

Programs Across the United States That Aid Motorists in the Reporting of Impaired Drivers to Law Enforcement

Technical Report Documentation Page

1. Report No.	2. Government Accession No.	3. Recipient's Catalog No.	
4. Title and Subtitle Programs Across the United States That Aid Motorists in the Reporting of Impaired Drivers to Law Enforcement		5. Report Date March 2007	
		6. Performing Organization Code	
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9. Performing Organization Name and Address Southern California Research Institute 11914 West Washington Blvd. Los Angeles, California 90066		10. Work Unit No. (TRAIS)	
		11. Contract or Grant No. DTNH22-04-H-05087	
12. Sponsoring Agency Name and Address DOT/National Highway Traffic Safety Administration Office of Behavioral Safety Research NTI-131, Room 5119 400 Seventh Street SW. Washington, DC 20590		13. Type of Report and Period Covered Final Report	
		14. Sponsoring Agency Code	
15. Supplementary Notes Amy Berning and Christine Sicinski served as the project Contracting Officer's Technical Representatives.			
16. Abstract The objective of this project was to identify States that use a statewide cellular drunk driving reporting program which provide free airtime and allow motorists with cell phones to dial a special number (such as *DUI) to report suspected drunk drivers. Through contacts at the National Highway Traffic Safety Administration Regional Offices and State Highway Safety Offices, researchers identified the entity in each State and United States territory most likely to be able to discuss cellular-telephone-based reporting of impaired drivers. Each person was then contacted via telephone and was asked to provide information regarding the program. Although the information received from States was not always complete, we learned that 6 States have dedicated programs to report DWI drivers, and 45 reported "911" or general emergency programs that can be used to report DWI drivers. In most cases, calls to report DWI drivers made from cellular phones are routed to the appropriate law enforcement agency regardless of whether the reporting individual dialed a dedicated number or 911. Both dedicated DWI and 911-type programs may serve equally well in reporting DWI drivers.			
17. Key Words cellular reporting; DWI; DUI	18. Distribution Statement This report is available from the National Highway Traffic Safety Administration at www.nhtsa.dot.gov ; it is also available through the National Technical Information Service at www.ntis.gov		
19 Security Classif. (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21 No. of Pages	22. Price

Executive Summary

Many States and local jurisdictions have cellular reporting programs to aid drivers in the reporting of impaired drivers, but no study has systematically examined the frequency or use of such programs. The objective of this project was to identify States that use statewide cellular drunk driving reporting programs that provide free airtime and allow motorists with cell phones to dial a special number (such as **DUI*) to report suspected drunk drivers.

Through contacts at the National Highway Traffic Safety Administration (NHTSA) Regional Offices and State Highway Safety Offices, researchers identified the entity in each State and United States territory most likely to be able to discuss cellular-telephone-based reporting of impaired drivers. Each person was then contacted via telephone and was asked to provide information regarding the program.

Although the information received from States was not always complete, we learned that 6 States have dedicated programs to report DWI drivers, and 45 reported “911” or general emergency programs that can be used to report DWI drivers. In most cases, calls to report DWI drivers made from cellular phones are routed to the appropriate law enforcement agency regardless of whether the reporting individual dialed a dedicated number or 911. Both dedicated DWI and 911-type programs may serve equally well in reporting DWI drivers.

These findings are consistent with NHTSA’s Office of Emergency Medical Services’ cellular 911 program encouraging a single point of phone contact for all roadway emergencies. NHTSA encourages the reporting of suspected impaired driving as an emergency matter.

Table of Contents

Executive Summary	v
Table of Contents	vii
List of Tables	ix
Background	1
Methods	2
Results	2
Alabama	5
Alaska	5
American Samoa	5
Arizona	6
Arkansas	7
California	8
Colorado	9
Connecticut	10
Delaware	11
District of Columbia	12
Florida	13
Georgia	14
Guam	14
Hawaii	15
Idaho	16
Illinois	18
Indian Nations	19
Indiana	19
Iowa	20
Kansas	21
Kentucky	22
Louisiana	23
Maine	24
Maryland	25
Massachusetts	26
Michigan	27
Minnesota	28
Mississippi	29
Missouri	30
Montana	31
Nebraska	32
Nevada	33
New Hampshire	34
New Jersey	35

New Mexico.....	36
New York.....	37
North Carolina	37
North Dakota.....	38
Northern Mariana Islands	38
Ohio.....	39
Oklahoma.....	40
Oregon.....	41
Pennsylvania	42
Puerto Rico.....	42
Rhode Island	43
South Carolina	44
South Dakota.....	45
Tennessee.....	45
Texas	46
Utah.....	47
Vermont	47
Virgin Islands.....	48
Virginia	48
Washington	49
West Virginia.....	50
Wisconsin.....	51
Wyoming.....	52

List of Tables

Table 1. Results Summary.....	3
Table 2. Program details for Alabama, Alaska, American Samoa, Arizona, Arkansas, and California	53
Table 3. Program Details for Colorado, Connecticut, Delaware, District of Columbia, Florida, And Georgia.....	54
Table 4. Program Details for Guam, Hawaii, Idaho, Illinois, Indian Nations, And Indiana.....	55
Table 5. Program Details for Iowa, Kansas, Kentucky, Louisiana, Maine, and Maryland.....	56
Table 6. Program Details for Massachusetts, Michigan, Minnesota, Mississippi, Missouri, and Montana.....	57
Table 7. Program Details for Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, and New York.....	58
Table 8. Program Details for North Carolina, North Dakota, Northern Mariana Islands, Ohio, Oklahoma, and Oregon.....	59
Table 9. Program Details for Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, and Tennessee.....	60
Table 10. Program Details for Texas, Utah, Vermont, Virgin Islands, Virginia, and Washington.....	61
Table 11. Program Details for West Virginia, Wisconsin, and Wyoming.....	62

Background

Many States and local jurisdictions have cellular reporting programs to aid drivers in the reporting of impaired drivers, but no study has systematically examined the frequency or use of such programs.

In a 1990¹ report examining the DWI enforcement program in Boise, Idaho, Lacey et al. discussed the city's "Report Every Drunk Driver Immediately (REDDI)" program. In this program, the police department sent letters to the registered owners of the reported vehicles and encouraged responsible behavior.

In 1989, the National Transportation Safety Board (NTSB) included "Citizens' Reporting" programs in its recommendations to the States² and in a 1984 report³ noted that these types of programs had resulted in over 7,000 DWI arrests.

In 2005, Congress directed NHTSA to:

Judicial and Prosecutorial Awareness- The Committee has provided \$1,500,000 for Judicial and Prosecutorial Awareness to expedite the detection, identification and tracking of hard core drunk drivers. The Committee is aware that one of the major factors in alcohol-related crashes is the number of habitual drunk drivers involved in alcohol-related traffic crashes. The Committee directs NHTSA to work with State and local law enforcement officials, judges, prosecutors and parole officers to assist them in developing strategies that specifically target the removal of habitual drunk drivers from the road. The Committee directs NHTSA to provide a report to the House and Senate Committees on Appropriations by June 1, 2005, on the strategies developed to measure the effectiveness of this program and NHTSA's plan to carry it out. **The report shall also include a detailed study of the effectiveness and the costs related to the implementation of a Statewide cellular drunk driving reporting program that provides free air time and allows motorists with a cell phone to dial a special number [*DUI] to report drunk drivers. The Committee is aware that at least three States are currently providing this service to motorists.** The Committee also directs NHTSA to look at the effectiveness of other innovative techniques employed by States to discourage repeat offenders from drinking while driving."⁴ (Emphasis added.)

¹ Lacey, J. H., Marchetti, L. M., Stewart, J. R., Murphy, P. V., and Jones, R. K. (1990). Combining enforcement and public information to deter DWI: The experience in three communities. Washington, DC: National Highway Traffic Safety Administration.

² Kostad, J. L. (1989). NTSB Safety Recommendations H-89-8 through -14. Retrieved August 9, 2006, from the National Transportation Safety Board Web site: <http://www.nts.gov/recs/letters/1989/h89%5F8%5F14.pdf>

³ National Transportation Safety Board (1984, April 3). Deterrence of drunk driving: The role of sobriety checkpoints and administrative license revocations. Retrieved August 9, 2006, from <http://www.nts.gov/publictn/1984/SS8401.htm>

⁴Transportation, Treasury and General Government Appropriations Bill, 2005. Senate Report No. 108-342 (2004). Retrieved August 9, 2006, from http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=108_cong_reports&docid=f:sr342.108.pdf

The objective of the project was to identify States that use a statewide cellular drunk driving reporting program which provide free airtime and allow motorists with a cell phone to dial a special number (such as **DUI*) to report suspected drunk drivers.

Methods

Through contacts at the NHTSA Regional Offices and through State Highway Safety Offices, researchers identified the entity in each State and United States territory most likely to be able to discuss cellular telephone-based reporting of impaired drivers. Each person was then contacted via telephone and was asked to provide information on:

- Type of program
- Program name
- Program housed
- Program began
- Reason for initiation
- How does the program operate
- Phone number used
- How is program announced or promoted
- Is funding required
- Has any evaluation been conducted
- Some problems with program
- Additional information
- Contact information

Results

The researchers were not able to obtain complete data from all the States, and in a few cases, no information regarding a cellular reporting program was obtained. The available information is available in the Appendix.

Summary and Conclusions

Of 57 States and Territories, we did not receive information from two States and two Territories. Of the remaining 53 States or Territories, 1 reported not applicable data, 1 reported no program at all, 6 reported dedicated programs to report DWI drivers, and 45 reported 911 or general emergency programs that can be used to report DWI drivers. A summary of the results is shown in Table 1.

Table 1. Results Summary.

State	No Information	Not Applicable	No Program	911 or General Emergency Program	DWI Dedicated Program
Alabama				•	
Alaska	•				
American Samoa	•				
Arizona				•	
Arkansas				•	
California				•	
Colorado				•	
Connecticut				•	
Delaware				•	
District of Columbia				•	
Florida				•	
Georgia				•	
Guam				•	
Hawaii				•	
Idaho					•
Illinois				•	
Indian Nations		•			
Indiana				•	
Iowa				•	
Kansas				•	
Kentucky				•	
Louisiana				•	
Maine				•	
Maryland				•	
Massachusetts				•	
Michigan				•	
Minnesota				•	
Mississippi				•	
Missouri				•	
Montana				•	
Nebraska					•
Nevada				•	
New Hampshire				•	
New Jersey				•	
New Mexico					•
New York				•	
North Carolina				•	
North Dakota				•	
Northern Mariana Islands	•				
Ohio					•
Oklahoma				•	
Oregon					•
Pennsylvania				•	
Puerto Rico			•		
Rhode Island				•	
South Carolina				•	
South Dakota				•	
Tennessee	•				

State	No Information	Not Applicable	No Program	911 or General Emergency Program	DWI Dedicated Program
Texas				•	
Utah				•	
Vermont					•
Virgin Islands				•	
Virginia				•	
Washington				•	
West Virginia				•	
Wisconsin				•	
Wyoming				•	
TOTAL	4	1	1	45	6

In most cases, calls to report DWI drivers made from cellular phones are routed to the appropriate law enforcement agency regardless of whether the reporting individuals dialed a dedicated number or 911. Some States with 911-type programs, in fact, reported a high volume of calls involving DWI drivers. In Colorado, for example, a large, but unspecified proportion of the 49,000 calls received per year involve DWI drivers. In Missouri, about 25 percent of the 2,500 calls the 911 systems receives each week involve DWI drivers. Both dedicated DWI and 911-type programs may serve equally well in reporting DWI drivers.

Alabama

- **Type of program:** 911 or general emergency.
- **Program name:** *HP.
- **Program housed:**
- **Program began:** August 11, 1993.
- **Reason for initiation:** The program was initiated to provide motorist emergency access to the Alabama Highway Patrol.
- **How does the program operate:** A motorist dials *HP and speaks directly with a Highway Patrol Communications Officer.
- **Phone number used:** *HP or *47.
- **How is program announced or promoted:** Highway signs or billboards.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** No problems reported.
- **Contact information:**
 - Trooper Marc Boyd
 - Alabama Department of Public Safety
 - 334-242-1313
 - mboyd@dps.state.al.us

Alaska

No information was obtained.

American Samoa

No information was obtained.

Arizona

- **Type of Program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**

Deputy Director Michael Hegarty
Governor's Office of Highway Safety
602-255-3216
mhegarty@azgohs.gov

Arkansas

- **Type of program:** 911 or general emergency.
- **Program name:** Unknown.
- **Program housed:** Each respective participating cell phone company.
- **Program began:** Unknown.
- **Reason for initiation:** The programs were initiated to give the public easy access to emergency personnel at no cost.
- **How does the program operate:** Callers dial a particular emergency cell number (depending on their carrier) and are connected to the State police.
- **Phone number used:** *55 (Cingular).
- **How is program announced or promoted:** The program is not promoted.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrol officers to attend to the calls.
- **Contact information:**
 - Bridget White, Coordinator
 - Arkansas State Police – Highway Safety Office
 - 501-618-8356
 - bridget.white@asp.arkansas.gov

Col. Steve Dozier, Director
Arkansas State Police

Ray Coston
Arkansas State Police
501-618-8807
ray.coston@asp.arkansas.gov

California

- **Type of program:** 911 or general emergency program.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** Callers dial 911 to report suspected drunk drivers.
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Additional information:** The California Highway Patrol relies on cellular 911 calls to report suspected drunk drivers. This information is not tracked.
- **Contact information:**
 - Lt. Joe Whiteford
 - California Highway Patrol
 - 916-657-7202.

Colorado

- **Type of program:** 911 or general emergency.
- **Program name:** *CSP.
- **Program housed:** CSP headquarters in Denver, Colorado.
- **Program began:** July 1, 1998.
- **Reason for initiation:** The program was initiated to empower motorists to partner with law enforcement agencies in the fight against aggressive driving behavior, as well as other vital enforcement activities.
- **How does the program operate:** Citizens call *CSP to report reckless, aggressive, or suspected drunk drivers. All calls are entered into the system. If the driver is believed to be under the influence of drugs or alcohol or is driving recklessly, the information is aired to officers. A bimonthly report checks for any vehicle that has been reported three or more times. The registered owners of those vehicles are sent warning letters. After receiving three or more letters, the information is referred to a troop commander for further enforcement action.
- **Phone number used:** *277.
- **How is program announced or promoted:** TV or radio, highway signs or billboards, press releases.
- **Is funding required:** No; partnerships with other State agencies allow the program to exist.
- **Has any evaluation been conducted:** Yes.
 - **Who conducted the evaluation:** Colorado State Patrol.
 - **What was measured:** The number of calls and crashes to determine the change in the number of calls and crashes when a VMS board was used at specific times during the day.
 - **What were the results:** Unknown.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend the calls, and joke calls or other non-emergency calls
- **Contact information:**
 - Maj. Kris Meredith
 - Communications Branch
 - Colorado State Police
 - 303-239-4508
 - kris.Meredith@cdps.state.co.us

- Dusti Lane, Program Assistant
 - Colorado State Patrol
 - 303-239-4518
 - dusti.lane@cdps.state.co.us

Connecticut

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:** Unknown.
- **Program began:** Unknown.
- **Reason for initiation:** Unknown.
- **How does the program operate:** People can report suspected drunk drivers using 911.
- **Phone number used:** 911.
- **How is program announced or promoted:** Unknown.
- **Is funding required:** Unknown.
- **Has any evaluation been conducted:** Unknown.
- **Some problems with program:** None.
- **Contact information:**
 - Lt. David Aflalo
 - Traffic Services Unit Commanding Officer
 - Connecticut State Police
 - 860-685-8653
 - David.Aflalo@po.state.ct.us

Delaware

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** Callers dial 911 to report a drunk driver. A dispatcher contacts the appropriate law enforcement agency with the information that has been provided.
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
 - Lisa Moore
 - Delaware Office of Highway Safety
 - 302-744-2746
 - lisa.moore@state.de.us

Jana Simpler, Management Analyst 3
Delaware Office of Highway Safety
302-744-2742
jana.simpler@state.de.us

District of Columbia

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:** District of Columbia Public Safety Communication Center.
- **Program began:** 2001.
- **Reason for initiation:** The program was initiated for public safety.
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:** Patrol cars.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:**
- **Contact information:**

Chief Carole A. Lewis
Transportation Safety Division
District Department of Transportation
202-671-0492

Inspector Patrick A. Burke
Metropolitan Police Department
202-437-7984 (cell); 202-576-7447
Patrick.Burke@dc.gov

Inspector James Crane
Metropolitan Police Department
202-671-1513
james.crane@dc.gov

Florida

- **Type of program:** 911 or general emergency.
- **Program name:** *FHP (*347).
- **Program housed:** Statewide.
- **Program began:** April 1994.
- **Reason for initiation:** To assist the public.
- **How does the program operate:** Through cellular towers.
- **Phone number used:** *347.
- **How is program announced or promoted:** TV or radio and website.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrol officers to attend the calls.
- **Additional information:** Lee County has a Mothers Against Drunk Driving program called Mobile Eyes. If a Mobile-Eyes-911 call results in a DWI arrest, the caller receives a \$100 reward. Mobil Eyes is funded by a local attorney.
- **Contact information:**
 - Capt. Robert Miller
Office of Public Affairs
Florida Highway Patrol
850-617-2301
miller.Robert@hsmv.state.fl.us

 - Sgt. Jerry Cantrell
Lee County Sheriffs Office
239-477-1000.

Georgia

- **Type of program:** 911 or general emergency.
- **Program name:** *GSP.
- **Program housed:** Call centers statewide.
- **Program began:** 1993.
- **Reason for initiation:** The program was initiated at the behest of the Governor.
- **How does the program operate:** Calls to *GSP are routed to the nearest answering point.
- **Phone number used:** *GSP or *477.
- **How is program announced or promoted:** Highway signs or billboards and patrol cars.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrols officers to attend to the calls.
- **Contact information:**
 - Maj. D.A. Jewell, Communications Adjutant
 - Georgia State Patrol
 - 404-624-7016
 - djewell@gsp.net

Guam

- **Type of program:** 911 or general emergency program.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** People can call 911 to report DWI offenders.
- **Phone number used:** 911
- **How is program announced or promoted:** The program is not promoted.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** No data.
- **Contact information:**
 - Therese C.D. Matanane
 - Highway Safety Coordinator
 - Department of Public Works – Office of Highway Safety
 - 671-646-3229
 - tedmat@yahoo.com
 - Officer Franklin Perez
 - Guam Police Department – Highway Patrol Division
 - 671-477-1169
 - guam504@yahoo.com

Hawaii

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
 - Gordon Hong, Director
 - Department of Transportation – Safe Community Office
 - 808-587-6302
 - gordon.hong@hawaii.gov

Idaho

- **Type of program:** DWI dedicated.
- **Program name:** REDDI (Report Every Drunk Driver Immediately).
- **Program housed:** Idaho's three regional communications centers – Coeur d'Alene, Meridian, Pocatello.
- **Program began:** The program was started in 1982 as a statewide toll-free hotline to which citizens could report suspected drunk drivers. It adopted the acronym REDDI for "Report Every Drunk Driver Immediately." It was seen as a means by which citizens could act as additional "eyes and ears," helping law enforcement be on the lookout for suspected drunk drivers.
- **Reason for initiation:** When the program began, cellular telephones were nonexistent and an 800 number (800-233-1212) was used. Citizens were encouraged to call the number when they spotted a drunk driver. Later, as cellular phones became more common, the Idaho State Police approached cellular phone companies and asked if a simpler number could be adopted and used statewide. The number, *ISP ("Star-ISP" for Idaho State Police), is now used. The line has since been expanded to take calls for other highway emergencies.
- **How does the program operate:** A citizen who spots a suspected drunk driver or other highway emergency calls either the cellular number (more than 90% of the calls come in this way) or the toll-free 800 number. Depending on the location of the call, the call is routed to the nearest ISP Regional Dispatch Center. The dispatcher takes the necessary information and then forwards it to the nearest patrol units. This may not always be Idaho State Police units, but could be a city or county officer if they are closer. Should the officer spot the suspected vehicle, additional observation is made to determine if a stop should take place. As all Idaho State Police vehicles are video-equipped, videotaping and audio-recording of the stop also take place. This is also valuable additional evidence.
- **Phone number used:** *ISP or *477 on cellular phones and 800-233-1212 on any phone.
- **How is program announced or promoted:** The program is continually promoted through the use of permanently installed highway signs, inclusion of the number on official Idaho maps and in emergency listings in phone books, as standard information on the bottom of all news releases, periodically in radio and TV spots, and on promotional items (key tags, pencils, and other give-away items used at fairs and other public events). No special budget is set up specifically for REDDI promotion, however.
- **Is funding required:** Cooperation with Idaho cellular and other telephone companies has worked well and the *ISP and 800-233-1212 are made available at no cost to the department. No additional dispatch funding is provided as these calls simply blend in with other public calls for service.
- **Has any evaluation been conducted:** In the early days of the program, detailed reports were prepared and the outcomes of calls were tracked. Over the years, REDDI has simply been integrated into the regular flow of ISP dispatch activity. As all calls come in via the same emergency lines, a dispatcher cannot initially tell if the call came from the 800 number, the *ISP cellular line, or any other regular ISP line.
- **Some problems with program:** Incomplete information from callers; too few patrol officers to attend to the calls; length of time necessary to locate the suspected vehicle; officers do not have probable cause to stop the vehicle; joke calls or other non-emergency

calls. All the issues mentioned here exist, but they have not become barriers to successful operation of the program.

- **Additional information:** The advent of cellular telephones has been the greatest boon to the REDDI program (and to all public highway safety reporting programs). When the program first began in the early 1980s, it had only marginal success as it would require the motorist to stop, find a phone, and report information from memory. With the lapse of time from the initial sighting to the time a call might be made, officers infrequently found the suspected vehicle. With the proliferation of cell phones has come ease of immediate reporting. Often times the reporting party may still be in sight of the suspected vehicle and may be able to help direct the responding officer to the right location. It was estimated that the program now receives over 90 percent of REDDI calls via cellular connection; officials are now considering discontinuing the 800 number which is rarely used.

The Idaho Transportation Department now posts permanent signs along highways across the State reminding motorists of the *ISP number and this has been a boon to the program. Even tourists simply passing through the State are immediately made aware of the program. The program receives other highway emergency information over the same number (i.e., crash reports, road hazard information), serving an additional function. The program is now a regular means of doing business with the public.

- **Contact information:**

Rick Ohnsman, Public Information Officer
Idaho State Police
208-884-7231
Rick.Ohnsman@isp.idaho.gov

Capt. Steve Richardson, Region 3 Commander
Idaho State Police
208-334-3731
Steve.Richardson@isp.idaho.gov

Illinois

- **Type of program:** 911 or general emergency.
- **Program name:** 911, *999.
- **Program housed:** *999 is housed with the Illinois Toll Authority.
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911, *999.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Additional information:** *999 can be used to report any emergency or non-emergency throughout the entire State of Illinois and parts of Indiana. Also, there is a citizen action group in Illinois called the Alliance Against Intoxicated Motorists that operates a “Drunk Buster” program in DuPage, Lake, Will, and McHenry counties. A \$100 reward is given to those whose call to report a drunk driver results in an arrest.
- **Contact information:**
 - Eugene Brenning, Special Assistant to the Director
Illinois Department of Transportation – Division of Safety
217-782-4974
brenninged@dot.il.gov

 - Pamela Burk, Program Coordinator
Illinois Department of Transportation
217-782-3044
burkps@dot.il.gov

 - Master Sgt. Rick Hector
Illinois State Police
217-782-6637
rick-hector@isp.state.il.us

 - Tom Cozza, Head Supervisor for *999
312-712-9926.

Indian Nations

- **Type of program:**
- **Program name:**
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** There are 570 tribes that have their own laws and ordinances. Any such program would operate under the control of the individual tribe.
- **Phone number used:**
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
 - Pat Jacobs
 - Indian Highway Safety Program
 - Bureau of Indian Affairs
 - 505-245-2100.

Indiana

- **Type of program:** 911 or general emergency.
- **Program name:** Report Impaired Drivers. Dial 911.
- **Program housed:** Indiana Criminal Justice Institute and Indiana Department of Transportation.
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** Callers who dial 911 to report a drunk driver are directed to the nearest dispatcher.
- **Phone number used:** 911.
- **How is program announced or promoted:** Highway signs or billboards.
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
 - Dan Jeffries, Director, Traffic Safety
 - Indiana Criminal Justice Institute
 - 317-232-0021
 - djeffries@cji.in.gov

Iowa

- **Type of program:** 911 or general emergency.
- **Program name:** Cellular 911.
- **Program housed:** All 99 Iowa county dispatch centers—local, county, and State.
- **Program began:** 911 has been in place for many years.
- **Reason for initiation:** The program was initiated to replace *55.
- **How does the program operate:** Cell phone callers are advised to call 911 through signs on patrol cars, highway signs, and public service announcements.
- **Phone number used:** 911.
- **How is program announced or promoted:** TV or radio, newspapers, highway signs or billboards, and patrol cars.
- **Is funding required:** Yes, for publicity, dispatchers, equipment upgrade costs/other maintenance, and for phase 2 and GPS cell phone positioning.
- **Has any evaluation been conducted:** Unknown.
- **Some problems with program:** Incomplete information from callers; too few patrol officers to attend to the calls; length of time necessary to locate the suspect's vehicle.
- **Additional information:** Cell phone companies will be utilizing the enhanced 911 feature with new cell phones beginning January 2006. They will pinpoint exactly where the caller is located.
- **Contact information:**
 - Steve Ray, Lead Communications Specialist
 - State Radio Communications
 - 515-323-4375.

Kansas

- **Type of program:** 911 or general emergency.
- **Program name:** 911, *47, *KTA.
- **Program housed:** 911 local centers.
- **Program began:** Early 1990s.
- **Reason for initiation:** The program was initiated in order to provide a statewide reporting system.
- **How does the program operate:** When the caller dials 911, *47 (*HP), or *KTA (KTA = Kansas Turnpike Authority), a dispatcher at the local 911 center receives the call and dispatches the information to units in the area or to the appropriate local authority that has jurisdiction.
- **Phone number used:** In Salina, *47 is used. In Wichita, *KTA is used. 911 can be used by any caller.
- **How is program announced or promoted:** Highway signs or billboards and patrol cars.
- **Is funding required:** Yes, for publicity and dispatchers as well as for other aspects of the program.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend the calls, and the length of time necessary to locate the suspect's vehicle.
- **Contact information:**
 - Lt. Martin Berneking
Kansas Highway Patrol
785-827-3065

 - Carl Jones, Program Specialist
Kansas Highway Patrol
785-827-3065
cjones@khp.ks.gov

Kentucky

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**

Lt. Eric Walker
Governor's Highway Safety Program
502-695-6213
eric.walker@ky.gov

Charlotte Tanner, Law Enforcement Training Instructor
Kentucky State Police Academy
502-695-6311
charlotte.tanner@ky.gov

Louisiana

- **Type of program:** 911 or general emergency.
- **Program name:** *LSP.
- **Program housed:** Unknown.
- **Program began:** 1996-1997.
- **Reason for initiation:** The program was initiated in accordance with Louisiana State legislation.
- **How does the program operate:** Motorists dial *LSP on their cell phones and are routed to the nearest State police troop.
- **Phone number used:** *LSP or *577.
- **How is program announced or promoted:** TV or radio, highway signs, or billboards, and media releases.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** None.
- **Contact information:**

Sgt. Jason Jacob
Louisiana State Police
225-922-0836
jjacob@dps.state.la.us

Barbara Blanchard, Communications Supervisor
Louisiana State Police
225-754-8505
barbarablanchard@dps.state.la.us

Capt. Mike Edmonson
Louisiana State Police
225-925-6545.

Maine

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:** 911 Bureau Headquarters, Vassalboro, Maine.
- **Program began:** 1995.
- **Reason for initiation:**
- **How does the program operate:** Calls are sent to 46 PSAPs (Public Safety Answering Points) in the State.
- **Phone number used:** 911.
- **How is program announced or promoted:** Promotional material concerning the proper use of 911 for emergencies.
- **Is funding required:** Yes.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from caller and too few patrol officers to attend to the calls.
- **Contacts:**
 - Stephen M. Bunker, Operations Manager
 - Maine 911 Bureau
 - 207-877-8068
 - stephen.bunker@maine.gov

Maryland

- **Type of program:** 911 or general emergency.
- **Program name:** #77 (#SP).
- **Program housed:** Maryland State Police Barracks.
- **Program began:** Unknown.
- **Reason for initiation:** The program was initiated to allow the public to report aggressive and impaired drivers.
- **How does the program operate:** Calls are routed to local a dispatcher and an available patrol officer is sent to investigate.
- **Phone number used:** #77.
- **How is program announced or promoted:** TV or radio and highway signs or billboards.
- **Is funding required:** Yes, for dispatchers.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend to the calls, officers do not have probable cause to stop the vehicle.
- **Contact information:**
 - Chief Vernon F. Betkey, Jr.
Maryland Highway Safety Office
410-787-5824
vbetkey@sha.state.md.us

Joy Malowski, Safety Programs Section Chief
Maryland Highway Safety Office
jmalowski@sha.state.md.us

Joe Tubman, Financial Management Section Chief
Maryland Highway Safety Office
jtubman@sha.state.md.us

Massachusetts

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:** Three strategic locations.
- **Program began:** 1986.
- **Reason for initiation:** The program was initiated to improve public safety.
- **How does the program operate:** Calls are routed based on the location of the problem.
- **Phone number used:** 911.
- **How is program announced or promoted:** Highway signs or billboards.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers and joke calls or other non-emergency calls.
- **Contact information:**
 - Lt. Steve McCarthy, Commander, Traffic Programs
Massachusetts State Police
508-820-2323
Steven.McCarthy@pol.state.ma.us

 - C. Blair Sutherland, Communications Director
Massachusetts State Police
508-820-2264
Blair.Sutherland@pol.state.ma.us

Michigan

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:** Mothers Against Drunk Driving had an advertising campaign that promoted calling 911 to report drunk drivers.
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
 - Kathy Farnum, Manager
Office of Highway Safety Planning – Planning and Program Operations Section
517-333-5316
farnumk@michigan.gov

 - Harriet Miller-Brown, 911 State Administrator
Michigan State Police
517-336-6414
MillerHR@michigan.gov

 - Jason Hamblen, Impaired Driving Program Coordinator
Michigan Office of Highway Safety
517-333-5756
HamblenJ@michigan.gov

Minnesota

- **Type of program:** 911 or general emergency.
- **Program name:**
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:** Yes.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrol officers to attend to the calls, length of time necessary to locate the suspected vehicle, and joke calls or other non-emergency calls.
- **Contact information:**
 - Rick Juth
 - Minnesota State Police
 - 651-582-1515
 - Rick.Juth@state.mn.us

Mississippi

- **Type of program:** 911 or general emergency.
- **Program name:** *HP.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** *HP (*47).
- **How is program announced or promoted:** TV or radio and highway signs or billboards.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrol officers to attend to the calls.
- **Additional information:** Calls may be in a different jurisdiction area than that where the dispatcher, or the person who receives the call, is located.
- **Contact information:**

Larry Luke, Communications Analyst
Mississippi Highway Patrol
601-987-1446
lluke@mdps.state.ms.us

Joseph Naegele, System Administrator II
Mississippi Highway Patrol
601-946-4394 (cell)

Donald Loper, Communications Director
Mississippi Highway Patrol
601-933-2605
dloper@mdps.state.ms.us

Missouri

- **Type of program:** 911 or general emergency.
- **Program name:** *55.
- **Program housed:** Missouri State Highway Patrol.
- **Program began:** Unknown.
- **Reason for initiation:** The program was initiated to provide immediate assistance to motorists.
- **How does the program operate:** Motorists call *55 on their cell phones and are directly connected to the closest Highway Patrol Troop.
- **Phone number used:** *55.
- **How is program announced or promoted:** Highway signs.
- **Is funding required:** Yes, for dispatchers.
- **Has any evaluation been conducted:** No
- **Some problems with program:** Multiple calls for the same incident and shortage of personnel.
- **Additional information:** Missouri uses other law enforcement agencies to respond to calls if a State Trooper is not available.
- **Contact information:**
 - Scott Turner, Highway Safety Program Administrator
 - Missouri Department of Transportation – Highway Safety Division
 - 573-751-5407
 - Scott.Turner@modot.mo.gov

Montana

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:** Not promoted.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Length of time necessary to locate the suspected vehicle and officers do not have probable cause to stop the vehicle.
- **Contact information:**
 - Jack Williams, Operations Research Analyst
State Highway Traffic Safety Office
406-444-3298
jawilliams@mt.gov

 - Lt. Col. Mike Tooley
Highway Patrol
406-444-3780.

Nebraska

- **Type of program:** DWI dedicated.
- **Program name:** REDDI (Report Every Drunk Driver Immediately).
- **Program housed:** Headquarters in Lincoln, Nebraska.
- **Program began:** The program began in 1982.
- **Reason for initiation:** The program was initiated because of an increase in alcohol related fatalities in the early 1980s.
- **How does the program operate:** Citizens are encouraged to report suspected drunk drivers via cell phone or regular phone.
- **Phone number used:** *55, 911, or local law enforcement number
- **How is program announced or promoted:** TV or radio, highway signs or billboards, patrol cars, media presentations, State map, business cards, and State driver's manual.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend to the calls, especially in rural areas, and length of time necessary to locate the suspected vehicle.
- **Contact information:**
 - Fred Zwonechek, Nebraska Highway Safety Administrator
 - Department of Motor Vehicles
 - 402-471-2515
 - Fredz@dmv.state.ne.us

Nevada

- **Type of program:** 911 or general emergency program.
- **Program name:** *NHP.
- **Program housed:** Unknown.
- **Program began:** Unknown.
- **Reason for initiation:** Unknown.
- **How does the program operate:** Callers can dial *NHP to report suspected drunk drivers or other emergencies.
- **Phone number used:** *NHP
- **How is program announced or promoted:** The program is promoted on highway signs or billboards and on patrol cars.
- **Is funding required:** Unknown.
- **Has any evaluation been conducted:** Unknown.
- **Some problems with program:**
- **Contact information:**
Michelle Lewis, Communication Manager
Department of Public Safety – Nevada Highway Patrol
775-689-4643
mlewis@dps.state.nv.us

Lt. Dave Asp
Department of Public Safety – Nevada Highway Patrol
775-688-2500
dasp@dps.state.nv.us

New Hampshire

- **Type of program:** Formerly, DWI dedicated; currently, 911 or general emergency.
- **Program name:** DWI/REDDI and Statewide E-911.
- **Program housed:** New Hampshire State Police.
- **Program began:** The E-911 program began in July 1995. The DWI/REDDI program began over 20 years ago.
- **Reason for initiation:** The Statewide E-911 program was initiated by the Telecommunications Act of 1994. The New Hampshire Statewide E-911 program falls under RSA 106H and is overseen by an enhanced 911 Commission comprised of members from the fire, police, and municipal fields, along with members from the New Hampshire Public Utilities Commission, Verizon telephone provider, Administrative Services, and from the general public.
- **How does the program operate:** A cell-phone call is received by an operator in Statewide E-911. The caller provides information about an allegedly impaired driver. The call is then transferred to the relevant law enforcement agency – a city police department, a county police department, or the New Hampshire State Police.
- **Phone number used:** 800-622-2394 and 911.
- **How is program announced or promoted:** DWI/REDDI is no longer promoted. Early on, it was highly publicized on TV, radio, and in the newspaper.
- **Is funding required:** Yes. There is a State surcharge from the New Hampshire State Budget that provides for training and publicity for statewide E-911.
- **Has any evaluation been conducted:** No.
- **Some problems with program:**
- **Additional information:** There is no documentation as to how many calls are received on the DWI/REDDI line. However, according to average monthly telephone charges dating back to 1998, the cost of the line has dropped from \$25.10 to \$21.06. This includes the standard flat-rate fee of \$19.97 and clearly demonstrates a decline in usage.
- **Contact information:**
Sgt. Kathleen M. Lord, Communications
New Hampshire State Police
603-271-3636.

New Jersey

- **Type of program:** 911 or general emergency.
 - **Program name:** #SP (#77).
 - **Program housed:** New Jersey State Police.
 - **Program began:** April 1, 1997
 - **Reason for initiation:**
 - **How does the program operate:** Calls are received by police dispatchers.
 - **Phone number used:** #77.
 - **How is program announced or promoted:** TV or radio and on highway signs or billboards.
 - **Is funding required:** Yes, for dispatchers.
 - **Has any evaluation been conducted:** No
 - **Some problems with program:** Too few patrol officers to attend to the calls, length of time necessary to locate the suspected vehicle, and high volume of calls.
 - **Contact information:**
 - Al Tindall, Supervisor
 - New Jersey Division of Highway Traffic Safety
 - 609-633-9028
 - altindall@lps.state.nj.us
- Capt. Al Delafor
New Jersey State Police
609-882-2000.

New Mexico

- **Type of program:** DWI dedicated.
- **Program name:** Drunkbuster Hotline.
- **Program housed:** Department of Public Safety.
- **Program began:** December 22, 2005.
- **Reason for initiation:** To report DWI and the sale or provision of alcohol to people under the age of 21.
- **How does the program operate:** The program is a toll-free 24-hour statewide hotline.
- **Phone number used:**
- **How is program announced or promoted:** The 800 number rings at the State police dispatch office in Albuquerque. Outside of Albuquerque calls are dispatched to local law enforcement.
- **Is funding required:** Yes.
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**

Rachel O'Connor, DWI Czar
Office of the DWI Czar
505-476-1032
Rachel.O'Connor@state.nm.us

Christine Thomas, Management Analyst
Office of the DWI Czar
505-476-1032
Christine.Thomas@state.nm.us

New York

- **Type of program:** 911 or general emergency.
- **Program name:**
- **Program housed:** Nearest police station
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:** Highway signs or billboards.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:**
- **Additional information:** A dedicated program called 1-800 CURB DWI has been discontinued. Another program targeting underage drinking (866-UNDER 21) can be used to report underage drinking and driving.
- **Contact information:**
 - Lt. Kevin J. Buchal
 - New York State Police
 - 518-457-9743
 - kbuchal@troopers.state.ny.us

North Carolina

- **Type of program:** 911 or general emergency.
- **Program name:** *HP.
- **Program housed:** North Carolina Highway Patrol.
- **Program began:** 1992.
- **Reason for initiation:** The program was initiated to assist motorists and to provide an outlet for reporting dangerous driving.
- **How does the program operate:** The program operates through North Carolina Highway Patrol dispatch.
- **Phone number used:** *HP or *47.
- **How is program announced or promoted:** TV or radio and on State maps.
- **Is funding required:** Yes, for dispatchers and other necessities.
- **Has any evaluation been conducted:** No
- **Some problems with program:** Too few patrols officers to attend to the calls.
- **Contact information:**
 - Richard W. Holden, Traffic Safety Advisor
 - North Carolina Governor's Highway Safety Program
 - 919-733-3083
 - rholden@dot.state.nc.us

North Dakota

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** State radio dispatches the calls.
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Additional information:** There is no specific DWI cellular reporting program because the Highway Patrol feels it is important for motorists to use only one emergency number in order to eliminate confusion.
- **Contact information:**
 - Marsha Lembke, Coordinator
Drivers License and Traffic Safety Division
701-328-4865
mlembke@state.nd.us

 - Dawn Olson, Manager
Office of Traffic Safety
701-328-4434
daolson@state.nd.us

Northern Mariana Islands

No information was obtained.

Ohio

- **Type of program:** DWI dedicated.
- **Program name:** 1-800-GRAB-DUI.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** Using a Qwest 800 number calls are routed based on their geographical location.
- **Phone number used:** 1-800-GRAB-DUI or 1-800-472-2384.
- **How is program announced or promoted:** Highway signs or billboards and patrol cars.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:**
- **Contact information:**
 - Lt. Rick Zwayer, PIO officer
Ohio State Highway Patrol
614-752-2792

 - Lt. Rob Jackson
Ohio State Highway Patrol
614-466-5933.

Oklahoma

- **Type of program:** 911 or general emergency.
- **Program name:** *55.
- **Program housed:** Department of Public Safety.
- **Program began:** Unknown.
- **Reason for initiation:** Unknown.
- **How does the program operate:**
- **Phone number used:** *55.
- **How is program announced or promoted:** TV or radio and highway signs or billboards.
- **Is funding required:** Yes, for dispatchers.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Insufficient number of dispatchers for the overwhelming volume of calls.
- **Contact information:**
 - Joe McDonald, Director
Oklahoma Highway Safety Office
405-523-1580
jmcdonal@ps.state.ok.us

 - David Tried, Dispatcher
Department of Public Safety
405-425-2323.

Oregon

- **Type of program:** DWI dedicated.
 - **Program name:** 911, (800-24D-RUNK, and REDDI (Report Every Drunk Driver Immediately).
 - **Program housed:** Oregon State Police, Special Operations, and the Northern and Southern Command Centers.
 - **Program began:** Unknown.
 - **Reason for initiation:** Unknown.
 - **How does the program operate:** A regional dispatch center receives a call and contacts the appropriate law enforcement agency.
 - **Phone number used:** 911 and (800-24D-RUNK.
 - **How is program announced or promoted:** Oregon-Department-of-Transportation-sponsored billboards and TV or radio.
 - **Is funding required:** Yes.
 - **Has any evaluation been conducted:** Unknown.
 - **Some problems with program:** Incomplete information from callers, too few patrol officers to attend to the calls, and length of time necessary to locate the vehicle.
 - **Contact information:**
 - Sgt. Timothy Plummer
 - Oregon State Police
 - 503-378-3725
 - timothy.plummer@state.or.us
- Troy Costalas, Director
Oregon Department of Transportation – Safety Division
503-986-4183.

Pennsylvania

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** State or local police are dispatched in response to calls reporting dangerous driving.
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:** Yes.
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**
Louis Rader, Program Services Manager
Pennsylvania Department of Transportation
717-787-6853
lrader@state.pa.us

Stephen Erni, Executive Director
DUI Association (Contractor for Pennsylvania Department of Transportation)
717-238-4354.

Puerto Rico

- **Type of program:** None.
- **Contact information:**
Sam Haiman, Consultant
Traffic Safety Commission
787-721-4142; 787-316-6707 (cell).

Rhode Island

- **Type of program:** 911 or general emergency.
- **Program name:** *77.
- **Program housed:** Rhode Island State Police.
- **Program began:** 1988.
- **Reason for initiation:** The program was initiated to improve public safety.
- **How does the program operate:** *77 calls are directed to the 911 office.
- **Phone number used:** *77.
- **How is program announced or promoted:** The program is promoted on TV or radio.
- **Is funding required:** No
- **Has any evaluation been conducted:** Unknown.
- **Some problems with program:** Incomplete information from callers.
- **Contact information:**

Sgt. Karen D. Pinch
Rhode Island State Police
401-444-1072
kpinch@risp.state.ri.us

Lt. Eric LaRiviere
Rhode Island State Police – Traffic Services & Planning & Research Unit
401-444-1398
elariviere@risp.state.ri.us

South Carolina

- **Type of program:** 911 or general emergency.
- **Program name:** *HP.
- **Program housed:** Cellular phone companies.
- **Program began:** 1991.
- **Reason for initiation:** The program was initiated by cellular phone companies for the purpose of reporting highway emergencies.
- **How does the program operate:**
- **Phone number used:** *HP or *47.
- **How is program announced or promoted:** TV or radio.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** There are no problems with the program.
- **Contact information:**

Capt. M.J. Gamble
South Carolina Highway Patrol
803-896-8091
mjgamble@schp.org

Capt. J.D. Connelly
South Carolina Highway Patrol
803-896-4644
jdconnelly@schp.org

Patricia Helms, Communications Manager
South Carolina Highway Patrol
803-896-7642
pahelms@schp.org

South Dakota

- **Type of program:** 911 or general emergency.
- **Program name:** Report a drunk driver, call 911.
- **Program housed:** Various 911 PSAPs (Public Safety Answering Points).
- **Program began:** December 2004.
- **Reason for initiation:** The program was initiated to improve highway safety.
- **How does the program operate:** People call 911 to report drunk drivers.
- **Phone number used:** 911.
- **How is program announced or promoted:** Highway signs or billboards.
- **Is funding required:** Yes, for highway signage.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend to the calls, length of time necessary to locate the suspected vehicle, and officers do not have probable cause to stop the vehicle.
- **Additional information:** Drunk driver calls are treated the same as other emergency calls. That is why South Dakota uses 911 instead of a different, specific DWI hotline phone number.
- **Contact information:**
 - Sgt. Dave Driscoll
 - South Dakota Highway Patrol
 - 605-773-3105
 - David.Driscoll@state.sd.us

Tennessee

No information was obtained.

Texas

- **Type of program:** 911 or general emergency.
- **Program name:** Motorist helpline.
- **Program housed:** Department of Public Safety.
- **Program began:** 1992.
- **Reason for initiation:** The program was initiated to provide law enforcement assistance to stranded motorists on Texas highways.
- **How does the program operate:** Stranded motorists call *DPS on a cell phone and provides their names, location, phone numbers, and the nature of the problem. A regional operator contacts a Department of Public Safety operator in the appropriate jurisdiction and a State trooper is dispatched. If repairs are needed, the trooper will help contact the appropriate service. The cost of tow or repair is the motorist's responsibility.
- **Phone number used:** *DPS, 800-525-5555.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Additional information:** The hotline is also used to report impaired drivers, road hazards, aggressive drivers, or any problem observed on a highway.
- **Contact information:**

Brantly Robertson, Communications Supervisor
Department of Public Safety
512-936-2222
brantly.robertson@txdps.state.tx.us

Rita Mooney, Regional Supervisor of Communications
Department of Public Safety
512-463-3475
Rita.Mooney@txdps.state.tx.us

Utah

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:** Salt Lake Communications Center.
- **Program began:** 1989.
- **Reason for initiation:** The program was initiated to give the public an easy-to-remember number to report emergencies.
- **How does the program operate:** Callers dial 911. The call is answered by a PSAP (Public Safety Answering Point). It is transferred to Utah Highway Patrol.
- **Phone number used:** 911.
- **How is program announced or promoted:** TV or radio.
- **Is funding required:** Yes.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Too few patrol officers to attend to the calls.
- **Additional information:** Utah Highway Patrol's partnership with MADD (Mothers Against Drunk Driving) and local police departments results in good publicity and increased cooperation between government agencies and the public.
- **Contact information:**
Carol Groustra, Communications Bureau Director
Utah Department of Public Safety
801-887-3892
cgroustra@utah.gov

Vermont

- **Type of program:** DWI dedicated.
- **Program name:** DWI Hotline.
- **Program housed:** Windham County Sheriff's Department.
- **Program began:** Five to eight years ago.
- **Reason for initiation:** The program was initiated so people could report suspected drunk drivers.
- **How does the program operate:** A dispatcher takes a caller's information and forwards the information to the proper agency.
- **Phone number used:** 800-GETADWI and *DWI
- **How is program announced or promoted:**
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:**
- **Contact information:**
Holly Ellis, Chief Dispatcher
Windham County Sheriff's Department
802-365-4942
hellis@dps.state.vt.us

Virgin Islands

- **Type of program:** 911 or general emergency.
- **Program name:** Cellular 911.
- **Program housed:** 911 communications and the police investigations bureau.
- **Program began:** 2004.
- **Reason for initiation:** The program was initiated to report crime and incidences that demand immediate attention.
- **How does the program operate:** Based on a call received, an available unit is dispatched to locate the problem.
- **Phone number used:** 911.
- **How is program announced or promoted:** TV or radio.
- **Is funding required:** Yes, for publicity and dispatchers.
- **Has any evaluation been conducted:** No
- **Some problems with program:** Too few patrol officers to attend to the calls.
- **Contact information:**
Barbara E. McIntosh, Administrator
Office of Highway Safety
340-778-2244 ext. 4708.

Virginia

- **Type of program:** 911 or general emergency.
- **Program name:** #77.
- **Program housed:** Virginia State Police.
- **Program began:** 1991.
- **Reason for initiation:** The program was initiated to enhance communications and the reporting of traffic incidents between the citizenry/motorists and the Virginia State Police.
- **How does the program operate:** Cellular telephone users dial #77 on their cellular telephones and are connected to the nearest State Police communications center.
- **Phone number used:** #77.
- **How is program announced or promoted:** Unknown.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Incomplete information from callers, too few patrol officers to attend to the calls, and officers do not have probable cause to stop the vehicle.
- **Contact information:**
Bud Cox, Business Manager
Virginia State Police
804-674-2127
Bud.Cox@vsp.virginia.gov

Washington

- **Type of program:** 911 or general emergency.
- **Program name:** 911.
- **Program housed:**
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:**
- **Phone number used:** 911.
- **How is program announced or promoted:** TV or radio and highway signs or billboards.
- **Is funding required:** Yes.
- **Has any evaluation been conducted:** Yes.
 - **Who conducted the evaluation:** Washington State Police and the Traffic Safety Commission.
 - **What was measured:** DWI arrests, DWI prosecutions, DWI convictions, crashes.
 - **What were the results:** Recently, there has been an increase in arrests and a decrease in fatalities.
- **Some problems with program:** Incomplete information from callers and too few patrol officers to attend to the calls.
- **Additional information:** Traffic Safety overtime funds are very beneficial and joint emphasis patrols (local, county, State patrol) are very effective, and last, a good partnership with MADD is valuable.
- **Contact information:**
 - Debbie Willis, Assistant Administrator
Washington State Patrol
360-438-5863
Debbie.Willis@wsp.wa.gov

 - Marcy Knorr, Communications Division Administrator
Washington State Patrol
360-438-5362
Marcy.Knorr@wsp.wa.gov

West Virginia

- **Type of program:** 911 or general emergency.
- **Program name:** *77 (*SP).
- **Program housed:** West Virginia State Police.
- **Program began:** Over 10 years ago.
- **Reason for initiation:** Unknown.
- **How does the program operate:** Callers dial *SP. The call is routed to one of 10 Troop headquarters throughout West Virginia.
- **Phone number used:** *77.
- **How is program announced or promoted:** There are numerous signs advertising the number, especially on interstates and major highways.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Some calls can be directed outside the relevant area.
- **Contact information:**
 - Bob Tipton, Director
 - West Virginia Governor's Highway Safety Program
 - 304-558-6080
 - btipton@dot.state.wv.us

Wisconsin

- **Type of program:** 911 or general emergency.
Note: Grant County used to have a program called “Mobile Eyes” that rewarded citizens for reporting drunk drivers. The program, because of financial problems, has fallen out of favor with the Wisconsin State Police and is now virtually non-existent.
- **Program name:** 911.
- **Program housed:** 72 separate 911 centers statewide (no centralized database).
- **Program began:**
- **Reason for initiation:**
- **How does the program operate:** Cellular 911 calls are routed to the nearest local 911 center in the area.
- **Phone number used:** 911.
- **How is program announced or promoted:**
- **Is funding required:**
- **Has any evaluation been conducted:**
- **Some problems with program:**
- **Contact information:**

Daniel Lonsdorf, Highway Safety Director
Wisconsin Department of Transportation, State Patrol
608-266-3048
daniel.lonsdorf@dot.state.wi.us

Dennis Hughes, Policy Analyst Chief
Wisconsin Department of Transportation, State Patrol
608-267-9075.

Wyoming

- **Type of program:** Formerly, DWI dedicated; currently, 911 or general emergency.
- **Program name:** #HELP and REDDI.
- **Program housed:** Statewide central dispatch.
- **Program began:** 1994.
- **Reason for initiation:** The program was initiated to enhance the already-existing REDDI (Report Every Drunk Driver Immediately) program and its phone number, 800-442-9090.
- **How does the program operate:** A caller dials #HELP which is translated into the REDDI toll-free number.
- **Phone number used:** #HELP
- **How is program announced or promoted:** #HELP is advertised on local TV or radio. The REDDI line is promoted in press releases, brochures, TV commercials and interview, and through other advertisements.
- **Is funding required:** No.
- **Has any evaluation been conducted:** No.
- **Some problems with program:** Many cellular companies do not participate.
- **Contact information:**

Lt. Carl McDonald, Safety and Training Supervisor
Wyoming Highway Patrol
307-777-4344
carl.mcdonald@dot.state.wy.us

Sgt. Troy McLees, Public Safety Education Officer
Wyoming Highway Patrol
307-777-4303
troy.mclees@dot.state.wy.us

Table 2. Program details for Alabama, Alaska, American Samoa, Arizona, Arkansas, and California.

	Arkansas	Alaska	American Samoa	Arizona	Arkansas	California
Are callers asked to report license plate?	Yes	-	-	-	Yes	Yes
Are callers asked to report location?	Yes	-	-	-	Yes	Yes
Are callers asked to report driver characteristics?	Yes	-	-	-	Yes	
Are callers asked to report passenger information?	Yes	-	-	-	Yes	Yes
Are callers asked to report vehicle information?	Yes	-	-	-	Yes	Yes
Is program limited to impaired drivers?	No	-	-	-	No	No
Who answers the calls?	Local State Police Troop Telecom Operator	-	-	-	Local State Police Troop Telecom Operator	CHP dispatcher
Are operators trained for impaired driving reporting program?	Yes	-	-	-	Yes	Yes
How are the calls dispatched?	State Police or Highway Patrol	-	-	-	State Police or Highway Patrol	Highway Patrol
Is there a dedicated patrol team that is dispatched?	No	-	-	-	No	No
Call received per week?	Unknown	-	-	-	Unknown	Unknown
Calls received per month?	Unknown	-	-	-	Unknown	Unknown
Calls received per year?	Unknown	-	-	-	Unknown	Unknown
Behavior that most often prompts the caller to make the call?	Problems w/ proper lane position	-	-	-	Problems w/ proper lane position	Problems w/ lane position
When do calls tend to come in more often?	No data	-	-	-	No data	Nighttime
When do calls tend to come in more often?	No data	-	-	-	No data	No data
When do calls tend to come in more often?	No data	-	-	-	No data	No data
Are calls tracked?	Yes	-	-	-	Yes	No
Are records kept on the outcomes of the call?	Yes	-	-	-	Yes	No
How often is a patrol vehicle actually dispatched?	No data	-	-	-	No data	No data
Average time between call and stoppage of vehicle?	Unknown	-	-	-	Unknown	Not tracked
Estimated percentage of calls resulting in arrest?	No data	-	-	-	No data	No data
Estimated percentage of calls resulting in prosecution?	No data	-	-	-	No data	No data
Estimated percentage of calls resulting in conviction?	No data	-	-	-	No data	No data

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

Table 3. Program details for Colorado, Connecticut, Delaware, District of Columbia, Florida, and Georgia.

	Colorado	Connecticut	Delaware	District of Columbia	Florida	Georgia
Are callers asked to report license plate?	Yes	-	-	Yes	Yes	Yes
Are callers asked to report location?	Yes	-	-	Yes	Yes	Yes
Are callers asked to report driver characteristics?	Yes	-	-		Yes	Yes
Are callers asked to report passenger information?	No	-	-	Yes	Yes	Yes
Are callers asked to report vehicle information?	Yes	-	-	Yes	Yes	Yes
Is program limited to impaired drivers?	No	-	-	No	No	No
Who answers the calls?	Colorado State Patrol Com. Officers	-	-	A local operator	A local operator	A local operator
Are operators trained for impaired driving reporting program?	Yes	-	-	-	No	Yes
How are the calls dispatched?	Depends on location	-	Depends on location	City Police	Depends on location	Depends on location
Is there a dedicated patrol team that is dispatched?	No	-	-	Yes	No	No
Call received per week?	940	-	-	115	Unknown	196
Calls received per month?	4,280	-	-	450	Unknown	894
Calls received per year?	48,874	-	-	5000	Unknown	10,195
Behavior that most often prompts the caller to make the call?	Judgment problems	-	-	Judgment problems	Problems w/ proper lane position	Problems w/ proper lane position
When do calls tend to come in more often?	Daytime	-	-	Nighttime	No data	Daytime
When do calls tend to come in more often?	Weekends	-	-	Weekends	No data	Weekdays
When do calls tend to come in more often?	Summer	-	-	Summer	No data	No data
Are calls tracked?	Yes	-	-	Yes	No	Yes
Are records kept on the outcomes of the call?	Yes	-	-	Yes	No	Yes
How often is a patrol vehicle actually dispatched?	-	-	-	76% - 100%	No data	76% - 100%
Average time between call and stoppage of vehicle?	No data	-	-	15 minutes	Unknown	15 minutes
Estimated percentage of calls resulting in arrest?	No data	-	-	No data	No data	1% - 25%
Estimated percentage of calls resulting in prosecution?	No data	-	-	No data	No data	1% - 25%
Estimated percentage of calls resulting in conviction?	No data	-	-	No data	No data	No data

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

Table 4. Program details for Guam, Hawaii, Idaho, Illinois, Indian Nations, and Indiana.

	Guam	Hawaii	Idaho	Illinois	Indian Nations	Indiana
Are callers asked to report license plate?	Yes	-	Yes	-	-	-
Are callers asked to report location?	Yes	-	Yes	-	-	-
Are callers asked to report driver characteristics?			Yes	-	-	-
Are callers asked to report passenger information?	Yes	-	Yes	-	-	-
Are callers asked to report vehicle information?	Yes	-	Yes	-	-	-
Is program limited to impaired drivers?	No	-	No	-	-	-
Who answers the calls?	Guam Police Operator	-	ISP dispatcher	-	-	-
Are operators trained for impaired driving reporting program?	No	-	Yes	-	-	-
How are the calls dispatched?	State Police or Highway Patrol	-	Depends on location	-	-	-
Is there a dedicated patrol team that is dispatched?	No	-	No	-	-	-
Call received per week?	No data	-	Unknown	-	-	-
Calls received per month?	No data	-	Unknown	-	-	-
Calls received per year?	No data	-	Unknown	-	-	-
Behavior that most often prompts the caller to make the call?	Vigilance problems	-	Problems w/ proper lane position	-	-	-
When do calls tend to come in more often?	No data	-	Nighttime	-	-	-
When do calls tend to come in more often?	No data	-	Weekends	-	-	-
When do calls tend to come in more often?	No data	-	Summer	-	-	-
Are calls tracked?	No	-	Yes	-	-	-
Are records kept on the outcomes of the call?	No	-	Yes	-	-	-
How often is a patrol vehicle actually dispatched?	1% - 25%	-	76% - 100%	-	-	-
Average time between call and stoppage of vehicle?	No data	-	Not tracked	-	-	-
Estimated percentage of calls resulting in arrest?	No data	-	No data	-	-	-
Estimated percentage of calls resulting in prosecution?	No data	-	No data	-	-	-
Estimated percentage of calls resulting in conviction?	No data	-	No data	-	-	-

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

Table 5. Program details for Iowa, Kansas, Kentucky, Louisiana, Maine, and Maryland.

	Iowa	Kansas	Kentucky	Louisiana	Maine	Maryland
Are callers asked to report license plate?	Yes	Yes	-	Yes	Yes	Yes
Are callers asked to report location?	Yes	Yes	-	Yes	Yes	Yes
Are callers asked to report driver characteristics?	Yes	Yes	-	Yes	Yes	No
Are callers asked to report passenger information?	No	Yes	-	No	Yes	Unknown
Are callers asked to report vehicle information?	Yes	Yes	-	Yes	Yes	Yes
Is program limited to impaired drivers?	No	No	No	No	No	No
Who answers the calls?	A local operator	-	-	Com. Officer	Nearest PSAP	A local operator
Are operators trained for impaired driving reporting program?	Yes	Yes	Yes	No	No	No
How are the calls dispatched?	Depends on location	Depends on location	Depends on location	State Police or Highway Patrol	Depends on location	State Police or Highway Patrol
Is there a dedicated patrol team that is dispatched?	No	No	-	No	No	No
Call received per week?	Unknown	Unknown	-	Unknown	-	No data
Calls received per month?	Unknown	Unknown	-	Unknown	-	No data
Calls received per year?	Unknown	Unknown	-	Unknown	230,00 for 2004	No data
Behavior that most often prompts the caller to make the call?	Problems w/ proper lane position; speed and braking problems	-	-	Unknown	Problems w/ proper lane position	Problems w/ proper lane position; speed and braking problems; vigilance problems; judgment problems
When do calls tend to come in more often?	Nighttime	No data	-	No data	Nighttime	No data
When do calls tend to come in more often?	Weekends	No data	-	No data	Weekdays	No data
When do calls tend to come in more often?	Summer	No data	-	No data	Summer	No data
Are calls tracked?	Yes	Yes	Yes	No	-	No
Are records kept on the outcomes of the call?	Yes	No	-	No	Yes, at each PSAP	No
How often is a patrol vehicle actually dispatched?	26% - 56%	76% - 100%	-	51% - 75%	76% - 100%	No data
Average time between call and stoppage of vehicle?	0 – 30 minutes	Unknown	-	Unable to determine	Unknown	Unknown
Estimated percentage of calls resulting in arrest?	26% - 56%	No data	-	No data	No data	No data
Estimated percentage of calls resulting in prosecution?	No data	No data	-	No data	No data	No data
Estimated percentage of calls resulting in conviction?	No data	No data	-	No data	No data	No data

Note. The symbol ‘-’ denotes that no information was provided to SCRI. PSAP = Public Safety Answering Point.

Table 6. Program details for Massachusetts, Michigan, Minnesota, Mississippi, Missouri, and Montana.

	Massachusetts	Michigan	Minnesota	Mississippi	Missouri	Montana
Are callers asked to report license plate?	Yes	-	Yes	Yes	Yes	Yes
Are callers asked to report location?	Yes	-	Yes	Yes	Yes	Yes
Are callers asked to report driver characteristics?	Yes	-	Yes	Yes	Yes	Yes
Are callers asked to report passenger information?	Yes	-	No	Yes	Yes	No
Are callers asked to report vehicle information?	Yes	-	Yes	Yes	Yes	Yes
Is program limited to impaired drivers?	No	-	No	No	No	No
Who answers the calls?	A global “911” service	-	Nearest PSAP	A local operator	Highway Patrol Dispatcher	A local operator
Are operators trained for impaired driving reporting program?	Yes	-	Yes	Yes	Yes	No
How are the calls dispatched?	Depends on location	-	Depends on location	Depends on location	Highway	Depends on location
Is there a dedicated patrol team that is dispatched?	No	-	No	No	No	No
Call received per week?	-	-	560 (80 per day)	-	2,500	-
Calls received per month?	-	-	-	-	10,000	-
Calls received per year?	1.5 million	-	-	-	120,000	-
Behavior that most often prompts the caller to make the call?	Problems w/ proper lane position	-	Problems w/ proper lane position	-	Problems w/ proper lane position; judgment problems	Problems w/ proper lane position
When do calls tend to come in more often?	No data	-	No data	No data	Daytime	No data
When do calls tend to come in more often?	No data	-	No data	No data	Weekdays	No data
When do calls tend to come in more often?	No data	-	No data	No data	Summer	No data
Are calls tracked?	Yes	-	Yes	No	Yes	No
Are records kept on the outcomes of the call?	Yes	-	No	No	Yes	No
How often is a patrol vehicle actually dispatched?	No data	-	76% - 100%	No data	50% - 70%	No data
Average time between call and stoppage of vehicle?	Varies	-	No data	-	20 minutes	-
Estimated percentage of calls resulting in arrest?	No data	-	No data	No data	26% - 50%	No data
Estimated percentage of calls resulting in prosecution?	No data	-	No data	No data	No data	No data
Estimated percentage of calls resulting in conviction?	No data	-	No data	No data	No data	No data

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

PSAP = Public Safety Answering Point.

Table 7. Program details for Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, and New York.

	Nebraska	Nevada	New Hampshire	New Jersey	New Mexico	New York
Are callers asked to report license plate?	Yes	Yes	Yes	Yes	Yes	Yes
Are callers asked to report location?	Yes	Yes	Yes	Yes	Yes	Yes
Are callers asked to report driver characteristics?	Yes	Yes	Yes	Yes	-	Yes
Are callers asked to report passenger information?	Yes	Yes	-	No	-	Yes
Are callers asked to report vehicle information?	Yes	Yes	Yes	Yes	Yes	Yes
Is program limited to impaired drivers?	No	No	No	No	No	No
Who answers the calls?	for *55 a local operator; for 911 a global 911 service	A local operator	Statewide E-911 Operators	State police dispatcher	Unknown	A global 911 service
Are operators trained for impaired driving reporting program?	Yes	Yes	Yes	Yes	-	No
How are the calls dispatched?	Depends on location	Depends on location	Depends on location	Depends on location	Depends on location	Depends on location
Is there a dedicated patrol team that is dispatched?	No	No	No	No	-	No
Call received per week?	300	Unknown	140 (E-911)	1328	-	-
Calls received per month?	1,200 – 1,500	Unknown	609 (E-911)	5,757	-	-
Calls received per year?	12,000 – 13,000	Unknown	7,310 (E-911)	69,081	-	-
Behavior that most often prompts the caller to make the call?	Problems w/ proper lane position	Problems w/ proper lane position	Problems w/ proper lane position; speed and breaking problems; vigilance problems	Problems w/ proper lane position	-	Problems w/ proper lane position
When do calls tend to come in more often?	Nighttime	No data	Daytime	Rush hour	-	Nighttime
When do calls tend to come in more often?	Weekends	No data	Weekdays	Weekdays	-	No data
When do calls tend to come in more often?	Summer	No data	Summer	-	-	No data
Are calls tracked?	Yes	No	Yes	No	-	Yes
Are records kept on the outcomes of the call?	Yes	No	Yes	Mo	-	Yes
How often is a patrol vehicle actually dispatched?	51% - 75%	No data	76% - 100%	Unknown	-	76% - 100%
Average time between call and stoppage of vehicle?	10 – 12 minutes	Unknown	6.2 minutes	Unknown	-	-
Estimated percentage of calls resulting in arrest?	26% - 50%	No data	1.7% last fiscal year	-	-	-
Estimated percentage of calls resulting in prosecution?	76% - 100%	No data	No data	-	-	-
Estimated percentage of calls resulting in conviction?	74%	No data	No data	-	-	-

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

Table 8. Program details for North Carolina, North Dakota, Northern Mariana Islands, Ohio, Oklahoma, and Oregon.

	North Carolina	North Dakota	Northern Marianas Islands	Ohio	Oklahoma	Oregon
Are callers asked to report license plate?	Yes	-	-	Yes	Yes	Yes
Are callers asked to report location?	Yes	-	-	Yes	Yes	Yes
Are callers asked to report driver characteristics?	Yes	-	-	Yes	Yes	
Are callers asked to report passenger information?	Yes	-	-	Yes	Yes	Yes
Are callers asked to report vehicle information?	Yes	-	-	Yes	Yes	Yes
Is program limited to impaired drivers?	No	-	-	Yes	No	No
Who answers the calls?	A local operator (NC HP)	-	-	Other – not reported	DPS Com. Dispatcher	Oregon State Police, 911 PSAPs, other dispatch centers
Are operators trained for impaired driving reporting program?	Yes	-	-	-	Yes	Yes
How are the calls dispatched?	Depends on location	-	-	State Police or Highway Patrol	State Police or Highway Patrol	Depends on location
Is there a dedicated patrol team that is dispatched?	No	-	-	No	No	No
Call received per week?	200+	-	-	573	140	742
Calls received per month?	408+	-	-	2,483	-	3,213
Calls received per year?	5,000+	-	-	29,792	-	38,558
Behavior that most often prompts the caller to make the call?	Problems w/ proper lane position	-	-	-	Problems w/ proper lane position	Not tracked
When do calls tend to come in more often?	Daytime	-	-	No data	Nighttime	14:00 – 15:00 local time
When do calls tend to come in more often?	Weekdays	-	-	No data	Weekends	Weekends
When do calls tend to come in more often?	Summer and Winter	-	-	No data	Summer	No data
Are calls tracked?	No	-	-	Yes	Yes	Yes
Are records kept on the outcomes of the call?	Yes	-	-	Yes	Yes	Yes
How often is a patrol vehicle actually dispatched?	76% - 100%	-	-	No data	76% - 100%	28%
Average time between call and stoppage of vehicle?	15 minutes	-	-	No data	10 – 15 minutes	14.9 minutes
Estimated percentage of calls resulting in arrest?	51%-75%	-	-	Yes	26% - 50%	-
Estimated percentage of calls resulting in prosecution?	No data	-	-	Yes	1% - 25%	-
Estimated percentage of calls resulting in conviction?	No data	-	-	No data	1% - 25%	-

Note. The symbol ‘-’ denotes that no information was provided to SCRI. PSAP = Public Safety Answering Point.

Table 9. Program details for Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, and Tennessee.

	Pennsylvania	Puerto Rico	Rhode Island	South Carolina	South Dakota	Tennessee
Are callers asked to report license plate?	-	-	Yes	Yes	Yes	-
Are callers asked to report location?	-	-	Yes	Yes	Yes	-
Are callers asked to report driver characteristics?	-	-	Yes	Yes	Yes	-
Are callers asked to report passenger information?	-	-	Yes	No	No	-
Are callers asked to report vehicle information?	-	-	Yes	Yes	Yes	-
Is program limited to impaired drivers?	-	-	No	No	No	-
Who answers the calls?	-	-	Other	A local operator	911 PSAP dispatcher	-
Are operators trained for impaired driving reporting program?	-	-	No	Yes	Yes	-
How are the calls dispatched?	-	-	Other	Depends on location	Depends on location	-
Is there a dedicated patrol team that is dispatched?	-	-	No	Yes	No	-
Call received per week?	-	-	Unknown	No data	Unknown	-
Calls received per month?	-	-	Unknown	No data	Unknown	-
Calls received per year?	-	-	½ million	No data	Unknown	-
Behavior that most often prompts the caller to make the call?	-	-	Problems w/ proper lane position	No data	Problems w/ proper lane position	-
When do calls tend to come in more often?	-	-	Daytime	No data	No data	-
When do calls tend to come in more often?	-	-	Weekends	No data	No data	-
When do calls tend to come in more often?	-	-	Summer	No data	No data	-
Are calls tracked?	-	-	Yes	No	No	-
Are records kept on the outcomes of the call?	-	-	No	No	No	-
How often is a patrol vehicle actually dispatched?	-	-	76% - 100%	76% - 100%	76% - 100%	-
Average time between call and stoppage of vehicle?	-	-	Unknown	No data	No data	-
Estimated percentage of calls resulting in arrest?	-	-	No data	No data	No data	-
Estimated percentage of calls resulting in prosecution?	-	-	No data	No data	No data	-
Estimated percentage of calls resulting in conviction?	-	-	No data	No data	No data	-

Note. The symbol ‘-’ denotes that no information was provided to SCRI. PSAP = Public Safety Answering Point.

Table 10. Program details for Texas, Utah, Vermont, Virgin Islands, Virginia, and Washington.

	Texas	Utah	Vermont	Virgin Islands	Virginia	Washington
Are callers asked to report license plate?	-	Yes	Yes	Yes	Yes	Yes
Are callers asked to report location?	-	Yes	Yes	Yes	Yes	Yes
Are callers asked to report driver characteristics?	-	Yes	Yes	Yes		Yes
Are callers asked to report passenger information?	-	No	No	Yes	No	No, only if pertinent
Are callers asked to report vehicle information?	-	Yes	Yes	Yes	Yes	Yes
Is program limited to impaired drivers?	No	No	No	No	No	No
Who answers the calls?	-	A global 911 service	Dispatch	A local operator	Local State Police Operator	A local operator
Are operators trained for impaired driving reporting program?	-	Yes	No	No	Yes	Yes
How are the calls dispatched?	-	State Police or Highway Patrol	Depends on location	Territorial police	Depends on location	State Police or Highway Patrol
Is there a dedicated patrol team that is dispatched?	-	No	Neither	No	No	No
Call received per week?	-	250	Varies	Unknown	Not tracked	-
Calls received per month?	-	1,000	Unknown	Unknown	Not tracked	-
Calls received per year?	-	52,000	Unknown	Unknown	Not tracked	32,920
Behavior that most often prompts the caller to make the call?	-	Problems w/ proper lane position; judgment problems	Problems w/ proper lane position & speed or breaking problems	Problems w/ proper lane position	Unknown	Problems w/ proper lane position
When do calls tend to come in more often?	-	Nighttime	Nighttime	No data	No data	Nighttime
When do calls tend to come in more often?	-	Weekends	Weekends	No data	No data	Weekends
When do calls tend to come in more often?	-	Fall	No data	No data	No data	Fall
Are calls tracked?	-	Yes	No	Yes	No	Yes
Are records kept on the outcomes of the call?	-	No	No	Yes	No	Yes
How often is a patrol vehicle actually dispatched?	-	76% - 100%	No data	76% - 100%	No data	76% - 100%
Average time between call and stoppage of vehicle?	-	5 – 10 minutes	-	Unknown	No data	No data
Estimated percentage of calls resulting in arrest?	-	No data	No data	No data	No data	1% - 25%
Estimated percentage of calls resulting in prosecution?	-	No data	No data	No data	No data	No data
Estimated percentage of calls resulting in conviction?	-	No data	No data	No data	No data	No data

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

Table 11. Program details for West Virginia, Wisconsin, and Wyoming.

	West Virginia	Wisconsin	Wyoming
Are callers asked to report license plate?	No	-	Yes
Are callers asked to report location?	No	-	Yes
Are callers asked to report driver characteristics?		-	Yes
Are callers asked to report passenger information?	No	-	No
Are callers asked to report vehicle information?	No	-	Yes
Is program limited to impaired drivers?	No	-	No
Who answers the calls?	State Police	-	State Patrol Dispatch
Are operators trained for impaired driving reporting program?	No	-	Yes
How are the calls dispatched?	State Police or Highway Patrol	-	State Police or Highway Patrol
Is there a dedicated patrol team that is dispatched?	No	-	No
Call received per week?	Not tracked	-	Unknown
Calls received per month?	Not tracked	-	Unknown
Calls received per year?	Not tracked	-	Unknown
Behavior that most often prompts the caller to make the call?	Unknown	-	Problems w/ proper lane position
When do calls tend to come in more often?	No data	-	No data
When do calls tend to come in more often?	No data	-	No data
When do calls tend to come in more often?	No data	-	No data
Are calls tracked?	No	-	Yes
Are records kept on the outcomes of the call?	No	-	Yes
How often is a patrol vehicle actually dispatched?	No data	-	76% - 100%
Average time between call and stoppage of vehicle?	Not tracked	-	Unknown
Estimated percentage of calls resulting in arrest?	No data	-	1% - 25%
Estimated percentage of calls resulting in prosecution?	No data	-	1% - 25%
Estimated percentage of calls resulting in conviction?	No data	-	1% - 25%

Note. The symbol ‘-’ denotes that no information was provided to SCRI.

DOT HS 810 750
March 2007



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