

**PUBLIC HEARING**

before

**EMERGENCY RESPONSE SYSTEM STUDY COMMISSION**

on

**Implementation of a Statewide Enhanced 911 Service**

September 10, 1986  
Camden County College  
Blackwood, New Jersey

**MEMBERS OF COMMISSION PRESENT:**

Assemblyman D. Bennett Mazur, Chairman  
S. Robert Miller, Vice Chairman  
Senator Daniel J. Dalton  
Assemblywoman Kathleen A. Donovan  
Brad Adcock  
Chester Cohen  
Harrie E. Copeland III  
Domenick Cotroneo  
Fred D. D'Allessio  
Winnie Hartvigsen  
Howard A. Kirkwood, Jr.  
Heikki Lessment  
Thomas P. Reilly  
Lt. Joseph Saiia  
John Strachan  
Stephen A. Solowey

**ALSO PRESENT:**

Anne Stefane  
Office of Legislative Services  
Aide, Emergency Response System Study Commission

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Public Hearing Recorded and Transcribed by  
Office of Legislative Services  
Public Information Office  
Hearing Unit  
State House Annex  
CN 086  
Trenton, New Jersey

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New Jersey State Legislature

EMERGENCY RESPONSE SYSTEM STUDY COMMISSION

STATE HOUSE ANNEX, CN-068

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September 2, 1986

NOTICE OF PUBLIC HEARINGS

The EMERGENCY RESPONSE SYSTEM STUDY COMMISSION will hold three public hearings as follows:

Wednesday, September 10, 1986 at 7:00 p.m. in Career Center, Room 105, Camden County College, Blackwood, New Jersey.

Wednesday, September 24, 1986 at 7:00 p.m. in Room 424 of the State House Annex, Trenton, New Jersey.

Wednesday, October 8, 1986 at 7:00 p.m. in the City Council Chambers, City Hall, Paterson, New Jersey.

The hearings will consider the implementation of a Statewide Enhanced 9-1-1 Service.

Anyone wishing to testify should contact Anne M. Stefane, Commission Staff, at (609) 984-0231 and should submit 20 written copies of testimony to Ms. Stefane on the day of the hearing.

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ASSEMBLYMAN D. BENNETT MAZUR (Chairman): I'd like to call the meeting to order. Senator Dalton is with us now. Senator Dalton is the Senator in this district, and also he's been a leader in this whole effort, this movement here. I'd like to call on him for the opening comments.

SENATOR DALTON: Thank you very much, Assemblyman, members of the Commission. First of all, let me just indicate that I appreciate the Commission's coming to Camden County and also the port district to consider testimony of the people in the area with regard to establishing a 911 system. However, as you well know, Mr. Chairman, the review itself involves more than a consideration of the single emergency number. It includes a provision known as enhanced 911. As many people are aware, an enhanced 911 system directs calls to points by selective routing based on the geographical locations from which the calls originate. Enhanced 911 also provides the capability for automatic number and location identification, which can flash the caller's phone number and address on a digital readout.

The important lifesaving capability that an enhanced 911 system can provide is dramatically underscored by the chilling story of a six-year-old little boy, who saved the life of his drowning mother. I'm sure many of you recall the story of Peter Ringed, whose family had just moved to a new home. The young boy had no idea what his new address was. While Peter and his mother were swimming in the backyard pool, Peter's mother suffered a seizure and was unable to swim to the side. Sensing his mother was in trouble, Peter swam to his mother and managed to pull her out over the pool's edge.

Immediately, he ran to the phone and called the operator for assistance. Because Peter didn't know his address, the operator was unable to send an ambulance to the residence. Knowing that only one possibility existed for learning the child's location, the police operator advised the

child to hang up and then pick up the phone again and dial 911. Since the enhanced 911 was in place in the Los Angeles area, when the child called back, using the three-digit emergency number, the child's location and phone number were immediately identified on the screen, and within minutes emergency crews arrived.

The story had a happy ending; however, there are a lot of stories -- and I need not tell a lot of the public safety officials here -- that don't have such happy endings. Many agree that in any single emergency number system the greatest problem is getting a person who can't communicate where he is, in instances where the caller may be physically impaired, too hysterical or panicked by an attack or a raging fire, or simply too young, like a six-year-old.

The advantages an enhanced 911 system can provide are, I think, too obvious. But perhaps, just as obvious as the advantages to this high-tech alternative which provides the callers location, is the cost. The installation and monthly maintenance cost of an enhanced 911 are not cheap. In Orange County, Florida, the cost to install their enhanced 911 system was \$1 million dollars. While this amounts to a dollar per person, many feel that it is worth every cent, when you consider the human lives and enormous property damage they're saving here. We here in New Jersey must also decide how to fund such a program, if it to be recommended.

Additionally, the Commission must take a look at the fundamentals of a centralized 911. While 911 is no stranger to several towns and cities in the State, as well as Gloucester County, and Hunterdon County, exactly how do you bring 500-plus municipalities on line? What type of emergency response groups should be dispatched through the system? Another great, critical review involves the question of training. Should an intensive, uniform training program for employees of the central dispatch system be provided by the State. Again, these

are only some of the questions. I look forward to some of the testimony tonight, Mr. Chairman, so that we can start answering these questions, and I look forward to working with you and all the members of the Commission, providing, at some point in the future, a centralized 911 system. I appreciate the opportunity to make comments. Thank you.

ASSEMBLYMAN MAZUR: Thank you. Before we proceed with the slide show, I'd just like to explain that this Commission, has a time horizon on its task. We have to make recommendations to the State Legislature as to how the enhanced 911 system can be implemented in New Jersey within 90 days. I mean, we have to make a recommendation within 90 days. Then we will have the rest of the year, the remaining months, to study other communications problems. So we will be coming back to you, to get more input on problems that may have arisen in communications.

The members of this Commission all have their names in front of them. They represent fire fighters and ambulance people. That's Woody Hartvigsen, President of the First Aid Council. We have police; we have telephone companies; we have the public utility; we have phone companies; and we have representatives of the Public Safety Dispatchers Association, of which the Vice President -- the Vice Chairman of the Commission is Mr. Robert Miller, on my right. He is the first vice President of the Atlantic States Council of APCO.

Many of you in the audience tonight are not particularly familiar with what the enhanced 911 exactly is, so Mr. John Depaola will make a short presentation to familiarize the audience with the service and the benefits that it will provide for our State. I'm sure many of you will have questions or comments after this presentation, so feel free to come up afterwards to talk to him more when it's over. If there's anybody up here who would like to watch the presentation, I suggest that the members can go forward, rather than crane their necks and get in front of the picture.

(Pause while the Commission moves.)

J O H N   D E P A O L A:    (Shows slide presentation.)    Good evening, everyone.    My name is John Depaola and I work for New Jersey Bell.    This is a short presentation designed to give some general background on 911 service for both the basic systems that presently exist, and the enhanced system proposed for statewide 911.

First of all, why are we here tonight talking about statewide 911.    I'd like to clarify one thing.    Several people had mentioned to me that they thought that they had statewide 911.    I can assure you we do not.    What the telephone company does do though, in areas that don't have 911, when you do dial those three digits, you get sent to the operator.    So you're really just calling the operator, but you're using three digits to do it.

So let's talk about what 911 is going to do for you.    First of all, with 911 service, you don't have to remember seven digits for the police department, and another seven-digit number for the fire department, and another seven digits for ambulance service.    Those three, easy-to-remember digits will get you any emergency service you need.    Nine one one is faster and easier to dial.    If somebody is trying to break into your house, three digits are incredibly faster to dial than seven digits, and you're much more likely to dial it right the first time.

The statewide 911, those same three digits, will get you help no matter where you happen to be.    Few of us bother to memorize our own town's emergency numbers, let alone those of neighboring towns or those that would be needed for a trip across the State.    With 911 statewide, those three numbers are the only ones you need to know.

With 911, help gets to you quicker.    Many people lose time trying to find the right number, misdialing the number, or calling the operator.    In an emergency, seconds can be critical.    Seconds can save your life, or can save your

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property, or they can even save you from being a victim of crime. So, that's the importance of statewide 911 to all of us.

The heart of 911, and the part that makes all these benefits come to life, is the public safety answering point. This is where trained emergency personnel answer your call, and provide the help you need. This one location gives you the ability to reach police, fire, ambulance or any other emergency service. The people that you see here make 911 work. They speed help to you whenever you need it.

Right now we have 21 basic 911 systems operating in New Jersey. They serve municipalities, or actually the communities you see listed here. So 911 service isn't really a new animal to New Jersey. This diagram illustrates what basic 911 does. It's really a fairly simple system. Anyone who picks up their phone and dials 911 in a 911 service area is immediately and directly connected to the emergency personnel at the public safety answering point. This is really nothing more than a regular phone call, except all you need is those three digits to do it.

The advantage of having a basic 911 system is that it gives you that fast, easy, three-digit number to use that you otherwise wouldn't have. This, in itself, is a big improvement. Also, with basic 911, there's an option that allows the attendant to ring back a caller that may have hung up too soon.

There are certain disadvantages with basic 911. First of all, if for some reason you're unable to speak, you can't get help because the emergency personnel don't know where you are. And, of course, if you don't know your own location, they certainly don't know either. The biggest problem is that the system must be shared among municipalities. This is due to something called underlap and overlap.

These two problems occur because the serving area of the telephone company's local switching office -- and that's

where all of your telephone lines are connected -- that serving area doesn't coincide with municipal boundaries. Therefore, usually it's either smaller than the municipal boundary, which means it underlaps the municipality, or it's much larger than the municipality, and that's the case of overlap. And in addition to this, with basic 911, you can only have one public safety answering point for a local switching office. Now, let me give you two examples of what all those words mean.

Here we have Middle Township in green, and the serving area of the local switching office -- which is that red dot -- is in red. As you can see from this, Middle Township extends beyond the boundaries of our local switching office. This means that the switching office underlaps Middle Township. If Middle Township wants basic 911 service, the areas beyond the red line either have to do without it, or Middle Township has to subscribe to 911 service at the additional local switching offices that serve those outlying areas. This means more expense for Middle Township, and more responsibility.

This is an example of the overlap condition, and again the red line indicates the serving area of our switching office, which is located in Somers Point. Looking at Somers Point, you can see that our switching office boundary extends way beyond the municipal boundary. That case would be an overlap condition. If Somers Point wants basic 911 service, Lynwood and that part of Egg Harbor Township would have 911 available to them also. That's because they're all connected to the same local switching office.

What this means to Somers Point is that it would have to stand for additional calling volumes from non-residents, and it would have to be responsible for the proper handling of those calls. Because of these problems, many municipalities have been deterred from subscribing from basic to 911 service.

There's a somewhat modernized version of basic 911. It comes with something we call automatic number identification. The setup is basically the same as before, except that now when a caller dials 911, not only does the call go through the emergency personnel, but also the caller's telephone number. This is automatically recorded with the date, time, and the attendant's I.D. This provides a somewhat better identification of the caller.

The advantages to this version of basic 911 are again it gives you a fast, easy, three-digit number. The caller's phone number is now known to the emergency personnel and automatically recorded. The caller can again be called back quickly; and also, with this version, the call can now be transferred to another location, or it can be conferenced with another location.

The disadvantages, however, remain the same, and that is if you can't talk, you can't get help; if you don't know where you are you can't get help; and the system must still be shared. To overcome these disadvantages, an entirely new system was created, called enhanced 911. That would be the system used for statewide 911 service.

Enhanced 911 has the capability of not only providing the caller's telephone number to the emergency personnel, but also his address. And, it could provide additional information, such as the emergency services that are available to his location. Also with enhanced 911, any number of PSAPs. can be used. PSAP is an abbreviation of public safety answering point. This means that any municipality can now have its own public safety answering point.

The advantages to enhanced 911 are, of course, that it gives you that fast, easy, three-digit number, and that the caller can be called back quickly. However, now the callers location is known, he doesn't have to be able to talk, he doesn't have to know where he is. He can still get help. Also,

the system no longer has to be shared. The underlap and overlap problems disappear. And because of these enhancements, faster response is possible, and faster response time means that more lives and more property can be saved.

There are two major issues that have to be addressed before a statewide or enhanced 911 can become statewide 911. The first concern is public safety answering points, and this in turn affects the second issue, which is funding. So, in talking about the public safety answering points, what we need are some sort of guidelines for the creation of public safety answering points. Without these answering points, without guidelines, the number of answering points can vary considerably, and so can the cost.

Now, for example, the kinds of configurations that we can have in the State -- we could have just one for the entire State. This would be very affordable, very economical, but it's questionable whether it would provide the kind of service that might be expected. Or, we could have one for each county. That would give us 21. That would provide a closer relationship between the answering point and the community it serves, and presumably would improve the kind of service that people would expect. We could have one for each county, and allow the 21 existing systems to continue to operate -- that would give us 42 -- and we could have 236. That number is based on conversations our salespeople -- that is, the telephone company salespeople -- have had with various municipalities across the State, asking them what their interest would be in having their own answering point, or sharing one. Really, that's our best guess as to how it would turn out, about 236.

This, of course, increases greatly the local accountability of that answering point, and would presumably greatly improve the service provided to the community. It also, though, greatly increases the cost. And, of course, we could have one for each municipality. That would give us 567.

That would be the ultimate in accountability, but it would also be the ultimate in expense.

When we're talking about these expenses, there are really four factors that have to be considered. I think it's fairly clear that the terminal equipment would increase as the number of answering points increased. But, every answering point has to be connected to the telephone network, and that has to be -- there are a certain number of connections required. So, as you add answering points, you would be adding connections, and that would add cost. And of course, building space and furniture have to be provided for each answering point.

Last, but not least, you would need additional personnel. Each additional answering point requires trained emergency personnel, and also it would require additional administrative personnel. Now, we've made some broad estimates of just the terminal equipment piece of that. That's just one out of the four factors that have to be considered. For 42 answering points, we would estimate that the cost would be about \$1 million a year for that statewide. Now, for 236 answering points, we estimate about \$6 million a year, and for 567 answering points, about \$12 million a year.

We're still just talking about terminal equipment here, not anything else. Now, it's not our purpose to recommend any of these examples, or to even suggest that a given, or particular number be chosen. What we do want you all to understand is that there is a trade-off between affordability and the kind of service you want. And only the public can decide where to draw that line.

You have to decide if you want to have an answering point in your backyard, or if the next town would be good enough, or if it's good enough just having one for the county. It's going to cost you money the more you have. That's really up to you. Now, once you've decided how much you're willing to spend for this, you can go on to the funding issue.

First of all, when you're talking about funding, you really have to decide who you want to have fund statewide 911. Now, one suggestion has been that just telephone customers should fund statewide 911. Now, this is an easy and straightforward method of doing it, but you have to remember that you don't necessarily have to have phone service to use 911. You do have to be able to get to a telephone, but you don't actually have to have your own telephone service. So, maybe the second suggestion would be a little bit better. Maybe all State residents should pay for it because all state residents can use it. That third item up there, tourists, should be an important consideration when you're thinking about who and how to fund this. We have a very large tourist population in New Jersey, a lot of day-trippers and weekenders and one-weekers. Most of them don't have telephone service, but you know that most of them are going to be using 911. So, when you figure out who should be paying this; somehow it would be nice to make sure that all those tourists pay their fair share of statewide 911.

Once you've figured out who, probably the question of how becomes a little bit easier. There are two leading suggestions for how to pay, or how to fund this. One is to surcharge, put a surcharge on every telephone customer's bill. The second one is that we should use state general funds. That's really just another way of saying general taxes, tax revenues. What we want you to think about is how much to pay, who should pay, and how to pay for it. Those issues have to be resolved before statewide 911 becomes a reality. Helping the Commission make these decisions is what the public hearings are all about. We really need to know where the public stands on these issues. We need your input. Thank you. Senator Mazur? (Pause while Commission moves.)

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ASSEMBLYMAN MAZUR: Well, I think maybe some of the members of the Commission might have some questions to ask of you. I know I have. How many telephones are there in New Jersey?

MR. DEPAOLA: I know there are about 4.5 million access lines. We have a little over 3 million customer accounts, and that amounts to about 4.5 million lines.

MR. LESSMENT: That's just New Jersey Bell?

MR. DEPAOLA: Yes, that's all.

MR. D'ALLESSIO: Brad, do you want to add anything?

MR. ADCOCK: We have 110,000 access lines per state.

ASSEMBLYMAN MAZUR: Excuse me. Do you have another question? Anybody else?

MR. D'ALLESSIO: Brad just indicated that he has another 110,000 in the independent territories.

ASSEMBLYMAN MAZUR: Anybody else have any questions?

SENATOR DALTON: The breakup of AT&T, what effect does that have, if any, on putting together a statewide enhanced 911 system?

MR. DEPAOLA: As far as we've been able to determine, it won't have any effect on it. You're referring, probably to the boundaries.

SENATOR DALTON: That's correct.

MR. DEPAOLA: No, as far as we know, that will not be a problem, based upon the understanding that our legal department has.

ASSEMBLYMAN MAZUR: How have some of the other states, or regions, or municipalities that have adopted the enhanced 911 system-- What method have they used for funds?

MR. DEPAOLA: Well, there's been all sorts of them. The most popular has been the surcharge. Some states also use various kinds of taxes, like sales tax or property tax. Some of them give a rebate on the corporate tax -- the business tax, I guess that would be, I'm not sure what that

is. Some have-- I can't really remember, there were a couple of other methods that they used also.

ASSEMBLYMAN MAZUR: What about the switchboard location? You said that there would be a possibility of anywhere from 567 down to 21, counting only the municipalities, each municipality having one. What are some of these other jurisdictions? For instance, there's Los Angeles.

MR. DEPAOLA: Generally speaking, the rest of the country is very county-oriented. Major cities like Los Angeles -- I think that's a county by itself.

ASSEMBLYMAN MAZUR: It's a county, yes.

MR. DEPAOLA: But major cities, I believe, normally have the option of having their own. But, generally speaking, it's based on county. The county really has the controlling influence.

ASSEMBLYMAN MAZUR: The local jurisdictions, in those cases, they still have to maintain somebody human to answer the telephone -- the communication -- when it comes from the central switchboard. Somebody has to set off the fire alarm and do all those things.

MR. DEPAOLA: Oh yeah, I'm really not sure exactly how they work it because in some of the more sparsely-populated states, they're used to a more regional approach towards police and fire and that sort of thing, and some of them out in Oregon actually dispatch from the public safety answering point, while others are merely a collection point and then they redistribute the calls. It's usually fairly easy to do, because the equipment is set up so that, you know, one button is pushed, and you're automatically at the fire department. So, you don't really lose a lot of time doing that.

ASSEMBLYWOMAN DONOVAN: Mr. Chairman, over here? If there was funding, etc., to implement the system by the end of the year, how long would it take to actually, physically put it in place?

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MR. DEPAOLA: Well, for planning purposes, we're looking at two years. The only real caveat to that is that the data base that supplies the address information and the emergency service information -- that really is very dependent upon cooperation from the municipalities. They have to tell us what emergency services are available to the town, and what their demarcation points are. They have to tell us what streets they have. We have to have a street listing so that when we send out the information, and when the data base has it, it's the correct book and everybody understands it.

If we were to get real good cooperation, I would say that two years is probably a good number. But if everybody drags their feet, and says that they'll do it in their spare time, well, then you can't hold me to two years.

ASSEMBLYWOMAN DONOVAN: Okay, and that would be if it was a statewide, coordinated effort? Thanks, Mr. Chairman.

ASSEMBLYMAN MAZUR: The answer to your question is that it is a statewide--

MR. DEPAOLA: Yes, that would be for the statewide system.

ASSEMBLYMAN MAZUR: The nod of the head doesn't turn up on the transcript.

SENATOR DALTON: The issue of who is going to take the calls is obviously an important one, you don't have to become too terribly concerned about. However, people on the local, municipal level do have to become concerned about it. In many cases, the amount of people that have the ability to respond on a municipal level varies. It varies not only by municipality, but within the municipality. It will vary between a.m. and p.m. I suspect -- Mr. Chairman, if I may make a request of staff to obtain that type of information -- as to what we're talking about as far as the degree of response and the ability of the municipalities to respond. In some cases, in South Jersey, we've seen a significant decrease in people who are

actually going to take those calls. Obviously, 911 is nice, but if nobody is on the other end, it's not going to be effective. So, I think that that information will have to be available through you, Mr. Chairman, to the Committee members.

ASSEMBLYMAN MAZUR: It certainly will.

MR. KIRKWOOD: I have a question concerning-- I'll give you an illustration. I'm a resident of Burlington County, and we already have a centralized county dispatch system. All the calls go into one place, and most of the dispatching goes out of the same place. My question concerns a couple of townships that don't belong to that system, for police purposed only. Do the PSAPs, as you described, have the capability of upon receiving that call, transferring that call back out to the Moorestown or the Mount Laurel police, where they handle their own police dispatching?

MR. DEPAOLA: Yes, that would not be a problem. Just one button transfers.

ASSEMBLYMAN MAZUR: So, in other words, all of the municipal dispatching systems would still stay in place, or could stay in place?

MR. DEPAOLA: They could.

MR. KIRKWOOD: And do I understand that that is where the 256 number came from? Staff provided us with a chart of how many PSAPs are in each of the counties throughout the State. Is that where your 236 number came from also?

MR. DEPAOLA: No, the 236 came from conversations that our salespeople have had with various municipalities around the state, asking just casually "what do you think about having your own answering point, or would you like to share one." And, you know, they polled 567 towns, but they did try to get a pretty good coverage. When we talked to them about how they thought the PSAP, or public safety answering point jurisdictions would shape, we came up with 236.

MR. KIRKWOOD: So that could reflect a permanent response from a township or two that is already a part of the consolidated dispatching?

MR. DEPAOLA: Right. Oh yeah. That was just our best guess, with the information we had.

MR. D'ALLESSIO: Excuse me. John, isn't that number, though, substantially close to what currently exists? Is that your understanding?

MR. DEPAOLA: Two hundred and thirty six public safety answering points?

MR. D'ALLESSIO: I don't want to use public service answering points, but dispatch types of locations.

MR. DEPAOLA: I have to say that I don't really know how many dispatch centers there are.

ASSEMBLYMAN MAZUR: Any other questions? Maybe we'll call you back.

MR. DEPAOLA: I'll be here.

ASSEMBLYMAN MAZUR: Our first-- The next witness will be a former Freeholder, Steve Salvatore, of Gloucester County, who is largely responsible for Gloucester County having a 911. Would you like to testify?

S T E V E S A L V A T O R E: Thank you Assemblyman, Chairman. About three years ago-- I'm an ex Freeholder from Gloucester County, and let me just assure you that I'm not an ex freeholder because of 911. It's an asset.

About three years ago I took over as liaison to the Communications Center we have in Gloucester County. Bob Miller, by the way, the Vice Chairman, is the Chairman -- the Director -- of our Communications Center. At that point there were some goals that Gloucester County had put together, and one of them was 911, and the value of 911 -- not to bore everyone with all the details of a wrestling match in trying to resolve the fact that 911 was certainly important. In government, oftentimes, you see that at the board, and you make some decisions with significant numbers in front of you.

However, very seldom do you really make decisions that, in fact, do save lives. There's certainly a lot of documentation that's available, that lives have been saved because of our 911 system in Gloucester County.

In Gloucester County we have the 911 system with A.N.I., Automatic Number Identification. In and of itself, it gives us tremendous ability to get back to those people that are calling, to get to that location, to identify, by the number, just about where that call is coming from, and with some cross-reference indexes, we're able to pick it up very, very quickly. I guess the greatest stories that have been told as an example-- My secretary, who worked on every correspondence that we have, decided to cook one night, and fell asleep on her bed, and couldn't remember what the fire company in Woodbury Heights was. So she dialed 911 and immediately, the fire company was there.

There are many, many stories about people being saved. Oftentimes, even now as I walk around the streets, knocking on doors again, people are saying: 911, I used it for this -- they are starting to understand it. This legislation, well, this bill that has been presented by Senator Dalton and Graves is very interesting to me. I guess in Gloucester County we have one problem. The problem is that we have an overlap, which, in essence, is a few homes in the southern portion of the county that we really can't pick up because of tie lines. It would force us to go into an entire -- almost an entire -- county south of us. Obviously, that would overcrowd our ability to hem those numbers on our system.

So, what I see in the introduction, or the possibility of a statewide 911 -- I'm excited. I'm excited because it has saved lives. It does save lives. It's money well spent. With the automatic location identification, it is absolutely the finest possibility out there. I don't think we understand just how many lives are saved, how much property damage is

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saved because of the time of response. We are handling today on an average of 100 calls a day in Gloucester County. We have about 210,000 people in Gloucester County. So, at 100 calls a day, obviously I think we're rendering assistance for -- and the figures are not in front of me -- around \$70,000 a year. At 100 calls a day we're talking about some 40,000 calls a year, or something to that effect.

There's a great number of people that are using the system, and are very, very thankful. I think these hearings are certainly going to bring to the attention of the people just how very valuable this 911 system is, and just what it can do for you. I know in Gloucester County -- I'm running again this year, just for those who are interested -- I hope that we've used that 911 often enough, and I'm only making fun of that for the transcript.

SENATOR MAZUR: I should ask what party you're from.

MR. SALVATORE: I'm not going to tell you unless you tell me what party you're from. I thought it was necessary for me to come out here this evening to tell you that we have, in Gloucester County, the 911 with the A.N.I., and we are looking for this bill to be passed, the statewide 911, so that all residents of New Jersey are able to use this 911. It expedites, it saves lives, and God, we need more of this type of introduction of -- this type of legislation that is in front of us in this bill. I haven't anything else to say tonight, but I'm firmly, terribly convinced because of sitting there for the past year or so, and watching it work that it certainly is necessary.

SENATOR MAZUR: Any other questions?

SENATOR DALTON: Steve, since you're running this year I suspect you'll fund it through tourism.

MR. SALVATORE: Of course.

SENATOR DALTON: I was going to suggest that.

MR. SALVATORE: Great idea. That's the strategy we're using.

MR. LEESMENT: Mr. Salvatore, my name is Heikki Leesment, and I'm a staff member of the Board of Public Utilities. I'm appearing here on behalf of Commissioner Curren, who couldn't make it. I'm interested in how your system works. Do you have one PSAP in your county as the dispatch point for receiving 911 calls?

MR. SALVATORE: I really have to-- I believe there's one, yes. There's one Communications Center.

MR. LEESMENT: Is that a separate facility?

MR. SALVATORE: Yes, it is.

MR. LEESMENT: And who is it staffed and manned by?

MR. SALVATORE: We have communication dispatchers hired by the county.

MR. LEESMENT: I see. Is it in close physical proximity to, for instance, police or fire? Is it in a fire house or police station?

MR. SALVATORE: It's in a separate building.

MR. LEESMENT: Separate building.

MR. SALVATORE: Yes.

MR. LEESMENT: Do you find that you get adequate coverage and response, having just one PSAP?

MR. SALVATORE: I believe we do, at this point, with no problem at all.

MR. LEESMENT: Your system and your configurations are the kinds of things that you would advocate for the entire State?

MR. SALVATORE: Absolutely.

MR. LEESMENT: Thank you.

SENATOR MAZUR: What is the population of your county?

MR. SALVATORE: Approximately 210,000.

SENATOR MAZUR: How many people are employed in that PSAP?

MR. SALVATORE: About 40 people, total. There are four to a shift, total. We have some trainees in place, on a part-time basis, and we're training these people to take over because it's a highly technical field. I guess some of the problem is that we don't pay our people the type of money I guess they can get outside. So we do keep a staff of people who are being trained on a part-time basis, replacing, and it is working just fine. As a lead we put an experienced person right back in place.

MR. COHEN: How is it funded? I didn't really get that.

MR. SALVATORE: Through the county taxation budget, without any complaints. I think Bob Miller made a point that it was about a pack of cigarettes a year per resident, which isn't bad.

ASSEMBLYWOMAN DONOVAN: What kind of calls-- This 911 system picks up all the emergency calls, right?

MR. SALVATORE: Fire and ambulance.

ASSEMBLYWOMAN DONOVAN: Fire and ambulance, not police.

MR. SALVATORE: Not yet. No, we don't have police.

ASSEMBLYWOMAN DONOVAN: Do you expect to put police in.

MR. SALVATORE: Well, you know, there was some interest. At this point the municipalities haven't shown total interest. I think if the interest was there, we wouldn't haven't a great deal of problems putting it in. We have the facility.

ASSEMBLYWOMAN DONOVAN: What happens if someone calls for a police call to 911?

MR. SALVATORE: We automatically go right back to that municipality.

ASSEMBLYWOMAN DONOVAN: Doesn't the person calling have to hang up and dial the municipality?

MR. SALVATORE: No, we directly dial the municipality. It's a single button transfer, actually.

ASSEMBLYWOMAN DONOVAN: Oh, okay.

MR. COTRONEO: To each police force in the county?

MR. COHEN: Each police force in the county is connected under the transfer situation?

MR. SALVATORE: Well yes, right.

MR. COHEN: And it could be a three-way conversation or it could be just a two-way?

MR. SALVATORE: A two way -- no, a three-way conversation.

MR. MILLER: Yeah, we can have a three-way conversation.

MR. SALVATORE: With one single button, yeah, there is a three-way--

MR. MILLER: We'll stay on until the comments.

MR. SALVATORE: Bob is able to answer some of these more technical questions because he sits there, daily.

MR. MILLER: If we have to transfer a call -- and we see our good friends from Camden back there; some of the overlap is in Camden. We have single-button transfers. In fact, when we hit the button, we bring up a third-fourth back to the electronic C.O. Can you hear me? Okay, with the single-button transfer, when we hit the button, we actually conference in the third party, and it's a speed-dial back at the phone company. So all the caller hears is just a slight pause throughout the line while the tone is dialed, so he can't dial on top. It's just momentarily, and then he will hear the party that he is trying to reach.

As an example, Winslow Township is in Camden County. We get a lot of calls for Winslow Township P.D. They probably don't realize how many calls we get for them, because when people call and we pick their number, and they say they're from Winslow and they need police; we say "One minute, please," and we just hit a single-button transfer; They hear the phone then ring at Winslow police, where they answer, "Winslow Police Department," and the conversation goes on and we get off.

ASSEMBLYWOMAN DONOVAN: Is there any reason why the police aren't tied into it now?

MR. MILLER: Well, this is part of the problem that we spoke of before, about the overlaps. As far as police in our county, we do take police calls, but they choose to dispatch themselves. We also have to dispatch fire and ambulance, but we want to make the distinction between answering calls, PSAPs, and dispatching them.

MR. COHEN: You do take the police calls?

MR. MILLER: We take all emergency calls.

MR. D'ALLESSIO: So, let me see if I can understand. The difference is that you don't actually have a radio arrangement to dispatch the police.

MR. SALVATORE: That's right.

MR. D'ALLESSIO: That's the difference.

MR. LESSMENT: Mr. Chairman, I have one more question, if I might. Mr. Salvatore, what were your start-up costs in building the system, if you know?

MR. SALVATORE: God, I don't have those. Bob has those.

MR. MILLER: Sixty-five thousand dollars, but that cost took away from other costs of other phone systems that it replaced. I mean, we had other emergency numbers that came in in other systems. We didn't completely do away with them, because some people will still call. But those funds replaced some other funds we had.

MR. LEESMENT: I don't understand. Are you saying that \$65,000 was the discrete amount you needed, and there were savings besides, or is that with the savings?

MR. MILLER: In fact, let me actually correct that. That was the purchase price that we would have paid. As it turns out, we have a rental agreement, basically like we used to have in the phone system. We just pay a monthly amount, like you used to pay for your phone. It's a total turnkey system.

You know, it's the exception to divestiture, so it's a total Bell system. So we pay, perhaps \$6,000 a month.

MR. LEESMENT: So you're renting it, in essence.

MR. MILLER: Yes, sir.

MR. LEESMENT: And what was the \$65,000 for?

MR. MILLER: I stand corrected. That's what it would have been if we had purchased it outright.

MR. D'ALLESSIO: I have a question regarding the \$70,000 per year which you indicated comes out of county taxation funds.

MR. SALVATORE: It's in a budgeted item.

MR. D'ALLESSIO: Was there any incremental tax added for each person as you went on the system, or did the resident know he was paying for this in any way, shape or form? Did people understand it?

MR. SALVATORE: I hope that they understood it. There was great discussion in the budget hearings, and there wasn't any objection to it.

MR. D'ALLESSIO: So this was just part of the county funds that were required, that the municipality taxed for it?

MR. SALVATORE: That's exactly correct.

ASSEMBLYMAN MAZUR: Any questions?

MR. MILLER: I'd just like to add one thing. Freeholder Salvatore did a study at that time, and we looked at the total cost of fire damage in the county. It was literally up in the millions. We looked at what a 30-second reduction of response would be, what a one-minute response would be. We were totally convinced, after we studied that, that 911 didn't cost us money; that 911, in fact, saved us money.

MR. SALVATORE: And lives.

ASSEMBLYMAN MAZUR: Any other questions? (no response)  
Thank you very much.

MR. SALVATORE: Certainly I am supporting this bill, and hopefully the rest of the State will too. It's worth the effort. Thank you.

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ASSEMBLYMAN MAZUR: Mr. Dan Paolini of the Delran Fire Department. Is he here? He called in and he wanted to testify. He's not here, I guess. Mr. Thomas Starr of West Jersey Health Systems, Atlantic, Cape May.

T H O M A S S T A R R: Good evening. My name is Thomas Starr. I am the Director of the Mobile Intensive Care Programs for the West Jersey Health System. In that capacity, I am responsible for the pre-hospital advance life support activities in Camden, Atlantic, and Cape May Counties, as well as portions of adjoining Burlington County. Additionally, I am responsible for the AMS dispatch in the city of Atlantic City. This system within Atlantic City, interestingly enough, is accomplished about 15,000 times a year through the use of a single button, A and I Transfer System, and it does a wonderful job at that. On behalf of the West Jersey Health System, Atlantic City Medical Center, Shore Memorial, and Burdette Tomlin Memorial Hospital, I am here to voice our total support of an Enhance 911 system. It is our position that simplification of emergency systems accessed by the public is essential to reduce response time in all aspects of emergency medical services. Obviously, the 911 system is easy to remember, it is easy to dial, it will speed response, and ultimately, it will save many lives.

As Mr. Kirkwood of the American Heart Association, who's also a member of your panel, would attest, the number one thing that affects the outcome of a cardiac arrest is the response time of trained people to the patient's side. Precious minutes are very often lost when the caller is unfamiliar with the local emergency access number. The amount of time we have to produce trained people at the scene of a cardiac arrest victim is four minutes to six minutes. If you can imagine that two minutes, three minutes are often lost looking through the phone book or going through the operator, You can see the obvious, ultimate benefit of this program.

We understand that much of this Committee's time will be spent in discussing funding alternatives, but we want you to be aware that there is a link between delayed response and whether or not an individual who has suffered a catastrophic illness or injury returns to society as a productive member, or as a burden, residing in a nursing home as a continuing burden to society.

We feel that the system will not only save lives, reduce morbidity, but also when you consider the cost to the State, the cost to the State of long term, high intensity patients, and also the fact that money these people would normally generate will never come back because they will never return to the work place-- They become a burden fiscally and also in terms of the intensity of care, which we have to deliver as your health care providers.

We feel that this 911 system, in itself, will more than pay for itself, and will return these people to society, hopefully reducing health care costs.

I'm available for anything that you folks--

ASSEMBLYMAN MAZUR: Are there any questions?

MR. NEWCOMB: Yeah. West Jersey health systems-- Did all centralized dispatches in all the areas--

MR. STARR: No. It varies. We are dispatched through Burlington, Camden--

MR. NEWCOMB: Could you cover that?

MR. STARR: Primarily through Camden County, but also through Burlington County for the adjoining communities, we are serving there, such as Mount Laurel and Evesham Township. But also Gloucester County as well, for Williamstown and those areas. Those are three central dispatch areas that we deal with daily. That's wonderful, but if I had experience in terms of dispatch myself-- I'm responsible for the 911 EMS dispatch in Atlantic City. That is accomplished through a transfer, 15,000 times per year, of 911 callers, to a trained emergency

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medical services dispatcher by a police dispatcher at the 911 console at City Hall in Atlantic City. That is done over about 15 miles.

MR. SOLOWEY: So, in other words, they would call in Atlantic City, or they'd call Camden County or Gloucester County.

MR. STARR: No. In Atlantic City, they'd dial 911, and they'd get a police dispatcher. The police dispatcher identifies the type of emergency.

MR. SOLOWEY: Okay.

MR. STARR: Fire emergency, police emergency, or EMS emergency. In the case of an EMS emergency, they say "Stand by, and we'll connect you with the ambulance board," and pop, we're on live, and it's that fast. As soon as they hit the button, it's ringing.

ASSEMBLYMAN MAZUR: How many calls do you get in a year?

MR. STARR: Approximately 15,000.

ASSEMBLYMAN MAZUR: Fifteen thousand. And the population?

MR. STARR: Well, Atlantic City varies from day-to-day and hour-to-hour. Down in Atlantic City, we are the senior citizen day-care center of New Jersey. They bring them in in buses and take them home at dinner time, okay?

ASSEMBLYMAN MAZUR: They're the tourists that we were talking about before?

MR. STARR: They're the tourists. No, most of those people, unfortunately or fortunately, are residents of Camden and Burlington Counties. I can attest to that through patient records, and most of them are unhealthy.

ASSEMBLYMAN MAZUR: After the shock at the tables.

MR. STARR: But, its been a marvelous system down there. Anybody can access it. Anybody can walk to a phone booth, to a diner, to a restaurant, 911, bang, it comes up.

At the console, at the police administration building, we have a display of the phone number. We have a reference system through the county guides. Of course, they're somewhat antiquated compared to this system, but they give us a good way to get a hold of a person if we lose track of him. If they call and they can't answer, we at least know where they are. We can cross-reference it and find them. Again, that is time consuming-compared to what you folks are talking about here, but it works.

MR. D'ALLESSIO: Could you describe this cross-reference for me a little more? What actually do you do?

MR. STARR: Okay. In each county, there is a guide which is published yearly. The county agencies, and whatever, rent these books, and these books, of course, are listed by address, by phone number, by a lot of different things. If a phone number comes across, of course, it doesn't have a display of 1923 Pacific Avenue; it just comes over with a four digit -- no, a seven digit number. If you go back and you look at 342, you know, 4438, you come down, oh, that is at 1927 Pacific Avenue. Then you have a chance to get to the right person. Okay?

ASSEMBLYMAN MAZUR: It's referenced by the number itself?

MR. STARR: It's referenced in a number of different ways; by name name, by street, by number, there are a lot of different ways that we can get it. But it takes time. And again, when getting to Skip's position, we've got to save lives by reducing response time. That is the number one position, I think, that the Heart Association is taking in this. It is our position also, that we got to reduce response time to save lives.

ASSEMBLYMAN MAZUR: Just continuing on that point, as you know, many of our customers have what we call "Non-Published Service," where if you were to call directory

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assistance, they would tell you that the number was not published. I assume this document you're talking about has all the numbers in it, even if it's a non-published number?

MR. STARR: I haven't run into a situation where I know that it's happened, because for a number, we don't normally end up running in that position. Most people do give you their address. But, as far as I understand, if it's an unpublished number, it's not in that book.

ASSEMBLYMAN MAZUR: So therefore, if the call came from a non-published number, you wouldn't be able to find the address?

MR. STARR: We'd have to go back through Bell and find out what it was. The police department would have to trace that back. It's an unfortunate thing.

ASSEMBLYMAN MAZUR: Do you have any questions?

MR. LEESMENT: May I have your name again, please?

MR. STARR: I'm Thomas Starr, S-t-a-r-r.

MR. LEESMENT: You're familiar with the Atlantic system, is that right?

MR. STARR: I'm familiar with my portion of it.

MR. LEESMENT: I see. Is that a county-wide system?

MR. STARR: No, it's not.

MR. LEESMENT: It's just the City of Atlantic City?

MR. STARR: The City of Atlantic City, City of Ventnor, City of Margate, City of Brigantine. I know that they're all incorporated within -- and also Long Port. The Absecon Island and Brigantine Island are the areas that are currently under it.

MR. LEESMENT: Do you have any perspective on what the level of, sort of, response should be? Is it adequate to have it one central response per county, or should it be from the municipality, or what?

MR. STARR: You've put me on the hot seat.

MR. LEESMENT: Yeah, but I'm asking for a judgment, clearly. If you don't want to--

MR. STARR: I live in Camden County, and I have been in support of central dispatch since the inception of the program here in Camden County. I was in support of it when it went into effect in Burlington County and Gloucester County. I feel that central dispatch agencies are, number one, effective, in that they allow you to put trained people in the EMS component, which I am very much focused on. I really am not that interested in police or fire. But, if you have trained people to help in the EMS component, you can have a person who says, "I can tell you how to do CPR." You know, "I can tell you this, I can tell you that." They are the people who are trained to do that. Again, it's a somewhat, prejudice point of view, and I'm sure some of the police dispatchers and fire dispatchers would take issue with it. I'm sure a number of them can do it, but I'm focusing only on EMS. EMS in centralized systems is effective in everything from day-to-day responses, because for one point, knowing what's happening with the entire resource; and number two, in disaster responses, of course that helps there because again, one answering point knows what's happening all around, as opposed to 15 answering points trying to coordinate a system.

MR. LEESMENT: So, are you suggesting that there should be one central point per county?

Mr. STARR: Again, I feel that in my experience, which has been on the outside, what I'm seeing in Gloucester County, with their county-wide 911, is that it works. The calls that come in to them for police are funnelled off to the appropriate police agency; and they in turn, of course, are responsible for the fire and ambulance, so of course, it makes that much simpler. Those areas are my main focus. You know, fire and EMS, that part is number one. Skip--

MR. KIRKWOOD: Mr. Chairman, Senator Dalton mentioned in his opening remarks that during different times of the day and different days of the week, in terms of fire and EMS

response, the ability of one township to respond in a reasonable time is often variable. Perhaps there is no one available to respond to the call. Do you find that the central dispatch is able to better coordinate mutual responses from towns when, for example, my town squad doesn't have anybody on duty that day?

MR. STARR: We're somewhat diverting from the issue of 911, but yes. In looking at the day-to-day activities of three or four different counties, I can say that yes, by one point, knowing where an ambulance is, and that they have a case, and that they can call that ambulance with authority and get it to go somewhere. I think that's a tremendous, tremendous asset to the entire system.

MR. KIRKWOOD: Thank you.

MR. COTRONEO: Mr. Chairman?

ASSEMBLYMAN MAZUR: Yes.

MR. COTRONEO: You have your own dispatcher in Atlantic City, it receives a 911 call, they push the button, and the call is transferred to you. Do you receive that call? Do you take the information? Do you have your own dispatchers, two ambulances, your own radio contact?

MR. STARR: Yes, we do.

MR. COTRONEO: Atlantic City has no radio contact at all. Their ambulances--

MR. STARR: They have back-up contact. We've left that system in place for disaster protection and storm protection. We have a console there that we can run with a member from EMS dispatch at a moment's notice.

MR. COTRONEO: May I ask how that's funded? Who, you know, who's responsible for that money-wise.

MR. STARR: That's part of the city's responsibility. It's the City of Atlantic City's responsibility.

MR. COTRONEO: It is the City of Atlantic City? They're not private?

MR. STARR: No. No. It's the City of Atlantic City.

MR. COTRONEO: The City of Atlantic City. Are all the EMTs--

MR. STARR: The dispatchers that they're working at, the MEDCOM, which is the dispatch point for Atlantic County, for the MICUs, and for the City of Atlantic City EMS, are members of the hospital. They're part of the hospital. I heard--

MR. COTRONEO: I'm talking about the ALS units. I'm talking about the actual ambulance, EMTs, they are employed by the City of Atlantic City?

MR. STARR: Yes. Yes. Absolutely.

MR. COTRONEO: And the dispatchers are also in for that?

MR. STARR: The dispatchers at City Hall are employed by the city. The dispatchers at the medical center are employees of the hospital.

MR. COTRONEO: Okay.

Mr. SOLOWEY: What about the funding of the system? Was that fully done by the City of Atlantic City?

MR. STARR: The system itself, the implementation was funded through the city; that is correct. The initial transfer of the hardware and whatever. The city and the hospital are currently in negotiations in terms of contractual agreements back and forth for paying for additional personnel. We as MEDCOM had people on line already to handle the MICU function. So for them to take on additional work load was not a tremendously big deal. But, as you know, activity within the City of Atlantic City is changing by about 10% per year. You are to put two years on top of the system and you grow 20% and you're going to stress it. We're reaching that point now. We are going to need additional dispatchers and we are, again, in negotiations with the city to accomplish that.

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Mr. SOLOWEY: But the 911 hardware at the police headquarters and -- for transferring to you, came through Atlantic City?

MR. STARR: Came through the City of Atlantic City. It was a nominal cost.

MR. COPELAND: How many personnel does it take to operate this system?

MR. STARR: Well, they have one person, of course, or a number of people. That, or it can be ten from many consoles in the city, and within the city I think there are six consoles. And any one of those consoles is able to transfer a call from one console to another console. As far as the phone equipment goes, the MEDCOM unit, which is 15 miles away, is another console. It knows no difference. It doesn't know if it's 10 feet or 15 miles. And neither does the public.

ASSEMBLYWOMAN DONOVAN: Excuse me. Is the equipment itself reliable? I mean, have you had problems with failures in the communication lines?

MR. STARR: Very, very, very rare failures. And again, we always have the option, at least in the system we have now, to insert a trained individual into the city quickly. They, in turn, are capable of handling the situation in the short term. They handled it for years before we showed up. All we did was bring a trained component into the emergency medical services side and insert it into the existing 911 system. Okay, we made it grow up a little bit.

MR. COTRONEO: Is that equipment leased or purchased?

MR. STARR: There's very little hardware involved. It's purchased as far as I understand.

ASSEMBLYMAN MAZUR: Any other questions?

MR. STARR: Well, thank you very much for your time.

ASSEMBLYMAN MAZUR: Thank you. Once again, is Don Paolini here? (No response) Well, if those are the only people who requested or filled out a form, I'm sure some

other folks here would like to give some comments, ask some questions, add some thoughts. Could we recall Mr. Depaola from the telephone company?

SENATOR DALTON: Mr. Chairman, through you -- Mr. Depaola, the actual amount of capital out, like, for a central dispatch system, assuming that you'd go for one per county, what are we talking about there as far as dollars?

MR. DEPAOLA: Well, the only thing I'd be familiar with would be the telephone interfacing equipment, not the entire amount of equipment for dispatching. I don't know anything about that. We didn't ever--

SENATOR DALTON: But obviously, that's part of the system. That cost would be a part of any system.

MR. DEPAOLA: That's true, but it's not something that we would be concerned about because we don't supply it. All right, so we're only familiar with the costs of the equipment we would supply.

SENATOR DALTON: So, we would have to -- the commission would have to go and get that cost?

MR. DEPAOLA: Right.

SENATOR DALTON: To make an accurate estimate as to--

MR. DEPAOLA: Right. You're talking about all the radio dispatching equipment?

SENATOR DALTON: That's correct.

MR. DEPAOLA: Yeah. That would be something that we are familiar with. So, that's an entirely different animal.

MR. KIRKWOOD: Would it be fair to say most of that or a good part of that is already existing in place at these-- By the way, I found your study, and it says there's 266 PSAPs. New Jersey Bell PSAP jurisdiction is version one. Two-hundred, sixty-six of them are in the State and they already have radios.

MR. DEPAOLA: I hope it says 236.

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MR. KIRKWOOD: My arithmetic is subject to question.

MR. MILLER: We're talking here about an emergency reporting three-digit 911 system that gets an emergency call to the dispatcher, as far as dispatching equipment and radio equipment that's already in place. So, we're just talking about the emergency phone reporting system that gets that emergency to those dispatchers.

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SENATOR DALTON: And when you say it's in place, Bob, you would utilize the present apparatus on a-- If, in fact, the Commission opted to recommend a county-by-county system, then what you would do is to recommend utilization of the present equipment already available in that county?

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MR. MILLER: Well, it would depend on the county, Senator. You could be a 911 PASP, take all calls through no dispatcher, but through a single button transfer. You could transfer to every individual PD, to every individual fire, or you could transfer to a regional system. Down in our county, we have 12 agencies that will dispatch the police. If they wanted to keep that same type of system, we would do exactly what we do now. The Enhance 911 system is far enough to know which police department to send the call to. All the dispatcher must do is to push the button that says police. He doesn't have to know which police department the call goes to. The data base, once that's in place, he just pushes it. If he dispatches out of that building, of course, he'll send that call to the corporate dispatcher.

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So, the question is that they still want to do their own dispatching. Now, we're not talking about any radio equipment; however, at the time that a 911 system went in place, if in fact it did go county, and those municipalities decided now, in addition to having a 911 county level dispatch, that they -- I'm sorry -- 911 county level answering point, if they also decided that they wanted to do county level dispatch -- that's a different ball game. But that can happen with or

without 911, so, I'm suggesting that there are two separate issues. One is the public service answering point and the other is dispatching. They may be unrelated, but they most definitely really aren't. They're separate issues.

MR. LEESMENT: Are you saying that you could mandate a statewide system and have each county decide how that system would function on its own?

MR. MILLER: That's basically what's in Senator Dalton's bill, and that municipality would have to decide who they wanted to do their dispatching. Of course, that's why, you know, we're all here. It's not to say that amendments would not be accepted in Atlantic County, or regionally or whatever. So, right now the bill calls for each municipality to decide who they want to handle their 911 calls.

MR. KIRKWOOD: But, Mr. Chairman, to illustrate, in your home county of Bergen with 67 municipalities listed and 67 PASPs, you could have a room with many telephones and no radios and by single-button transfer a call coming from anywhere could be directed to the appropriate police department, which is already being dispatched somehow anyway. If that was the decision.

MR. DEPAOLA: Right.

ASSEMBLYWOMAN DONOVAN: I have a question for you. I don't know whether you said this or not, so I may be asking it again, but are there any enhance systems now in place in New Jersey?

MR. DEPAOLA: No.

ASSEMBLYWOMAN DONOVAN: There are none?

MR. DEPAOLA: None.

ASSEMBLYWOMAN DONOVAN: Okay.

ASSEMBLYMAN MAZUR: Where do you have enhance systems within, you know, in the northeast?

MR. DEPAOLA: Well, Maryland has them I believe Connecticut also. That would be the closest.

ASSEMBLYMAN MAZUR: Okay. Statewide or--

MR. DEPAOLA: I believe, yes, both of them, I think, are statewide. And I think that Philadelphia will be getting one sometime next year.

ASSEMBLYMAN MAZUR: And Delaware? Does Delaware have it?

MR. DEPAOLA: I don't think so. No, I don't think so.

ASSEMBLYMAN MAZUR: We might want to examine it.

MR. LEESMENT: Mr. Depaola, do you know why there aren't any enhance systems in place in the State of New Jersey presently?

MR. DEPAOLA: Well, the enhance system requires special switching equipment and it requires a data base, and both of those are very expensive. It would be difficult for one municipality to get that and be able to pay for it, because of the fixed costs.

MR. LEESMENT: Has there been any discussions with counties or municipalities about providing that service?

MR. DEPAOLA: Not that I know of.

ASSEMBLYWOMAN DONOVAN: The figure -- dollar figures you quoted on your board here before, the \$1 million -- if it was one county and one for each town now in place -- that was not for enhance, that was for a regular 911?

MR. DEPAOLA: No, that was for Enhance 911, but we were only talking about the terminal equipment.

ASSEMBLYWOMAN DONOVAN: Right, yeah, I understand that. Do you have any idea what the data base would cost to provide?

MR. DEPAOLA: Just the capital cost would run in the neighborhood of about \$1.5 million. There would be certain up-front charges for the software costs and that would run, I can't really remember, but I think it's around 1.5 million also.

Then you have a large staff required to maintain this. You have to remember that there's a lot of churn in telephone customers.

ASSEMBLYWOMAN DONOVAN: A lot of what?

MR. DEPAOLA: Churn. We call it churn. It means a lot of in and out movements. And every time somebody does anything, it means that we have to update this data base. So, we would have to have a very large shaft, and that's a considerable expense also. Off the top of my head I can't remember what the numbers look like.

ASSEMBLYWOMAN DONOVAN: Thank you.

ASSEMBLYMAN MAZUR: I'm just a little bit confused about the same subject. The things you have on the board, you said that those were yearly costs, but that they were capital cost.

MR. DEPAOLA: For the terminal equipment to the answering point. See--

ASSEMBLYMAN MAZUR: Well, once it's installed, you don't have to repeat the cost each year?

MR. DEPAOLA: If you buy it out right. But then, you know, you'd pay even more for it. I was looking at this--

ASSEMBLYMAN MAZUR: That's the lease cost? That's the cost of the lease?

MR. DEPAOLA: Exactly, yes.

MR. COTRONEO: Do you lease the equipment? Do you have equipment that you lease?

MR. DEPAOLA: Yes, we do.

MR. COTRONEO: And, you didn't have it before when the City of Paterson installed the 911 system? New Jersey Bell didn't have any equipment to lease at that time, that was about two years ago. Has it changed since that time?

MR. DEPAOLA: That could be. I don't know what happened two years ago. I do know that--

MR. D'ALLESSIO: May I make a comment about that. It's only been recently that the Federal Communications Commission has allowed us to offer CP equipment for 911 types of services. Right now, the local operating companies are not allowed, from the Federal Communications standpoint, to

offer terminal equipment to the general public. But, as it's associated with emergency services such as 911, they now allow us to do that. So I believe that two years ago, we weren't allowed to.

MR. COTRONEO: That's correct. Right now, you do it on a lease basis, or sell it. Either way--

MR. D'ALLESSIO: Either way, we'd probably be able to do that. And we're not the only ones that could buy it.

MR. COTRONEO: No, I know, cause we got--

MR. D'ALLESSIO: In other words, a community could buy it from some place else.

MR. COTRONEO: We had to get it from someplace else, exactly.

MR. MILLER: Mr. Chairman, concerning the data base that you mentioned, I presume that's where a telephone is located? Is the data--

MR. DEPAOLA: Yes.

MR. MILLER: Now, understanding that you need a fast, smart, always-on-line computer, probably different from the one that generates my telephone bill every month, isn't -- no insult intended -- isn't that information of where I live and where my phone is updated anyway? And you indicated a large staff of substantial cost would be required. It would seem to me that we're talking about the same data that's being put into Computer A that could then be put into Computer B with some electronic transfer of some sort or another, or are we talking about apples and oranges?

MR. DEPAOLA: We will be getting the updates electronically. All right, but the fact of the matter is that it still has to be formatted and it still has to go into the data base. Things don't always work out the way they're suppose too, so there's a fair number of customer changes that will not go through the system automatically. They're the ones that fall out and they're the ones where we have a real

live person look it over and say, "What's wrong?" There's a lot of confusion on addresses, towns with the same name, or towns within townships that have the same street names. That creates confusion for us and for the machine, and we're not really sure how we're going to handle that.

But there are a lot of things that can go wrong with an order that if you have a human being there, he can say, "Sure, this is just off one digit." But, you know, you have to have a staff there to do it. So, we are getting it electronically. Straight in. And we have to have that in order to keep the data base updated daily. But there's going to be a fair number to come out.

MR. LEESMENT: I think the question was addressed more to the fact that, I would think like, for directory assistance purposes, for billing purposes, and a whole host of other purposes. You already do it internally. Can't that same data be used, perhaps, slightly modified or massaged or differently extracted for purposes of providing the same information to 911? In other words, maybe it's the same data base, but you're accessing just in a different way or in a different format.

MR. DEPAOLA: Oh, you mean use the same hardware or the same data base? That would, well--

MR. LEESMENT: Is that possible?

MR. DEPAOLA: No. We would have to have our own computer operation anyway because you'd never get the response time from a computer that's doing other things. All right, this has to have priority. All right? As far as the data base is concerned, it has to be set up in a certain format. All right? And we don't need as much information as typically put on a customer's bill. We don't have to search through all that extra information because that slows the machine down.

The source of information is going to be the same for the 911 data base, as it is for the billing data base and as it is for the directory data base. We will be getting different,

well, we will be excerpting from the service order. We don't want everything that is there.

MR. KIRKWOOD: But we're not talking about on a nightly basis at two in the morning when things are quite-- dumping from the big data base into the 911 data base, and thereby updating everything that happened within the last 24 hours, for example.

MR. DEPAOLA: Why not?

MR. KIRKWOOD: Why not? They're wonderful machines.

MR. MILLER: It's not too far from that in actuality.

MR. DEPAOLA: It basically runs that way. In theory, you know, we don't have this up and running. As a customer's order comes through, you know, it's typed up and sent electronically to wherever it goes, and we'll be one of the locations it goes to, 911 data base, and it will be held-- You know, we can't just keep feeding things in constantly. It will be held until the evening when things are quiet. And at that time, we hopefully will find most of the areas that come in during the day. That will be what we call "batch process." It all goes at one time into the main data base. So, that's pretty much how it will work.

MR. SOLOWEY: So, theoretically then, if I move from one part of New Jersey to an other part of New Jersey, and get a phone in my new house, the phone will be turned on prior to the data base for 911 being set up for my phone, possibly?

MR. DEPAOLA: The timing is difficult to say. What we want to do is only to work based on completed work. I mean, your order comes in and that doesn't necessarily mean anything has happened. As soon as your order is marked complete, then it would come to us. Now, yes, you could be off a day. You could be moved into your house. If you moved in first thing in the morning, you'd have your phone turned on. We wouldn't have it in the data base until that night.

MR. MILLER: But, would you still have A and I?

MR. DEPAOLA: Oh, yeah. We're just talking about the address information.

MR. MILLER: So, you would still have the A and I?

MR. DEPAOLA: Yes, the call would still work.

MR. SOLOWEY: Okay, that's what I meant. You're just talking about the A and I going-- ..

MR. DEPAOLA: Right. Right.

MR. MILLER: On data base, if I currently call the phone company and report my phone out-of-service, do you need to know my address?

MR. DEPAOLA: Sure.

MR. MILLER: Do I tell you the address?

MR. DEPAOLA: In various fashions, yeah.

MR. D'ALLESSIO: Can I clarify that? I'm pretty familiar with that operation. The answer to that is no. When you call us and give us a telephone number, we look up the data base and we give it the telephone number, and with that, it comes back with the clerical person. It's what we call a line record, which is your address, the trouble reports that you have read recently, when your service was installed, what features you have on your line, etc., etc.

Now, the point that John's making, and I think it's important to keep it in mind, is that data base sometimes goes out-of-service or goes down. And there are times when you may call a trouble report in and the operator will tell you, "Look," you know, "Can you call back in 15 minutes?" or "Let me write it down, because the data base is down." The data base that John is talking about, we really can't afford to have down, for obvious reasons. So, there are back-up arrangements with it. It's a different version of hardware. The actual information that's in the data base is not as much information as I just described was in the other data base. It just has some key information, telephone number and address,

basically. It's formatted differently. So, it can be accessed from the network quickly and respond over the data link that goes to the PASP operation. Does that answer your--

MR. MILLER: Yeah, I was just trying to lead on to what Skip was suggesting. I was under the impression that you did have location. If that be the case, you know, I understand that you're talking separate computer for a lot of these reasons, but I would think that information, possibly could be attracted, up-loaded, or whatever.

MR. D'ALLESSIO: But it's the same information that we're using.

MR. MILLER: Okay. Then you really need a new data base. You have to extract certain data, and up-load it in a terminal computer system.

MR. D'ALLESSIO: But, when you up-load, you have got to store it someplace. That's called the data base.

MR. MILLER: Okay.

MR. KIRKWOOD: It was suggested, I think, in the early public hearings that created this Commission, that one of the obstacles to be overcome was that the present computer doesn't know physically where each telephone is located. That for example, if I have my bills sent to a P.O. Box, if you put in my phone number, you'd get back my P.O. Box, not the physical location of my residence. Is that no longer true?

MR. DEPAOLA: That would have been in reference to the directory data base, in which case, you have a listing address which isn't necessarily where you're located. But of course, the customer record itself has to have the location of the service, and the information that we would be taking.

MR. COPELAND: Yes, a funding question. If we used the tourist form of funding, exactly how would that work, the vision of it?

MR. DEPAOLA: You just want my opinion of that?

MR. COPELAND: Yes.

MR. DEPAOLA: Well, the way I look it, we can't really charge them money to come across the border, or anything like that. But obviously, they are spending their money here, and it is, you know, the tourist industry that's making money on it and paying taxes on the money that they're making. It seems to me, if you were to use taxes, tax revenues, their contribution, the tourists' contribution would be in it. In that way, they would not be going free. It's indirect, but there isn't really a direct way, and at least, in some way, they're paying--

MR. COPELAND: So you're just saying through the tax--

MR. DEPAOLA: Right.

MR. COPELAND: That's why I wondered whether you were saying it was some sort of a separate tourist tax, where a motel or hotel or somebody goes into your store, you know-- You are a tourist and you give him an extra--.

MR. DEPAOLA: Yeah, and you show your card.

MR. COPELAND: Yeah, it's exactly how it would work.

MR. DEPAOLA: No. I was just thinking in terms of the tax revenues that they create.

MR. COPELAND: Thank you.

ASSEMBLYWOMAN DONOVAN: Mr. Chairman. If someone has a telephone and it's been turned off for nonpayment, do they then loss their access to the 911 system?

ASSEMBLYMAN MAZUR: Well, they can go over to their neighbor or out to their pay phone.

ASSEMBLYWOMAN DONOVAN: But if there's no way to connect it directly--

MR. DEPAOLA: NO.

ASSEMBLYWOMAN DONOVAN: So, they lose their access.

MR. DEPAOLA: Right.

ASSEMBLYMAN MAZUR: What was the answer? Would they still be on the data base?

MR. DEPAOLA: Well, they'd still be on the data base, but if their phone was disconnected for nonpayment, their

phone wouldn't be working, and they'd have to go next door.

ASSEMBLYWOMAN DONOVAN: How long would they remain in the data base? Indefinitely?

MR. DEPAOLA: Indefinitely, or until something happened to that particular number or customer.

ASSEMBLYWOMAN DONOVAN: Okay.

MR. PAGANO: Mr. Chairman?

ASSEMBLYMAN MAZUR: Yes, Commissioner.

MR. PAGANO: Just a question concerning large customer-owned PBXs or areas where they have a lot of lines going in there. Is there any way to use 911 to determine the location where the calls are originating from?

MR. DEPAOLA: Well, that is a current problem. Initially, we would know when they first set up. But, with advances in technology, it's now possible for the customer or the owner of that PBX, or whatever, to change the location of a particular phone number without ever telling us. And there's nothing we can do about it.

What we can do, or what Enhance 911 does provide, is that you can put up a warning on the screen that says that this is a PBX location, and it'll flash at you, so that the attendant knows that he has to ask specifically for the location. And I know other companies, or other states, require a little sticker to be put on those phones that say you must identify your location. But other than that, there's really no way we would know where it was.

MR. PAGANO: One thing further. On their one button transfer, is that A and I information passed along? How would that be?

MR. DEPAOLA: Yes.

MR. PAGANO: It is passed along?

MR. DEPAOLA: If they have a terminal that would receive it, you know, you would need your display.

ASSEMBLYWOMAN DONOVAN: I don't even know what you just asked.

MR. PAGANO: Is it A and I as well?

MR. DEPAOLA: It could be. If they have the terminal, all the information would go.

MR. COTRONEO: The further on the captain's-- A CENTREX, which might have a main number, might have a hundred extension numbers, which you can dial direct too. Would the extension number come up on the A and I, or would the main number come up on the A and I?

MR. DEPAOLA: I think you get both on that. But again, you can change those numbers, the location of those numbers, and I think right now--

MR. COTRONEO: On the CENTREX system?

MR. DEPAOLA: The newest features allow you to do that. And I think we're presently working on how to handle that. It's the same problem with the PBX.

MR. COTRONEO: How about call forwarding in a private home?

MR. DEPAOLA: When somebody has their calls forwarded somewhere else? You can still use your phone. I mean, that doesn't stop you from picking up your phone and dialing.

MR. COTRONEO: It doesn't change any kind of receiving of the A and I? In other words, if I had my phone calls forwarded at the next block over at a friend of mine's house and I made a call from his house, or he makes a call from his house, my phone isn't actually involved in it. My number wouldn't be involved in it?

MR. DEPAOLA: No. From his house there's no effect and if you were home and you had a call forwarding, you could still make your calls and that would be fine.

MR. COPELAND: What happens on the new cellular phones?

MR. DEPAOLA: Well, that's also a problem. Their equipment isn't designed to give us a number, a phone number, or a location. Right now, they're working on just trying to figure out how to get a call from one of their people into the 911 system.

MR. COPELAND: Would it go in?

MR. DEPAOLA: If they dial 911? That's strictly up to their switching equipment, not ours. All right? Normally, I'm not too familiar with it, but they usually set up, if they're interested in doing it at all, for that kind of a call to come in and be forwarded to a particular location, and they will usually arrange with a particular answering point that exists to take their calls in a particular cell.

That's one of the problems that would have to be dealt with for statewide 911. I guess it's some sort of a requirement that this set up is to be done.

MR. KIRKWOOD: The gentleman in the back here seems to have some information to add to that.

FROM AUDIENCE: In some cases when a cellular customer dials 911 he gets through to an operator. The telephone company--

ASSEMBLYMAN MAZUR: Would you please come up here? Are you Mr. Paolini by any chance?

FROM AUDIENCE: No.

MR. DEPAOLA: But again, that depends upon how the mobile phone system is set up. It's not really on our equipment.

CLIFF RADZIEWICZ: My name is Cliff Radziewicz. I'm the Director of Central Office Services for New Jersey Bell. I do have some experience with cellular companies. And in my brief experience, I do remember the issue of 911 coming up and as John mentioned, it is strictly up to the mobile company to make arrangements with the local telephone company as to how 911 calls are treated. And, in some cases, arrangements have been made where a 911 just goes to an operator. That's probably the simplest way to do it.

MR. KIRKWOOD: Is it then up to the operator to sort out what happens to that call from then on?

MR. RADZIEWICZ: Yes, as any person calling that's having an emergency by dialing zero, would do today.

ASSEMBLYMAN MAZUR: It just doesn't work all the time.

MR. RADZIEWICZ: That's right.

ASSEMBLYMAN MAZUR: Thank you very much for your testimony. Once again, before we adjourn -- yes?

T H O M A S E M M O N S: Good evening, ladies and gentlemen. My name is Thomas Emmons. I'm Chief of Communications in the Monmouth County Police Radio System, and past President of the Atlantic Chapter of APSCO, which is the Associated Public Safety Communications Officers, Incorporated. Presently, I am serving as National Executive Committeemen for the Chapter, the Atlantic Chapter, which covers New Jersey, New York, and the New England states.

I'm very much in favor of Enhance 911. Probably as seen by the demonstration today by New Jersey Bell, basic 911 has many problems related through coverage and diversity throughout the State. The issue of the public safety answering point really shouldn't concern the dispatch function. Nine-one-one-E, as it's designed, is to enable you to go to a telephone, dial the digits 911, and receive a public safety answering point in a certain location to answer the phone. Vital emergency information, and how that emergency information is handled, is basically irrelevant to 911.

Nine-one-one does not fail because the operator, dispatcher, police officer, nurse, or whoever, fails to take the information correctly. Nine-one-one is a success when the citizen dials 911 and the appropriate PASP answers the phone.

Home rule in the State of New Jersey has resulted in each little agency wanting to do its own little thing. They have the right to do it, and I'm totally in favor of it. The issue of should each county have a dispatch or a 911 PASP solely in the State of New Jersey, I think is totally absurd.

The question about service is also somewhat irrelevant. A public service answering point will answer that particular dialed 911 that he called, whether the police department is part-time, full-time, or whatever. A public service answering point should answer the phone. How that call is handled and what agency it goes to, is basically irrelevant.

We're all gathered here in a town. To be honest with you, I don't even know if I know what the town's name is. But I guarantee you one thing, probably not one of you can tell me what number to dial for police service. What number can you dial for fire service? If there was a fire right now, what would you do? Don't run out to your car and dial 911 on your cellular phone, but what would you do? Dial 911? Is there a service here? Would a New Jersey Bell operator get it? What will the operator say? -- "What town are you calling from?" A true incident happened in relationship to municipalities. An example may be the Town of Washington. How many are there? Various locations are confusing too, such as Locust, New Jersey. Anybody know where Locust is? That's in Middletown Township. Scobeyville, that's in Colts Neck Township. Little names that-- Townships have a lot of different names. There's one township, Ocean Township, New Jersey, and guess what? There are two Ocean Townships, in New Jersey. In Ocean Township, New Jersey, Monmouth County, you have Wanamassa, you have Ocean, you have Oakhurst. All different mailing addresses.

So, locations are good if you have a public safety answering point, and you have a telephone. And when you dial that particular 911 call, it goes to a dedicated public safety answering point for that particular phone in that particular area. That's what this is all about.

Today, if you dial 911 in some areas, an operator will get the call. It's a delay. The operator has got to figure out where you are. Well, in relating to some of the dispatch functions that I've seen over my years as chief of the

department since 1975, I saw one call that came for Millstone. An operator handled the call and transferred it to us. It just so happened, we had just dispatched the Millstone Township Fire Company, which just so happened to be the Clarksburg Fire Company. The dispatcher got the call and a phone number, and dispatched the fire department. But, where was the call? Well, the call was for Millstone Township, and I don't remember so I'll reminisce, but it was either East Millstone in North Jersey, or Millstone Township -- Millstone Borough rather -- in North Jersey, and as it turned out, the Fire Department that he wanted was in Franklin Township, because they were the ones who had contract services for the other municipalities. But, Monmouth County got the call because the operator thought on her emergency list that Millstone was in Millstone Township, and the Fire Department number for that was here.

So, you can see that 911E when you dial it, is programed to go to a specific PASP. That specific PASP is designed to provide services for that specific area, whatever those services may be. The operator has to be trained to know if it's a police service, a fire service, an ambulance service, or all three. Or possibly, even a wrecker.

In Monmouth County right now, or the last time I looked, there were 53 different public safety phone numbers. There are 53 different municipalities. Well, some of them have three different phone numbers. Some of them don't have any phone numbers. Well, actually, they have the State Police, or whatever. It's a real strange situation.

New Jersey needs 911 and there are many reasons for it. The major reason is the amount of confusion or the amount of numbers. If you are a tourist and you are traveling and you get into a phone booth to dial an operator to see where you are, well, there's a Burger King on the corner. That operator is suppose to know where you are. Well, the street says Throckmorton Avenue. We'll take that national telephone

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directory the individual was referring to previously about the telephones and the addresses, and look up that specific address, Throckmorton Street. Wow! Thirteen different municipalities have a Throckmorton Street, or should I say, Main Street? Or should I say Broad Street? Let's talk about Burger King, or a pizza parlor. I must have 13 pizza parlors in my town.

The problem I see with present services is that the stranger does not know how to get it, and it's a hell of a nervous mess. When you see somebody who's desperately injured and needs help, and you're not a trained first aider, but you're trying to get help, what is it all about? Nine-one-one-E provides fast help.

I wasn't prepared to testify here because I wanted to bring the board some specific statistics. However, due to the lack of overwhelming testimonies, I decided I should offer you at least a little of my opinions. Thank you for your time.

ASSEMBLYMAN NAZUR: Thank you. Do any other members have questions? (No Response) Thank you very much, Mr. Emmons.

MR. EMMONS: You're welcome.

ASSEMBLYMAN MAZUR: If there are no other witnesses, and nobody wants to add anything, well, it's been two hours since we started. Oh, yes, we want to put out one little interesting fact, and that is that four Congressmen have gotten together and introduced a resolution in Congress, in the House of Representatives, designating September 11 as 911 Emergency Number Day. So, tomorrow is 911 Day.

We will have, two weeks from tonight, a hearing in Trenton in the State House Annex, Room 424. Two weeks after that there will be a hearing in Paterson City Hall, and the local meeting will be at seven p.m.

Thank you very much for coming, and good night.

(HEARING CONCLUDED)