox"/> PHONE <input type="checkbox"/> ALARM <input type="checkbox"/> RADIO		COMPLAINANT	X= Y=
NO FIRE	FIRE	SPECIAL HAZARDS:	OPERATOR
UNKNOWN	FRAME DWELL.		FIRST ALARM UNIT
AID CALL	COMMERCIAL		UNIT
SERVICE	APARTMENT		UNIT
STANDBY	CAR		UNIT
ACCIDENT	TRAILER		UNIT
GAS SPILL	OUTBUILDING		UNIT
FALSE ALARM	GRASS		
			DISPATCHER
			SECOND ALARM TIME:
			UNIT
			UNIT
			UNIT
			UNIT

FIRE RUN CARD

RADIO ADMINISTRATIVE FORM

EXPLANATION OF USE

<u>Number of Space</u>	<u>Heading</u>	<u>Individual Responsible</u>	<u>Type of Data</u>
1.	9010 thru 9099	Dispatcher	Reason out of service
2.	UNIT	"	Radio Call Number of Field Unit
3.	DISPATCHER	"	Identity of
4.	BLANK	"	Time Stamp out Time Stamp In
5.	PHONE NO.	"	Where Unit can be reached
6.	LOCATION	"	If applicable, location address of Unit
7.	OFFICER	"	Serial Number(s) of Officer(s)
8.	REMARKS	"	If will be out for unusual length of time, explain

FIRE RUN CARD

1.	REC'D	Operator or Dispatcher	Means information received initiating this run
2.	LOCATION	"	Street address plus nearest intersection
3.	COMPLAINANT	"	What person, alarm system?
4.	BLANK	"	Time Stamps: Received Dispatched Arrived Completed
5.	NO FIRE - FIRE	"	Circle any word(s) known to apply
6.	OPERATOR	Operator	Identity of phone answerer

010 COURT ATTENDANCE 020 ESCORT PRISONER - COURT 025 ESCORT PRISONER - MEDICAL 029 HOSPITAL GUARD 030 ERRAND FOR _____ 010 STAKEOUT 050 WARRANT & SUBPOENA SERVICE 060 OUT OF CAR - NO REASON GIVEN 070 NO ANSWER WHEN CALLED 050 STATION, GARAGE, BO CAR, ETC. 020 COFFEE 099 EATING	UNIT	DISPATCHER	LOCATION	
	(2)	(3)	(6)	
	PHONE NO.	(5)	OFFICER	OFFICER
			(7)	(7)
	REMARKS:	(8)		

LOCATION		(2)	LOCATION CORE	
REC'D <input type="checkbox"/> PHONE <input type="checkbox"/> ALARM <input type="checkbox"/> RADIO		COMPLAINANT	OPERATOR	DISPATCHER
		(3)	(6)	(7)
NO FIRE	FIRE	SPECIAL HAZARDS:	FIRST ALARM UNIT	SECOND ALARM TIME:
UNKNOWN	FRAME DWELL.		UNIT	UNIT
AID CALL	COMMERCIAL		UNIT	UNIT
SERVICE	APARTMENT	(5)	UNIT	UNIT
STANDBY	CAR		UNIT	UNIT
ACCIDENT	TRAILER		UNIT	UNIT
GAS SPILL	OUTBUILDING			
FALSE ALARM	GRASS			

FIRE RUN CARD

FIRE RUN CARD AID
 RADIO ALARM APPARATUS FORM
 EXPLANATION OF USE

OV	LOCATION		LOCATION CODE		
EMER REPT	COMPLAINANT	PHONE		X=	Y=
STICKUP	BACK-UP#1	BACK-UP#2	DISTRICT	ASSIGNED	OFFICER
ALARM	DETAILS:		C-G CODE	DISP. CODE	OFFICER
ACCIDENT			OPERATOR	DISPATCHER	
BURGLARY			CASE NO.	WARRANT NO.	
LARCENY			FIELD REQUEST		
DISTURB.	SUSP.		FIRE	CORONER	
PARKING	MAN		AID CAR	LIGHTING	
SICK-INJ.	WOM		AMBULANCE	SIGNAL REPAIR	
SLE	CHILD		SERGEANT	BARRICADES	
CLRK-PCR			DETECTIVE	TELEPHONE	
ASSAULT	OBJ		TOW	NATURAL GAS	
	VEH	SEE REVERSE SIDE □	TAXI	WATER	

COMPLAINANT REPORT (BUFRP)

FRONT

NUMBER OF SUSPECTS _____		LAST SEEN _____		MINUTES AGO: AT _____				
HEADING N, S, E, W ON _____					Street, alley, etc. <input type="checkbox"/> ON FOOT			
					<input type="checkbox"/> IN VEHICLE			
WEAPONS		<input type="checkbox"/> HANDGUN	<input type="checkbox"/> RIFLE	<input type="checkbox"/> SHOTGUN	<input type="checkbox"/> KNIFE	<input type="checkbox"/> OTHER	<input type="checkbox"/> UNKNOWN	<input type="checkbox"/> NONE
1	RACE	SEX	CLOTHING					
	AGE	HGT	WGT	HAIR	EYES	COMPLEX	GLASSES	UNUSUAL MARKS
2	RACE	SEX	CLOTHING					
	AGE	HGT	WGT	HAIR	EYES	COMPLEX	GLASSES	UNUSUAL MARKS
V E H	LICENSE NUMBER		LIC/ST	YEAR	MAKE	MODEL	COLOR	
	VIN			IDENTIFYING FEATURES				

COMPLAINANT REPORT (RUPP)

BACK

1	OV	LOCATION	2	13	LOCATION CODE				
	EMER REPT	COMPLAINANT	3		PHONE	4	X=	Y=	
5	STICKUP	BACK-UP #1	BACK-UP #2	18	DISTRICT	9	ASSIGNED OFFICER	11	
	ALARM	DETAILS: 6			G/S CODE	14	DISP. CODE	15	OFFICER
	ACCIDENT				OPERATOR	7	DISPATCHER	8	
	BURGLARY				CASE NO.	16	WARRANT NO.	17	
	LARCENY				FIELD REQUEST				
	DISTURB.	SUSP.			FIRE		CORONER		
	PARKING	MAN			AID CAR		LIGHTING		
	SICK-INJ.	WGM			AMBULANCE		SIGNAL REPAIR		
	SEE CLERK-MGR	CHLD			SERGEANT	12	BARRICADES		
	ASSAULT	OBJ			DETECTIVE		TELEPHONE		
	VEH			TOW		NATURAL GAS			
				TAXI		WATER			

SEE REVERSE SIDE □

COMPLAINT REPORT
 EXPLANATION OF USE

CONTINUED

1 OF 2

COMPLAINT REPORT
EXPLANATION OF USE

<u>Number of Space</u>	<u>Heading</u>	<u>Individual Responsible</u>	<u>Type of Data</u>
1.	O.V.	DISPATCHER	Field Initiated Action
1.	EMER	"	Emergency Response Req'd
1.	RPT	"	Does NOT require emg. resp
2.	LOCATION	PHONE OPERATOR or DISPATCHER	Place of Field Response
3.	COMPLAINT	"	Name of Person or Alarm System requesting response
4.	PHONE	"	Number where Complainant may be re-contacted
5.	(WORD LIST)	"	Circle applicable words to describe reason response needed
6.	BACK-UP #1 BACK-UP #2	DISPATCHER	Additional Units sent in support
7.	OPERATOR	PHONE ANSWERER	Identity of Call-taker
8.	DISPATCHER	DISPATCHER	Identity of Dispatcher
9.	DISTRICT	"	Call designation of Police Unit responsible for this area on this shift
10.	ASSIGNED	"	Call designation of Police Unit assigned to handle
11.	OFFICER	"	Serial Number of assigned Officer(s)
12.	FIELD REQUEST	"	Circle & identify brand of Service Requested by Officer at scene
13.	LOCATION CODE	"	R-T Coordinates of Location as reported by field unit

14.	COMPLAINT CODE	DISPATCHER	3 digit Complaint Classification code as reported by Field Officer
15.	DISP CODE	"	1 Alpha Disposition Code as reported by Field Officer
16.	CASE NO.	"	Control Number for Field Report
17.	WARRANT NO.	"	For Arrests on Warrant
18.	BLANK	PHONE OPERATOR OR DISPATCHER	TIME STARTS: Time Received Time Dispatched Time Arrived at Scene Time Completed

MIR CODE
Numeric Sequence

CRIMINAL:

010 HOMICIDE
020 RAPE
(030) ROBBERY
031 Armed
032 Strong Arm (include purse snatch with force)
(040) ASSAULT
041 Non-Aggravated (include threats)
042 Aggravated
(050) BURGLARY
051 Residence
052 Non-Residence
(060) LARCENY
061 Auto Accessories (include tabs)
062 Car Prowl
063 Purse Snatch (without force)
064 Shoplift
065 Other
(070) AUTO THEFT
071 Theft
072 Theft and Recovery
073 Recovery
074 Theft of Plate(s)
090 ARSON, BOMB, EXPLOSION (include found device)
100 FRAUD (include bad checks, bunco, forgery)
110 KIDNAP
120 VICE (liquor, gambling, prostitution, narcotics)
(130) PROPERTY DAMAGE
131 Vandalism
132 Other Property Damage
140 SEX OFFENSE (excluding rape)
150 CHILD, ABANDONED, ABUSE, NEGLECTED
160 FROWLER
170 MISCELLANEOUS MISDEMEANOR (curfew, litter, etc.)
190 WARRANT ARREST (not from assigned warrant service-918)

INVESTIGATIVE PREVENTIVE:

(210) ALARM
211 Burglary
212 Robbery
213 Other
220 MENTAL COMPLAINT
230 DRUNKENNESS
231 Minor Consuming
(240) DISTURBANCE
241 Family (include standby to secure peace)
242 Fight
243 Juvenile
244 Noise
245 Other Disturbance

INVESTIGATIVE PREVENTIVE, cont.

250 MISCHIEF OR HUISANCE
260 OPEN DOOR, PREMISES
270 PREMISES CHECK
(280) SUSPICIOUS
281 Car
282 Circumstances
283 Person
(290) WEAPON, PERSON WITH
291 Gun
292 Other Weapon

ASSIST PUBLIC:

(310) ASSIST OTHER AGENCY
311 Assist Law Enforcement Agency
312 Assist Other Public Agency
320 AUTO, REQUEST TO LOCATE
330 CASUALTY (NON-TRAFFIC, NON-CRIMINAL)
(350) HAZARD (NON-TRAFFIC)
351 Fire
352 Water
353 Other Hazard
(360) PERSONS, LOST, FOUND, MISSING
361 Person Found
362 Missing Person
363 Runaway
370 PROPERTY, LOST, FOUND, MISSING
380 SUICIDE AND ATTEMPTS
390 ASSIST TO PUBLIC - ALL OTHER NON-SPECIFIED

TRAFFIC:

410 TRAFFIC, ABANDONED CAR
420 TRAFFIC ACCIDENT, INJURY OR DEATH
430 TRAFFIC ACCIDENT, NON-INJURY
440 TRAFFIC, ASSIST MOTORIST
450 TRAFFIC, DWI
460 TRAFFIC, MOVING VIOLATION
470 TRAFFIC, PARKING VIOLATION (except abandoned car)
480 TRAFFIC CONTROL
490 TRAFFIC HAZARD

DOWNTIME:

(910) ADMINISTRATIVE DOWNTIME - ASSIGNED
911 Community and School Meetings
912 Court
913 Hospital Guard
914 Prisoner Escort
915 Other Escort
916 Request to Watch
917 Stakeout
918 Assigned Warrant and Subpoena Service
919 Other assigned downtime

DOWNTIME, cont.

(920) ADMINISTRATIVE DOWNTIME, NON-ASSIGNED
921 Out of Car - No Reason Given
922 No Answer When Called
(930) ADMINISTRATIVE DOWNTIME - OTHER
931 Eat
932 Coffee
933 Garage/Car Maintenance (gas, wash, etc.)
934 Station

MIR CODE

Alphabetical Sequence

ADMINISTRATIVE DOWNTIME - ASSIGNED (910)	
Community and School Meetings	911
Court	912
Hospital Guard	913
Prisoner Escort	914
Other Escort	915
Request to Watch	916
Stakeout	917
Assigned Warrant and Subpoena Service	918
Other	919
ADMINISTRATIVE DOWNTIME - NON-ASSIGNED (920)	
Out of Car - No Reason Given	921
No Answer When Called	922
ADMINISTRATIVE DOWNTIME - OTHER (930)	
Eat	931
Coffee	932
Garage/Car Maintenance (gas, wash, etc.)	933
Station	934
ALARM (210)	
Burglary	211
Robbery	212
Other	213
ARSON, BOMB, EXPLOSION (INCLUDE FOUND DEVICE) 090	
ASSAULT (040)	
Non-Aggravated (include threats)	041
Aggravated	042
ASSIST THE OFFICER (NON-EMERGENCY) 520	
ASSIST OTHER AGENCY (310)	
Assist Law Enforcement Agency	311
Assist Other Public Agency	312
ASSIST TO PUBLIC - ALL OTHER NON-SPECIFIED 390	
AUTO, REQUEST TO LOCATE 320	
AUTO THEFT (070)	
Theft	071
Theft and Recovery	072
Recovery	073
Theft of Plate(s)	074
BURGLARY (050)	
Residence	051
Non-Residence	052
CASUALTY (NON-TRAFFIC, NON-CRIMINAL) 330	
CHILD, ABANDONED, ABUSE, NEGLECTED 150	
DISTURBANCE (240)	
Family (include standby to secure peace)	241
Fight	242
Juvenile	243
Noise	244
Other, Disturbance	245

DRUNKENNESS	230	
Minor Consuming	231	
FRAUD (include bad checks, bunco, forgery)	100	
HAZARD (NON-TRAFFIC) (350)		
Fire	351	
Water	352	
Other Hazard	353	
HELP THE OFFICER (EMERGENCY)	510	
HOMICIDE	010	
KIDNAP	110	
LARCENY (060)		
Auto Accessories (include tabs)	061	
Car Frowl	062	
Purse Snatch (without force)	063	
Shoplift	064	
Other	065	
MENTAL COMPLAINT	220	
MISCELLANEOUS MISDEMEANOR (curfew, litter, etc.)	170	
MISCHIEF OR NUISANCE	250	
OPEN DOOR, PREMISES	260	
PERSONS, LOST, FOUND, MISSING (360)		
Found Person	361	
Missing Person	362	
Runaway	363	
PREMISES CHECK	270	
PROPERTY DAMAGE (130)		
Vandalism	131	
Other Property Damage	132	
PROPERTY, LOST, FOUND, MISSING	370	
PROWLER	160	
RAPE	020	
ROBBERY (030)		
Armed	031	
Strong Arm (include purse snatch with force)	032	
SEX OFFENSE (EXCLUDING RAPE)	140	
SUICIDE, AND ATTEMPTS	380	
SUSPICIOUS (280)		
Car	281	
Circumstances	282	
Person	283	
TRAFFIC, ABANDONED CAR	410	
TRAFFIC ACCIDENT, INJURY OR DEATH	420	
TRAFFIC ACCIDENT, NON-INJURY	430	

TRAFFIC, ASSIST MOTORIST	440	
TRAFFIC, DWI	450	
TRAFFIC, MOVING VIOLATION	460	
TRAFFIC, PARKING VIOLATION (EXCEPT ABANDONED CAR)	470	470
TRAFFIC CONTROL	480	
TRAFFIC HAZARD	490	
VICE (Liquor, Gambling, Prostitution, Narcotics)		120
WARRANT ARREST (Not from Assigned Warrant Service -918)		190
WEAPON, PERSON WITH (290)		
Gun	291	
Other Weapon	292	

MIR DISPOSITIONS

- A. Advised to contact an attorney
- B. Assistance rendered / assignment completed
- C. Cancelled by radio
- D. Case Report, no arrest
- E. Case Report made with arrest or citation
- F. Citation issued, no case report
- G. Civil matter, no case report
- H. FIR (Field interrogation report) made, no case report
- I. Follow-up detail, information or evidence obtained
- J. No police action possible and/or necessary
- K. Peace restored, no case report
- L. Referred to agency other than APD
- M. Removed to medical facility
- N. Returned to home or family
- O. Unable to locate incident or complaint, no case report
- P. Unable to locate suspect, no case report
- S. Stake out or patrol check completed
- T.
- U. Unfounded
- W. Warning given, no case report
- X. Extra unit in addition to or support of assigned unit

END