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Wireless E9-1-1 Phase II Call Saves Life of Arizona Woman

Six year old girl's call saves mom's life and highlights the importance of Phase II wireless E9-1-1

Washington, DC – On Thursday June 30th, 2005 at 12:33 a.m. six year old Hannah Eseke dialed 9-1-1 to report that she could not wake her mother and that she was very scared. The call was received by the City of Mesa, Arizona Public Safety Communications Center. Hannah was not at her home and did not know the address where she was staying. The 9-1-1 dispatcher kept Hannah on the phone and utilized the Phase II wireless enhanced 9-1-1 (E9-1-1) cell phone technology to locate the call.

Due to the fact that the 9-1-1 dispatcher was able to use the latitude and longitude provided by the Phase II wireless call, the Mesa Police and Fire Department were dispatched without delay to Hannah and her mother who was treated by Mesa Fire Department and transported to a local hospital where she was treated for an adverse reaction to seizure medication. Paramedics and hospital staff said that if she had not received medical attention when she did she would have died. Thanks to Hannah, the quick work by the 9-1-1 dispatcher and wireless Phase II E9-1-1 technology, available in the Maricopa Region since May 2005, the mother's life was saved.

"Phase II wireless E9-1-1 technology has given our employees a critical tool in locating citizens in need of assistance. We would not have been able to provide timely assistance during this emergency without the location data automatically provided by the wireless call," said Erika Wilson, ENP, Administrator of the Mesa Public Safety Communications Center. The Mesa 9-1-1 center answered over 250,000 9-1-1 calls in 2004, of which 60% were cellular, highlighting the importance of Phase II E9-1-1.

While Maricopa County, Arizona has implemented Phase II wireless E9-1-1, many other parts of the state are still struggling to upgrade their systems with the capability to receive Phase II E9-1-1 calls. This is part of a national trend where fewer than 50% of all PSAPs are Phase II capable, covering under 60% of the population in America.

NENA President David Jones, ENP, said, "This story is a perfect example of the importance of wireless E9-1-1, and illustrates why all parties involved with 9-1-1, public and private, must do more to ensure the rapid deployment of Phase II technology." Jones added that, "Our goal must be to equip emergency communications centers with the best technology available, enabling them to provide the service that citizens have come to expect when they dial 9-1-1. States and the federal government must also step up to the plate and provide the necessary funding for 9-1-1 to achieve this goal."

NENA is currently working with Congress to secure funding for a national 9-1-1 Program Office and a state 9-1-1 grant program that the ENHANCE 911 Act of 2004 authorized to provide up to \$250 million per year. Providing funding for the creation of the national program office and matching grants as authorized by the ENHANCE 911 Act is of paramount importance for our homeland security as well as everyday emergency preparedness.

Hannah Eseke was recognized for her bravery and quick thinking by the Mesa Public Safety Communications Center. NENA applauds Hannah's actions as well. NENA also congratulates Maricopa County for implementing Phase II and encourages all PSAPs to work with the wireless industry to deploy E9-1-1 nationally. On a related topic, NENA also congratulates the Maryland Emergency Number Systems Board, who announced on June 30th, the same day as Hannah Eseke's fateful call, that all counties in Maryland are now capable of receiving Phase II calls.

Copies of the actual 9-1-1 and interviews with the 9-1-1 dispatcher who took this call are available upon request

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About NENA

NENA's mission is to foster the technological advancement, availability, and implementation of a universal emergency telephone number system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property and the maintenance of general community security are among NENA's objectives. With more than 7,000 members in 46 chapters across the U.S. and Canada, NENA serves as "The Voice of 9-1-1" through policy advocacy, the establishment of national standards, certification and testing programs, and a wide variety of educational offerings. For more information, visit www.nena.org.