



Dear NENA Western Region Members:

I am seeking the position of Western Region Director. I would like to introduce myself and provide you with some background information. I am currently the Next Generation 9-1-1 Project Manager for the State of Oregon. I have been in this position for two (2) years.

Prior to this position, I was the 9-1-1 Director for Jackson County Illinois for twelve (12) years. During my tenure as the 9-1-1 Director, I was the Project Manager for the Counties of Southern Illinois (CSI) Next Generation 9-1-1 Project. The CSI Next Generation 9-1-1 brought fifteen counties and one municipality together in an effort to deploy a regional Next Generation 9-1-1 solution. The Project was honored in February by the NG9-1-1 Institute receiving the Outstanding 9-1-1 Call Center / Program Award.

Prior to my position as the Jackson County 9-1-1 Director, I spent twenty-two (22) years with the Jackson County Illinois Sheriff's Office. I began my public safety career as a telecommunicator, working my way up to supervisor and finally, division commander.

During my thirty-five (35) year career, I held the position of Vice President for the Illinois Chapter of NENA for two (2) years. I became President and held that position for five (5) years. During my time as President, the Chapter initiated, 9-1-1 goes to Springfield, fostered after the 9-1-1 goes to Washington program. This year will be the 9<sup>th</sup> Annual 9-1-1 goes to Springfield.

One of the accomplishments that I am most proud of during my tenure as Chapter President was my work with the General Assembly in the creation of state statute to facilitate the deployment of Next Generation 9-1-1. As in many states, statute prohibit NG9-1-1 deployment. Although the project took eight (8) years, there were many rewards. Most rewarding were the relationships developed with 9-1-1 Professionals in the region and throughout the nation. North America's 9-1-1 Professionals are second to none.

As Western Region Director, I look forward to the opportunity to work with the current Executive Board in NENA's primary mission of serving its membership. Many issues still defy 9-1-1 Professionals in their day-to-day responsibilities. Improvements in location accuracy; Text-to-9-1-1; statute revision to facilitate NG9-1-1 and strategies that will foster cooperation between 9-1-1 authorities, carriers and vendors as our country transitions to Next Generation 9-1-1.

Finally, I would appreciate your vote as I seek the position of Western Region Director. I believe my experience with a Next Generation 9-1-1 deployments will serve the Western Region and the membership, as we transition nationally. Your vote is important. Please exercise your right to vote!

Sincerely,

Patrick J. Lustig, ENP  
Next Generation 9-1-1 Project Manager  
State of Oregon  
Office of Emergency Management  
9-1-1 Program

Patrick Lustig, ENP  
Western Region Director Candidate's Priorities

- Transitioning our nation's legacy 9-1-1 system to a Next Generation 9-1-1 system must be NENA's primary objective. Demands from our citizens to modernize 9-1-1 is increasing. Standards have been and continue to be developed. However, without support from the carrier and vendor communities, the best system design is just that. If elected, I will help foster cooperation between 9-1-1 authorities, Carriers, and Vendors as our country transitions to NG9-1-1.
- 9-1-1 leaders need to evaluate whether or not state law, state regulations, tariffs and overall policies allow and enable such new NG9-1-1 technologies. If elected, I will assist 9-1-1 Professionals in their effort to develop appropriate governance structures for effective implementation and operation of NG9-1-1 systems.
- Adequate funding to support state or regional implementation of NG9-1-1 is imperative. If elected, I will advocate, on behalf of 9-1-1 authorities, that each state have a state-level agency, with appropriate authority and technical resources for planning, coordinating and implementing a seamless NG9-1-1 end-to-end emergency communication system.
- 9-1-1 authorities must understand the importance of text-to-9-1-1 functionality. Text-to-9-1-1 capability is invaluable for individuals who are deaf, hard of hearing, or who may have a speech disability. If elected, I will work on behalf of 9-1-1 authorities to see that they are aware of the unique requirements associated with Text-to-9-1-1.
- If elected, I will work with the Executive Board to improve the value of NENA to its membership. Value starts with a strong foundation. I will work with the Board to see that NENA's objectives align with the issues that are important to its members. Publishing best practices and lesson learned, as well as, continued standard development will help guide 9-1-1 professionals as they transition to new technologies.