

April 23, 1997

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Introduced By: Chris Vance

E311/911pj

Proposed No.: 97-210

MOTION NO.

10197

1
2
3 A MOTION requesting the executive to
4 conduct a feasibility study toward the
5 implementation of a non-emergency 311
6 access system and enhancing wireless
7 emergency communication to complement the
8 enhanced emergency 911 program.
9

10 WHEREAS, February 19, 1997 the Federal Communications
11 Commission set aside 311 across the nation as the telephone
12 number for people to call to access police or other local
13 agencies for non-emergency help, and,

14 WHEREAS, Baltimore, Maryland has implemented a 311 non-
15 emergency number as a pilot project due to severe overloading
16 of their 911 system, and,

17 WHEREAS, although King County's regional E-911 currently
18 provides excellent service to the citizens of King County,
19 increases in E-911 calls due to population growth are

1 projected, and there are inappropriate calls made to 911 that
2 are informational or non-emergency in nature, and,

3 WHEREAS, approximately 318,000 911 calls were made from
4 wireless phones in King County in 1996, and,

5 WHEREAS, 80% - 90% of wireless users buy their phones
6 for safety reasons, and the lower cost of wireless service
7 continually increases the number of wireless phones in use,
8 potentially increasing emergency telephone activity, and

9 WHEREAS, currently wireless phones are unable to
10 provide location information on 911 calls which jeopardizes
11 the safety of the public, and

12 WHEREAS, in June 1996 the Federal Communications
13 Commission established rules governing wireless 911 location
14 implementation, and

15 WHEREAS, the emergency 911 number is a vital tool in
16 allowing citizens to access emergency services and it is
17 important to proactively plan for system expansion to ensure
18 access to this critical service;

19 NOW, THEREFORE BE IT MOVED by the Council of King
20 County:

21 The executive, in conjunction with the Regional PSAP
22 (Public Safety Answering Point) Committee, the suburban
23 cities, and the city of Seattle, is directed to conduct a
24 feasibility study and prepare a fiscal note to determine if
25 the implementation of a 311 non-emergency telephone access

1 system in King County would be beneficial in reducing the
2 number of inappropriate calls to 911. The feasibility study
3 and fiscal note shall be presented to the Regional Policy
4 Committee for review no later than September 30, 1997; then
5 to the Budget and Fiscal Management Committee for budget
6 review. In addition, the Enhanced 911 Program Office shall
7 concurrently present a report on the planned enhancements to
8 the E-911 system as it relates to wireless emergency 911
9 services, including wireless call location identification.

10 PASSED by a vote of 12 to 0 this 28th day of
11 April, 1997.

12 KING COUNTY COUNCIL
13 KING COUNTY, WASHINGTON

14
15 Jane Hogue
Chair

16 ATTEST:

17 J. Matthews
18 **ACTING** Clerk of the Council

19 Attachments: