



CONTACT:
Mark Murphy
Emergency Communications Manager
563-589-4415
mmurphy@cityofdubuque.org
www.cityofdubuque.org/911

NEWS RELEASE

April 15, 2011 – For Immediate Release

Local 9-1-1 Education Program Focuses on First-Graders

DUBUQUE, Iowa – The U.S. Congress and the National Emergency Number Association (NENA) have designated April as National 9-1-1 Education Month in the United States and a local educational program is focusing on area first graders in April and May.

The Dubuque Emergency Communications Center, which serves all of Dubuque County, is in its second year of a “911 in the Schools” Program to educate first grade students on the proper use of emergency 911 services. The goal of the educational program is to reduce the number of accidental 911 calls and to teach students that 911 is for emergencies only.

Dispatchers serve as instructors and use videos, puppets, phones and games during the 45-minute program which covers: when to call 911, the types of questions dispatchers ask when they receive emergency calls, using 911 on home phones and cell phones, and removing batteries from old cell phones to prevent accidental 911 calls. The program also encourages the students to learn their home phone numbers and home addresses. Upon completion of the class, students receive a “Certificate of Achievement.”

The Dubuque Emergency Communication Center presented the program at many of the Dubuque Community Elementary Schools in 2010 and is offering to provide the program to all elementary schools in the city of Dubuque as well as in the Western Dubuque School Systems throughout the months of April and May 2011.

Iowa Governor Terry E. Branstad has also designated April as 9-1-1 Education Month in Iowa and the Iowa 9-1-1 Communications Council and the Iowa Homeland Security and Emergency Management Division are hoping the month-long campaign will help Iowans of all ages recognize the importance of 9-1-1 and the role they play in ensuring effective and

efficient emergency response in times of crisis. NENA has made a number of public safety educational resources available for the media, 9-1-1 professionals, educators, and citizens via website at www.nena.org/education/911-education-month , including an electronic brochure entitled ***Making 9-1-1 Work for YOU!*** The brochure is designed to provide essential information about the 9-1-1 system and emergency response.

For more information about Dubuque's "911 in the Schools" Program, contact Emergency Communications Manager Mark Murphy at 589-4415 or mmuprhy@cityofdubuque.org. Informational resources are also available at www.cityofdubuque.org/911. For more information on 911 Education Month, visit www.BeReadyIowa.org.

#

The Dubuque County Communications Center consists of a staff of 12 full-time and six part-time public safety dispatchers, including three lead dispatchers and one Communications Supervisor. The Center operates a computer-aided dispatch system that identifies and recommends for dispatch the nearest appropriate unit to an emergency. All Communications personnel are certified in IOWA (Iowa On-line Warrants and Articles) NCIC (National Crime Information Center), and CPR. In addition all personnel are certified in EMD by the National Academy of Emergency Medical Dispatch and provide pre-arrival instructions to callers in need of medical assistance.