

Pacific Co., WA is a small rural county with one county-wide PSAP. The PSAP was called 800+ times by one mentally ill caller with a non-initialized cell phone over the course of approximately one month in 2007. In each case, public safety personnel were dispatched. This effectively disabled one call taking/dispatch position as well as having a significant impact on emergency response resources. It is essential that the law change to disallow the use of non-initialized phones to dial 911. The initial effort to deploy non-initialized cell phones to victims of domestic violence was fair in it's time, however at this time, cell phone saturation is such that that practice should be reconsidered and from the perspective of Pacific County, WA, stopped.