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Texas 9-1-1 Newsletter

Commission on State Emergency Communications

Fall 2006



Congratulations Telecommunicators

On August 30, 2006, telecommunicators from throughout Texas were honored by the Commission on State Emergency Communications (CSEC) at the 18th annual Public Safety Telecommunicator Awards celebration. The event was held in Austin, in conjunction with the annual conference of the Texas Chapter of the National Emergency Number Association.

Each year the CSEC invites all Texas 9-1-1 public safety answering points (PSAPs) to submit nominations for the awards granted for exemplary handling of a 9-1-1 call. For the 18th anniversary of the awards, the following eight persons were presented with the highest honor, Telecommunicator of the Year:



Mission Statement

To preserve and enhance public safety and health through reliable access to emergency telecommunication services.

CSEC Commissioners

Dorothy Morgan, Presiding Officer
Brenham, Washington County

James Beauchamp
Midland, Midland County

John deNoyelles
Tyler, Smith County

Jerry Garcia
Corpus Christi, Nueces County

Heberto Gutierrez
San Antonio, Bexar County

Glenn Lewis
Fort Worth, Tarrant County

H.T. Wright
Lockhart, Caldwell County

Casey Blass
*Dept. of State Health Services
Ex-Officio*

David Featherston
*Public Utility Commission
Ex-Officio*

Brian Kelly
*Dept. of Information Resources
Ex-Officio*

Paul Mallett
Executive Director

CSEC
333 Guadalupe Street, Suite 2-212
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- ★ Shawna Davenport, Greenville, handled multiple calls from trapped residents in a burning apartment.
- ★ Sara Hatch, McKinney, handled a call from a man suffering from a stroke.
- ★ Penny Loyd, River Oaks, handled a call from a person with slurred speech reporting a house on fire.
- ★ Lana Plowman, Decatur, handled a call from a woman reporting a prowler in her home.
- ★ Danielle Proctor, Greenville, handled multiple calls from trapped residents in a burning apartment.
- ★ Maria Rojas, Dallas, handled a call reporting an individual with suicidal tendencies.
- ★ Jacob Stephens, Decatur, handled a call from a woman reporting her husband was ramming their car into the home and setting it on fire.
- ★ Tracy Trevino, The Colony, handled a call from a seven-year old reporting her grandfather was ill.

The Team Award of Merit was awarded to Orange County Sheriff's Office telecommunicators as a result of their coordinated efforts in handling emergency response calls during Hurricane Rita. The recipients were:

- ★ Marie Dempsey, Heather Dyson, Felecia Welch, and Michele Jeanise

Silent Hero Awards were also presented to over 60 telecommunicators for performance above and beyond the call of duty. "Recognizing exemplary provision of emergency service, these awards are indeed a great honor, saluting telecommunicators both for their professionalism and excellence in serving fellow Texans in times of great need," stated Governor Rick Perry, in a letter to the honorees. For more information, and to view photos of all the telecommunicators recognized, visit the CSEC website at www.911.state.tx.us/browse.php/appreciation_day.

Government Publications
Texas State Documents

SEP 10 2007

WIRELESS 9-1-1 UPDATE

The statewide program administered by the Commission on State Emergency Communications (CSEC) and the state's twenty-four Regional Planning Commissions (RPCs) has deployed wireless Phase I Enhanced 9-1-1 service in all 348 PSAPs in all 224 counties covered by the program. Phase I service provides a 9-1-1 caller's wireless telephone number and location of the receiving cell site to the designated public safety answering point (PSAP). Wireless Phase II Enhanced 9-1-1 provides all of the features of Phase I, plus the more precise information on the caller's location. The CSEC and RPCs continue work to implement Phase II.

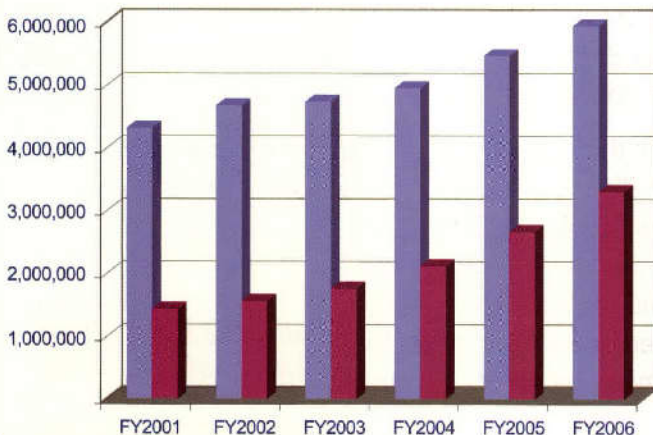
Prior to placing a request with a wireless carrier for that service, the Federal Communications Commission requires a PSAP be capable of receiving and using Phase II data. Where sufficient resources have been available, RPCs have been preparing PSAPs for Phase II service and when they are ready, requesting the service from Wireless Service Providers in their area. Work toward attaining full readiness for the remaining PSAPs in the CSEC program is ongoing, but more resources will be required. RPCs have made the following progress toward Phase II:

- ★ Three RPCs have deployed Phase II service with all carriers in a total of 66 PSAPs in 22 counties.

- ★ Four RPCs have prepared an additional 43 PSAPs in 23 additional counties to meet the FCC readiness requirements. These RPCs have placed orders for Phase II service with at least one wireless carrier in their regions.

Wireless Call Volume

Number of 9-1-1 Calls Received by State Program Public Safety Answering Points in 2006. ■ Total calls: 5,460,331 ■ Wireless: 3,304,041



- ★ Thirteen RPCs (54%) representing 127 counties (57%) and 227 PSAPs (65%) should be Phase II capable and ready to request Phase II service by June 2007.

For further information, a report entitled "Wireless Phase II Automatic Location Identification Report" is available on the CSEC's web site at the following link: www.911.state.tx.us/files/pdfs/911/wrls_ph2_rpt.pdf

VOIP 9-1-1 UPDATE

The CSEC, 9-1-1 Home Rule City Municipalities and Emergency Communications Districts continue to work closely with the interconnected VoIP Service Providers (VSPs) to implement enhanced 9-1-1 (E9-1-1) for VoIP telephone customers in Texas. The Federal Communications Commission has mandated that all interconnected VSPs implement enhanced 9-1-1 service for their customers.

Currently, deployment of E9-1-1 service to over 450 of Texas' 529 primary public safety answering points (PSAPs) is reported by the providers of this service. With the deployment of enhanced 9-1-1 service, a 9-1-1 call is routed to the correct PSAP, along with the caller's telephone number and address. This information is displayed to call takers at the PSAP and can be used to dispatch emergency responders.

FY 2006 Key Performance Measures

The CSEC met or exceeded all of its key performance measure targets in Fiscal Year 2006.

- ✧ Number of Public Safety Answering Points (PSAPs) with Wireless Automatic Number Identification: target met with 348 program PSAPs capable of receiving Wireless Phase I 9-1-1 service.
- ✧ Percentage of Time the Wireline Automatic Location Identification System was Operational: system was operational 100% of the time.
- ✧ Percentage of Time the Texas Poison Control Network was Operational: system was operational 99% of the time.
- ✧ Total Number of Poison Control Calls Processed by the Texas Poison Control Network: target exceeded by 9.32% with 355,293 calls processed.

PUBLIC EDUCATION GETS THE WORD OUT

The purpose of the Commission on State Emergency Communications' (CSEC) 9-1-1 public education program is to educate the public on the proper use of 9-1-1 in order to obtain help in an emergency. Since 1996, the program has developed and distributed a variety of materials that emphasize three important messages: 1) When to call 9-1-1, 2) How to call 9-1-1 and 3) What to say to say in the event of a fire, medical or poison emergency.

Public education outreach in Texas took a significant leap in 1996 when CSEC took the leadership role in the development of a comprehensive 9-1-1 educational program for children. The Public Educators of Texas and CSEC collaborated on the production of an 18-minute video that stars the 9-1-1 mascot, Red E. Fox, and friends. The video includes classroom materials, posters, and presenter guides for teachers and public safety professionals who use them to educate elementary school children about what to do when calling 9-1-1 in an emergency.



© 2002 CSEC

In 2002, CSEC created a new 9-1-1 character, Cell Phone Sally, to target wireless telephone issues. Most recently, Cell Phone Sally has been given a makeover with computer-generated graphics and animation. She can now be seen in a public service announcement showing children how to dial 9-1-1, and what to say, in the event of an emergency. Plans are being made to use Cell Phone Sally in a new 9-1-1 DVD for classroom distribution. Visit the agency website to catch a glimpse of Cell Phone Sally at:

www.911.state.tx.us/browse.php/Cell_Phone_Sally

In May 2006, in an effort to capture the attention of the 8-12 year old age group, a comic book was created that provides 9-1-1 tips to use in an emergency. The story revolves around a group of classmates who get lost during a field trip to a Texas museum. The comic book medium was such a success that distribution in its first print run was over 70,000. Currently, plans are underway for a second issue of the comic book.

Poison Control Network Completes Equipment Replacement

The Commission on State Emergency Communications (CSEC), in partnership with the Department of Information Resources (DIR) and the six Regional Poison Centers, completed a system-wide equipment replacement and network transition of the Texas Poison Control Network (TPCN) to an Internet Protocol (IP) enabled network on September 21, 2006.

The TPCN is comprised of six Regional Poison Centers as required by Health & Safety Code Ch. 777. The centers for the state are: The University of Texas Medical Branch at Galveston; Parkland Memorial Hospital in Dallas; The University of Texas Health Science Center at San Antonio; R.E. Thomason General Hospital in El Paso; Scott & White Memorial Hospital in Temple; and Texas Panhandle Poison Center in Amarillo.

CSEC worked with DIR to leverage the statewide network that currently supports the delivery of 2-1-1 calls to regional call centers. It is a secure, dedicated, fully digital network that provides enhanced reliability and advanced network features such as voice/data convergence, intelligent call routing and improved monitoring and reporting functions. The call taker workstations and other on-site equipment were provided through a DIR-contracted seat management vendor, and provide improved equipment reliability to the emergency public health service providers who answer calls from citizens via the toll free Poison number: 1-800-222-1222.

POISON
Help
1-800-222-1222



Texas 9-1-1 Newsletter is an external publication of the Commission on State Emergency Communications. We want to hear from you. E-mail your questions and comments to the newsletter editor at: info@csec.state.tx.us.

CALENDAR AT A GLANCE

80th Legislative Session begins	January 9
Regional Planning Commission Workshop	January 17
Commission Meeting	January 18
Commission Meeting	February 15
Commission Meeting	March 15
Public Education Spring Order Period begins	April 2
Commission Meeting	April 19

**CSEC
EMPLOYEE
LONGEVITY
RECOGNITION**

At the September 21, 2006, meeting, the Commission on State Emergency Communications continued its tradition of awarding employees for 5, 10 and 15 years of service to the agency. The following were recognized for their loyal service to the Commission, which became fully operational on September 1, 1988.

- 5 years: Megan Maldonado, Robert Gonzalez, Patricia Madrigal, Paul Mallett, and Susan Seet
- 10 years: Kelli Merriweather and Norma Valle
- 15 years: Julie Warton

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