

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3-24-08 PSAP: Bloomfield PD Name: Roy
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0956

Number of suspected calls received from suspected single caller: 1 ALT# (911) 559-9790

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information, or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci-east-hartford.ct.us

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Date: 3-24-08 PSAP: Bloomfield PD Name: Roy
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1159

Number of suspected calls received from suspected single caller: 1 ALT# (911) 130-8278

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No ___		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 20 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3 28 2008 PSAP: Shonfeld PD Name: Spiley 161
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 19:34

Number of suspected calls received from suspected single caller: 1 ALT# 911 055 5370

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Date: 3/28/2008 PSAP: Hamford PA Name: Jiles 101
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 19:35

Number of suspected calls received from suspected single caller: 1 ALT# 911 005 5537

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 3/29/08 PSAP: BLOOMFIELD PO Name: WHITE 145
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1313

Number of suspected calls received from suspected single caller: 4 ALT# 911-693-7884

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 SECONDS

How much time (approximate) did emergency service providers spend on the call(s)? Ø

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

HANG UP

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Date: 3/29/2008 PSAP: BLOOMFIELD PD Name: WHITE 145
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1312

Number of suspected calls received from suspected single caller: 3 ALT# 911-693-7884

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes <input checked="" type="checkbox"/> No ___	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 SEC

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

HRNG-UP

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Date: 3/29/2008 PSAP: BLOOMFIELD PD Name: WHITE 145
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 13:09

Number of suspected calls received from suspected single caller: 2 ALT# 911 693-7884

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Prank call?	Yes <input checked="" type="checkbox"/> No ___	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No ___	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 30 SEC

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

A VOICE MIMICKING A CHILD'S STATED "MOMMY, I CALLED 911"

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Date: 3/29/08 PSAP: BLOOMFIELD PD Name: WHITE 145
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 10:49

Number of suspected calls received from suspected single caller: 1 ALT# 911-085-5314

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No ___	(If yes, please explain: <u>SAW PD PHONE ON HCC CALL LOG</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 60 SEC

How much time (approximate) did emergency service providers spend on the call(s)? Ø

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/29/2008 PSAP: BLOOMFIELD PD Name: WHITE 145
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 10:08

Number of suspected calls received from suspected single caller: 1 ALT# 911 623-7250

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Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No ___	(If yes, please explain: <u>ASKED FOR PASSWORD TO PHONE</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 SECONDS

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3-31-08 PSAP: Bloomfield PD Name: Roy
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1434

Number of suspected calls received from suspected single caller: 1 ALT# 911-080-3340

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/31/2008 PSAP: BLOCHFIELD PD Name: WHITE, B
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2200

Number of suspected calls received from suspected single caller: 1 ALT# 911-342-6380

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No ___		
Other?	Yes ___ No ___ (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 30 SECONDS

How much time (approximate) did emergency service providers spend on the call(s)? Ø

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3-31-08 PSAP: Bloomfield PD Name: White, B
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 22:31

Number of suspected calls received from suspected single caller: 1 ALT# 911 128 2078

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes ___ No <input checked="" type="checkbox"/>
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No ___	(If yes, please explain: <u>NO RESPONSE</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 seconds

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4-1-08 PSAP: Bloomfield PD Name: Millkeny
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 07:45

Number of suspected calls received from suspected single caller: 1 ALT# (911) 346-2700

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

NO RESPONSE FROM CALLER WHO ANSWERED RING-HANG UP

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 MIN

How much time (approximate) did emergency service providers spend on the call(s)? -

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

OPEN LINE - HANG UP - NO REQUEST FOR HELP

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/1/08 PSAP: Bloomfield Police Name: Gommes #156
(Where call received) (Call maker)

Time or period of time that individual or related call(s) were received: 2016 hours

Number of suspected calls received from suspected single caller: 2 ALT# 911-839-9070

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>	Other? Yes ___ No <input checked="" type="checkbox"/> (If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 seconds

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

ALT sends this is a duplicate call.

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Fax: 860-610-6294 Email: jvaunais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/08 PSAP: Blomfield Name: Salley Hol
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 03:34

Number of suspected calls received from suspected single caller: 1 ALT# 911 128 2078

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:
Threatening in nature? Yes ___ No X Bogus calls for help? Yes ___ No X
Prank call? Yes ___ No X Hang up(s)? Yes ___ No X
Accidental dial? Yes X No ___
Other? Yes ___ No X (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1:25

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)
N/A

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Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: April 2008 PSAP: Bloomfield Name: Sally Keel
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 00:35

Number of suspected calls received from suspected single caller: 1 ALT# 911 128 2078

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:
Threatening in nature? Yes ___ No X Bogus calls for help? Yes ___ No X
Prank call? Yes ___ No X Hang up(s)? Yes X No ___
Accidental dial? Yes ___ No X
Other? Yes ___ No X (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 0:10

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)
N/A

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: April 04 2008 PSAP: Bloomfield Name: J. J. Kelly 1601
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 21:57

Number of suspected calls received from suspected single caller: 1 ALT# 911 137 3680

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Other? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1:10

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 4-05-08 PSAP: Plainfield Name: Spiley 161
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 18:11

Number of suspected calls received from suspected single caller: 1 ALT# 911 503 1090

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <u>X</u>	Bogus calls for help?	Yes ___ No <u>X</u>
Prank call?	Yes ___ No <u>X</u>	Hang up(s)?	Yes <u>X</u> No ___
Accidental dial?	Yes ___ No <u>X</u>		
Other?	Yes ___ No <u>X</u>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? :10

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

[Signature]

Fax or email all information to:
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Fax: 860-610-6294 Email: jvannais@ci.cast-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 04 11 08 PSAP: Bloomfield Name: Jailly 161
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 21:47

Number of suspected calls received from suspected single caller: 1 ALT# 911 043 8303

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <u>/</u>	Bogus calls for help?	Yes ___ No <u>X</u>
Prank call?	Yes ___ No <u>/</u>	Hang up(s)?	Yes <u>X</u> No ___
Accidental dial?	Yes ___ No <u>/</u>		
Other?	Yes ___ No <u>/</u>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? :10

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

Fax or email all information to:
Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
Fax: 860-610-6294 Email: jvannais@ci.east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/12/2008 PSAP: BLOOMFIELD PD Name: WHITE 195
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 11:15

Number of suspected calls received from suspected single caller: 1 ALT# 911-964-7130

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 5 SECONDS

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4-13-08 PSAP: Bloomfield Name: Roy
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1146

Number of suspected calls received from suspected single caller: 2 ALT# (911) 238-1050

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4-14-08 PSAP: Bloomfield Name: Sally 161
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 23:42

Number of suspected calls received from suspected single caller: 2 ALT# 911 188 6300

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:
Threatening in nature? Yes ___ No ✓ Bogus calls for help? Yes ___ No ✓
Prank call? Yes ___ No ✓ Hang up(s)? Yes ✓ No ___
Accidental dial? Yes ___ No ___
Other? Yes ___ No ___ (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? :20

How much time (approximate) did emergency service providers spend on the call(s)? np

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4-16-08 PSAP: Bloomfield Name: Roy #31
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1335

Number of suspected calls received from suspected single caller: 2 ALT# (911) 023-6146

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature? Yes ___ No Bogus calls for help? Yes ___ No
Prank call? Yes ___ No Hang up(s)? Yes No ___
Accidental dial? Yes ___ No
Other? Yes ___ No (If yes, please explain: _____)

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 Sec

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/17/08 PSAP: Dloom Field Name: Disp. Gampfer
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1509 hours

Number of suspected calls received from suspected single caller: 1 ALT# (911) 151-3629

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes ___ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes ___ No <input checked="" type="checkbox"/>
Prank call?	Yes ___ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No ___
Accidental dial?	Yes ___ No <input checked="" type="checkbox"/>		
Other?	Yes ___ No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 seconds

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Use March 15, 2008 through April 30, 2008

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Date: 4/16/2008 PSAP: BLOOMFIELD PD Name: WHITE, JAS
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1941

Number of suspected calls received from suspected single caller: 1 ALT# 911 614-9175

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were **not legitimate calls** for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 seconds

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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