



Eugene Police Department

777 Pearl Street
Eugene, Oregon
(541) 682-8395
www.eugene-or.gov/police

NEWS RELEASE

November 2, 2009

For further information contact:

Jenna LaBounty, Interim Public Information Coordinator at 541.682.5197, or
Melinda Kletzok, APR, Public Information Director at 541.682.5124

Central Lane 9-1-1 Implements Tool to Improve Call Efficiency

Central Lane 9-1-1 has a new tool to help improve call efficiency.

Over the past two years, Central Lane 9-1-1 found its response times had increased from three seconds to four because of decreased staffing and increased call volume. Most of the call volume, is attributed to cell phone use. Now, a new software filter installed by QWEST, called XMU, will help handle cell phone calls.

More than 60% of Central Lane's 9-1-1 calls come from cellular devices. XMU is being implemented to reduce accidental 9-1-1 calls. Essentially, it screens the call before the operator begins to answer. This will allow Central Lane to save time for legitimate emergency calls.

Here is how the system will work (this only applies to cellular calls):

When a **cellular** caller dials into 9-1-1, the call is routed to the 9-1-1 Center. The first thing the caller will hear is an extremely brief recorded voice message after which they must say "9-1-1" or press any key on their phone and at that time they are routed straight to a call taker. If the caller does nothing, a message is repeated in Spanish, and if there is no response, the message is repeated in English and then Spanish. If there is no response or selection after nine seconds, the call ends.

Call centers from the Portland Metropolitan area (Clackamas, Multnomah and Washington counties) have seen up to a 25 percent reduction in unintentional calls with this change.

###

