
A BILL FOR AN ACT

MAKING AN APPROPRIATION FOR DEVELOPMENT OF A NON-EMERGENCY
REPORTING SYSTEM, KNOWN AS 3-1-1.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The Honolulu police department operates the
2 9-1-1 emergency phone system for Oahu, which handles over one
3 million calls annually, including calls for police, ambulance,
4 and fire. The 9-1-1 system handles all calls for emergency
5 services, as well as non-emergency calls (estimated at sixty-
6 five to seventy-five per cent of all 9-1-1 calls). Examples of
7 non-emergency calls received by the 9-1-1 system include
8 abandoned vehicles, noise, and animal complaints.

9 The legislature finds that non-emergency calls to the 9-1-1
10 system challenge the limited resources of the Honolulu police
11 department's communications division causing staffing shortages
12 and equipment failures. Additionally, the volume of calls to
13 the 9-1-1 system is expected to rise with the increase in the
14 island's population and the growing prevalence of cellular
15 phones.



1 Non-emergency calls frequently overwhelm available 9-1-1
2 operators, resulting in a backlog of emergency 9-1-1 calls
3 awaiting dispatch to the appropriate emergency personnel.

4 The Honolulu police department is currently developing a
5 non-emergency report system, known as 3-1-1, to relieve the
6 9-1-1 system of non-emergency phone calls. The legislature
7 further finds that a 3-1-1 report system is necessary to protect
8 the public health, safety, and welfare.

9 The purpose of this Act is to provide a grant-in-aid
10 appropriation to the Honolulu police department to develop a
11 non-emergency 3-1-1 report system.

12 SECTION 2. There is appropriated out of the general
13 revenues of the State of Hawaii the sum of \$, or so
14 much thereof as may be necessary for fiscal year 2006-2007, for
15 a grant-in-aid to the Honolulu police department for the
16 development of a non-emergency reporting system, known as 3-1-1,
17 that includes:

18 (1) A 3-1-1 call section to receive non-emergency phone
19 requests for assistance;

20 (2) A Honolulu police department internet web site to
21 provide an on-line form to be filled out by the
22 public;



- 1 (3) District station police personnel to handle phone-in
- 2 and walk-in requests for non-emergency services;
- 3 (4) Improved 9-1-1 and 3-1-1 information in telephone
- 4 directories to instruct the public on usage of the
- 5 phone systems; and
- 6 (5) An educational program on 3-1-1 non-emergency
- 7 reporting.

8 The 3-1-1 reporting system shall also include a plan for
 9 levying a surcharge by the city and county of Honolulu that
 10 shall be assessed on every 3-1-1 phone line, whether land line
 11 or wireless, to fund the development and operations of the 3-1-1
 12 reporting system. The surcharge shall be collected by the
 13 telephone companies and deposited into a separate account to the
 14 order of the Honolulu police department, communications
 15 division, to be expended strictly for the purposes of this Act.

16 SECTION 3. The sum appropriated shall be expended by the
 17 city and county of Honolulu police department for the purposes
 18 of this Act.

19 SECTION 4. This Act shall take effect on July 1, 2007.
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Report Title:

Appropriation; Non-Emergency Reporting System

Description:

Appropriates funds to the Honolulu police department for the development costs of a 311 non-emergency reporting system.

