

President Clinton's Call for a National Community Policing Number

July 23, 1996

President Clinton today asked the Attorney General to work with the FCC, law enforcement leaders, and the telecommunications industry to develop a national community policing number for non-emergency calls that will be as easy to use and remember as 911.

- **The nation's 911 systems have saved countless lives and averted numerous tragedies. However, the efforts to establish 911 as the one-stop place to call have succeeded all too well in leaving the system overburdened.**
- **All across the country, usage of 911 systems has grown dramatically far outstripping the capacity of 911 operators to answer the calls and of the police to respond to them. Indeed, a great amount of the calls to 911 do not involve emergencies.**
- **The estimates of non-emergency calls to 911 range from 70% in Norfolk, Virginia, to 80% in Los Angeles and Atlanta, and close to 90% in Arapahoe County, Colorado. Many of these callers do have a legitimate need to reach the police -- such as to report an abandoned car or graffiti sprayed last night on the side of a building -- but their calls do not involve crimes in progress or life-threatening situations that need an immediate response through 911. As a result, 911 lines are clogged with calls and some communities have reported instances of callers being left on hold for 30 minutes.**
- **That is why today President Clinton is asking the Attorney General to work with the FCC, law enforcement leaders and the telecommunications industry to develop a plan to help relieve the burden on 911 by establishing a national community policing number for non-emergency policing calls.**
- **By keeping 911 lines clear for true emergencies and by creating an easy way for residents to reach local police to work together on other problems, a non-emergency number can support the valuable community policing efforts in place across the country that are showing real results in the fight against crime.**
- **911 was developed as a result of a recommendation of the 1967 President's Commission on Law Enforcement and Administration of Justice that "wherever practical a single (police emergency) number should be established at least within a metropolitan area and preferably over the entire United States." President Clinton is taking the next step by laying the foundation for a national community policing number and ensuring the continued success of the 911 systems.**

**President Clinton's Call for
a National Community Policing Number
July 23, 1996**

Questions and Answers

Q. What is the President actually announcing?

President Clinton today asked the Attorney General to work with the FCC, law enforcement leaders, and the telecommunications industry to develop a national community policing number for non-emergency calls that will be as easy to use and remember as 911.

Q. Why is the President announcing this?

The nation's 911 systems have saved countless lives and averted numerous tragedies. However, the efforts to establish 911 as the one-stop place to call have succeeded far too well, leaving the system overburdened.

This is a serious national public safety problem that the President and law enforcement believe needs to be addressed in the very near future.

911 was developed as a result of a recommendation of the 1967 President's Commission on Law Enforcement and Administration of Justice that "wherever practical a single (police emergency) number should be established at least within a metropolitan area and preferably over the entire United States." President Clinton is taking the next step by laying the foundation for a national community policing number and ensuring the continued success of the 911 systems.

Q. Why now?

The burden of calls going into 911 has been overwhelming these systems. Many major law enforcement organizations have recently called upon the Administration and Congress to give priority consideration to the need to address the 911 crisis and the volume of non-emergency calls.

Q. What are some examples of calls that would be appropriate to be made to a non-emergency number rather than 911?

The estimates of non-emergency calls to 911 range from 70% in Norfolk, Virginia, to 80% in Los Angeles and Atlanta, and close to 90% in Arapahoe County, Colorado. Many of these callers do have a legitimate need to reach the police -- such as to report an abandoned car or graffiti sprayed the night before on the side of a building -- but their calls do not

involve crimes in progress or life-threatening situations that need an immediate response through 911. As a result, 911 lines are clogged with calls and some communities have reported instances of callers being left on hold for 30 minutes.

Q. What is the Attorney General and the FCC going to do and what have they already done?

The Justice Department has begun to work with some localities such as Baltimore to establish a non-emergency policing number. Working with law enforcement and the telecommunications industry, the Justice Department will work to develop pilot projects across the country on alternatives to 911.

It is within the FCC's jurisdiction to determine what numbers would be assigned to any non-emergency number system.

Q. Is this inconsistent with your announcement to provide 50,000 cell phones to community block watches and citizen patrols?

No. For each of the cell phones, before a single one goes out the local police chief or sheriff will make a determination on what numbers -- emergency and non-emergency -- will be pre-programmed on the cell phone. This will ensure that cell phone users will know which numbers to use and when.

Q. What does this have to do with "community policing?"

By keeping 911 lines clear for true emergencies and by creating an easy way for residents to reach local police to work together on other problems, a non-emergency number can support the valuable community policing efforts in place across the country that are showing real results in the fight against crime.

July 22, 1996

CRIME SPEECH TO THE SACRAMENTO COMMUNITY

DATE: July 22, 1996
TIME: 11:05am - 11:55am
LOCATION: WEAVE Headquarters
Sacramento, CA
FROM: Rahm Emanuel/Alexis Herman

PURPOSE:

To call for a national non-emergency hotline that would serve as an alternative to the 911 system. By relieving the 911 system of non-emergency calls, victims of true emergencies -- such as domestic violence victims -- would be able to receive faster and more reliable assistance when they dial "911."

This is also an opportunity to highlight your record on crime, with specific emphasis on your efforts to combat domestic violence.

BACKGROUND:

You will be addressing representatives of the law enforcement community, domestic violence organizations, and citizens of Sacramento at the headquarters for Women Escaping a Violent Environment, Inc. (WEAVE). WEAVE was established in 1978 and currently has two facilities in Sacramento: the headquarters building and a battered women's shelter. WEAVE provides domestic violence and sexual-assault-related services including model programs for emergency shelter, counseling, legal advocacy, hospital emergency response, children's services and community education. WEAVE currently has a 24-hour hotline, but it cannot handle emergency calls. The organization is very supportive of any efforts to improve 911.

You will be greeted by Gail Jones, who has been the Executive Director of WEAVE since 1980, and a leader in the battered women's movement in California.

WEAVE is funded through state, federal, and private funds. In FY '96, the Federal Government will be providing \$428,782 to WEAVE, which is almost 20 percent of its operating budget. The federal funding comes from several sources; including the VAWA program, the Community Services Block Grant Program administered through HHS Domestic Violence grants, and FEMA.

Most recently, WEAVE partnered with both the police department and sheriff's office in applying for the COPS Community Policing to Combat Domestic Violence Program. On June 17, 1996, the COPS office awarded Sacramento P.D. 120,337 and the Sacramento Sheriff's Office \$191,968 to work with WEAVE in enhancing their domestic violence efforts through community policing. The Sacramento P.D., for example, is planning on using these funds to develop a continuous, department-wide domestic violence training program for all officers and staff.

Sacramento has excellent community policing, and has benefited greatly from the COPS program. In addition to the COPS domestic violence grants, Sacramento police and sheriff's departments have accepted COPS grants totalling \$12.5 million to hire or redeploy 191 new officers. In the city of Sacramento, 56 police officers are currently on the street as a direct result from the COPS program. The Sacramento Police Chief, Arturo Venegas, and the Sacramento Sheriff, Glen Craig, are both strong supporters of the COPS Program.

PARTICIPANTS:

Mayor Joe Serna
Sacramento Police Chief Arturo Venegas
Congressman Vic Fazio
Congressman Bob Matsui
Gail Jones, Executive Director of WEAVE

SEQUENCE OF EVENTS:

Remarks by participants in same order as listed above.

PRESS COVERAGE:

Open

REMARKS:

Prepared by Terry Edmonds

Crime and Law Enforcement Report

Sacramento, California - 1/25/96

Relevant Crime Rates:

- * Between 1993 and 1994, California's murder rate dropped 9.6%
- * Between 1994 and 1995, Sacramento's murder rate dropped 8%

*Source: UCR report

COPS:

- * California has been awarded \$332,765,742 in COPS funding to hire or redeploy 6,155 police officers.
- * Sacramento has accepted three COPS grants totaling \$2,928,340 for 56 officers.
- * The Sacramento County Sheriff's Department has received \$9,581,954 to hire 135 deputies.

Domestic Violence:

COPS / Domestic Violence:

- * The COPS office will provide \$120,337 for the city of Sacramento program.
- * The Sacramento Sheriffs' will receive 191,968 for their domestic violence program.
- * The Sacramento PD is partnering with the Sacramento Co. District Attorney's office and WEAVE. They will develop a department wide in-service domestic violence training program for all law enforcement personnel.

Violence Against Women Act:

- * In FY95 under the S.T.O.P (Services *Training *Officers * Prosecutors) Violence Against Women Act, the state of California received \$426,346, as did every other state and territory. This represents the first step in helping restructure the criminal justice system's response to crime of violence against women.
- * In FY96, California will receive \$11.45 million in VAWA grants.

Office of Justice Programs

- * The Justice department awarded \$20,006 to WEAVE to develop and begin dissemination of victim service tracking software for rape crisis and domestic violence projects.
- * OJP awarded the CA District Attorney's Assoc. \$95,012 to develop and conduct training on vertical prosecution of violent crimes against women, including stalking.

Domestic Violence Hotline

- * As of May 31, 1996, the National Domestic Violence Hotline had received over 24,000 calls nationwide.

Drug Courts:

- * California currently has planning grants for Oroville, Los Angeles, Ukiah, Vista, Stockton, Fairfield, Santa Rosa, and Modesto.
- * Sacramento has been awarded an implementation grant of \$651,634 for its planned drug court.

Safe & Drug Free Schools Program:

- * The state of California been awarded approximately \$47.5 million in FY95 for the Safe & Drug Free Schools Program.
- * Roughly 40 million students benefit from this program in 97% of America's school districts.

* Source: Dept of Education

Victims of Crime Act:

- * In FY96, the Justice Department will return \$45.9 million to California for crime victim programs. These funds represent a percentage of criminal fines paid in Federal cases brought in the state of California.

Other

- * Both the Police Chief, Arturo Venegas, Jr. and the Sheriff, Glen Craig are extremely supportive of the domestic violence programs.

NATIONAL SHERIFFS' ASSOCIATION



Resolution

ADVANCE TECHNOLOGY AND THE NATION'S 911 SYSTEM

- WHEREAS,** public safety is the highest priority of the Nation's Sheriffs; and
- WHEREAS,** 911 emergency telephone service is now overwhelmed by non-emergency calls in many jurisdictions across the Nation; and
- WHEREAS,** this crisis has made it impossible for many law enforcement and criminal justice agencies to respond to emergencies in a timely manner; and
- WHEREAS,** it has been widely reported that the 911 crisis has resulted in a loss of life and danger to public safety; and
- THEREFORE, BE IT RESOLVED** that the National Sheriffs' Association hereby recommends that Congress and U.S. Department of Justice give priority consideration to the need for testing, demonstration and funding of advanced technology to address the 911 crisis and volume of non-emergency calls; and
- THEREFORE, BE IT FURTHER RESOLVED** that the National Sheriffs' Association recommends that the telecommunications industry immediately develop a national telephone number for non-emergency purposes, thereby helping to relieve the burden on the Nation's 911 system and the cellular telephone issues.

Adopted at a meeting of the
Membership on this 19th day of
June 1996 in Portland, Oregon

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POLICE EXECUTIVE
RESEARCH FORUM

CHUCK WEXLER
EXECUTIVE DIRECTOR

June 14, 1996

Joseph Brann, Director
Community Oriented Policing Services
1100 Vermont Ave. NW
Washington, DC 20005

Dear Mr. Brann:

After reading the recent articles in the *Washington Post* and *U.S. News and World Report* (see copy attached), as well as conferring with a number of PERF chiefs, it is apparent that the overloading of the 911 emergency system threatens the very tenets of community policing. I am writing to you because I believe that unless this problem is addressed, we risk losing the considerable momentum created by the COPS Office in implementing proactive community policing.

PERF chiefs believe in the value of community policing, but are having major difficulties freeing patrol officers from the constant demands of 911 calls. While the initial intent of the 911 system was sound, the system has been overwhelmed with nonemergency calls. I would strongly recommend that we commit resources to finding alternatives to the present 911 system that would more appropriately handle nonemergency calls for service. Unless we experiment with new initiatives to separate emergency from nonemergency calls, we will continue to be slaves to an inherently reactive system.

Thank you for your consideration of this matter, and I look forward to speaking with you further.

Sincerely,


Chuck Wexler
Executive Director

From the Executive Director

Some New Directions for PERF

PERF Will Study Alternatives to 911

The recent cover story in *U.S. News and World Report* on problems with the 911 emergency call system, as well as a series of articles in the *Washington Post* on the same topic, did not convey any surprising news to most American police executives. It is no secret among police chiefs that the demands of 911 calls seriously undercut police agencies' abilities to take community policing to its next level.

While most police executives believe in implementing a "philosophy" rather than a "program" of community policing, the hard reality is that in many police agencies, the sheer volume of 911 calls, with the inherent expectation of immediate response, has prevented the full-scale integration of problem-solving policing at the patrol level. During certain heavy-volume times, 911 calls stack up and drive operational decision making away from allocating resources for community problem solving. If community policing is to survive, then nonemergency calls must be separated from emergency calls, and a massive public education effort be conducted on the conditions under which citizens should call 911. PERF will be experimenting in several cities with developing alternatives to 911.

New President Takes the Helm

Our best to Bill Bratton, who stepped down as New York City's police commissioner and PERF's

president to take on a new challenge in the field of private security. Bill has frequently been ahead of his time, taking a number of agencies through the accreditation process, revitalizing transit police agencies and experimenting with the use of computer-aided crime information and crime-specific strategies. We thank Bill for his support and guidance of PERF over these past years and know he plans to continue to stay very involved with PERF.

The hard reality is that in many police agencies, the sheer volume of 911 calls has prevented the full-scale integration of problem-solving policing.

Our congratulations to Gil Kertlikowske, who becomes PERF's next president. Like Bill, Gil was a recipient of the Gary P. Hayes Award, a Senior Management Institute for Police graduate, and a National Institute of Justice Fellow. Gil's work in Buffalo has gained national attention, and his leadership of PERF's legislative committee has helped keep us at the center of policy discussions in Washington. Recent changes in funding available from the Office of Community Oriented Policing Services (COPS) and the Bureau of Justice Assistance (BJA) discretionary grants will affect police agencies' ability to experiment with innovative programs, and highlight the importance of closely tracking legislative issues.



Chuck Wexler

Development Director Will Help Expand and Diversify PERF's Funding

With the significant support of a major grant from the Ford Foundation, PERF has just hired its first development director. For the past 19 years, PERF has successfully raised sufficient funds from federal and private sources to maintain and expand our quality research, technical assistance and training programs. But times have changed. In the past several years, PERF has experimented more and more with obtaining private foundation and corporate funding for innovative projects, particularly those that link police in partnerships with other community stakeholders. Competition for both federal and private dollars is becoming stiffer, requiring PERF to invest significant time and effort to research potential funders and tailor funding proposals to meet the goals of both PERF members and the funding agencies. To continue and build on this work requires a full-time staff person dedicated solely to developing and managing our fund

Continued on page 8



FLORIDA SHERIFFS ASSOCIATION ***TASK FORCE***

June 14, 1996

Director Joseph E. Brann
Office of Community Oriented Policing Services
United States Department of Justice
1100 Vermont Avenue Northwest, 10th Floor
Washington D. C. 20530

Dear Director Brann:

As the Florida Sheriffs' Association Statewide Task Force Coordinator and a law enforcement officer for twenty years, I would like to take this opportunity to address the issue of a Nationwide Non-Emergency Telephone Number. The Florida Sheriffs' Association Task Force has been in effect since 1988, and is responsible for providing various types of assistance to law enforcement agencies statewide. I have had the opportunity to speak with law enforcement personnel and citizen groups throughout the country. In all contacts, I have only heard positive reactions to a nationwide standardize number for non-emergency law enforcement questions.

On Tuesday, June 11, 1996, the Florida Sheriffs' Association Executive Board (consisting of nine sheriffs) unanimously approved the *concept* of providing a nationwide non-emergency telephone number for law enforcement. As you are aware, the "911" emergency telephone system has been and continues to be, an effective tool for law enforcement and emergency organizations. Unfortunately, citizens have abused this system by tying up emergency operators with non-emergency law enforcement questions.

In the State of Florida, the Duval County Sheriff's Office (Jacksonville), saw a need to provide their citizens with a non-emergency law enforcement telephone number. Since its implementation, they have seen an overwhelming and positive response. With a nationwide number citizens can travel throughout this country, knowing at anytime they can speak directly to law enforcement for non-emergency questions without impeding the critical "911" system.

Unfortunately, education has not been effective in teaching our citizens the proper use of "911." Law enforcement does not wish to discourage citizens from having contact with their local police agency, therefore, it is essential that we explore this new concept of a standardized non-emergency number. In my opinion this concept will enhance the community oriented policing efforts and positively impact the "911" effectiveness.

The Florida Sheriffs are looking forward to the opportunity to test this project and ensure its effectiveness. If we can be of assistance to your organization regarding this matter, or you have any questions, comments or concerns please do not hesitate to contact me

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Diemer", written over a horizontal line.

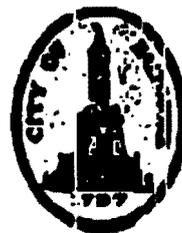
Robert J. Diemer
Coordinator



Baltimore Police Department

COMMUNITY POLICING

The move to excellence in the 1990's



KURT L. SCHMIDT
Mayor

THOMAS C. FRAZIER
Police Commissioner

June 20, 1996

Mr. Joseph E. Brann
Director
Office of Community Oriented
Policing Services
U.S. Department of Justice
1100 Vermont Avenue, NW, 10th fl.
Washington, DC 20530

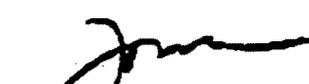
Dear Joe

Pursuant to our recent conversation regarding 9-1-1 overload, I must reiterate my extreme concern with the current situation. We are overwhelmed with incoming 9-1-1 calls, approximately 1.8 million calls annually in Baltimore. Research and experience has demonstrated that it is virtually impossible to "detrain" people in the use of 9-1-1. It is used for virtually every contact with law enforcement. This glut of calls eliminates a major portion of our "discretionary time" and precludes our ability to involve ourselves in community oriented policing.

I strongly support your office's efforts to develop a technical solution to this problem, and I am sure that I speak for major city chiefs where call volume is greatest.

If I or my staff can be of any further assistance to you in this matter, please feel free to contact me on 410-396-2020.

Sincerely,


Thomas C. Frazier
Commissioner



NATIONAL TROOPERS COALITION

112 STATE STREET, SUITE 1212, ALBANY, N.Y. 12207 518-462-7448

JAMES A. RGINEBARGER, CHAIRMAN

CHAIRMAN'S OFFICE
1415 SOUTH SHELBY
INDIANAPOLIS, IN 46203-1946
FAX 317-631-8221
317-636-0929

June 9, 1996

RESOLUTION RESOLUTION

Whereas, the National Troopers Coalition's primary responsibility is to provide the best service and protection to the citizens that we serve; and

Whereas, the 911 emergency telephone service now in existence in many jurisdictions across this great nation is overwhelmed by non-emergency calls ; and

Whereas, this crisis has made it impossible for many law enforcement agencies to respond to emergencies in a timely manner; and

Whereas, this crisis needs to be addressed immediately by the leadership in our country, Congress, Law Enforcement and the Telecommunications Industry; and

Therefore, let it be resolved that the National Troopers Coalition hereby;

Recommends that Congress and the United States Department of Justice give priority consideration to the need for funding, testing and demonstration of advanced technology to address the 911 crisis and volume of non-emergency calls; and

Recommends that the telecommunications industry immediately develop a national number for non-emergency purposes, thereby helping to relieve the burden on the nations 911 emergency system.



NATIONAL ORGANIZATION OF BLACK LAW ENFORCEMENT EXECUTIVES

National President
OLIVER M. THOMPSON
Chief of Police
Inglewood CA P.D.

Immediate Past President
HUBERTY BELL
Executive Director Diversity Management
U S Secret Service, Washington, DC

National Vice President
LOUIS GRAMAM
Chief of Police
Fulton County, GA P.D.

Treasurer
WESLEY THOMAS
Special Agent
Department of Treasury, Washington DC

Recording Secretary
JOSEPH A. MCAMILLAN
Assistant Special Agent in Charge
Defense Criminal Investigation Service, VA

Financial Secretary
JOHNNIE JOHNSON
Chief of Police
Birmingham, AL P.D.

Sergeant-At-Arms
JIMMY L. WILSON
Chief of Police
Gardon MS P.D.

Parliamentarian
ROBERT L. STEWART
Chief of Police
Ormond Beach, FL P.D.

Region 1 Vice President
GEORGE D. PUGH
Chief of Police
Camden, NJ P.D.

Region 2 Vice President
DANIEL E. SELBY
Sr. Special Agent (Retired)
U.S. Customs Service, Lorton, VA

Region 3 Vice President
SAEUEL B. WIGGS
Captain
Orlando, FL P.D.

Region 4 Vice President
JOHNNIE L. SMITH
Captain
Milwaukee, WI P.D.

Region 5 Vice President
GENEA CROSBY
Special Agent
U.S.D.E.A., St. Charles, MO

Region 6 Vice President
LARRY BOLDEN
Deputy Chief (Retired)
Las Vegas, NV P.D.

Federal Assistant to the President
RALPH L. GRAYSON
Special Agent-in-Charge
U.S. Secret Service, Chicago, IL

Special Assistant to the President
MOSES ECTOR
Inspector
Georgia Bureau of Investigation, Decatur, GA

Special Assistant to the President
ALBERT L. REDDICK
Director (Retired)
Los Angeles Community Colleges Dist. P.D.

Associate Members Representative
RAFAELA A. VALDEZ
Detective First Grade
New York City NY P.D.

IRA HARRIS
Executive Director

GILBERT BRANCHE
Assistant Director

MITCHELL WARE
Legal Counsel

PROPOSED RESOLUTION

Whereas public safety is the highest priority of the National Organization of Black Law Enforcement Executive; and

Whereas 911 emergency telephone service is now overwhelmed by non-emergency calls in many jurisdictions across the Nation; and

Whereas this crisis has made it impossible for many law enforcement agencies to respond to emergencies in a timely manner; and

Whereas it has been widely reported that the 911 crisis has endangered citizens and threatened public safety;

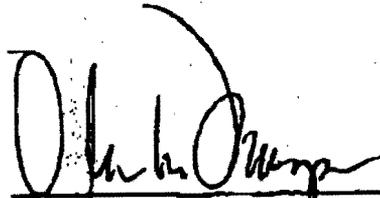
Whereas the ability to deliver Community Policing service has been impacted by the current 911 system.

Now, therefore, let it be resolved that the National Organization of Black Law Enforcement Executives hereby

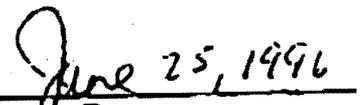
Recommends that Congress and the U.S. Department of Justice give priority consideration to the need for testing, demonstration and funding of advanced technology to address the 911 crisis and volume of non-emergency calls; and

Recommends that the telecommunications industry immediately develop a national telephone number for non-emergency purposes, thereby helping to relieve the burden on the Nation's 911 system.

Recommends that public safety promote advanced technology that improves the concept of Community Policing through uses of communications that encourages direct citizen-to-officer contact.



President



Date

113
TUESDAY, FEBRUARY 18, 1997
USA TODAY

FCC looks at national alternative to 911

311 would be dialed in situations that aren't emergencies

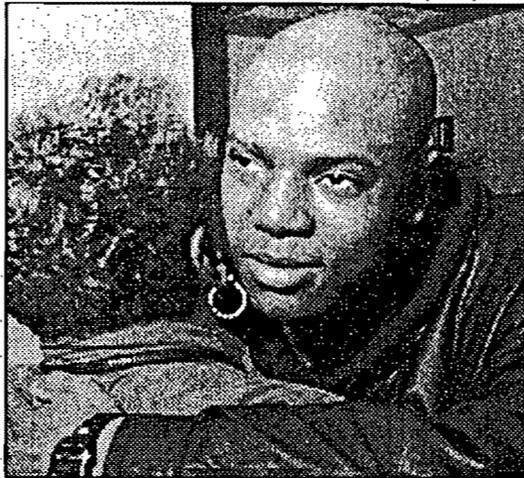
By Haya El Nasser
USA TODAY

The Federal Communications Commission could decide this week to make 3-1-1 available nationwide to police departments that want an easy-to-remember non-emergency number.

Setting aside a national three-digit number could provide some relief to overburdened 911 emergency systems. According to the Department of Justice, anywhere from 20% to 90% of 911 calls are non-emergency, sometimes even trivial, calls.

"People call to ask us what time it is, for directions to a location. Another real non-emergency is if someone's car is blocking your driveway," says Judith Johnson of Los Angeles' 911 system, which handled 2.1 million calls in 1996. "People don't know the non-emergency number so they dial 911. It's easier."

The 911 lines in Los Angeles were so clogged last year that 184,000 callers hung up after they were put on hold. In



By Daniel Hultshizer, AP
Accused: Rashon Jackson, 18, charged with misusing 911, hugs a supporter.

1995, 325,000 callers hung up.

The FCC's action would make the 311 number available to any police department that wants to use it. The Justice Department says a three-digit number that is simple to remember would encourage callers to stop dialing 911 when they don't have an emergency. Currently, callers have to look up the seven-digit non-emergency police number in the phone book.

"Everybody that has implemented 911 has been victimized by the success of 911," says Jim Heflin, a senior sys-

tems analyst for the Los Angeles police department. "Its use is punishingly high. Every agency will have compelling incentive to implement a non-emergency universal number."

The pressure on 911 lines is so great that at least one police department decided to crack down. When 18-year-old Rashon Jackson dialed 911 because he was lost, police in New Hanover, N.J., charged him with misuse of 911. The case is scheduled to be heard in municipal court this week.

The expected FCC action on a universal 311 number does not mean 311 will be available everywhere any time soon. Even 911, which became a nationwide emergency number in 1968, did not spread throughout the country until the mid-1980s. Today, 911 can be dialed in 90% of the country. Nationwide, 911 lines get 268,000 calls a day.

There is some opposition to a 311 system.

"We think it's a bad idea because it gives the public another decision to make," says Bill Stanton, with the National Emergency Number Association. The group represents managers of 911 centers and companies that provide the systems and wiring for 911.

Stanton argues that a 311 system would require more personnel and new

equipment. He expects lawsuits to be filed in areas where 311 already is being used for other services. In Louisiana, for example, an ambulance service uses 311.

But more than 30 police departments have expressed interest since the Baltimore Police Department began testing 311 last October under the slogan: "When there's urgency but no emergency." Baltimore's experiment is part of a two-year pilot project for a nationwide system.

The Justice Department and AT&T, which provides the system for Baltimore's program, asked the FCC to set aside 311 because it has been so successful: Non-emergency calls to Baltimore's 911 lines are down by one third, or about 1,300 fewer calls a day. President Clinton endorsed a nationwide 311 number last July.

About 30 police departments have called Baltimore for information. Police in San Jose hope to offer a 311 line by July 1. Los Angeles and Dallas are considering it.

"The citizens of San Jose have made it very clear they want 311. We're going to give them 311," says Nancy Jackson, 911 manager for San Jose Police, which gets 500,000 911 calls a year. About 40% are non-emergency calls.

States spend lottery proceeds differently

28 states and the District of Columbia have lotteries, and proceeds from them benefit education, wildlife and many other programs. Proceeds are what remain after prizes and operating expenses are deducted from lottery sales. The allocation of lottery proceeds totaling more than \$11 billion in fiscal year 1996:

10 states allocated 100% of their lottery proceeds to education:



State	Sales	Proceeds
California	\$2.3 billion	\$842 million
Florida	\$2.1 billion	\$818 million
Georgia	\$1.6 billion	\$543 million
Illinois	\$1.6 billion	\$594 million
Michigan	\$1.4 billion	\$549 million
Missouri	\$423 million	\$132 million
New Hampshire	\$166 million	\$ 50 million
New Mexico ¹	\$67 million	\$13 million
New York	\$3.7 billion	\$1.4 billion
Ohio	\$2.3 billion	\$727 million

12 states and the District of Columbia allocated 100% of their lottery proceeds to their respective general funds:



State	Sales	Proceeds
Connecticut	\$707 million	\$262 million
Delaware	\$111 million	\$37 million
D.C.	\$210 million	\$75 million
Indiana	\$621 million	\$187 million
Iowa	\$190 million	\$51 million
Kentucky	\$543 million	\$147 million
Louisiana	\$289 million	\$102 million
Maryland	\$1.1 billion	\$392 million
Montana	\$32 million	\$ 7.8 million
Texas	\$3.4 billion	\$1.1 billion
Vermont	\$74 million	\$22 million
Virginia	\$924 million	\$333 million
Washington	\$390 million	\$106 million

15 states distribute their lottery proceeds in other ways:

State	Sales	Proceeds
Arizona	\$259 million	\$86 million
Economic development fund 2% County assistance fund 9%		General fund Local transportation assistance fund Heritage fund
Colorado	\$331 million	\$91 million
State parks 9%		Conservation trust fund Capital construction Environmental and wildlife programs
Idaho	\$92 million	\$20 million
Permanent building fund		Public schools
Kansas	\$182 million	\$58 million
General fund ²		Economic development, corrections and juvenile detention
Maine	\$148 million	\$39 million
Outdoor fund 4%		General fund
Massachusetts	\$3 billion	\$443 million
		City/town general fund budgets
Minnesota	\$376 million	\$89 million
Environmental and natural resources fund		General fund
Nebraska	\$82 million	\$2.4 million
Compulsive gamblers assistance fund 1%		Education Environment Solid waste landfill closure
New Jersey	\$1.6 billion	\$662 million
Education		State institutions
Oregon	\$345 million	\$81 million
		Economic development fund
Pennsylvania	\$1.7 billion	\$640 million
		Senior citizen programs
Rhode Island	\$500 million	\$90 million
Lincoln Dog Track 6%		General fund
South Dakota	\$30 million	\$6.9 million
Capital construction 20%		General fund
West Virginia ³	\$210 million	\$61 million
Senior citizens 14.8%		Education Tourism
Wisconsin	\$482 million	\$156 million
		Property tax relief for residents ⁴

1 - Lottery began April 27, 1996.
 2 - Any amount over \$50 million goes to the general fund, so percentage varies year to year.
 3 - Includes video lottery sales.
 4 - Proceeds from fiscal '96 are in escrow pending litigation.

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