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Telecom Pioneers: Service with a Purpose

The northern New Jersey chapter of the Telecom Pioneers of America has established education as their community service objective for 2002-2003. To meet this objective they have donated over 2,000 books to area schools and they have a puppet show, created by Pioneer Doug

Nearpass, to teach school children how and when to place a 9-1-1 call.

On December 4, 2002, the first show was presented to 197 students at the Jackson Academy in East Orange. Since that time several hundred other students in northern New Jersey have

been treated to this educational program. Following the show, each student is presented with a copy of the State of New Jersey 9-1-1 Coloring book and a box of crayons supplied by the Pioneers.

Telecom Pioneers is a non-profit, volunteer organization

consisting of both active and retired Verizon employees. Their main focus is community service with an emphasis on helping those in need. Chapter 12 President Lynette Singleton advises those interested in having the show presented in their area to call 973-678-9273 for information.



Telecom Pioneers: Marilyn Goode, Yolanda Rogers, Lynette Singleton, Featherhead the Puppet, Doug Nearpass, Joyce Peterson and LaVerne Sly



Fire, EMS and Police puppet characters; Jackson Academy School students.

Did you know,

- With over 60 PSAPs and enhanced dispatch points Bergen County, NJ has more enhanced 9-1-1 sites than any other county in the United States
- There are currently over 137,450,000 wireless subscribers in the US.
- 40% of New Jersey's 9-1-1 calls are placed from wireless phones

Phase 1 Wireless – A Success Story in Ringwood

On December 12, 2002, at 12:43 AM, the Ringwood PSAP received a wireless 9-1-1 call from a person reporting that he was told a bomb had been planted at the Regional High School. When Ringwood PST Kim Margroff attempted to obtain further details, the call was disconnected and the report was determined to be false.

Prior to the Wireless 9-1-1 Phase 1 roll out, tracing

the call would have been close to impossible. In this case, the Phase 1 information provided the phone number for the device making the call.

Ringwood Police Sgt. Henry Hill was able to contact Verizon Wireless to determine the subscriber's name and address. This information showed the subscriber was listed in the neighboring town of Wanaque. Wanaque Police located the youth who placed the call and

juvenile complaints were filed for false public alarm and illegal use of the 9-1-1 System.

Ringwood 9-1-1 Coordinator Sgt. Gary Bertsch noted that "without the Phase 1 information, the call would have been untraceable, school operations would have been disrupted, and a number of local and county resources would have been unnecessarily engaged to ensure the students' safety."

Upcoming Events



Attendees at the 2002 NJ-NENA Conference at the Hanover Marriott Hotel.

If you missed out on attending the Verizon 9-1-1 User Group meeting in your area, don't dismay, there are many opportunities to meet with other 9-1-1 professionals in the coming months.

The New Jersey NENA Chap-

ter will conduct its annual conference April 7 and 8, 2003. The conference will be held at the Hanover Marriott Hotel on Route 10 in Whippany. The conference committee is still establishing the agenda, but as in the past it will be two days filled with educational and networking opportunities. Registration information is available on the NJ-NENA Web Site: www.nena9-1-1.org/njnena.

For those who are able to travel outside the State, the APCO East Coast Regional Conference is scheduled for May 12 through 14, in Cape Cod, Massachusetts. This conference theme is "Communications: The Frontline of Homeland security". Registration information can be found on the APCO Atlantic Chapter Web site: www.apcoatlantic.org.

9-1-1 USER GROUP MEETINGS A BIG SUCCESS

Throughout the month of November, Verizon hosted 9-1-1 User Group Meetings around the State. The meetings were attended by approximately 325 representatives from over 200 public safety agencies.

Following registration and coffee, which afforded great networking opportunities, there was an agenda packed with information about New Jersey's 9-1-1 Program. Representatives from NJ-NENA, OETS and Verizon made presentations about their upcom-

ing activities.

NJ-NENA officers informed the attendees about the benefits of NENA membership and NJ-NENA's Annual Conference scheduled for April 7-8, 2003 at the Hanover Marriott.

There were two Verizon presentations. Bob Gojanovich informed the groups about the 9-1-1 network replacement project that is currently underway. Irene Brennan and Bill Beloff spoke

about their efforts as Verizon's New Jersey 9-1-1 Service Managers.

OETS Director Craig Reiner brought the crowd up-to-date on the issues surrounding wireless 9-1-1 and other OETS initiatives.

This program was reviewed by OETS staff and approved for 3 hours of in-service credit for attendees, the CTE number assigned is: CTE-02-056.



The replacement network will utilize Nortel DMS 100 Switches.

Network Replacement Status Report

Work on the replacement 9-1-1 network is rapidly moving ahead. Verizon reports that all Tandem and End Office trunks have been designed, connected and are in the process of being tested.

The hardware and software for the replacement database has been installed, and end-to-end testing has begun.

All PSAP premise equipment has been ordered and delivered. As of January 10, 2003, 70% of the Plant Equipment which will replace the Rockwell IPSAP equipment has been installed. KML has begun the installation of their replacement units. Installation of modified components at the conventional equipment sites is 75%

completed.

In the coming months, training will be setup for those receiving the Plant equipment.. Additionally, PSAP managers and 9-1-1 instructors should watch for changes in the 9-1-1 Chapter of the basic telecommunicator course. These changes would be an appropriate topic for in-service training programs.

Team Work Saves a Life in Hunterdon County

Teamwork has always been an important factor in the daily life of the Hunterdon County 9-1-1 Operators. On Sunday, September 15, 2002, this team work ethic moved from inside the communications center to the front door.

At 7:03 AM, just as the shifts were changing, a man knocked on the front door of the 9-1-1 Communications Center. The man explained that his friend, Vanessa Spears, was in his car experiencing respiratory distress and was now unconscious.

The Hunterdon County team quickly went into action: Senior Operator Art Stier assessed the situation and coordinated a quick response. 9-1-1 Operators Jason Slaughter and Bill Powell left their posts to start administering CPR

and applied the Automated External Defibrillator (AED). As Operators Slaughter and Powell worked to restore the victim's pulse and respiratory function, they were joined by Operator Frank Venezia who had just completed the midnight shift.

Meanwhile, inside the Communications Center, Operators Gretchen Ungelter and Stefanie Kenny picked up the extra positions vacated by those who were involved with the rescue efforts outside. They dispatched police units and the appropriate Basic and Advanced emergency medical response units.

The combined efforts of this Public Safety team played an important role in saving this young woman's life.

The telecommunicators involved in this event were honored

by the Hunterdon County Board of Freeholders at their October 22, 2002 meeting. They were presented with plaques, CPR Save pins and patches. It looks like Hunterdon County won't have any problems coming up with nominees for the State's PST Award program this year!



Left to Right: Operators Frank Venezia, Jason Slaughter, Gretchen Ungelter, Stefanie Kenney, Art Stier, Bill Powell with Vanessa Spears and Freeholder Frank Fuzo.

Story and photo courtesy of Robert Anderson, Director, Hunterdon County 9-1-1

New Jersey Man Receives National CTIA 9-1-1 Samaritan Award

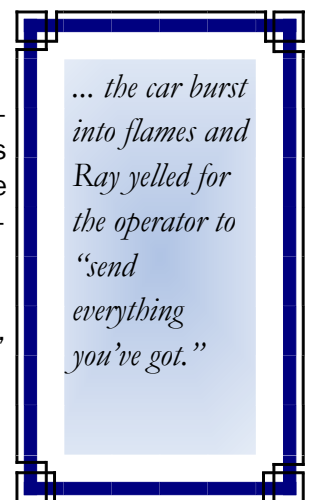
Mr. Ray Canfield of Hammonton, Atlantic County, has been recognized by the Cellular Telephone and Internet Association (CTIA) for his heroic actions rescuing victims of a hit-and-run accident.

CTIA presents its Vita award to "those who act with extraordinary courage in an emergency". Vita is the Latin word for "life". Mr. Canfield was nominated for this award by Margate Police Lt. Peter Crook, whose daughter Adrienne, was operating the vehicle that was struck by the intoxicated hit-and-run driver. It was 3:00 AM on an early October morning when Mr. Canfield came across debris

in the road and realized something was wrong. He spotted Adrienne's car and dialed 9-1-1 from his cell phone as he approached the vehicle. Adrienne and her passengers were trapped in her mangled car. When he heard her cries for help he advised the PST that there were victims who would require medical assistance. Then the car burst into flames and Ray yelled for the operator to "send everything you've got" and ran to the car to help the victims. All were trapped in the car and only Adrienne was conscious. He summoned the strength to extricate her from the tan-

gled mass through the rear window.

Together they worked to rescue the other passengers who were unable to help themselves. As other motorists stopped at the sight of the flames, they stood by, telling Ray and Adrienne to get away from the car. Not heeding the warnings, they worked on, and with the assistance of State Police Trooper Rob Bauers and another passerby, Kamal Johnson of Atlantic City, all the victims were removed from the wreck and survived.



... the car burst into flames and Ray yelled for the operator to "send everything you've got."

In-Service Training: An Opportunity for Growth

When developing the 9-1-1 training regulations it was recognized that continuing education would be an essential aspect of the program. This requirement was seen as a means to keep the public safety telecommunicators (PSTs) apprized of technological and operational changes and advancements. It also would allow for more specialized or advanced training.

The entry level basic communications and emergency medical dispatch (EMD) courses are intended to establish a foundation upon which to develop the PST's career. At the time the requirements were established there were no continuing education requirements to maintain the certifications. In the mid 1990's the national EMD curriculum was revised and the standard was amended to include a requirement for continuing education.

Another federal requirement for PSAPs is ongoing training on the TTY unit. The ADA Technical Assistance Manual states that agencies must provide training on the TTY unit, "at least as often as they...offer training for voice calls, but at a minimum, every six months." A full copy of this document may be accessed through the ADA Web site: <http://www.usdoj.gov/crt/ada/911ta.htm>.

OETS, recognizing the diverse composition of PSAPs throughout the State, has established training policies which would allow even the most hard pressed organizations to meet the minimum requirements. The full body of the in-service training policies can be found on the OETS web site, www.state.nj.us/911. Allowable methods for in-service training range from traditional classroom presentations, to participation in emergency management drills or exercises, to computer based training programs. Topics for in-service training are also wide ranging. There are two types of in-service programs; basic and EMD. Agencies where the medical dispatch function is performed on-site would follow Policy 2.3 which focuses on EMD topics. Those who transfer all medical calls to another agency would follow Policy 2.4 which concentrates on more general topics. Many subjects are applicable to either area.

OETS staff reviews and approves all in-service training programs. Over the years there have been many worthwhile courses submitted for approval. These courses covered topics that are timely, and appropriate to the profession of emergency telecommunications. Such offerings are a wise investment on the part of the

agency with the payoff of a more knowledgeable, professional staff.

On the other hand, OETS also sees in-service programs which haven't changed since 1992. While these programs technically meet the requirement, they are of little value to the attendees or the agency. Many merely re-hash the original basic communications course or other very basic topics affording no opportunity for professional growth or development.

It is an unfortunate reality that in-service training is the area most frequently cited as non-compliant during PSAP audits. The most frequent excuses for failure to maintain this standard are a lack of staff, time and funding. The following are a few tips for developing productive in-service training programs:

- ✎ Seek input from the employees, is there some area of their assignment they would like more in-depth information about?
- ✎ Use quality assurance reviews to identify areas of lagging performance and target training toward these areas.
- ✎ Attend 9-1-1 conferences, workshops or coordinator's meetings in your area, to keep abreast of technological or operational changes in the 9-1-1 system. Share the information with the staff.
- ✎ Visit other training facilities or agency level programs to pick up or share ideas and techniques.

In-service training should have a beneficial return for all involved. The PSTs get a broader understanding or new perspective on their role in achieving the agency's overall mission, and the agency receives a profitable yield on the time and expense invested in the program through more involved and knowledgeable PSTs.



EMD Continuing Education class at CenCom's training facility at AHS-Overlook Hospital, Summit.