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**NEW JERSEY
TELECOMMUNICATOR'S
WEEK 4/14—4/20**

THIS EDITION OF THE
NJ 9-1-1 NEWSLETTER
IS DEDICATED TO
THE TELECOMMUNICA-
TIONS PERSONNEL WHO
ARE THE FOUNDATION
OF OUR 9-1-1 SYSTEM.
IN THIS ISSUE WE WILL
RECOGNIZE THOSE
WHO CONTRIBUTE TO
THIS VITAL SERVICE.

State of New Jersey 9-1-1 Lifeline Awards

OETS, with assistance from the 9-1-1 Commission and Office of Information Technology's Creative Services staff has established a 9-1-1 Lifeline Award program to recognize outstanding efforts by telecommunicators as well as heroic actions by 9-1-1 callers and important contributions to the 9-1-1 program by individuals or groups.

The first presentation of these awards took place on April 15, 2003 at the State House in Trenton. This cere-

mony honored 16 recipients.

Josh Dixon, the Youth Hero recipient was featured in the Fall 2002 Newsletter. He was recognized for calling 9-1-1 when his mother was injured by a horse.

The next group of 9-1-1 Heroes were adults who were involved in the rescue of people who were trapped in a burning car after it was struck by a hit and run driver. Mr. Ray Canfield called 9-1-1 then proceeded to extricate the driver, Adrienne Crook, from the vehi-

cle. Ms. Crook was also recog-



The Office of Information Technology's Chief Technology Officer C. Steve Dawson read a proclamation recognizing New Jersey's 9-1-1 Telecommunicators

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Telecommunicators – the First Line of Defense

*"During this time of great consequence, the skilled men and women who operate our emergency telecommunications networks play a vital role in protecting citizens and communities."
President
George W. Bush
April 11, 2003*

When there is an emergency of any kind the first responders are the public safety telecommunicators (PSTs) who process the 9-1-1 calls. Their mission is to ensure the safety of both the victims at

the scene and the emergency responders dispatched to render assistance. Because they work behind the scenes the important contributions of these public safety professionals are often unnoticed.

OETS database of certified telecommunicators contains over 14,500 entries. This database contains the name of each person who completed the mandated training programs since the inception of the State 9-1-1 training program in 1991. This committed group of public safety professionals has responded to millions of 9-1-1 callers since the enhanced 9-1-1 system began. The work they do is hard to quantify. They

have calmed terrified homeowners during in-progress burglary calls, they have talked frantic fathers through emergency childbirth procedures. During the tragic events of September 11, 2001, the PSTs served as a final point of contact for many of those trapped in the buildings. They took final messages and tried to provide comfort where there was little else they could do.

They also serve as the unseen partner to the responders in the field. Monitoring radio transmissions, allocating resources and always remaining alert to the safety of the responders.

9-1-1 Coordinators – The Information Pipeline

With 566 municipalities who receive 9-1-1 service through over 300 enhanced PSAPs and PSDPs across the State, County and Municipal 9-1-1 Coordinators are the conduit through which information flows to all the public safety sectors.

OETS staff relies upon the County Coordinators to

disseminate 9-1-1 information to the municipalities and PSAPs within their jurisdiction. They also serve as a point of contact for local or regional 9-1-1 issues. In turn, the Municipal 9-1-1 Coordinators serve as the point of contact for their municipality, relaying pertinent information to the public,

the emergency response agencies and the governing bodies.

Both County and Municipal 9-1-1 Coordinators often serve double duty; being responsible for daily PSAP activities and ensuring that PSAPs maintain the mandated standards.

9-1-1 Commission – An Invaluable Commodity



The New Jersey 9-1-1 Commission during the April 4, 2003 monthly meeting.

The State of New Jersey's 9-1-1 Commission is composed of public safety, government, legislative and private industry representatives. This group meets on the first Friday of each month to fulfill their legislative mandate to oversee the planning and design of the Statewide 9-1-1 system.

Currently there are several ongoing projects which

require the attention of the Commission. These include the replacement of the existing 9-1-1 Network, the planning for the next generation 9-1-1 Network and the issues surrounding wireless 9-1-1. In addition to these technological issues, the Commission reviews the public education campaigns, training programs and operational standards for the PSAPs. Each of these issues are covered by committees who meet as needed.

The Commissioners

are not paid for their service to the State and the 9-1-1 community. Many of the members of this body have been active in the New Jersey 9-1-1 program since it was still in the planning stages. Over the years the knowledge and expertise of the Commission has proven to be an invaluable resource. The membership brings many perspectives to the table due to the diverse backgrounds of the Commissioners. A complete listing of the 9-1-1 Commission members can be found on OETS' website.

9-1-1 Instructors – Building Foundations

Several decades ago public safety communications training often consisted of little more than showing the trainee where to sit and perhaps a few hours of familiarization with the agency SOPs and equipment.

Today's complex equipment and the recognition of the important role of the telecommunicator in the outcome of an emergency situation has led to the establishment of exacting training standards. The task of ensuring that the standards are

maintained falls to a group of dedicated instructors throughout the state.

In addition to conducting the initial certification courses, these instructors are often responsible for seeing that an agency's in-service training requirements are maintained. Through their presentations the instructors establish the ground work upon which the trainees will build their careers.

This assignment is usually added on to the instructors' regular assignment and often requires spending off-duty time preparing and researching to keep the training materials fresh and current. The only payoff for all this work is the knowledge they are contributing to the professional development of the next generation of PSTs and the continued safety of the public and the responders.

9-1-1 Control Center – Where PSAPs Call for Help

Verizon's Mid-Atlantic 9-1-1 Control Center has been serving PSAPs across New Jersey for more than 10 years. The Control Center, which is dedicated to the support of 9-1-1 operations, originally made its home in New Brunswick. Expansion of the center's responsibilities brought about a relocation to a larger site in Piscataway in 1995. Today, the 9-1-1 Control Center handles all 9-1-1 service related troubles for the 820 PSAPs throughout New Jersey, New York, Pennsylvania, Delaware, West Virginia, Maryland, and Washington DC.

Twenty-seven employees comprise the center's immediate staff. They work closely with several other Verizon 9-1-1 support

teams such as the 9-1-1 Service Management and Technical Support organizations. The center's staff manages several key 9-1-1 service responsibilities including handling all trouble reports from the PSAPs, controlling inventories for Verizon supplied PSAP equipment, and performing network programming and routing.

The 8,000 square foot facility was built to look and feel like a PSAP. Technician work-space include various 9-1-1 telephone equipment with fully functional 9-1-1 lines to aid in trouble shooting service issues. A sophisticated audio visual system displays up-to-the-minute surveillance alarms for various 9-1-1 network components and an

equipment test lab and training room resides within the center.



Verizon 9-1-1 Control Center in Piscataway just prior to going in service in 1998.

To arrange a visit and tour of the facility contact the center's manager, Don Pietruszski at (732) 743-6363.

OETS—The 9-1-1 Clearinghouse

The Office of Emergency Telecommunications Services (OETS) is the State office mandated to oversee all aspects of New Jersey's 9-1-1 System. OETS' duties range from planning the next generation 9-1-1 network to processing the training programs for next generation of Public Safety Telecommunicators.

OETS staff has a diverse background with members who have managed PSAPs and have backgrounds in Police, Fire and EMS response. The varied background of OETS' staff is called upon daily as staff members field questions from all the public safety response services on communications issues.

OETS five staff members work together to provide the oversight and coordination required to maintain a 9-1-1 network from the ground up. Director Craig Reiner

leads the team and has been with OETS since 1990. In addition, OETS has three Coordinators. Bonnie Hueg joined OETS in 1992. She works primarily with PSAPs in the northern part of the state in addition to taking the lead on training and public education programs. Danny Medina transferred into OETS from a position in OIT in 2000. Danny works with the CLECs to coordinate their integration into the 9-1-1 network and also reviews and approves in-service training programs. In 2001 Ed Bradford joined OETS as a Coordinator. Ed works primarily with PSAPs in the Southern part of the state and is also responsible for the wireless cell site programming. Since becoming a part of OETS in 1998, Debbie O'Neill has provided administrative support for the staff as well as being responsible for processing Basic and EMD courses and maintaining the database of

certified PSTs.

While each member of the team has a particular area of expertise, all work together to provide the PSAPs, public, vendors, telephone companies and emergency response agencies with the information and technical support they require to ensure a state-of-the-art 9-1-1 system.



OETS Staff: (left to right) Ed Bradford, Bonnie Hueg, Craig Reiner, Debbie O'Neill and Danny Medina

Lifeline Award Ceremony



Hero Awards: Trooper Rob Bauers, Adrienne Crook, Ray Canfield, Kamal Johnson



NJSP Telecommunicator Award Recipients and Supervisors, Sgt. Chris Ream, Sgt. Larry Brown, PST Gary Jenkins, PST Debra Cuomo, PST Scott Szymczak, Capt. Michael Nutt, Sgt. John Mills



Youth Hero Award Recipient Josh Dixon with Craig Reiner and C. Steve Dawson.



Hunterdon County Telecommunicator Award Recipients: Art Stier, Stephanie Kenney, Jason Slaughter, Bill Powell, Gretchen Ungelter, and Frank Venesiale with Vanessa Spears



Warren County 9-1-1 Coordinator Ed Bruder accepting the Telecommunicator Award for Michael DeCarolis, with Craig Reiner and C. Steve Dawson



STATE OF NEW JERSEY
EXECUTIVE DEPARTMENT

Proclamation

WHEREAS, the State of New Jersey recognizes the Herculean role 9-1-1 telecommunicators play everyday in public safety and homeland security efforts; and

WHEREAS, over 600,000 emergency 9-1-1 calls are placed in New Jersey each month, requiring a coordinated response by police, fire and emergency medical services; and

WHEREAS, telecommunicators serve as the first line of defense in the Garden State, working behind the scenes as the vital link between the citizen or victim and the public safety responders; and

WHEREAS, New Jersey has thousands of 9-1-1 telecommunications professionals who are responsible for ensuring the safety of the public and the emergency responders in the Garden State; and

WHEREAS, the public safety telecommunicators contribute substantially to the apprehension of criminals, suppression of fires and survival during emergency medical incidents; and

WHEREAS, throughout their careers the dedicated men and women who serve as public safety telecommunicators exhibit compassion, understanding and professionalism during the performance of their duties;

NOW, THEREFORE, I, JAMES E. MCGREEVEY, Governor of the State of New Jersey, do hereby proclaim

**APRIL 14 to APRIL 20, 2003
as**

TELECOMMUNICATORS WEEK

in New Jersey, and commend the many honorable men and women whose knowledge, expertise and compassion serve the millions of New Jersey citizens and emergency responders involved in 9-1-1 emergencies every year.



GIVEN, under my hand and the Great Seal of the State of New Jersey, this twenty-first day of March in the year of Our Lord two thousand three and of the Independence of the United States, the two hundred and twenty-seventh.

James E. McGreevey

GOVERNOR

BY THE GOVERNOR:

Regena L. Thomas

**REGENA L. THOMAS,
SECRETARY OF STATE**

Spring time in



NJ-NENA Conference

New Jersey NENA conducted its annual Spring Conference April 7 and 8, 2003. The Conference was held at the Hano-ver Marriott in Whippany New Jersey. Over 175 public safety professionals who staff and manage New Jersey's 330 PSAPs braved a surprise April snow storm to attend this event. The opening

speaker was Toni Dunne, NENA National's ADA Committee Chair. Ms. Dunne has spoken at several NJ-NENA conferences and her presentations are always well received. This year Ms. Dunne presented information on the importance of Disaster Planning for People with Disabilities.

During the Chapter Meeting, NJ-NENA's two newest 9-1-1 Heroes were honored and presented with medals, t-shirts and plaques. Laila Parhizharan and Natasha Rasekhi "made the right call"

when Laila's mother had her arm trapped between a garage door and the back door of their van, lifting her off the ground. The girls placed a chair under her and called 9-1-1 immediately. Officer Frank Saraceni of the River Vale Police Department nominated the girls for this award. Other awards presented included a recognition award for outgoing Chapter President Paul Einreinhofer and certificates of thanks to his wife and daughter, Darlene and Kristen Einreinhofer, who have lent their assistance to the chapter in planning all of the past conferences.

Educational sessions were well attended with topics in three basic tracks: New Jersey 9-1-1 program status, PSAP planning, and PSAP operations.

Craig Reiner, Director of OETS; Robert Gojanovich, Manager of Verizon 9-1-1 Service Management; Samuel Caldwell Manager of Verizon-NJ's Regulatory and Policy group;

and S. Robert Miller, of RCC Consultants covered current activity in the areas of wireless 9-1-1, the New Jersey 9-1-1 Network replacement project, network security issues, and the outlook for New Jersey's next gen-

Deputy Inspector Charles Dowd, NYPD



NENA ADA Chair, Toni Dunne



Mike Fischel, of L. Robert Kimball

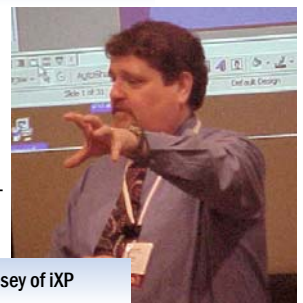


Charles Carter, NCI President & CEO

eration of 9-1-1 service.

In addition to Ms. Dunne's presentation on disaster planning, Mr. Ted Dempsey of iXP presented information on contingency planning for communications.

Ted Dempsey of iXP



Mr. Al McNally, Manager of MICOM, provided a review of in-service training programs for telecommunications personnel. Mike Fischel and Curt Andrick of L. Robert Kimball provided attendees with solid strategies for addressing PSAP staffing issues. Attendees at the PSAP quality assurance program session by Mr. Charles Carter, President and CEO of the National Communications Institute were pleasantly surprised by drawings for 10 seats in future NCI classes in New Jersey. Charles Dowd, Deputy Inspector and Commanding Officer of the New York City PD Communications Division made the closing presentation with an overview of 9-1-1 challenges on September 11, 2001. After reviewing the agenda, the State 9-1-1 Office granted 12 continuing education

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Natasha Rasekhi and Laila Parhizharan with Officer Frank Saraceni and NJ-NENA VP Bonnie Hueg



Attendees earned 12 CTE credits for participation in this event.

NJ-NENA Conference

(Continued from page 6)

credits for attendance at these programs.

There was ample time provided in the agenda for the attendees to visit the 30 vendor displays to see first-hand the new technologies and services available to PSAPs. Additionally, the attendees were able to network with their peers during the coffee breaks and luncheons. As always, the food got rave reviews.



9-1-1 Network Replacement Update

Work continues on the 9-1-1 network replacement project. A “quiet period notice” has been sent to all PSAPs by Bob Gojanovich, Verizon’s 9-1-1 Service Management Manager in New Jersey, advising that there will be a moratorium on PSAP moves or changes beginning May 17, 2003 and ending when the network conversion is completed. This quiet period is necessary in order to ensure an orderly transition from the Rockwell Network to the Nortel DMS 100 Network.

If all goes well, the conversion should be completed by the first week of August. Also sent with the quiet period notice was the tentative cutover schedule (see figure 1)

It is noted that should an emergency arise which requires a PSAP to move from their existing facility, the request should be forwarded through the PSAP’s Verizon Account Manager or 9-1-1 Service Manager. Such requests will be evaluated on a case-by-case basis.

Current 9-1-1 Network Conversion Schedule

DATE	COUNTIES
6/17/03	Gloucester
6/19/03	Hunterdon
6/24/03	Cape May, Morris, Mercer
6/26/03	Cumberland, Passaic, Middlesex
6/30/03	Salem, Sussex, Somerset
7/2/03	Atlantic, Essex, Monmouth
7/8/03	Camden, Union, Warren
7/10/03	Burlington, Hudson, Ocean
7/15/03	Bergen
7/15—7/29	Post conversion quiet period
7/30—8/6	Cleanup

Figure 1

State of New Jersey 9-1-1 Lifeline Awards

(Continued from page 1)

nized as she in turn helped in the removal of the other passengers. Also recognized for their efforts in this rescue were Trooper Rob Bauers of NJSP Hammonton and Mr. Kamal Johnson of Atlantic City. This event was covered in the Winter 2003 issue of the Newsletter.

There were 10 recipients of Telecommunicator awards. The first presentation was to six Hunterdon County telecommunicators who were recognized for the teamwork demonstrated when a motorist stopped at their center with a passenger in respiratory distress. The telecommunications staff stepped out from their usual role behind the scenes and not only coordinated an appropriate response but also began CPR on the patient. Honored were: Senior PST Art Stier, PST Frank Veneziale, PST Bill Powell, PST Jason Slaughter, PST Gretchen Ungelter, and PST Stefanie Kenny. This event was also reported in the Winter 2003 Newsletter.

Three New Jersey State Police Telecommunicators were honored for calls involving emergency childbirth procedures. PSTs Scott Szymczak, Debra Cuomo and Gary Jenkins were each presented with Lifeline Award Certificates. Each of these telecommunicators provided emergency childbirth instructions to frantic fathers-to-be on New Jersey's roadways. The final recipient was Michael DeCarolis of the Warren County 9-1-1 Center. PST DeCarolis remained on the line for 20 minutes with a 9 year old child who was reporting an unidentified

male in her home who had assaulted her mother.

The ceremony was attended by several members of the New Jersey 9-1-1 Commission as well as friends and family of the recipients and those who benefited from their efforts. OIT's Chief Technology Officer, C. Steve Dawson, read a Proclamation by Governor James E. McGreevey recognizing the vital role of 9-1-1 telecommunicators in homeland security efforts and proclaiming April 14–20, 2003 as Telecommunicator Week in New Jersey (see page 5 for a copy of the proclamation). Senator Martha W. Bark, who serves on the 9-1-1 Commission, addressed the group and voiced her support to ensuring that the 9-1-1 program receives the resources needed.

OETS was gratified to have a great response to the call for 9-1-1 success stories and nominations for these awards. It is hoped that next year we will have even more recipients.

"...Telecommunicators serve as the first line of defense in the Garden State, working behind the scenes as the vital link between the citizen or victim and the emergency responders in the Garden State..."

**Proclamation by
James E. McGreevey,
Governor**

April 15, 2003

Red E. Fox moves to New Jersey

Red E. Fox, the mascot for the **9-1-1 for Kids®** public education program has been sighted in Cumberland and Salem Counties. Using some of the 9-1-1 County Coordinator grant funding provided through OETS, these counties were able to obtain the Red E. Fox costume for use in their public education campaigns.

9-1-1 for Kids®, Inc. is a non profit organization whose mission is to educate young children on the proper use of 9-1-1 and how to recognize and report an emergency.

Newell Branin Jr., Training Officer of the Cumberland County 9-1-1 Center, reports that Red E. Fox will be appearing at health fairs and other community events throughout the county in the coming month. The center has used the 9-1-1 for Kids® video program and activity sheets in the past but through the grant funding were able to obtain the other items included in the program such as certificates and award medals to honor children who use 9-1-1 to save a life or property.

Salem County has had Red E. Fox on staff for a few years. Jack Ayars, Salem County 9-1-1 Coordinator and Chief Communications Operator, advises that they get many requests for appearances by Red E. Fox and that over the past few years he has taken part in many

community activities and safety programs at schools. Josh Dixon, this year's New Jersey Lifeline Award recipient in the youth hero category was also honored by the 9-1-1 for Kids® program.

9-1-1 for Kids® is popular though out the country and several other New Jersey agencies participate in the program to varying degrees. Other items available include stuffed animals, stickers, information and activity sheets, and educational games. For more information on this program visit their web site at <http://demo.neopets.com/911/>



Red E. Fox makes an entrance at the Cumberland County 9-1-1 Center

OETS Staff:

Craig A. Reiner, ENP, Director
Edward L. Bradford III, Coordinator
Bonnie J. Hueg, ENP, Coordinator
Danny Medina, Coordinator
Debbie O'Neill, Administrative Support