



POLICE DEPARTMENT
COMMUNICATIONS DIVISION

CITY OF SAN JOSE, CALIFORNIA

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October 8, 1996

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

Secretary
Federal Communications Commission
1919 M Street, N.W. Room 222
Washington, D.C. 20554

Re: FCC Docket 92-105

Dear Sir or Madam:

The San Jose Police Department would like to express its strong support for a nationwide three-digit non-emergency telephone code. More than half of the total calls received in our communications center are non-emergency in nature. A 3-digit non-emergency number would streamline our call processing operations, as well as provide a more efficient service to our community by reducing officer response times.

Providing the community with an easy to use non-emergency number, will significantly reduce the impact on 9-1-1, and will allow calltakers more time to process emergency calls. Our department currently uses and promotes a 7 digit number for handling non-emergency calls, and finds the citizens prefer to use a non-emergency number; however, the number is cumbersome and is not easily remembered.

In the State of California, the cellular call volume has increased significantly in recent years, and will continue to rise with the installation of Personal Communications Systems--due to go on-line in the second quarter of 1997. With a non-emergency number that is easy to use and remember, citizens will be more inclined to use a 3 digit number in place of calling 9-1-1 to report non-emergency activity.

Currently, our Communications Division is working with our State 9-1-1 Program and the four largest Police Departments in California in evaluating the need for a nationwide, or at the least, a statewide non-emergency telephone system. Although no decisions have been made at the state level, I am encouraging the study and support of the 3-digit non-emergency number.

I appreciate and request your favorable consideration in this very important issue.

Sincerely

LOUIS COBARRUVIAZ
Chief of Police

cc: Georgiana Flaherty, City Manager's Office

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