Programs Across the United States That Aid Motorists in the Reporting of Impaired Drivers to Law Enforcement
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.
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-phone-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.
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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 1990\(^1\) 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 States\(^2\) and in a 1984 report\(^3\) noted that these types of programs had resulted in over 7,000 DWI arrests.

In 2005, Congress directed NHTSA to:

\textit{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. \textbf{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 \textit{[\textsuperscript{*}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.)


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.

<table>
<thead>
<tr>
<th>State</th>
<th>No Information</th>
<th>Not Applicable</th>
<th>No Program 911 or General Emergency Program</th>
<th>DWI Dedicated Program</th>
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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 Sheriff's 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  
luke@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
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.

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

Note. The symbol ‘-’ denotes that no information was provided to SCRI.
| Are callers asked to report license plate? | Colorado | Connecticut | Delaware | District of Columbia | Florida | Georgia |
| Are callers asked to report location? | Yes | - | - | Yes | Yes | Yes |
| Are callers asked to report driver characteristics? | Yes | - | - | 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.

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

Note. The symbol ‘-’ denotes that no information was provided to SCRI.
Table 5. Program details for Iowa, Kansas, Kentucky, Louisiana, Maine, and Maryland.

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

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

**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.

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

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

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.

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

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.

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

Note. The symbol ‘-’ denotes that no information was provided to SCRI.
Table 11. Program details for West Virginia, Wisconsin, and Wyoming.

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

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