



METCAD

Public Safety Through Quality Service

News Release

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WIRELESS 9-1-1 PHASE II IMPLEMENTED

METCAD HAS COMPLETED IMPLEMENTATION OF WIRELESS 9-1-1 PHASE II SERVICE, PROVIDING THE 9-1-1 TELECOMMUNICATORS WITH ANOTHER TOOL THAT CAN BE USED TO LOCATE CITIZENS WHO CALL 9-1-1 IN NEED OF ASSISTANCE.

UNLIKE ENHANCED 9-1-1 ON LANDLINE PHONES, WHICH DETERMINES LOCATION BASED ON WHERE THE TELEPHONE SERVICE IS INSTALLED, WIRELESS DEVICES ARE NOT FIXED AT A SPECIFIC LOCATION. THIS MAKES IT DIFFICULT FOR THE 9-1-1 TELECOMMUNICATOR TO DISPATCH ASSISTANCE IF THE CALLER DOES NOT KNOW WHERE THEY ARE LOCATED.

WIRELESS 9-1-1 PHASE II SERVICE UTILIZES GPS CHIPS INSTALLED IN NEWER WIRELESS TELEPHONES TO DETERMINE THE CALLERS LOCATION. SOME WIRELESS CARRIERS ARE ALSO CAPABLE OF PERFORMING A

METHOD OF TRIANGULATION TO DETERMINE THE APPROXIMATE LOCATION OF A WIRELESS PHONE.

METCAD BEGAN ANSWERING WIRELESS 9-1-1 CALLS IN 1988, WHEN CELLULAR SERVICE WAS FIRST INTRODUCED IN THIS AREA. METCAD IMPLEMENTED WIRELESS 9-1-1 PHASE I, PROVIDING THE CALLERS TELEPHONE NUMBER AND THE LOCATION OF THE TOWER CARRYING THEIR CALL, IN 2002. APPROXIMATELY 60% OF ALL 9-1-1 CALLS RECEIVED BY METCAD ARE FROM WIRELESS TELEPHONES. METCAD HAS BEEN WORKING WITH THE WIRELESS TELEPHONE CARRIERS FOR APPROXIMATELY 6 MONTHS TO COMPLETE THE WIRELESS 9-1-1 PHASE II PROJECT. MODIFICATIONS WERE REQUIRED TO THE CARRIERS COMMUNICATION EQUIPMENT AND THEN HUNDREDS OF TEST CALLS WERE PLACED TO 9-1-1 FOR SYSTEM VALIDATION. FUNDING FOR THE UPGRADED EQUIPMENT AT METCAD WAS PROVIDED, IN PART, THROUGH AN \$86,199 GRANT FROM THE PUBLIC SAFETY FOUNDATION OF AMERICAN (PSFA).

ABOUT METCAD

METCAD IS THE PRIMARY 9-1-1 CENTER SERVING CHAMPAIGN COUNTY. METCAD ANSWERS ALL WIRELESS 9-1-1 CALLS IN CHAMPAIGN COUNTY. METCAD ALSO PROVIDES DIRECT DISPATCH SERVICE FOR THE MAJORITY OF THE PUBLIC SAFETY AGENCIES OPERATING IN CHAMPAIGN COUNTY. IN 2005, METCAD TELECOMMUNICATORS HANDLED 350,647 TELEPHONE CALLS, WHICH RESULTED IN APPROXIMATELY 151,489 DISPATCHES OF EMERGENCY EQUIPMENT.