

September 17, 1997

Introduced By:

Fimia

311 mr

Proposed No.:

97 - 601

MOTION NO. **10386**

1
2 A MOTION recommending against the establishment of a 311
3 non-emergency public service response telephone number
4 system.
5

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

9 WHEREAS, concern has been expressed about nationwide over-reliance on the
10 existing E-911 emergency telephone number for non-emergency response purposes,
11 prompting this FCC action, and

12 WHEREAS, in April, 1997, the council approved Motion 10197, providing for a
13 feasibility study to determine if the implementation of a 311 non-emergency telephone
14 access system in King County would be beneficial in reducing the number of inappropriate
15 calls to 911, and

16 WHEREAS, such a study has been prepared and presented to the council, and
17 among the findings of the study are that call volumes directed to the 911 system are not
18 expected to exceed system capacity, and that, while there are certain areas where

1 inappropriate calls are excessive, only six percent of 911 calls in King County are
2 inappropriate calls, and

3 WHEREAS, the study has recommended that a 311 system should not be
4 implemented in King County at this time, given that the system is not currently
5 overburdened and that, with certain limited exceptions, the public generally uses the
6 system responsibly;

7
8 NOW, THEREFORE BE IT MOVED by the Council of King County:

9 The county should not implement a 311 program at this time, but that the E-911
10 program office be directed to increase public education efforts on the appropriate use of
11 911 and seven-digit emergency numbers, and

12 the E-911 program office should continue to monitor the ongoing 311 evaluations
13 being conducted by others throughout the nation.

14 PASSED by a vote of 12 to 0 this 12th day of January,
15 1998.

16 KING COUNTY COUNCIL
17 KING COUNTY, WASHINGTON

18 Louise Miller
19 Chair

20 ATTEST:

21 [Signature]
22 Clerk of the Council

23 Attachments: