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HOUSE JOINT RESOLUTION NO. 215
AMENDMENT IN THE NATURE OF A SUBSTITUTE(Proposed by the House Committee on Rules
on February 11, 1998)

(Patron Prior to Substitute—Delegate Davies)

*Requesting the Virginia State Crime Commission to study the 911 and E911 systems, the *77 service, and the effect of such calls on state and local public safety agencies.*

WHEREAS, the "911" and "E911" systems, and the *77 service play a significant role in the delivery of emergency and public safety services to the citizens of the Commonwealth; and

WHEREAS, dialing "911" can summons emergency help when a quick response is critical; and

WHEREAS, the "E911" system, an advanced telecommunications system designed to gather pertinent information about an emergency call, automatically displays the caller's telephone number and location, and a list of the police, fire, and medical agencies serving the geographical area of the call; and

WHEREAS, the list of such police, fire, and medical agencies facilitates the dispatch of emergency services even more quickly; and

WHEREAS, although the "911" and "E911" systems are intended to report emergencies, a growing number of persons use these systems to notify authorities or request help for non-emergency situations, which has contributed to congested "911" and "E911" telephone lines; and

WHEREAS, the implementation of *77 to enable citizens to report urgent, but non-emergency problems would alleviate the burden on the "911" and "E911" systems, and improve the response time, effectiveness, and efficiency of the systems; and

WHEREAS, the increased use of cellular phones and other technological changes affecting the use of the "911" and "E911" services by citizens of the Commonwealth may ultimately result in an increased economic impact on localities; and

WHEREAS, local governments do not have a dedicated revenue source to fund wireless (cellular) 911 calls and face critical financing issues as technology advances; and

WHEREAS, there is currently no uniform method of delivering wireless 911 calls to public safety agencies in the Commonwealth; and

WHEREAS, changing technology requires public safety agencies to re-evaluate the means of delivering the services that are requested of them by citizens who call 911, E911, and *77; now, therefore, be it

RESOLVED by the House of Delegates, the Senate concurring, That the Virginia State Crime Commission be requested to study the 911 and E911 systems, the *77 service, and the effect of such calls on state and local public safety agencies. The Commission shall determine (i) which jurisdictions in the Commonwealth do not have wireless 911 services and what actions are necessary to provide such service in those jurisdictions; (ii) the impact of federal regulations in the Federal Communications Commission docket order 94-102 on localities; (iii) the impact of wireless 911 services on the Department of State Police; (iv) the management of wireless 911 calls in other states; and (v) the current volume of 911, E911, *77, and wireless 911 calls in the Commonwealth and the projected volume through the year 2005.

The Commission shall recommend (i) how to improve the 911 and E911 systems, and ways to promote the use of *77 among citizens for non-emergency services, (ii) how to provide wireless 911 services in jurisdictions that do not have such service, (iii) ways to mitigate the economic impact on localities of complying with the Federal Communications Commission docket order 94-102, and (iv) how to manage any increased responsibility that the Department of State Police may incur due to an increase in the volume of 911, E911, and *77 calls.

The Crime Commission shall consult with the Department of State Police, the State Corporation Commission, and the Office of the Attorney General in conducting this study.

The Crime Commission shall complete its work in time to submit its findings and recommendations to the Governor and the 2000 Session of the General Assembly as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents.

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