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# 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 which are estimated at  
6 sixty-five to seventy-five per cent of all 9-1-1 calls.

7 Examples of non-emergency calls received by the 9-1-1 system  
8 include 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 of Oahu's  
14 population and the growing prevalence of cellular phones.

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



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

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

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

- 15           (1) A 3-1-1 call section to receive non-emergency phone  
16 requests for assistance;
- 17           (2) A Honolulu police department web site to provide an  
18 on-line form to be filled out by the public;
- 19           (3) District station police personnel to handle phone-in  
20 and walk-in requests for non-emergency services;

1 (4) Improved 9-1-1 and 3-1-1 information in telephone  
2 directories to instruct the public on usage of the  
3 phone systems; and

4 (5) An educational program on 3-1-1 non-emergency  
5 reporting.

6 SECTION 3. The sum appropriated shall be expended by the  
7 city and county of Honolulu for the purposes of this Act.

8 SECTION 4. This Act shall take effect on July 1, 2006.

**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.

(SD1)

