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# 9-1-1 Caller

Advisory Commission on State Emergency Communications

## Inside Focus

### NENA '91



Dallas-Fort Worth Hosts NENA '91 Conference p.2  
Speakers Bring Varied Experience p. 2  
NENA Registration Exceeding Expectations p.3

### Principles



ACSEC Adopts Guidelines and Philosophy Statement p.4  
Liability -- How Are You Affected? p. 5  
Addressing Update p. 5  
Security Coding Requirements Adopted for Cordless Telephones p. 6

### Practices



Public Education p. 7  
System Cutover -- Where the Real Work Begins p. 8  
Responding to RELAY TEXAS Calls p. 9  
Mail Call p. 9

### People



Spotlight: Jad Smith p. 10  
NCTCOG Hires New Staff p. 10  
EMS Week Set for May 12 p. 11  
GIS Data Exchange Forum Set p. 11  
Telecommunicators Week Proclaimed p. 11

## NENA '91



Government Publications  
Texas State Documents

JUN 07 1991

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Dallas Public Library

The Loews Anatole Hotel in Dallas, Texas will be the host hotel for the 1991 National Emergency Number Association's Annual Conference, June 9-13. See inside for details on how you can attend this important event!

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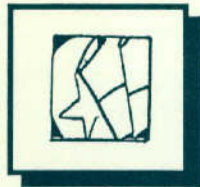


In Texas, When Seconds Count . . .



# Dallas-Fort Worth Hosts NENA '91 Conference

The 1991 National Emergency Number Association Conference will be held June 9-13, at the Loews Anatole Hotel, near downtown Dallas.



The 1991 conference will include educational program tracks including operations, administration, technical, legislative and legal, commercial, and rural addressing issues which affect 9-1-1 systems.

"The conference will focus on training, professionalism, and the uses of technology to eliminate errors, reduce workloads, and enhance the use of 9-1-1 personnel," said Beth Ozanich,

Program and Education Chairman. "Tours will be provided to Public Safety Answering Points (PSAPs) of all sizes in the region."

The friendly Dallas-Fort Worth metropolitan area is home to more than 4 million people and host to millions of conventioners and tourists each year who enjoy exploring the more than 100 square miles of North Texas attractions.

The area is renowned for its cosmopolitan atmosphere, with world class shopping, restaurants, and arts districts. Attractions include Six Flags over Texas, Texas Rangers baseball, West End Marketplace, two zoos, botanical gardens, dozens of museums and the Fort Worth historical Stockyard District.

The stockyards will be the site of a western night during the conference, which will include the flavor of the Old West, as well as entertainment in the world's largest honky-tonk, Billy Bob's.

The Loews Anatole conveniently is located on 50 acres near downtown Dallas. The complex includes international restaurants, boulevards of shops, three swimming pools and a seven acre park.

Fort Worth-based American Airlines will provide discounted airfares. For more information on transportation discounts, call American Airlines at 1-800-433-1790, and ask for Star Number SO151PW.

For conference registration and information, call toll free 1-800-366-1911. Registration materials may be faxed to 512-327-1969. Or contact:

Glenn Roach, Registration Chairman  
1101 Capital of Texas Highway South  
B-100  
Austin, Texas 78746.

## Speakers Bring Varied Experiences

by Vander Phelps

The NENA Conference 1991 in Dallas, Texas, is the place to be June 9-13, if you have an interest in public safety communications.



This year's conference workshops will be divided into the six tracks and related sessions shown below. There is no shortage of speakers and panelists waiting to share their knowledge and expertise in the following areas, with eager, energetic conferees:

### Legal/ Legislative

- Common Legal Issues and 9-1-1
- Tracking 9-1-1 Legislation

Americans with Disabilities Act  
Responsibilities of 9-1-1 Boards

### Administrative

- PSAP Staffing Considerations
- Post Cut-over Administrative Issues
- Reducing Turnover
- Minority Concerns and 9-1-1

### Technical

- Automated Voice Processing
- Emerging Technologies Impact on 9-1-1
- Backup Systems for 9-1-1

### Operational

- Communications Systems Integration
- Media Crisis Management
- Tracking the Wild MSAG
- Preparing RFPs & Consultant Selection

### Commercial

- Disaster Preparedness
- Computer Security Issues
- Applying GIS in 9-1-1
- PBX Solutions

### Rural Addressing

- Developing Rural Addresses
- Who Are The Players?

All emergency communications professionals -- whether planners, administrators, technicians, or operations personnel -- can benefit from the array of subjects scheduled to be discussed at this year's NENA conference. The conference also provides an opportunity for those of us in this business to network, socialize, ventilate, and share ideas and experiences.

*See you in Dallas!*

# NENA Registration Exceeding Expectations

by Julie Warton

Registration for the NENA '91 Conference is off and running!

Over 600 members and nonmembers have registered to date. Registration forms are pouring in, and the phones are ringing off the wall with requests for packets and pertinent information.



"Registration to date is exceeding our expectations," says Glenn Roach, Registration Committee Chairman.

During a recent workshop of the Planning Committee in Dallas, the registration staff took a tour of the breathtaking Loews Anatole Hotel.

One could spend a day just taking in the sites of this resort hotel alone! The Loews offers a variety of shops and art exhibits, not to mention the elaborate grounds and swimming pools to enjoy after a "hard day at the conference!" (But, we're going to be there for business, right?!)

Tentative agendas detailing the many educational workshops which are scheduled for the conference have been mailed. Speakers from across the nation will be present to share their knowledge so that we may all go back home with ideas and solutions to the various problems which face our areas.

PSAP tours have captured the interest of many registrants. Three PSAPs in the Dallas area are available to be toured throughout the convention; and yes, you can tour ALL THREE! PSAP tours will be running Monday, Tuesday and Wednesday for your convenience. And don't forget to visit the Exhibit Hall to view a wide array of exhibitions featuring the latest 9-1-1 technology.

I would like to bring to your atten-

tion the Vendor's Reception, Vendor's Breakfast, BBQ at Billy Bob's, the Closing Reception and Closing Banquet. These meals are included in the registration fee! This is no time to be on a diet, especially with the numerous renowned restaurants offered by the Loews, on-site!

There will be plenty to do for your spouses should they attend. Tours of Dallas landmarks, Texas Stadium, and a shopping spree at Northpark Mall are scheduled for their enjoyment. Six Flags Over Texas is also located in the area.

I hope I haven't made this conference sound like too much fun, because I feel we will all benefit tremendously from the important and informative

sessions that the conference has to offer.

Get your registrations in by May 9, in order to get that early bird discount. Registrations at the door will be \$50.00 more.

Also, be sure to reserve your room at the Loews Anatole early, in order to avoid bothersome transportation and lodging arrangements. All tours and night time social functions will be leaving from the Loews.

If you have not received your registration packet, please call us at 1-800-366-1911. We will be glad to answer any of your questions.

*We hope to see you in Dallas, at NENA 91! We're going to have a Grand Ol' Time!*



## *There's Still Room for One More!*

You can still register for the NENA '91 Conference, in Dallas, Texas, June 9-13. Contact:

Glenn Roach, Registration Chairman  
1101 Capital of Texas Highway South  
B-100  
Austin, Texas 78746

Phone -- 1-800-366-1911

Fax -- 1-512-327-1969



# ACSEC Adopts Proposed Guidelines and Philosophy Statement

by Helen Sommers

The ACSEC has adopted a Goals and Philosophy Statement, as well as proposed Guidelines for 9-1-1 regional plan amendments at meetings held March 6 and April 10.

## Goals and Philosophy

In hoping to streamline its plan amendment process for councils of governments (COGs), the ACSEC is allowing more latitude by the COGs to make decisions regarding the implementation of systems in their regions. Since it is deemed "financially, technically, and administratively possible to upgrade previously approved Automatic Number Identification (ANI) systems to Automatic Location Identification (ALI) systems by 1995," the ACSEC will look favorably on plan amendments that seek to achieve this goal.

Normally, expenditures related only to 9-1-1 call delivery will be approved. This includes ancillary equipment such as surge protection devices and uninterrupted power sources that will improve the effectiveness and reliability of 9-1-1 call delivery.

Finally, the Commission, by its enabling legislation (Chapter 771, Health and Safety Code), "is responsible for imposing any local access fees and any equalization surcharge . . . . Because of these responsibilities, the Commission

considers itself accountable for the expenditure of revenues from both sources and will examine with equal scrutiny the impact of plan amendments that affect financing from either source."

## Proposed Guidelines

With a philosophy statement in place, the ACSEC turned its attention to the

*"The councils of governments saw a real need for further clarification of the plan amendment process."*

*-- Jill Hyde, BVDC*



proposed guidelines that will govern the 9-1-1 plan amendment process. Two major categories of changes define how the proposed plans will be viewed. These categories are Quantitative and Qualitative.

Quantitative changes are described as changes in the number of circuits, positions, or other equipment items that have been previously approved in a plan. This category also includes moderate changes in the cost of approved items and changes in the schedule for service when they do not increase the need for equalization surcharge funds.

Qualitative changes are those changes

that affect the nature of the service being provided. This category would include changes such as an increase in the number of PSAP locations and the rearrangement of trunking to serve them. The addition of ALI in a PSAP or a change from direct trunking to selective routing would also fall in this category.

A Council of Governments may make quantitative changes to its approved plan without submission to the Commission staff, so long as:

- a. Its total budget is not increased by more than three percent, or \$30,000, whichever is larger;
- b. Additional surcharge funds are not required.

These changes must, however, be reported to the Commission staff. Qualitative changes must always be submitted to the Commission for approval.

"The councils of governments saw a real need for further clarification of the plan amendment process," says Jill Hyde of the Brazos Valley Development Council. "Speaking for TARC Emergency Services and Health Coordinators Association, I think all the COGs are pleased with the guidelines and feel they will make the job of implementing 9-1-1 a little easier."

# Liability -- How Are You Affected?

Recently, there has been some concern about liability and how it affects a governmental agency that is involved



in developing maps and addresses for public safety. Normal 9-1-1 call-taking procedure includes verbal address verification

of the caller prior to the call being dispatched. This is to make sure that the emergency is at the same location from which the call is being made.

For 9-1-1, not every call will go smoothly. A call could be received in a situation, for example, where the caller is unable to speak, making address verification impossible. This problem may possibly include incorrect address information. Should this be the scenario, how would you be affected?

## "Tangible Personal Property"

In a case where injury or death results from incorrect address information, the injury or death must be *caused* by a condition or use of *tangible personal property*. Incorrect information will not likely *cause* the injury. It may delay or obstruct the delivery of emergency services; this, however, will not *cause* the injury.

The information is not *tangible personal property*. "Tangible property" is "property such as a chair or watch which may be touched or felt in contrast to a contract" [*Black's Law Dictionary*, p. 1306 (5th Ed., 1979)].

Information cannot be touched or felt. See also H.B. 131, 72nd Leg., § 1, amending Civ. Pract. & Rem. Code § 101.021(2), which requires that the tangible personal property be the instrumentality by which the injury or death is caused.

## What Can Be Done

If liability concerns remain, especially as they pertain to insurance, there are ways to limit exposure: (1) provide the information with an express limitation on warranties, and a disclaimer regarding current and continued accuracy of the information; (2) provide that there is not any intent to grant any causes of action or right to third parties by transferring the information; (3) provide the information pursuant to the Open Records Act.

For further information, or for a copy of *Summary of Conclusions on Liability and Open Records*, please feel free to contact Steve Barbre, at phone 512-327-1911, or address ACSEC, 1101 Capital of Texas Highway South, B-100, Austin Texas, 78746.

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## Disclaimer:

The conclusions expressed do not constitute advice from counsel to any persons or entity other than the ACSEC. Others are encouraged to consult their own counsel.

# Addressing Update

The Addressing Advisory Subcommittee, as it approaches the completion of work on funding issues and mapping software guidelines, met on April 4th in Austin.

The meeting focused attention on funding issues with two major questions in mind: (1) What factors will be included to determine the amount of funding that a county may be eligible to receive? and (2) What is each county expected to accomplish, should the funds be provided? Road mileage and county population are just two of the factors that will be taken into consideration.

## Software Guidelines

With the increased economic feasibility of computer mapping, the Subcommittee will also look to develop mapping software guidelines. These guidelines could then be used by counties to help in their decision-making, before purchasing a particular package.

## Data Exchange Guidelines

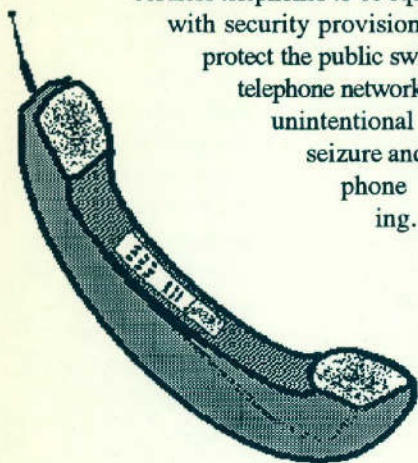
Finally, guidelines will be developed to focus on data exchange formats for personal computer-based systems and the ability of the software to use and update the TIGER Line File maps. The Subcommittee plans to present these guidelines to the Commission for acceptance at the next Commission meeting.

For more information, contact Steve Barbre with the ACSEC.

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# Security Coding Requirements Adopted for Cordless Telephones

The Federal Communications Commission (FCC) has amended Parts 15 and 68 of its rules to require cordless telephones to be equipped with security provisions that protect the public switched telephone network from unintentional line seizure and telephone dialing. The



Commission took this action to reduce the harm being caused by cordless telephones to the "911" Emergency Services Telephone System and to the telephone network in general.

The security provisions referred to in this proceeding are cordless telephone features that prevent unauthorized access to the telephone line, the dialing of calls in response to signals other than those from the owner's handset and the unintentional ringing of a cordless telephone's handset. These terms do not refer to the ability of someone else to listen in on a conversation.

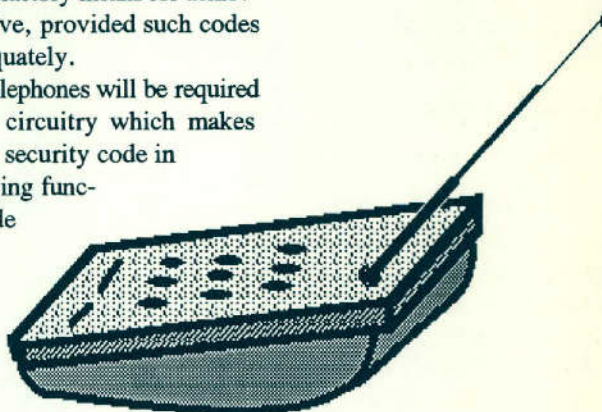
The Commission noted that interference to the public switched telephone network from cordless telephones is a

growing problem. There appears to be evidence, it said, that the "911" Emergency Services Telephone System is being adversely affected by unintentional dialing by cordless telephones. Cordless telephone security coding, which could provide an effective solution to these problems, is not being implemented at a satisfactory rate on a voluntary basis by manufacturers. There is no indication that the percentage of cordless telephones being marketed with security coding is significantly increasing or that the marketplace forces will eventually cause such features to become standard on cordless telephones. Regulation is needed to protect the public switched network, the Commission said, and based on the comments received on this matter, a digital security coding requirement of a minimum of 256 combinations will offer a satisfactory means for achieving this objective, provided such codes are varied adequately.

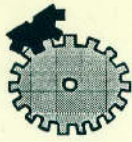
Cordless telephones will be required to incorporate circuitry which makes use of a digital security code in the dialing/ringing function to provide protection against unintentional ringing by the handset. Access to the telephone network will be permitted only if the code transmitted by the handset matches

the code in the base unit. Similarly, ringing of the handset will be permitted only if the code transmitted by the base unit matches the code in the handset.

The Commission noted that it was conceivable that its objectives in establishing a security code requirement might not be achieved if steps were not taken to ensure variation of the codes in geographic areas. For example, manufacturers could use the same fixed code for all their production. Thus, units marketed in a given location could all be set to the identical code. Therefore, the Commission set requirements to ensure variation in cordless telephone codes as a part of the production process and said the rules have been crafted in a way that will provide manufacturers with flexibility in how they will satisfy this requirement.



-- From FCC News Release



# Public Education

## Distribution of Materials Begins

by Carey Spence

Distribution of materials used to educate the public about 9-1-1 was begun by the ACSEC in March.

Brochures, telephone stickers, videos, and coloring books are finding their way to the offices of councils of governments (COGs) and emergency communications districts, for distribution in their local areas. In addition, the ACSEC has developed a public education handbook.

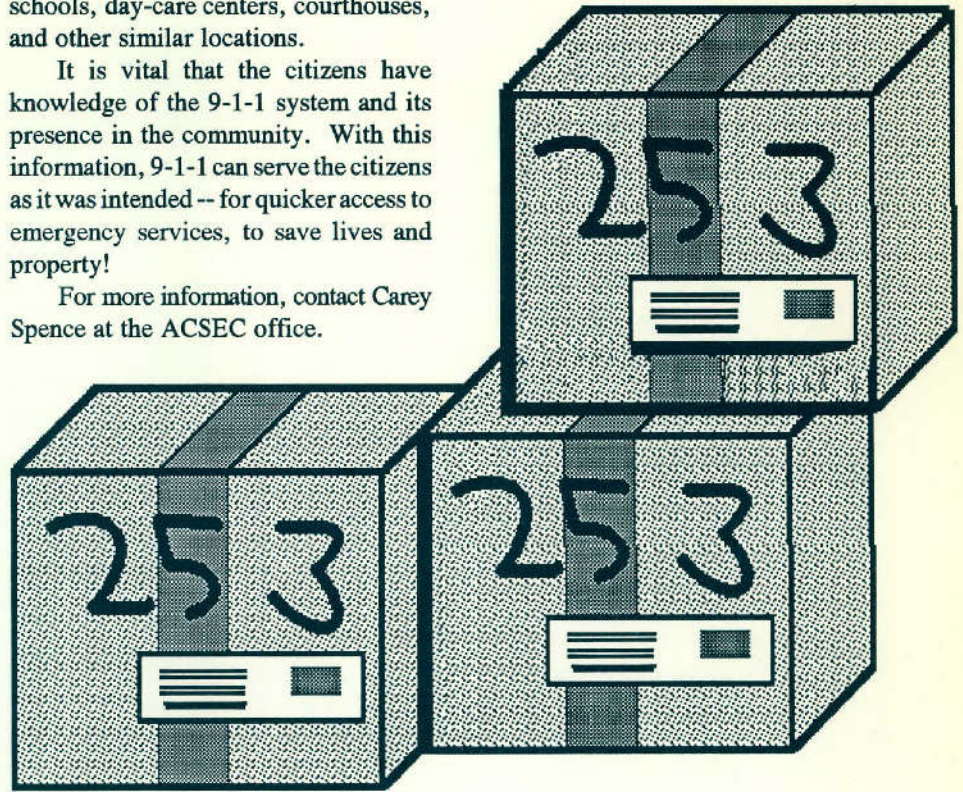
A council of governments will receive its shipment for a county which is due to cutover two to three months prior to the county's implementation date. Materials for districts are shipped based upon request. These materials can be distributed directly by the COG or district to the local community, or allocated to the 9-1-1 committee for distribution.

Experience has shown that a variety of locations are ideal for placement of the materials. These include shopping malls, community centers, libraries, hospital waiting rooms, city halls,

schools, day-care centers, courthouses, and other similar locations.

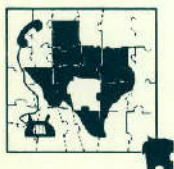
It is vital that the citizens have knowledge of the 9-1-1 system and its presence in the community. With this information, 9-1-1 can serve the citizens as it was intended -- for quicker access to emergency services, to save lives and property!

For more information, contact Carey Spence at the ACSEC office.



# 9-1-1 Available to More of Texas

Since the last issue of the 9-1-1 Caller the following areas have implemented 9-1-1 emergency telephone service for their citizens:



**Austin County 9-1-1 District**

**Bexar Metro 9-1-1 Network District**

Medina County

**Brazos Valley Development Council**

Washington County

**Henderson County 9-1-1 District**

**East Texas Council of Governments**

Anderson County

**Galveston County 9-1-1 District**

**Kerr County 9-1-1 District**

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# System Cutover -- Where the Real Work Begins

by Jess Stanford, City of San Angelo

The 9-1-1 system for San Angelo/Tom Green County was established February 1, 1988. The official cutover

time was midnight, January 31, 1988.

Our cutover to the 9-1-1 system was really non-eventful. There were three major reasons that our cutover

went smoothly: Pre-planning, Hot Test and Training of the Operators.

The City signed an agreement with GTE of the Southwest in July, 1987, to install all necessary lines and equipment to begin the 9-1-1 system February 1, 1988. This lead time, along with GTE's diligence in procuring and installing all lines and equipment, was the main reasons our cutover went off without a hitch. Actually, GTE had all lines and equipment installed and operating in December 1987.

## Pre-planning

While GTE was procuring equipment and installing lines, the City was updating maps and addressing Tom Green County. GTE, U.S Postal Service and other local utilities assisted us in locating and addressing where citizen's phones were located within the County. Providing addresses, address corrections and corrections to the master street address guide (MSAG) to GTE by December

1987, enabled GTE to load the 9-1-1 system computer and begin to Hot Test the system in late December, 1987, and January, 1988.

## Hot Test

The Hot Test was a very essential part in insuring the system was operating correctly. A Hot Test is one where the telephone service representative calls a designated number when they complete their service call, and the answering point verifies the address location. The test provided GTE the opportunity to clear up bugs in their system and also provided credibility and reliability to the system.

We actually cutover the system a day early. The publicly announced day was midnight, January 31, 1988. By doing this, the dispatchers were ready to function on the new system and there was not any special deal about the actual cutover time. The first day of actual operation, February 1, 1988, there were about 450 calls on the 9-1-1 system. Most of those calls were by curious members of the public who were just checking to see if they were on the system.

## Training

Before and during the Hot Test operation, all dispatchers at the answering point (the Police Department), as

well as the ring down circuit dispatchers at the Fire Department and the Sheriff's Office, were trained on the equipment. This essential training was accomplished by GTE so that all dispatchers knew how the system worked and how to operate it.

## Problems and Solutions

Even though our cutover went smoothly there was one thing none of us thought about ahead of time. The Sheriff's Office, which had been dealing within the county, was not familiar with addresses. There were physical points within the county line that they dealt with from day to day, but they were totally unfamiliar with the addressing concept. The 9-1-1 system worked and the dispatchers used it as an emergency communication system, but they could not use the addresses, as they did not know where the address was nor did they have any mental picture of where the actual location was in the county. After we became aware of this situation, the dispatchers were provided additional aids to assist in the location of addresses throughout the county.

I would personally like to add that the smooth cutover and efficient operation of our 9-1-1 system just would not have happened without the hard work of a bunch of dedicated GTE employees. Thanks a lot, GTE.



*Reprinted with permission from NENA News, Vol. 9, No. 1 (February, 1991): 8-12.*



# Responding to Emergency Calls From RELAY TEXAS

by Toni Dunne

It is important for all persons working in the provision of public safety communications to become familiar with a service called Relay Texas which began last September.



Relay Texas agents (operators) serve as transparent conduits for in-

formation passed between individuals who use TDDs, and conventional telephone users. Although Relay Texas advocates for the hearing- and speech-impaired citizen to call the 9-1-1 center directly in the event of an emergency, there is the potential for citizens to use this service for emergency calls, particularly in areas where 9-1-1 has not been implemented. Agents are trained to quickly process the calls to the callers' local PSAP.

## What Will You Hear?

When an emergency call is relayed, the PSAP telecommunicator will hear the following: "This is an emergency. I am calling for a deaf person through Relay Texas. They are calling from (city

or county). Their name is (caller's name). Their phone number is (caller's phone number). They have asked for (fire, police, or ambulance)."

Do Not Hang Up! At this point, the agent will wait for the PSAP's response in order to begin the relay. If more information is needed, simply ask the deaf person the necessary questions through the Relay Texas agent.

## What Will You Say?

Although in reality a third person is involved, conversation should be spoken in the "first person." It is inappropriate to say "Tell him . . ." or "Ask her . . .". If the PSAP has a TDD installed AND the opportunity arises, inform the deaf person of this should service be needed at another time.

Relay Texas service operates 24 hours a day, seven days a week. There are no fees or charges for using this service within your local calling area. To use the service TDD users dial 1-800-RELAY TX. Conventional telephone users dial 1-800-RELAY VV. For more information, call customer service at 1-800-676-3777.

# Mail Call



Your feedback is important to us. We like to know what you think, and what you want to read, so that we can continue to meet

your information needs. Any comments you have, or writing you wish to submit dealing with 9-1-1 is welcomed.

To submit articles, story ideas, pictures, letters, or suggestions on how we can improve this newsletter and better serve your emergency communications needs, please address all correspondence to Vander Phelps, 9-1-1 Caller, Advisory Commission on State Emergency Communications, 1101 Capital of Texas, Suite B-100, Austin, Texas 78746. Include your address with all submissions.

ACSEC reserves the right to edit, clarify, and condense all submissions. Every effort will be made to stay true to the author's intent and purpose.

## Send us your ideas!

\* I would like to see an article on \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\* I would be willing to write an article for the 9-1-1 Caller. My areas of expertise are \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name:

Title/Organization:

Address:



## Spotlight: Jad Smith

Jad Smith is Chief Appraiser of Aransas County, a position he has held since 1988. He became committed to the implementation of 9-1-1 as a result of his contacts with the Aransas County Emergency Management Coordinator.

The two talked after a seminar on Geographic Information Systems, which the Appraisal District had sponsored in order to encourage local government participation. The Emergency Management Coordinator had recently been assigned as 9-1-1 Coordinator.

Jad was able to convince his Appraisal District Board to get involved with addressing on the basis of the District's legal requirement to develop and maintain an ownership map. That requirement was legislated to be completed by 1983. Jad and his board saw participation in the implementation of the 9-1-1 addressing effort as a way of complying with the law.

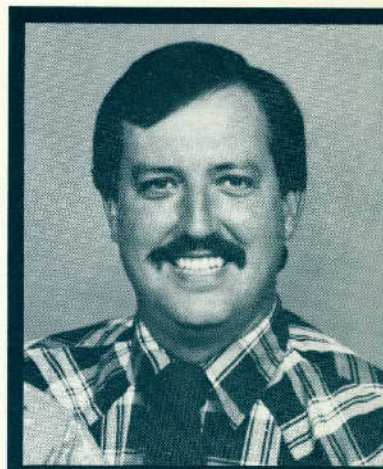
"Aerial photography is a good starting place," Jad stated, "but ad-

ressing each parcel and vacant lot lets you point out the spot on the map where the property in question lies. The citizen can readily see comparable property."

The Appraisal District's concurrence with Jad's approach encouraged him and his staff to dedicate a day a week for 15 months to the 9-1-1 addressing project. The District performed the map compilation and segmentation, database development, and verification.

More than 19,000 lots and structures were addressed and verified. The map book they created as one product consists of nearly 800 pages. The telephone company's database personnel are delighted with the completeness and timeliness of their efforts.

Jad has another measure of effectiveness, however. He states, "What we have really gained in this process is that the work of the appraisers is given greater visibility. We have removed some of the mystery associated with the appraisal."



The board appreciated that their addressing effort has permitted less experienced members of the technical staff to answer citizen queries and to produce more effective products for their governments.

We salute Jad Smith for his work in the 9-1-1 implementation effort in Texas!

## NCTCOG Hires New Staff

### As Public Education Campaign Gears Up

Christy Church has joined the staff of the North Central Texas Council of Governments, as the new Public Education and Training Coordinator. She will assist with public education and training campaigns in 13 counties and five cities in Dallas County.

Christy's background in 9-1-1 began with an internship at Tarrant County 9-1-1 while attending Texas Wesleyan University. She eventually became Public Education Coordinator for Tarrant

County, and was involved with the Denton County cut-over.

Since arriving at NCTCOG in February, Christy has spent a great deal of time visiting the counties and cities in her region. The visits have helped to determine what will be involved in the specific public education plans and timeline. Public education campaigns in Collin and Rockwall counties, which cut in early June, are well under way. Parker, Ellis, and Johnson Counties

follow close behind, with cut-overs scheduled for August.

In describing the task she is undertaking, Christy says, "The public's awareness and level of understanding of 9-1-1 are so very important to the success of the overall system. The challenges met in doing this task are overshadowed by the rewarding results."

# EMS Week Set for May 12

Governor Ann Richards will set aside May 12 through May 18 as Texas EMS Week, to honor the men and women

who provide emergency medical care and to urge Texans to "Think Child Safety."

During EMS Week Texas Department of Health

and the 1,250 local EMS groups in the state will sponsor community activities to heighten awareness about emergency medical services and preventing injuries, particularly injuries to children. The "Think Child Safety" program activities include Ready Teddy, an EMS bear who tells children in posters, coloring books, and personal appearances to "stay calm, act fast, and get help" in an emergency.

Paramedics and emergency medical technicians across Texas plan to reach at least one million Texans during this week, according to Gene Weatherall, chief of the health department's Bureau of Emergency Management. Local EMS personnel will deliver messages in their communities about saving children's lives and reducing serious injuries by safe and sober driving, seat belt and child re-

straint use, poison prevention, and knowing how to call EMS when an emergency does occur.

"Nearly 600 Texas children younger than 15 died in 1989 of accidents -- motor vehicle and bicycle crashes, poisonings, drownings, falls, and fires," said Pam West, director of the health department's EMS division. "Those are the emergency calls that are the hardest for EMS to work. When no amount of training, high-tech equipment, or lifesaving care can save an injured child's life, it can devastate the on-scene EMS worker."

Weatherall, who worked for six years as a paramedic and taught college-level paramedic courses, said "We would much rather work with people to teach them how to prevent unnecessary injuries than work in the back of the ambulance on a four-year-old who got in the way of a drunk driver."

State law requires ambulances in Texas to carry equipment designed to fit children and EMS personnel must pass an exam that includes knowledge of pediatric emergency care. Nearly 40,000 men and women in Texas are certified to provide emergency medical care. Texas Department of Health regulates Texas EMS by licensing EMS organizations and certifying EMS personnel training.

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*"We would much rather work with people to teach them how to prevent unnecessary injuries than work in the back of the ambulance . . ."*

*-- Gene Weatherall*

## GIS Data Exchange Forum Set

The Department of Information Resources (DIR) and the Texas Natural Resources Information Systems

(TNRIS) in coordination with the Texas Chapter of the Urban and Rural Information Systems Association (URISA) will

host a GIS Data Exchange Forum on May 13-14, 1991, at the Marriott Capitol Hotel in Austin, Texas.

The forum will be on issues involved in the exchange of GIS data between GIS users and the state, multi-institutional cooperatives, the nature and availability of GIS Data sets. The DIR is in the forefront of overseeing state government wisely using data resources, particularly through a GIS.

For further information contact the Department of Information Resources at 512-371-1120.



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## Telecommunicators Week Proclaimed

On April 10th, Governor Ann Richards signed a Proclamation designating April 14-20 as Telecommunicators Week in Texas.



The date coincided with national Telecommunicators Week which was set aside to honor the work of telecommunicators throughout the nation.



# NENA '91

## Be There!

The latest in technology, the best in technical information, the most urgent of legal affairs . . .

Where do you find all this and more? In Dallas, Texas; June 9-13; at the 1991 National Emergency Number Association's Annual Conference. Leaders from all aspects of the nation's Emergency Communications community will come together for this 5 day conference to share information and ideas concerning 9-1-1 and its operations. For information on how you can attend this important event, see pp. 2-3 of this newsletter.



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