



APCO International



Illinois

Association

IL-APCO 9-1-1 Public Service Committee

Meeting Minutes
And
Meeting Packet

Meeting Date: *October 18th, 2007*
(24 Pages)

**IL APCO
Public Service Committee
Agenda**

Meeting Date: October 18th, 2007

Meeting Location: DU-COMM

- 1) Introductions
- 2) Volunteer for Committee Secretary
- 3) Purpose of Committee
- 4) Review ideas submitted
- 5) Public Awareness Campaigns
 - i. 9-1-1 & Kids
 - ii. 9-1-1 & Cell Phones
 - iii. 9-1-1 & VoIP
 - iv. 9-1-1 & Seniors
 - v. Other
- 6) Committee assignments – Look into different media outlets (TV, Radio & Internet)
- 7) Funding – Recommendations
- 8) Other Business



IL APCO Public Service Committee Meeting

October 18th, 2007

A MEETING OF THE IL APCO PUBLIC SAFETY Committee was held on October 18th, 2007 at Du-Comm.

Committee Chair John Mostaccio called the meeting to order at 2:00 pm

ROLL CALL: PRESENT: Committee Chair John Mostaccio, Recording Secretary Michael Tillman, Brian Tegtmeyer, Shereen Gambel, Caryn Demarco, Eric Deloy (Telephone Conference), Nancy Hopkins-Sylvestre

NEW BUSINESS:

This was the first time the committee met. John Mostaccio presented the committee with literature that Du-Comm crafted to educate the public about 9-1-1 services. Three pieces of Du-Comm literature was presented to the committee members: "Children and 9-1-1", "Wireless 9-1-1" and "VOIP & 9-1-1". Du-Comm offered to share this literature with the committee. The committee members are expected to review, make revisions, or add information to the literature within a week. The committee's goal is to create similar literature that can be available on the IL APCO Web Site for the general public and public safety agencies to download and use for educational purposes.

The committee also discussed the need to create literature for senior citizens and 9-1-1. Committee members are supposed to gather ideas pertaining to senior citizens and 9-1-1 and present the ideas at the next meeting.

Caryn Demarco shared with the committee a web site she found with a wealth of information pertaining to 9-1-1 Public Service education. The web site is hosted by North Central Texas Council of Governments and can be found at www.NCTCOG.org.

Nancy Hopkins-Sylvestre mentioned the idea of IL APCO possibly creating a web based tool on the IL APCO web site which would allow children to practice calling 9-1-1 using an interactive web based application. This web based application would not only educate the children about 9-1-1 but also prevent children from playing on the phone dialing 9-1-1 for no legitimate reason..

The committee was advised by John Mostaccio that NENA has successfully made the month of April a U.S. government declared "National 9-1-1 Awareness Month".

Brian Tegtmeyer introduced to the committee a toy like telephone that is used to educate children on the proper use of 9-1-1. The phone is sold by Learning & Resources™, located in Vernon Hill, IL for approximately \$24.00. The committee discussed the need



APCO International



to explore the possibility of negotiating a discounted state / government price through Learning & Resources that could be offered to Public Safety Agencies.

The committee discussed other ideas about how to fund 9-1-1 educational advertisements including web based advertisements, radio broadcasts, and television ads. Below are bullet points that outline the ideas that were discussed:

- Vendor Supported Marketing (T.V., Radio, Literature / Pamphlets, Web Sites).
- IL APCO Web Site providing a "Public Information Tab".
- WMMB Radio Show "Health Minute" which discusses health and public service related matters.
- Asking professional actors or radio personalities to donate their time and/or voice for commercial ads.
- Bill Boards that are currently vacant- inquire if we can put a billboard up on vacant billboards at no cost, until the billboard is leased.
- The use of local college studios to create and edit radio and television announcements.
- The use of local municipality's facilities and / or equipment free of charge. (Municipality's that currently generate their own community broadcasts).
- The use of Interns, (Du-Comm utilized an intern to create their existing educational materials).
- Utilization of phone carriers (Cell Phone and Landline) to stuff their monthly billing statements that are mailed out to their customers with 9-1-1 educational material.
- Explore the use of local cable providers for free air time for public service announcements.

The meeting was adjourned at 3:24 pm.

NEXT SCHEDULED MEETING – THURSDAY NOVEMBER 29TH, 2007 AT 2:00 PM AT DUCOMM.

Respectfully Submitted,

Michael G. Tillman
Recording Secretary

IL APCO
Public Service Committee
 Meeting Sign-In Sheet

Meeting Date: October 18th, 2007

Meeting Location: DU-COMM

John Mostaccio	DU-COMM	<i>John Mostaccio</i>
Brian Tegtmeyer	DU-COMM	<i>Brian Tegtmeyer</i>
Mike Rafferty	Naperville 9-1-1	NO RESPONSE
Annette Wolf	Fox-Com	COULD NOT ATTEND
Mike Tillman	Nor-Com	<i>Mike Tillman</i>
Dan Wennmaker	Aurora Police	COULD NOT ATTEND
Eric Deloy	Deerfield Police	PHONE
Caryn DeMarco	Will County 9-1-1	<i>Caryn DeMarco</i>
Jim Jones	Tri-Comm	COULD NOT ATTEND
Nancy Hopkins-Sylvestre	WESCOM	<i>Nancy Hopkins-Sylvestre</i>
Shereen Gamble	Cook County 9-1-1	<i>Shereen Gamble</i>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

IL-APCO Public Service Committee
Contact Information

Name: <u>CARVIN DEMARCO</u>	Title: <u>PUBLIC COORDINATOR</u>
Agency: <u>WILL COUNTY 9-1-1</u>	
Agency Address: <u>2531 DIVISION ST</u>	
Town: <u>JOLIET</u>	Zip Code: <u>60435</u>
E-mail: <u>cdemarco@willcounty9-1-1.com</u>	
Work Phone: <u>815 725-1911</u>	Cell Phone: <u>815 530-2631</u>

Name: <u>Shereen Gamble</u>	Title: <u>Admin Analyst / Pub Ed Coord</u>
Agency: <u>Cook County 911</u>	
Agency Address: <u>9511 W. Harrison</u>	
Town: <u>Des Plaines</u>	Zip Code: <u>60016</u>
E-mail: <u>sgamble@mc.net</u>	
Work Phone: <u>847 294-4746</u>	Cell Phone: <u>773 551-4776</u>

Name: <u>Michael Tillman</u>	Title: <u>Director</u>
Agency: <u>Norcomm 9-1-1</u>	
Agency Address: <u>2600 N. Mannheim Rd</u>	
Town: <u>Franklin Park</u>	Zip Code: <u>60131</u>
E-mail: <u>mtillman@norcomm911.com</u>	
Work Phone: <u>847-451-8000</u>	Cell Phone: <u>630-596-7403</u>

Name: <u>Brian Tegtmeyer</u>	Title: <u>Executive Director</u>
Agency: <u>DJ-Comm</u>	
Agency Address: <u>600 WALL ST</u>	
Town: <u>Glendale Heights</u>	Zip Code: <u>60139</u>
E-mail: <u>btegtmeyer@ducomm.org</u>	
Work Phone: <u>630-630-260-1503</u>	Cell Phone: <u>630-330-3292</u>

IL-APCO Public Service Committee
Contact Information

Name: <u>Nancy Hopkins Sylvester</u>	Title: <u>911 Telecommunicator</u>
Agency: <u>WESCOM</u>	
Agency Address: <u>14300 S Coil Plug Dr</u>	
Town: <u>PLAINFIELD</u>	Zip Code: <u>60574</u>
E-mail: <u>derrangedbeaver@comcast.net</u>	
Work Phone: <u>815-439-2832</u>	Cell Phone: <u>815-545-1162</u>
Name: <u>John Mostaccio</u>	Title: <u>OPERATIONS MANAGER</u>
Agency: <u>Du-Comm</u>	
Agency Address: <u>600 WALL STREET</u>	
Town: <u>GLENDALE HEIGHTS</u>	Zip Code: <u>60139</u>
E-mail: <u>JMOSTACCIO@DUCOMM.ORG</u>	
Work Phone: <u>630-510-3885</u>	Cell Phone: <u>847-354-1892</u>
Name: _____	Title: _____
Agency: _____	
Agency Address: _____	
Town: _____	Zip Code: _____
E-mail: _____	
Work Phone: _____	Cell Phone: _____
Name: _____	Title: _____
Agency: _____	
Agency Address: _____	
Town: _____	Zip Code: _____
E-mail: _____	
Work Phone: _____	Cell Phone: _____

Comments from Allan Marquardt

Do you happen to have any back-up material about the committee?

This committee was approved by the IAPCO Board in February of 2006. In the early part of 2006, We sent mailings to solicit members for this committee. At the time, the only words of wisdom from the IAPCO Executive Board, was to formulate a committee with the intentions to advertise and educate the citizens of Illinois on 9-1-1 information (wireless, VoIP, etc), via print, radio and possibly TV.

This is a ground level/grass roots project, with funding from the ILAPCO Board, depending on the wishes and needs of the committee, while taking into consideration budget constraints.

Any minutes from meetings, any previous or current projects?

There has never been an official meeting of this committee. We had a hard time finding someone to be chair of this committee. In relation to starting up this committee, we had to go until June of 2006 before we found members for this committee, along with finding a committee chair. Once the Chair was found, she (Monika Torres) was attempting to get a meeting together, then ended up leaving Lake County Sheriff's office. Since that time, we have been looking for a chair that had some insight into this type of endeavor.

What kind of PSA projects was the board looking for?

Besides what is listed above and in your e-mail, we were hoping the committee would set goals on what they wanted to accomplish, then update the IAPCO Board on the progress and recommendations. Once the IAPCO Board reviewed the status of the committee, we would send further questions and/or recommendations back to the committee chair.

From: Eric Deloy [mailto:edeloy@sbcglobal.net]
Sent: Wednesday, September 19, 2007 13:30 PM
To: Mostaccio, John E.
Subject: Re: IL-APCO 9-1-1 Public Service Committee Meeting Date

John,

At this point it does not look like I can get to DuComm that day. I can be available for a conference call. If the conference call does not become a viable option, let me know, so I can try to make other arrangements.

An issue I would like to educate the public about is that, in small centers -- it is the same person / people that are answering both emergency and non-emergency lines.

this is one of many.

thanks

Eric Deloy
Deerfield PD
847 945 8636

From: Caryn DeMarco [mailto:cdemarco@willcounty9-1-1.com]
Sent: Thursday, September 27, 2007 13:56 PM
To: Mostaccio, John E.
Subject: 9-1-1 PSA

Hello John,

I thought this might be helpful to our committee if we are interested in public service announcements.

http://www.nctcog.org/cs/911/education_training/publications.asp

Caryn DeMarco
Will County Emergency Telephone System
2531 Division St., Suite 105
Joliet, IL 60435
FAX (815) 725-7239
(815) 725-1911 (815) 530-2631



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Regional 9-1-1 Emergency Number Program / Publications

NewsFlash Newsletters

The 9-1-1 News Flash is designed to give you up-to-date 9-1-1 information when you need it in a flash. This is not a typical newsletter. The 9-1-1 News Flash will come out as often as needed. This means that Flashes may be published more or less frequently than once a month. The most recent issues:

- October 2007 [PDF]
- August 2007 - Special Edition
Telecommunicator of the Year Award Recipients [PDF]
- June 2007 [PDF]
- January 2007 [PDF]
- August 2006 [PDF]
- July 2006 [PDF]
- June 2006 - Special Edition
Telecommunicator of the Year Award Recipients [PDF]
- December 2005 - January 2006 / Special Bulletin -
Preparing PSAPs for Pandemic Influenza [PDF]
- October - November 2005 [PDF]
- August - September 2005 [PDF]
- June - July 2005 [PDF]
- May 2005 [PDF]



Brochures

- 9-1-1 in Texas "Where does the \$.50 on my phone bill go?" [PDF]
Produced by the Commission on State Emergency Communications
- "Know to use 9-1-1 with the phone you own" [PDF]
Produced by NCTCOG 9-1-1, Tarrant County 9-1-1 and Denco 9-1-1
- PSAP (Public Safety Answering Point) Hazard Analysis
- TERT - *T*elecommunicator *E*mergency *R*esponse *T*askforce
 - TERT Brochure [PDF]
 - TERT PowerPoint [PDF]
- Will 9-1-1 Work for You? What You Should Know About 9-1-1 and Un-initialized Cell Phones [PDF]

Public Service Announcement / Radio

Produced by Time Warner Cable

- "Know The Phone You Own" in English [Mp3]
- "Know The Phone You Own" in Spanish [Mp3]

Comic Book

- Museum Mayhem / Cover in English and Spanish [PDF]
Produced by the 9-1-1 Public Educators of Texas to be used to educate pre-teens between 8-12 years of age. Contact Sherry Decker for copies of the comic book.

Information of Interest

- PSAP (Public Safety Answering Point) Hazard Analysis [PDF]

Contact Information

Sherry Decker, 9-1-1 Public Education and Training Coordinator

Phone: 817-695-9199 | Fax: 817-640-7492

Email

[CONTACT US](#) | [SITE MAP](#) | [LEGAL](#) | [SYSTEM REQUIREMENTS](#)

North Central Texas Council of Governments | 616 Six Flags Drive P.O. Box 5888 Arlington, TX 76005-5888
Main Operator: (817) 640-3300 | Fax: (817) 640-7806

From: Caryn DeMarco [mailto:cdemarco@willcounty9-1-1.com]
Sent: Monday, September 24, 2007 16:13 PM
To: Mostaccio, John E.
Subject: IL-APCO 9-1-1 Public Service Committee Meeting Date

John,

I will be able to attend the October 18th meeting. I'm very excited to be working on a committee that is promoting 9-1-1 Public Education statewide.

I am also with the NENA Public Education Operations Committee. We actually had a conference call today. The main topic was April being declared National 9-1-1 Education Month. I think that would be a great topic to start with.

If you have any questions, you can give me a call anytime.

Caryn DeMarco
Will County Emergency Telephone System
2531 Division St., Suite 105
Joliet, IL 60435
FAX (815) 725-7239
(815) 725-1911 (815) 530-2631

From: Jim Jones [mailto:jjones@tri-com911.org]
Sent: Wednesday, September 19, 2007 03:55 AM
To: Mostaccio, John E.
Subject: Re: IL-APCO 9-1-1 Public Service Committee Meeting Date

John, I will not be able to attend Thursday or participate in a conference call at that time. As far as ideas for the committee. I think 911 centers should be encouraged to participate in their cities Citizens Police Academies (CPA) if they utilize such a class. The 911 center should be a part of that CPA process. Two of my 3 cities have such a program, and they send their class to our center for me to host a class. This is a great way to teach the public about 911 in general and about the center that serves their community specifically. 911 centers need to approach their cities CPA coordinators and explain to them why having 911 in that process is a good idea.

Additionally, I think 911 centers need to maintain positive contact with their local papers and/or news stations so that when something good happens, that info can be given to the papers. Suffice to say there is enough bad stuff about 911 in the media, whenever possible the good should be passed along to people that can make that into a story.

911 centers can do open houses to a certain extent as well. If one of the police or fire departments do open houses, the 911 center can still participate by setting up a booth with a mock 911 phone set up, where kids can make pretend 911 calls, etc... We also do this and it is quite successful. We hand out 911 stickers and coloring books.

That's all I've got this time around. Jim Jones TriCom

From: Tillman, Mike [<mailto:MTillman@metroparamedics.com>]
Sent: Monday, September 24, 2007 12:36 PM
To: Mostaccio, John E.
Subject: RE: IL-APCO 9-1-1 Public Service Committee Meeting Date

John,

A few ideas:

I'm thinking we can do a media blitz for the public sort of like a "9-1-1 Do's and Don'ts". Educating children and adults about how and when 9-1-1 should be used for both land lines and cellular phones.

Another topic we could cover is NG9-1-1.

Regards,

Michael Tillman
Director
Norcomm 9-1-1 Dispatch
2600 N Mannheim Rd
Franklin Park, IL 60131
Office: 847-288-0792
Main: 847-451-8000
Cell: 630-596-7403
Fax: 630-903-2809
mtillman@norcomme911.com

Media Contacts

From: White, Gary [mailto:GWhite@wheaton.il.us]
Sent: Thursday, September 20, 2007 16:26 PM
To: Mostaccio, John E.
Subject: RE: 9-1-1 Public Service Announcements

John,

Here are some contacts for you to follow-up with:

College of DuPage: Dave Gorski
Coordinator Television Services
(630) 942-2468
gorski@cdnet.cod.edu

Wheaton College: John Rorvik
Manager of Broadcast Services
(630) 752-7000
John.Rorvik@wheaton.edu

Comcast: Dan Capasso
LO Production Manager
(630) 600-6328
Daniel_Capasso@cable.comcast.com

Give me a cal if you have any questions.

Gary White
Communications Manager
City of Wheaton
303 W. Wesley St. Box 727
Wheaton, IL 60189-0727
Ph. (630) 260-2190
Fx. (630) 260-2198
www.wheaton.il.us

Emergencies can happen anywhere, at anytime.

And 9-1-1 will always be ready to respond.

Do you know how to use 9-1-1 with the phone you own?

Different types of phones have different ways to dial and send

And you need to know how yours works.

When you call 9-1-1, be ready to give your location and your phone number,

Know what type of help is needed – Police, Fire or Ambulance.

Stay on the line to answer any questions 9-1-1 has for you.

When you need help, 9-1-1 is always ready for... YOU.

IDEA FOR RADIO
PSA (EXAMPLE)

SUBMITTED BY

CARYN DEMARCO

110TH CONGRESS
1ST SESSION

H. RES. 537

Expressing support for the designation and goals of “National 9–1–1 Education Month”, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

JULY 11, 2007

Ms. ESHOO (for herself, Mr. SHIMKUS, Ms. BORDALLO, Mr. DAVIS of Illinois, Mr. COSTELLO, Mr. MCINTYRE, Mr. MILLER of North Carolina, Mr. WELLER of Illinois, Mr. TERRY, Mr. CHABOT, Mr. GILLMOR, Mr. GORDON of Tennessee, Mrs. MYRICK, Ms. ZOE LOFGREN of California, Mr. COBLE, Mr. TURNER, Mr. KENNEDY, and Mr. PRICE of North Carolina) submitted the following resolution; which was referred to the Committee on Oversight and Government Reform

RESOLUTION

Expressing support for the designation and goals of “National 9–1–1 Education Month”, and for other purposes.

Whereas 9–1–1 is nationally recognized as the number to call in an emergency to receive immediate help from police, fire, emergency medical services, or other appropriate emergency response entities;

Whereas in 1967, the President’s Commission on Law Enforcement and Administration of Justice recommended that a “single number should be established” nationwide for reporting emergency situations and other Federal Government agencies and various governmental officials also supported and encouraged the recommendation;

Whereas in 1968, the American Telephone and Telegraph Company (AT&T) announced that it would establish the digits 9-1-1 as the emergency code throughout the United States;

Whereas 9-1-1 was designated by Congress as the national emergency call number under the Wireless Communications and Public Safety Act of 1999 (Public Law 106-81);

Whereas the ENHANCE 911 Act of 2004 (Public Law 108-494) established enhanced 9-1-1 as “a high national priority” as part of our Nation’s homeland security and public safety;

Whereas it is important that policy makers at all levels of government understand the importance of 9-1-1, how the system works today, and the steps that are needed to modernize the 9-1-1 system;

Whereas the 9-1-1 system is the connection between the eyes and ears of the public and the emergency response system in the United States and is often the first to know of emergencies of all magnitudes, making 9-1-1 a significant homeland security asset;

Whereas there are over 6,000 9-1-1 public safety answering points (PSAPs) serving more than 3,000 counties and parishes throughout the United States;

Whereas public safety answering points answer more than 200,000,000 9-1-1 calls each year in the United States and a growing number of 9-1-1 calls are made using wireless and Internet Protocol-based communications services;

Whereas a growing segment of the population, including the deaf, hard of hearing, and deaf-blind, and individuals

with speech disabilities, are increasingly communicating with nontraditional text, video, and instant messaging communications services and expect these services to be able to connect directly to 9-1-1;

Whereas the growth and variety of means of communications, including mobile and Internet Protocol-based systems, impose challenges for accessing 9-1-1 and implementing enhanced 9-1-1 and require increased education and awareness about their capabilities;

Whereas numerous other N-1-1 and 800 number services exist for non-emergency situations, including 2-1-1, 3-1-1, 5-1-1, 7-1-1, 8-1-1, poison control centers, and mental health hotlines, and the public needs to be educated on when to use these services in addition to or instead of 9-1-1;

Whereas, international visitors and individuals immigrating to the United States make up an increasing part of the United States population in any given year, and such visitors and individuals may have limited knowledge of our emergency calling system;

Whereas people of all ages use 9-1-1 and it is critical to educate the public of all ages on the proper use of 9-1-1;

Whereas senior citizens are at high risk for needing access to 9-1-1 and a large segment of this population is learning to use new technology;

Whereas thousands of 9-1-1 calls are made every year by children properly trained on the use of 9-1-1 resulting in lives saved which underscores the critical importance of training children early in life about 9-1-1;

Whereas there is widespread misuse of the 9-1-1 system, including prank and non-emergency calls, which can result

in costly and inefficient use of 9-1-1 and emergency response resources and a need to reduce this practice;

Whereas parents, teachers, and all other care givers need to play an active role in 9-1-1 education for children, but will do so only after being first educated themselves;

Whereas there are many avenues for 9-1-1 public educations such as safety fairs, school presentations, libraries, churches, businesses, public safety answering point tours or open houses, civic organizations and senior citizen centers;

Whereas children, parents, the National Parent Teachers Association, and teachers are important groups to educate about the importance of 9-1-1 through targeted outreach efforts to public and private school systems;

Whereas we as a Nation should strive to annually host at least one educational event in every school in the country every year regarding the proper use of 9-1-1;

Whereas an established National 9-1-1 Education Month could include public awareness events, including conferences and media outreach, training activities for parents, teachers, school administrators, other care givers and businesses; educational events in schools and other appropriate venues; and production and distribution of educational content on 9-1-1 designed to educate people of all ages on the importance and proper use of 9-1-1; and

Whereas Americans deserve the finest education we can offer regarding 9-1-1 education: Now, therefore, be it

1 *Resolved*, That the House of Representatives—

1 (1) supports the designation of an appropriate
2 month as “National 9–1–1 Education Month” and
3 the goals of such designation; and

4 (2) requests that the President issue a procla-
5 mation—

6 (A) designating a month as “National 9–
7 1–1 Education Month”; and

8 (B) calling upon Government officials, par-
9 ents, teachers, school administrators, care
10 givers, businesses, nonprofit organizations, and
11 the people of the United States to observe such
12 month with appropriate ceremonies, training
13 events, and activities.

○

Your Child and 9-1-1

9-1-1 is a vital part of the emergency response system. If an emergency situation exists and the only person who is able to call 9-1-1 is a child, that child's knowledge of 9-1-1 and how to use the system can be the key to getting the help that is needed.

ILAPCO / 9-1-1 Public Safety Committee From Meeting Date: 10/18/2007

www.ducomm.org
WHAT YOU NEED TO KNOW ABOUT

Children and



www.apcointl.org



www.nena.org

600 Wall Street
Glendale Heights, IL 60139
Phone: (630) 260-7500
Fax: (630) 924-9280



DuPage
Public Safety
Communications

www.ducomm.org
DU-COMM
DuPage Public Safety Communications

DuPage Public Safety Communications

How to Call 9-1-1

Teach your child their last name, their parent's names, their home address and phone number. Always list this information near the phone.

Teach your child the name of your employer and the phone number.

Teach your child **when** they should call 9-1-1.

Teach your child not to be afraid to call 9-1-1 if there is any doubt as to whether they should.

Teach your child to dial "**Nine, One, One**" and never teach them "**Nine Eleven**", this might confuse the child and they may look for the number eleven on the phone.

Make sure your child can reach at least one of the phones in your house. Wall mounted phones can be unreachable for small children.

Discuss with your child any situations that may be unique to them. This could include an elderly live-in relative; younger sibling or other unique factor that the child might encounter.

Always call from a safe location. If the house is on fire, get out and call from a nearby phone.

Also, teach your child how to use your home phone and your cell phone to call 9-1-1.

When to Dial 9-1-1

9-1-1 is the phone number to call when you need help from the police department, the fire department or an ambulance.

These situations can include:

- To get help for someone who is hurt
- If you smell smoke or see fire
- If someone is hurting you
- If you are not sure if you should call 9-1-1 and there are no adults nearby to ask.



How to Dial 9-1-1

✓ Pick up the phone and listen for a dial tone.

✓ Push the "9" button, push the "1" button and then the "1" button again.

✓ Wait for the 9-1-1 operator to answer the call.

What to Say

✓ The 9-1-1 operator will ask you questions to find out what type of help you need. What is your location? What is the emergency? What is your telephone number? What is your name?

✓ Remember to stay calm and speak slowly.

✓ Tell the 9-1-1 operator what's wrong and where you need help.

✓ Speak up loud and clear when the 9-1-1 operator asks you questions.

✓ Stay on the phone until the 9-1-1 operator tells you to hang up.

What Not to do When Calling 9-1-1

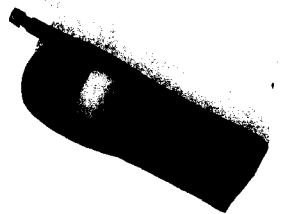
✓ If you call 9-1-1 by mistake, stay on the line and tell the 9-1-1 operator that you dialed wrong.

✓ Do not call 9-1-1 as a joke or a prank. You can get into serious trouble. More importantly, you can delay someone else getting the help they need in an emergency.

General Tips for 9-1-1 Callers

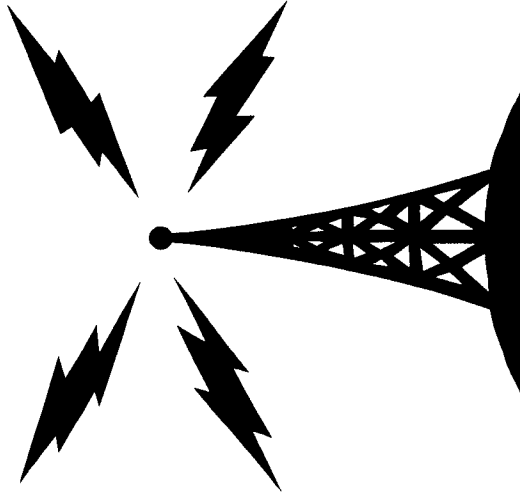
IL APCO / 9-1-1 Public Safety Committee From Meeting Date: 10/18/2007

- ✓ Try to stay calm.
- ✓ Give the location of your emergency and your call back number.
- ✓ Tell what type of help is needed (police, fire or EMS).
- ✓ Stay on the line and answer all questions.
- ✓ Be a good witness. Remember all offender and vehicle descriptions.
- ✓ Do not hang up until the call is complete.



www.ducomm.org
**WHAT YOU NEED
TO KNOW ABOUT**

Wireless 9-1-1



www.apcointl.org



www.nena.org



600 Wall Street
Glendale Heights, IL 60139
Phone: (630) 260-7500
Fax: (630) 924-9280

www.ducomm.org

DU-COMM

DuPage Public Safety Communications

DuPage
Public Safety
Communications

DuPage County Emergency Telephone System Board

Wireless 9-1-1

In DuPage County, when 9-1-1 is dialed from a landline phone from a home or business, the caller's location and phone number is sent to that location's Public Safety Answering Point (PSAP). This allows the 9-1-1 call taker to dispatch police, fire or EMS to the caller's location, even if the caller cannot communicate with the 9-1-1 call taker.

Making wireless 9-1-1 calls is different from making a landline 9-1-1 call. When a wireless 9-1-1 call is made from a cell phone, that call is transmitted to the nearest cell tower. The cell tower then sends that call via landline to the PSAP that is designated to receive 9-1-1 calls from that area.

Issues arise when the nearest cell tower is in a different police, fire or EMS jurisdiction or different county than the one that the wireless 9-1-1 caller is calling from. This 9-1-1 call has to be transferred to the correct PSAP. This presents life-threatening problems due to the lost response time if the caller is unable to communicate where they are or where the emergency is.

Wireless 9-1-1 Calls in DuPage County

DuPage County is Phase II compliant. Phase II requires the wireless carriers to provide precise location information from a wireless 9-1-1 caller.

All wireless 9-1-1 calls that are transmitted to cell towers within DuPage County are routed via landline to the DuPage County Sheriff's Office. The phone number of the cell phone, the longitude and latitude of the caller and the name of the cellular service provider is sent to the 9-1-1 call taker at the Sheriff's Office. The 9-1-1 call taker will then determine the jurisdiction that the wireless caller is in and will transfer the call to that PSAP.

The wireless 9-1-1 caller must be aware that the PSAP that answers the call may not be the PSAP that services the area that the wireless caller is calling from. Knowing the location is vital to getting the appropriate police, fire or EMS units to respond.



Helpful Hints

- ✓ Remain calm.
- ✓ Know the location of the incident.
- ✓ Providing an accurate address is critically important when making a wireless 9-1-1 call.
- ✓ Give an exact street number and street name if possible, or the closest intersections.
- ✓ Provide a business name or landmark if the address is not known.
- ✓ Do not hang up until your call is answered and the information you have is correctly relayed to the 9-1-1 call taker.
- ✓ Know your cell phone number.
- ✓ Do not become irritated if your call is transferred to another PSAP and you are requested to repeat information you may have already given to the previous 9-1-1 call taker.

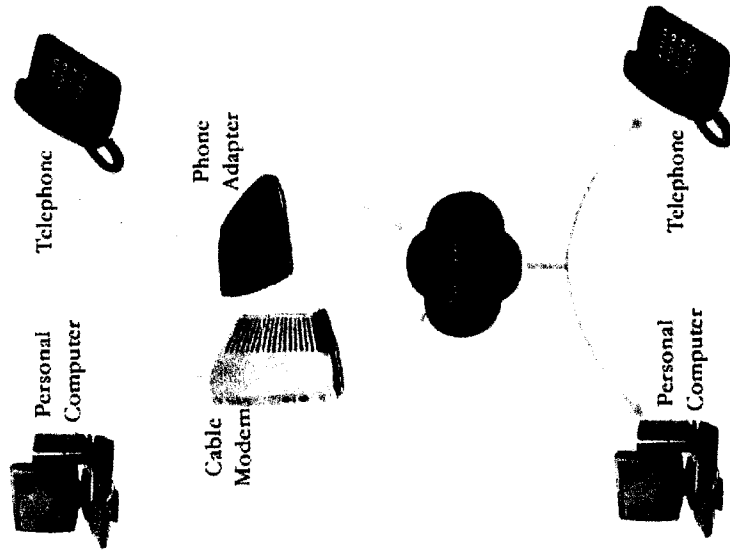
VoIP Checklist

- ✓ Verify that you can access 9-1-1 with your VoIP service. Check with your service provider's website for emergency calling features.
- ✓ Be sure to keep your registered location current with your VoIP provider.
- ✓ If the power is out, your VoIP service may be out too. Consider purchasing a back-up power supply.
- ✓ Inform children, babysitters and visitors about your VoIP service.
- ✓ Post your address and call-back phone number near your phone.
- ✓ Know what police department and fire department is responsible for your 9-1-1 call and have their phone numbers on hand to provide to the call taker.

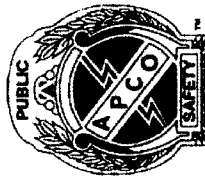
APCO/9-1-1 Public Safety Committee from Meeting Date: 10/18/2007

WHAT YOU NEED TO KNOW ABOUT

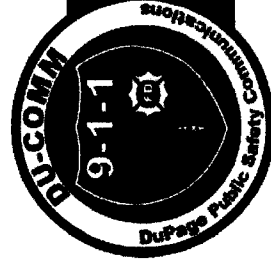
VoIP & 9-1-1



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**DuPage
Public Safety
Communications**

421 N. County Farm Road
Wheaton, IL 60187
(630) 333-2741
Fax: 630-587-1005

**Created by
DuPage Public Safety Communications
<http://www.ducomm.org>**

VoIP

VoIP & 9-1-1

FAQs

Voice over Internet Protocol (VoIP) is a rapidly growing alternative to traditional telephone service. Its popularity is fueled primarily by low prices, new features and the consumer's ability to choose a phone number from nearly anywhere in the U.S.

While VoIP is an attractive option, it is important for consumers to understand the potential limitations the technology has with respect to accessing 9-1-1.

VoIP, in many ways, looks and works just like a regular phone. The primary difference between the two is how your voice is transported from "here to there." With a traditional telephone service, your conversation, for the most part, is analog and is connected over a single static pathway over the Public Switched Telephone Network (PSTN).

In contrast, VoIP telephone conversations are digital and may take one or more different paths over the Internet, or private networks, to reach the called party.

VoIP services can be called different names. You may hear it referred to as "Broadband Phone," "VoN" (Voice on [the] Net), "Cable Phone," "Digital Telephone" or "Net Phone," among others.

Not all VoIP service providers are created equal when it comes to emergency calling.

FCC Mandate 05-116 states that all VoIP service providers must enable 9-1-1 calling and provide callback and location information.

Some VoIP providers have yet to meet these FCC requirements.

Currently, there are two ways your VoIP 9-1-1 call can be processed:

VoIP Basic Emergency Calling

The call is not routed to your local 9-1-1 Public Safety Answering Point (PSAP) emergency lines. Instead, it is sent to a remote private call center or a non-emergency line without location information and possibly without your callback number. This type of processing can delay an emergency response.

VoIP Enhanced 9-1-1 Calling

This call is routed over a dedicated 9-1-1 network and arrives at your local 9-1-1 PSAP with both customer registration location and callback number.

Customers need to research the VoIP 9-1-1 calling features that their VoIP service provider offers. To verify that your VoIP 9-1-1 services are accurate, contact the customer service department of your VoIP service provider.

You can reach assistance by dialing 9-1-1 on most VoIP phones. However, there are differences between VoIP 9-1-1 and traditional 9-1-1 services. It is important to familiarize yourself with these differences.

When you sign up for VoIP, you must register your location. For 9-1-1 emergency dialing to work properly, the service address on file for you must correspond to the physical location of your VoIP phone.

Just like a cordless phone, if the power is out you may not be able to make an outgoing call on a VoIP phone. Also, if there is a service interruption with your internet provider, you may not be able to make or receive phone calls.

It depends. Before doing so, please contact your 9-1-1 call center on the non-emergency line. Confirm that you are in their jurisdiction and ask if you can place a test 9-1-1 call. Many centers will comply.