

Wireless Phase I Update

As the number of 9-1-1 calls made by those using wireless phones continues to increase, OETS is working with New Jersey's seven wireless carriers to provide Phase I service to the PSAPs. With Phase I, the call taker is provided with the call-back number of the wireless device and location information for the cell site through which the 9-1-1 call was initially processed.

Another enhancement with Phase I is that each sector of the cell site is analyzed in order to determine which PSAP would receive the call. The call routing decision is based upon an examination of the

geographic area the sector covers and matching that area to the PSAP providing call answering for the agency having primary jurisdiction in that area. As

Wireless calls accounted for over 40% of all 9-1-1 calls processed in New Jersey during 2001



an example, a cell site located in the City of Newark

may have a sector that provides service to callers on the New Jersey Turnpike. This sector would be programmed to route to the State Police in Totowa. The second sector may face into Elizabeth and that sector would be programmed to send calls to the Elizabeth PSAP. As you might imagine, this is a very time-consuming, labor-intensive task.

It is important for call takers to become familiar with the information offered with wireless Phase I calls. PSAPs with Plant, Rockwell or KML equipment will find the call-back number on line 2 of the ALI Screen.

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To the right is an illustration of how Phase I calls are displayed on Rockwell, KML and Plant ALI screens. All others will receive the wireless phone number on the ANI display only, until necessary upgrades can be implemented by the respective vendors.

1>	*CAUTION* WIRELESS PHASE I			
2>	201-555-3456	21:39:57	06/11/02	
3>	AT&T WIRELESS			
4>	000030	BLEEKER		
			ST N	<5
6>	RADIUS 03 MILES			
	MILBURN TWP		XX	
7>	40.71389N	74.30583W		
			CELL	<8
9>	ROAM NO 908-511-0159	ESN 5807		<10
11>	MILBURN POLICE 9-1-1			
12>	SUMMIT FIRE	908-277-1033		
12>	CHATHAM BORO	973-285-2900		
12>	NJSP TOTOWA	973-785-9412		
	CF #	LEC ATT W		<13

Phase I ALI Screen

- 1>Caution Message
- 2>Wireless phone #
- 3>Cell site carrier
- 4>Cell Site address
- 5>Sector direction
- 6>Approx. cell site radius
- 7>Latitude and longitude
- 8>Class of service
- 9>PANI –routing number
- 10>ESN assigned
- 11>Primary PSAP
- 12>Alternative PSAPs
- 13>ALI record carrier

Public Safety Telecommunicator Award Program

What's Next With Wireless?

The next wireless 9-1-1 call enhancement is known as Phase II. Phase II will provide the call taker with the actual location of the wireless caller within a 50 to 100 meter radius.

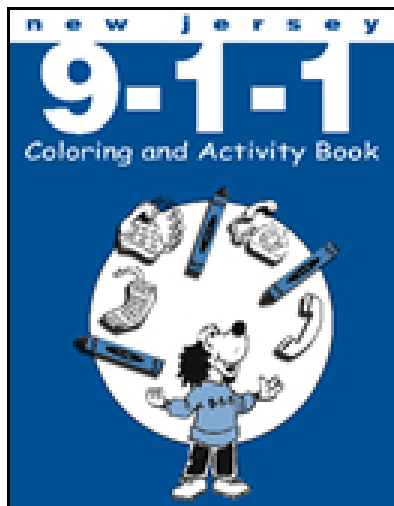
Such an enhancement will be of great benefit not only to the callers, but also to the PSTs and emergency response agencies. As has been seen with wireline enhanced 9-1-1, knowing the actual location of the caller can save valuable seconds in an emergency.

The Public Safety Telecommunicators (PSTs) who staff the 230 PSAPs and many PSDPs in New Jersey are truly the first line of defense for the emergency responders. Often, the role of the PST is overlooked. OETS has responded to this oversight by establishing a program to recognize PSTs who have exemplified excellence in the performance of their duty. The first award ceremony was scheduled to take place at the Governor's Office on September 11, 2001, which at the time was to be designated New Jersey 9-1-1 Day. The ceremony was scheduled to begin at 9:30. By 9:00 we realized this would not be a day for celebration. In the days that followed, OETS and the 9-1-1 Commission decided that although 9/11 would no longer be an appropriate date, the recognition program would continue but would take place during National Telecommunicator Week each April.

The biggest problem with this program is getting nominees. PSTs are so used to doing what they do so well they often fail to realize the important role they played in a particular event. Nomination may be submitted by a PST, a co-worker, a caller or the PST's agency. The nomination should include a brief explanation of the event, a tape or transcript of the call in question, and a brief background on the nominee outlining the person's years of service and other accomplishments. Nominations should be submitted to OETS no later than February 28, 2003.



OETS PUBLIC EDUCATION INITIATIVES



OETS, with assistance from the Office of Information Technology Creative Services staff, has developed two new public education programs. The 9-1-1 coloring book has been updated and approximately 80,000 copies have been supplied to County 9-1-1 Coordinators throughout the State. A copy of the coloring book can be downloaded from the OETS web site. There is no Copyright on the book and it may be reproduced as needed. Creative Services staff produced a booth display that features the main character from the book.

OETS had the booth set up at the 2001 NJEA Conference and the 2002 NJ-NENA Conference. It was well received at both events. Look for us at the NJ-NENA Conference April 7-8, 2003.

The second public education campaign primarily targets adults. It centers on specific concerns for those who use wireless phones when calling 9-1-1. A Public Service Announcement (PSA) is scheduled for release late in fall 2002.

lights the importance of supplying specific location information when reporting an emergency from a wireless phone. The ad also demonstrates that callers should be sure to be in a safe location when making the call. The PSA will be supplied to broadcast media in the New York and Philadelphia markets as well as to cable providers. A



OETS staff pictured left to right: Edward Bradford, Craig Reiner, Bonnie Hueg, Danny Medina. (Not pictured, Debbie O'Neill)

The PSA was produced by the Cherson Group, an advertising and public relations company under contract to OIT, in conjunction with NJN. The PSA high-

lights the importance of supplying specific location information when reporting an emergency from a wireless phone. The ad also demonstrates that callers should be sure to be in a safe location when making the call. The PSA will be supplied to broadcast media in the New York and Philadelphia markets as well as to cable providers. A copy of the ad, formatted for radio broadcast is also in the works.

Another public information initiative that will be available in the coming months targets New Jersey's TTY users. OETS has purchased a training package that includes a videotape and presentation outline for educating TTY users about 9-1-1. Contact OETS for further information on this resource.

Verizon to Host 9-1-1 User Group Meetings

Verizon will be conducting New Jersey 9-1-1 user group meetings throughout the State during the month of November.

The agenda has not been finalized but attendees can expect an information packed session with updates on the many upcoming changes to the 9-1-1 network, issues related to the Certified Local Exchange Carriers (CLECs), the status of wireless 9-1-1 and other current issues.

Representatives from OETS and NJ-NENA will be participating in each session to provide information and answer questions on their activities. As in the past, OETS continuing education credits will be awarded to those who attend the program.

Below you will find a schedule of the meetings. Be sure to watch your mail for further information from Verizon and mark your calendar so you don't miss the meeting in your area.

NJ-NENA'S FIRST 9-1-1 HERO

NJ-NENA presented its first 9-1-1 hero award to Josh Hixon, an 11 year old Salem County resident who made the right call when his mother was kicked in the chest by a horse. The ceremony took place at the Pittsgrove Boro Meeting on July 18, 2002.

While tending their horses, Tammy Hixon was kicked in the chest. Josh quickly ran into the house and dialed 9-1-1. He attempted to bring the cordless phone to where his mother lay injured but realized he was out of range for the base and moved closer to the house to answer the call taker's questions. Emergency medical assistance was sent and Mrs. Hixon is doing well.

In recognition of his timely and appropriate actions in this emergency, Josh was presented with a certificate of recognition, a 9-1-1 Hero Medal, and a 9-1-1 Hero tee shirt by NJ-NENA Vice President Bonnie J. Hueg. Salem County Freehold Director Dave Sparks presented Josh with the Salem County Three Cheers Award. Dee Green, the Salem County PSAP's Reddy Fox 9-1-1 for Kids Coordinator, presented him with a Reddy Fox certificate and Medal. NJ-NENA needs your help in identifying other 9-1-1 Heroes. If you are aware of a young person who made the right call, contact any of the NJ-NENA Officers listed on the NJ-NENA web site: www.nena9-1-1.org/njnena/.



DATE	LOCATION	AGENCIES IN COUNTIES INVITED
November 4, 2002	Morris County Police & Fire Academy	Hunterdon, Morris, Sussex and Warren
November 6, 2002	Ocean County Police Training Center	Burlington, Mercer, Monmouth and Ocean
November 14, 2002	Bergen County Police Academy	Bergen, Hudson and Passaic
November 18, 2002	Atlantic County Canale Training Center	Atlantic, Camden, Cape May, Cumberland, Gloucester and Salem
November 26, 2002	Middlesex County Fire Academy	Essex, Middlesex, Somerset and Union

9-1-1 Network Replacement

Verizon and the State of New Jersey have agreed to replace New Jersey's Statewide Enhanced 9-1-1 Network. This replacement is necessary because the current 9-1-1 switch vendor, Rockwell International, will terminate support of the SCX 9-1-1 switches effective January 2003.

For the past year, Verizon and the State have worked diligently to design a replacement network, which will incorporate all the functionality and redundancy found in the current network. Over the past year, while technicians have been installing the backbone of the replacement network, Verizon representatives have visited all of the Rockwell CPE sites in New Jersey, reviewed the configuration of the Plant equipment sites, and contacted vendors for all other equipment types to evaluate the actions needed to transition these facilities to the new network platform. The impact of this transition will vary depending upon the type of equipment a PSAP has in place.

Integrated PSAP Impact

The Rockwell PSAP equipment is proprietary to the Rockwell Network and must be replaced. Verizon has offered to loan new 9-1-1 terminal equipment to all Rockwell users until the current contract period ends in April 2005. At the end of the contract period PSAPs will have the option of purchasing the loaned equipment at a depreciated price, or having it removed. KML PSAP equipment will be upgraded so that it will function with the replacement network. In some cases, it will be necessary to replace the existing terminals if they are an earlier version.


Conventional PSAP Impact

Conventional PSAPs will not require answering equipment changes but all will require some "back room" work for the transition to the new network. Because both networks will be operating simultaneously for some period, it is necessary to run circuits from both into the conventional site. The duplicate service will require additional appearances on the call answering equipment for the replacement network access and additional trunk cards in the customer premise equipment (CPE).

All PSAPs

One change most PSAPs will see is that there will be more 9-1-1 lines on the answering equipment. The increase is because the architecture of the replacement network differs from that of the existing network. Currently each PSAP is connected to a single 9-1-1 selective routing tandem. The replacement network is a dual tandem architecture meaning each PSAP will be connected to two 9-1-1 tandems with an equal number of lines to each.

Network Replacement PSAP Timeline



	Start Date	Finish Date	Status
Install PSAP voice circuits	3/27/02	2/28/03	In Progress
Install PSAP data circuits	2/1/02	2/28/03	In Progress
Delivery and Installation of Plant Equipment at Rockwell sites	3/27/02	3/21/03	In Progress
KML PSAP Upgrades	3/27/02	3/21/03	In Progress
Non-Verizon Conventional Equipment Upgrades	3/27/02	3/21/02	In Progress
Complete installation of Non-Verizon Rockwell replacement CPE	N/A	1/31/03	In Progress
Training for new Plant Equipment sites	12/2/02	4/28/03	Pending
End-to-end network testing	4/1/03	4/25/03	Pending
Migration to replacement network	5/5/03	5/23/03	Pending

The Clock is Ticking

There are approximately 340 enhanced PSAPs and PSDPs in New Jersey. A great deal of coordination and cooperation between all agencies will be required to complete the transition to the replacement network by the May 2003 target date. Please be sure that the appropriate personnel are aware of the upcoming activity.

Installers have reported problems gaining access to facilities or confusion as to where the equipment should be placed. As with the cut-over of the current network, there may be some inconvenience during the transition but in the end, all will benefit from the speed and enhancements in this replacement network.





EMD Training

Effective July 2000, the State of New Jersey 9-1-1 regulations were amended to require all call-takers and dispatchers in a PSAP responsible for medical dispatch to be certified in Emergency Medical Dispatch (EMD) by December 31, 2002. As this date is rapidly approaching, OETS is receiving many inquiries about this requirement. The following are answers to some of the most frequently received questions:

Our agency has a contract with a medical dispatch point' do we still have to become EMD certified?

No. If a PSAP transfers all medical calls to an approved medical dispatch point, they are not required to have EMD certifications.

I was exempt from the EMD training when 9-1-1 was first implemented. Do I still have to take it now?

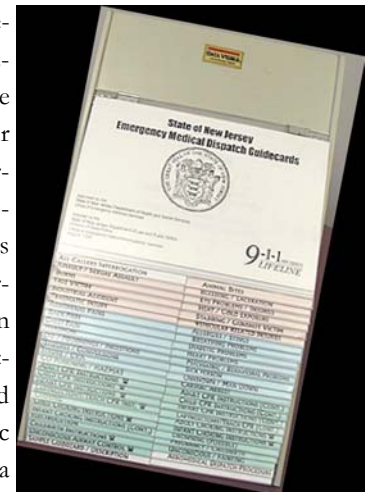
Yes. The exemption is no longer in place.

I was EMD certified eight years ago; is my certification still valid?

When the EMD program was initially implemented, there were no recertification requirements. In the late 1990's, the National Highway Traffic Safety Administration (NHTSA) issued revised standards that included recertification requirements. NHTSA requires 24 hours of continuing education every two to four years. New Jersey's training regulations already require eight hours of in-service training each year and maintenance of CPR certification; therefore the national standards were met by those who were compliant with the State standards. In 1999, OETS implemented a formal EMD recertification policy that outlines topics applicable to EMD recertification. This policy is posted on the OETS web site, www.state.nj.us/911 (see Policy 2.3).

OETS took several actions to mitigate the impact of the amended training requirements upon the local agencies. First, OETS had already established a New Jersey EMD program allowing local or regional agencies to conduct the courses without incurring the costs associated with certification through a private vendor. OETS had 1000 EMD student manuals printed. These manuals are available for loan to any agency conducting New Jersey EMD courses, eliminating the costs involved in producing the books. Additionally, the regulations grant three years of in-service credit (24 hours) for those employees who were previously exempt from the EMD training requirement and successfully complete it by the December deadline. This credit only applies to personnel who were initially certified in a 24-hour basic telecommunications course.

The emergency medical dispatch program is an important aspect of the 9-1-1 program. The public rightfully expects to receive appropriate pre-arrival instructions. This program serves as the first link in the chain of survival for those experiencing a medical emergency. Following the dispatch protocols ensures that important resources are appropriately allocated. The personnel participating in a well-run EMD program receive the satisfaction of knowing they have provided the best available service to the public and the first responders. It is truly a win win situation.



We want to hear from you! If there is a topic you would like covered or an article you would like to submit, please email: Bonnie.Hueg@oit.state.nj.us



Information Technology
New Jersey Office of Information Technology

New Jersey EMD Facts:

- OETS has distributed 815 sets of New Jersey Emergency Medical Dispatch Guidecards.
- Over 6,800 persons have completed EMD training in NJ since 1992.
- Adherence to the guidecard dispatch protocols has been shown to increase the ALS response treat rate by as much as 25%.