

Office of Emergency Telecommunications Services

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Inside this issue:

Phase II and CAD	2
9-1-1 Commission News	2
Network Replacement Update	2
Take Your Kids to Work Day at OETS	3
Getting Ready for Wireless Phase II	3
Training Programs	4

New Jersey Telecommunicators Find Their Voice

In addition to APCO and NENA, telecommunicators in New Jersey now have an organization dedicated to their interests. The New Jersey Communications Officers Association (NJCOA) is a non-profit organization established in January 2002. The NJCOA membership is made up of municipal, county and State PSAP and PSDP telecommunicators.

Among the primary

missions of NJCOA are increasing awareness of the role of telecommunicators, and recognition of professionalism in the field of public safety communications personnel. In order to meet these goals, NJCOA is attempting to provide affordable Continuing Telecommunicator Education programs. It is hoped that class fees can be held to under \$100 per person



NJCOA conducts meetings throughout the year in various parts of the State. One of the projects
(Continued on page 4)

OETS Works to Establish Best Practices for PSAPs

The New Jersey Domestic Security Preparedness Task Force has designated 9-1-1 as a critical infrastructure. A committee has been formed to work with the Task Force to review 9-1-1 and other public safety telecommunications issues.

It is hoped that representatives from all aspects of public safety communications will contribute to the project. Currently, Robert Anderson of

Hunterdon County, Rick Mulvihill of Atlantic County and Joseph Saiia of Burlington County are serving as Joint Chairs for this committee. OETS Director Craig Reiner will serve as OETS liaison to the committee. Input is being solicited from those who manage PSAPs and EMD sites.

One of the first undertakings of this committee will be development of Best Practices Guidelines for PSAPs.

Among the areas under review are Standard Operating Procedures and recommendations for exercising emergency operation procedures.

It is expected that regional meetings will be held throughout the State to solicit comments and recommendations as the Best Practices Guidelines are established to ensure that they are workable in the PSAPs and communications facilities.



Phase II and CAD



Shortly after implementation of the replacement 9-1-1 Network, PSAPs will begin receiving Phase II information on some wireless calls. Phase II calls will be delivered with information on the caller's location in the form

of a latitude and longitude.

PSAPs should consult with their CAD vendors to determine if their system will be able to retrieve the latitude and longitude presented on the ALI screen and use that information to display a map

showing the caller's location.

PSAPs or vendors may contact OETS for the most current Phase II ALI screen formats.

9-1-1 Commission News



Robert Gojanovich advising the Commission about the 9-1-1 replacement network project

The 9-1-1 Commission will be losing two of its long time members this summer.

Commissioner Sgt. Paul Einreinhofer will be retiring from the Bergen County Police Department and taking a position with AT&T Wireless. Paul was a charter member of the 9-1-1 Commission, serving since its inception in 1989 as a representative of multi-municipal PSAPs. He also served on the New Jersey Emergency Response

System Study Commission that drafted the legislation that created New Jersey's 9-1-1 System.

Commissioner Robert (Gojo) Gojanovich has represented Verizon 9-1-1 on the Commission since 1994 and was very involved with the implementation of New Jersey's 9-1-1 System. Gojo will be joining IXP as a consultant.

Both of these commissioners were also charter members of New Jersey's NENA

Chapter and have served as officers in that organization.

On behalf of New Jersey's 9-1-1 Community, OETS staff wishes Paul and Bob good luck and great success in their new positions.



Commissioner F. Eichmann (left) confers with Paul Einreinhofer (right) during the NJ-NENA Conference.

Network Replacement Update



During the month of June, Verizon sent notices to all PSAPs and enhanced PSDPs in the State advising that the cutover to the replacement network will be delayed. It is now expected that the cutover process will not begin until late September, barring any unexpected problems.

OETS and Verizon staff

members have conducted meetings with PSAPs throughout the State to explain the cutover process and changes in alternate routing programs in alternate routing programs that will be required due to the operational differences between the Rockwell network and the new Nortel DMS 100 platform.

It is essential that all

aspects of the new network be in place and fully tested before being activated to carry 9-1-1 calls. For this reason, a firm cutover schedule cannot be published at this time. As things move forward, OETS and Verizon will provide information to the PSAPs and PSDPs.

Take Your Children to Work Day at OETS

"Take Your Daughter to Work" Day is observed each April throughout the nation. At OIT the day is expanded to include both boys and girls. Lindsay and Carly Zurla spent the day with OETS staff member Bonnie Hueg. They assisted Bonnie in presenting 9-1-1 information to some of the other young visitors at OIT.

Lindsay reports that "the kids in the buildings came over to the office and watched a movie on 9-1-1." Carly adds that she "helped Bonnie teach kids about 9-1-1 and about what to do if something bad happens to you." Lindsay noted that she and Carly handed out highlighter

pens, key chains, magnets, book covers, and coloring books following the video.

Carly recalls that "Bonnie put us to work, we printed out papers for an instructor training class that was coming up. We had to put address labels on envelopes for the Spring Newsletter."

Through out the day, the girls visited several of the departments in OIT to observe the work conducted there. At the Creative Services Office they watched as Lara Edwards worked on cartoon images for the State "Hangout NJ" Website for children. Later in the afternoon they went to the ghost lab

and were relieved to learn there were no scary spirits there. Lindsay noted that "ghosting is when you take programming from one computer and put it on another computer."

Their final work assignment for the day was to work as Newsletter reporters, writing a review of their activities for this article.



Article Co-Authors: Lindsay and Carly Zurla

Getting Ready for Phase II Wireless

With Phase II wireless, the PST will sometimes be required to use a mapping program in order to locate a 9-1-1 caller who is using a wireless phone. This will require a new skill set for the PST.

Terms such as "latitude" and "longitude" are not currently in the glossary of most basic telecommunication training programs. It is essential that the PSTs become familiar with these and other mapping terms. Additionally they must be familiar with the mapping resources available at the PSAP.

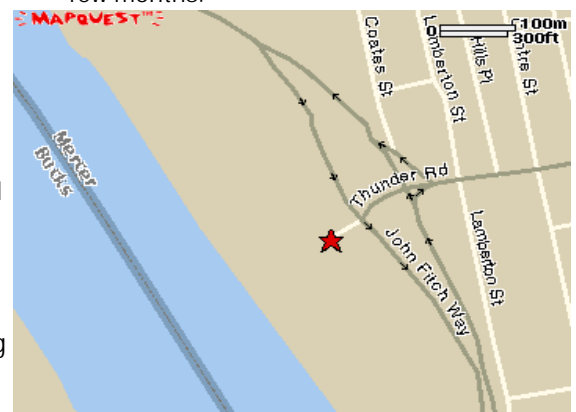
In some facilities the mapping software may be directly integrated into the computer aided dispatch software. In this case it may simply be a matter of becoming acquainted with reading the graphical displays. Other PSAPs

may have stand-alone programs. Here it is essential that the PSTs become proficient in the use of the software and reading the graphical displays.

Some PSAPs that don't have any mapping programs in place may use Internet access to determine location. OETS has found that MapQuest allows the user to enter a latitude and longitude to determine a location. The illustration to the left shows the results when the latitude and longitude for OETS office was entered into the MapQuest search. [www.mapquest.com/maps/latlong.adp].

In addition to the mapping programs, PSTs must learn about reading the ALI screens associated with wireless calls. OETS

has updated the New Jersey 9-1-1 Training Guide. The guide now includes a section on wireless 9-1-1 and the ALI screens associated with Phase I and Phase II 9-1-1 calls. This Guide is under final review by OETS and the 9-1-1 Commission and should be available in the next few months.



Sample Mapquest search result using the latitude and longitude for OETS office: 40.20445 -74.76137 (200 River View Plaza, Trenton, NJ)

New Jersey Telecommunicators Find Their Voice

(Continued from page 1)

undertaken by the group is the collection of data regarding PSAP/PSDP staffing and salaries throughout New Jersey. NJCOA is not a union or bargaining group, but they do serve as a clearinghouse of information. In the staffing study they are seeking information to explain the high turnover rate of PSAP personnel.

In an attempt to raise public awareness of the appropriate use of 9-1-1 and the PST's role, NJCOA has created a brochure to be sent to New Jersey residents. The brochure provides information on what to do if 9-1-1 is dialed accidentally, special concerns when calling 9-1-1 from a wireless phone, and tips on teaching children about 9-1-1. The brochure also encourages residents to keep their local police department's non-emergency number handy for routine inquiries or non-emergency events.

Another public education effort undertaken by NJCOA members is a School 9-1-1 Awareness Program. Members will visit schools to familiarize students with

the information needed when calling 9-1-1 and to discourage prank 9-1-1 calls. Members will also speak to other organizations on the topic of 9-1-1.

The NJCOA Website, <http://metrojersey.com/911nj.htm>, has a PST forum where agencies can post job openings or PSTs can inquire about training programs or employment in other agencies. Membership information is available on the website for any PST who may be interested in joining.

“Our hope is to create a strong network of PST Professionals in New Jersey by combining experiences, knowledge and expertise that can help achieve a goal of excellence in Public Safety Communications.”

**Jennifer Cattone
NJCOA President**

Training Programs



The changes in the 9-1-1 Network will require that the New Jersey 9-1-1 unit in the basic telecommunicator programs be updated to reflect those changes. OETS staff has completed work on the new chapter and hope to make it available to the approved training vendors and New Jersey instructors prior to the deployment of the Nortel DMS 100 network. This unit will also be provided, upon request, to any 9-1-1 coordinator for use as an in-service training topic. A CTE number will be assigned when the unit is released.

Changes are also



being made to the New Jersey EMD Guide Cards. The EMS Communications Committee is working to update the cards to reflect the use of automated external defibrillators (AED), changes to the CPR protocol and other revisions recommended by users. Upon completion, revised guide cards and training materials will be sent to all registered users.



Mark Your Calendar:

- October 25, 2003:*** ***NENA ENP Exam, Middlesex County Fire Academy***
November 2003: ***New Jersey NENA Chapter Membership Meeting, Middlesex Co. Fire Academy, Watch for mailing with details***
January 30, 2004: ***Deadline for New Jersey 9-1-1 Hero Nominations***