

## York County commissioners react to 911 system survey

**Chris Reilly and Doug Hoke said the results concerned them, while Steve Chronister questioned the survey's validity.**

By TOM JOYCE  
Daily Record/Sunday News

Updated: 12/13/2009 11:14:18 PM EST  
York County commissioners Chris Reilly and Doug Hoke said they're concerned about a recent survey in which York County police officers reported having no confidence in the county's new 911 system.

But President Commissioner Steve Chronister said he doubts the validity of the survey and the complaints.

The York County Chiefs of Police Association distributed the surveys. According to Southern Regional Police Chief James Childs, president of the association, almost 25 percent of the county's departments responded. And all of the respondents said they weren't pleased with the new system, which was installed a year ago.

Hoke said he would be willing to have a meeting with the officers who are still worried about the system.

"If there's been problems, my perspective has

always been that we sit down at a table, we look each other in the face and we talk this thing out," Hoke said.

Reilly said he would also be willing to meet with the police who have concerns. But he said the professionals involved in setting up the system are still working out glitches, and have informed the commissioners that a system entirely free of glitches simply isn't technologically possible.

"We want the system to work," Reilly said. "But without taking the complaints lightly, we're going to work through it until we get it right."

Chronister said he believes an insufficient number of county officers responded to the survey. And he maintains that the wording of a survey can be manipulated to get a certain result.

He said he's also irritated because police officers -- like all county emergency responders -- have been involved with the project from the very beginning.

"We have gone over and above for the 911 debacle," Chronister said. "We can do everything to please them and we're still not going to please them."

### SECOND SURVEY

Southern Regional Police Chief James Childs, president of the York County Chiefs of Police Association, said the survey on the new 911

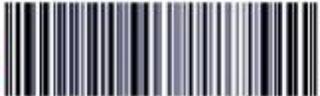
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system was given to all of the county's police departments, but "some chiefs participated and gave it to their officers and some didn't."

Following criticism that the sample was not large enough to properly represent the county's police officers, the association decided to run a second survey, Childs said. The chiefs hope to present the new surveys to county commissioners and 911 officials at their Jan. 6 meeting, Childs said.

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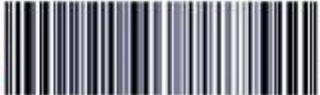
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