



PRESS RELEASE

Wireless Phase II Deployed in East Texas

New System Delivers Location Information of 9-1-1 Callers Using Cell Phones to Dispatchers

Kilgore, TX, November 16, 2009: East Texans calling 9-1-1 on their cell phones may now receive quicker emergency response due to the launch of Wireless Phase II (WP2), which sends emergency dispatchers the caller's latitude and longitude coordinates. Under WP2, cell phone companies provide Public Safety Answering Points (PSAPs) dispatchers with the actual location of a caller within distances mandated by the Federal Communications Commission. Prior to the launch of WP2, cellular service providers could only identify the tower location the call came from, and the call back number.

ETCOG's 9-1-1 Emergency Services division began assisting 17 East Texas PSAPs (listed below) with the deployment and testing of WP2 last December. Testing of the system was completed by all PSAPs in August.

Carolyn Flores, Director of 9-1-1 Emergency Services for the East Texas Council of Governments cautions the public on its expectations of location technology as it applies to cellular services. ***"Although we are deploying the service, there are still times when the information available to the dispatcher is limited to the caller's telephone number and tower. Certain technologies of shared networks have not been resolved and default to Phase I as well. Callers should continue to be aware of surroundings so that when an emergency occurs they have landmarks and other pertinent information to assist the emergency responders in locating them."***

We have been able to utilize GPS tracking from cell phone towers and caller's coordinates to locate someone missing and/or disoriented which is a huge advantage in locating 9-1-1 caller utilizing their cell phone in an emergency thereby shortening response time from first responders: Police, Fire, Emergency Medical Services," said Gregg County Sheriff Maxey Cerliano.

Sheriff's Office	Police Department
Anderson County	Palestine
Camp County	
Cherokee County	Jacksonville
Gregg County	Gladewater
	White Oak
Marion County	
Panola County	Carthage
Rains County	
Upshur County	
Van Zandt County	Canton
Wood County	Mineola

For more information about WP2, contact ETCOG's Director of 9-1-1 Emergency Services, Carolyn Flores, at (903) 984.8641 ext. 234.

About 9-1-1 Emergency Services

The East Texas Council of Governments 9-1-1 Regional Program was formed by legislature and seeks to establish and maintain equipment, network, and database to preserve and enhance public safety and health through

reliable access to emergency telecommunications services. The department is comprised of three divisions; database, GIS and administration. The regional 9-1-1 program includes: Anderson, Camp, Cherokee, Gregg, Marion, Panola, Rains, Upshur, Van Zandt and Wood counties.

About ETCOG

The East Texas Council of Governments (ETCOG) is a voluntary association of counties, cities, school districts and special districts within the fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. Established in 1970, ETCOG, either directly, or through its contractors, provides programs and services for East Texas seniors, employers, and job seekers. ETCOG and its contractors also build the 9-1-1 emergency call delivery system, provide peace officer training and homeland security planning services; and deliver rural transportation services, business finance programs, and environmental grant funding for the region.

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