

From left: Tracy Page, Maria Ramos, Maggie Guerrero and Mary Vega, Police Service Representatives (PSRs).



Captain Sharyn Buck, Commanding Officer, Communications Division.



C.T. Feng, Police Service Representative (PSR).



T. Harris, Police Service Representative (PSR).



Sharon Papa, Assistant Police Chief, Office of Support Services.



K. Koukal, Police Service Representative (PSR).



Councilmember Jack Weiss.

9-1-1 From Cells, Too

■ **LAPD now accepting some 9-1-1 calls from cell phones.**

Story by Jessica Segura, Club Counselor
Photos by Robert Larios, Club Director of Communications and Marketing

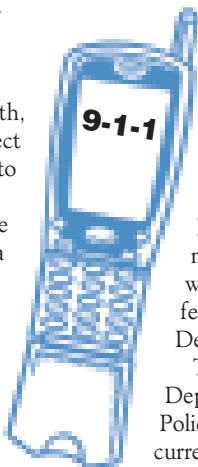
POLICE DEPT. — Beginning last month, 9-1-1 calls placed from cell phones in select areas of Los Angeles will be routed directly to LAPD.

Until recently, cellular 9-1-1 calls have been initially routed to the California Highway Patrol. The changes are being implemented under an FCC order mandating that all California Public Safety Answering Points (PSAPs) accommodate information delivered from wireless carriers.

The new procedure was announced at a press conference Jan. 12 at the LAPD's Metro Communications Center.

The phase-in will begin in the LAPD's Central Division, covering areas within and near down-

town Los Angeles. Over a five-week period, cell phone service providers, including Verizon, Cingular, Nextel, Sprint and T-Mobile, were to perform the cut-over systematically. The implementation is to continue throughout the year until all of LAPD's 19 geographic areas have been included. Full completion is anticipated by the end of this year.



Cellular call for 9-1-1 placed from vehicles on southland freeways will still be handled by the CHP. Emergency calls that are medical in nature or require paramedic response will continue to be immediately transferred to the Los Angeles Fire Department.

The Los Angeles Police Department's 9-1-1 operators, called Police Service Representatives (PSRs), currently number more than 550. PSRs work in two-state-of-the-art dispatch centers, handling calls for emergency service 24 hours a day, 365 days a year. Last year more than 3 million 9-1-1 calls were answered.

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