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# 311 for Nonemergency Call Systems: Stretching Police Budgets and Services

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# COPS

COMMUNITY ORIENTED POLICING SERVICES  
U.S. DEPARTMENT OF JUSTICE

## *Pre-311 Environment*

**1996 - Estimated 50 to 90% of all 911 calls made in the U.S. were not emergencies** (U.S. News and World Report, "This is 911. Please Hold." 06/17/1996, p. 34)

*Brief list of nonemergency call types:*

- ❖ *Loud noise - Loitering - Illegal Parking*
- ❖ *Crimes not-in-progress*
- ❖ *What is the police 7-digit nonemergency number?*
- ❖ *Confusion / frustration - "Who do I call to solve my problem?"*
  
- ❖ *"How long do I cook a turkey?"*
- ❖ *"How do we get to Disneyland?"*
- ❖ *"What time is it?"*
- ❖ *911 abuse (pranks)*



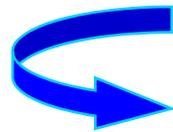


## *COPS Office and 311: Responding to a Need*



COPS Office Mission: *Advance Community Policing*

Nonemergency Calls Flooding 911 Systems



Cycle of Reactive Policing, Delayed Emergency Response, Less Time to Engage in Community Policing Activities:

- ❖ Crime Prevention
- ❖ Partnership Development
- ❖ Citizen Interaction and Relationship Building
- ❖ Proactive Problem Solving



## *Nonemergency Calling Alternative Sought*



1996 – President, U.S. Attorney General, COPS Office, responding to national public safety problem, request FCC to reserve 3-digit (n-11) police nonemergency number to alleviate non-emergency 911 calls

1997 – FCC designates “311” as national toll-free number for use in police nonemergency calls



## *COPS Office 311 Resources*

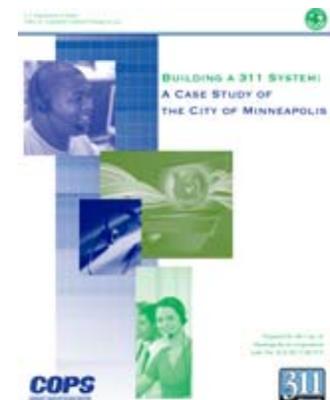
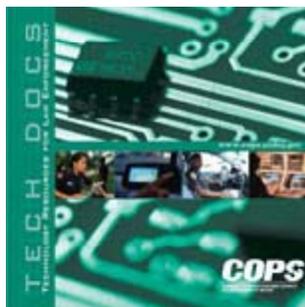
COPS Office awarded more than **\$5 million\*** in funding to establish 311 nonemergency systems in **12 jurisdictions:**

Austin (TX)	Houston (TX )
Baltimore (MD)	Los Angeles (CA)
Birmingham (AL)	Miami (FL)
Charlotte-Mecklenburg (NC)	Minneapolis (MN)
Columbus (OH)	Orange County (FL)
Dukes County (MA)	Rochester (NY)

Funded case studies / evaluations to benefit others.

*Why reinvent the wheel?*

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## *How 311 can benefit police*

*Brief list of benefits, many aiding resource allocation and fiscal health:*

- ❖ Helps stop cycle of reactive policing
- ❖ Increases availability of police for emergency response
- ❖ Increased reporting of precursors to crime (e.g, environmental (abandoned car, streetlight outage), social (loitering))
- ❖ Data source for crime, problem, and intelligence analysis
- ❖ Supports disaster response and recovery efforts
- ❖ Serves as a communication bridge, helping build relationships between police and citizens, and creating a platform for solving problems – *supports community policing!*
- ❖ *And many more...*



## *Workshop Presenters*

### Workshop Presenters:

- ❖ Cory Fleming – Project Director, International City/County Management Association (ICMA)
- ❖ Executive Deputy Chief George Markert – Rochester (NY) Police Department
- ❖ Lieutenant Michael Lesniak – Rochester (NY) Police Department
- ❖ Don Stickney – Director, Minneapolis (MN) 311



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## *Contact Information*

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