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# 9-1-1 Caller

Advisory Commission on State Emergency Communications

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## Enhanced 9-1-1 from Stations Behind a Private Switch

Government Publications  
Texas State Documents

APR 08 1993

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Dallas Public Library

By Joe Kirk as Published in *The APCO Bulletin*

The implementation of 9-1-1 emergency telephone service is a humbling experience. Just about the time that you think you have all of the bases covered, you find something else that is hampering further progress.

Such it is with stations behind a large PBX in an enhanced 9-1-1 environment. Normally, automatic number identification (ANI) from a PBX only identifies the billing number for the PBX. And, when that number is used to access an automatic location indication (ALI) database, all you get is the billing address. If the PBX has off-premises extensions, they might be located several miles from the billing address location. In an academic or industrial campus environment, the problems are multiplied even more.

The problems associated with a lack of fully enhanced 9-1-1 for stations behind a private switch have been recognized for several years, but you can't do everything at once, and solutions have had to wait pending widespread implementation for the general populace. Recent events, however, have raised the priority to a level that we can no longer afford to ignore.

During the '80s the concept of "smart buildings" began to catch on. Entrepreneurs began to offer enhanced telecommunications services

to individual businesses in multi-tenant office buildings through stations behind large PBXs. These shared tenant service (STS) systems have become increasingly popular in large metropolitan centers because the STS provider, through economies of scale, can offer savings that are not normally available to smaller telephone customers.

Now, the STS concept has been expanded to large apartment complexes. Called residential multi-tenant services (RMTS), these providers target an apartment complex for conversion from direct telephone company access lines to each unit to stations behind the RMTS provider's PBX.

The impact of conversion to an RMTS on 9-1-1 emergency telephone service can be devastating. Since these conversions usually take place first in large metropolitan areas, the residents have probably had fully enhanced 9-1-1 for several years, but now, suddenly, they have the equivalent of basic 9-1-1. Where, in response to a 9-1-1 call, their telephone number and the address of their individual apartment unit was shown on the call-taker's screen, now only the billing number of the RMTS PBX and its billing address are shown. If the caller cannot tell the call-taker the

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In Texas, When Seconds Count . . .



# TDD "Phone Pals" Established in ETCOG Region

By Joanna Oliver, 9-1-1 Network of East Texas

The 9-1-1 Network of East Texas recently implemented a new program to help the dispatchers at 9-1-1 answering points throughout the region become familiar with answering and communicating with TDD/TTY (Telecommunications Device for the Deaf/Teletypewriter) users calling 9-1-1 for emergency help. This program is called "TDD Phone Pals."

Kathy Walters, a deaf lady living in Upshur County, helped gather volunteers to begin the "phone pals" program. Kathy is also a member of the Texas Association for the Deaf 9-1-1 Ad Hoc Committee.

The 9-1-1 Network of East Texas hosted the first TDD "Phone Pals" meeting on Saturday, January 16, 1993, in Tyler. At the meeting, testing procedures were discussed and monthly logs were distributed. The volunteers will make one test call per shift per week to the PSAPs (Public Safety Answering Points) in their area. They will keep a log of test calls with any comments they feel need to be relayed to the Network to help make the program more effective.

The purpose of the TDD "Phone Pals" program is to help train dispatchers at 9-1-1 PSAPs on how to communicate via TDD. The biggest fear of most dispatchers is that they won't be able to identify incoming TDD calls or that they will be too nervous to communicate effectively when they get a real TDD call. With the "Phone Pals" program in place, the dispatchers will grow comfortable with using the TDD and feel confident that they will get help for the caller.



At the January 16 meeting, the volunteers expressed great interest in the program and look forward to helping the dispatchers. Members of the TDD "Phone Pals" are: Kathy Walters, Upshur County; Susan White and Lynn Ford, Gregg County; Elizabeth Crook, Chris Hicks, Sara Tomlin and Mica Baker, Smith County; Rhoda Gordon and Mark Grimes, Cherokee County; Rickey Flanagan, Harrison County; and Martha Alaniz, Wood County.

Volunteers are still needed in Camp, Rains, Van Zandt, Anderson and Panola Counties.

# TDD Training Manual

With the cooperative efforts of the ACSEC staff and Telecommunications for the Deaf, Inc. (TDI), telecommunicators can now benefit from training with printed material titled, "Responding to Hearing Impaired Callers: A 9-1-1 Telecommunicator's Workbook."

Workbooks are currently being distributed to Councils of Governments' 9-1-1 Coordinators and the Districts' 9-1-1 personnel for PSAP distribution. Toni Dunne with the ACSEC will continue to be available for training and will be utilizing the workbook as part of the curriculum. For more information on training or the workbook, contact the ACSEC office at 512-327-1911(V/TDD).

# A Framework for Change

By Toni Dunne, ACSEC

The Texas Deaf Caucus (TDC) is one of the Deaf community's newest organizations to be established. Since its inception one year ago, local caucuses have been organizing across the state. The purpose of TDC is to establish a strong network of local organizations to support issues and promote awareness in order to create change. To emphasize this, "A Framework for Change," was

the theme for the second annual conference recently held in Tyler, Texas. Approximately 150 participants gathered to listen, discuss and learn from Dr. Katherine A. Jankowski, Department of Communication Arts at Gallaudet University. She shared her wealth of knowledge on Deaf culture,

*Continued on page 9*



# Addressing Update

By Darla Parker, ACSEC

Over \$4 million in addressing funds are just waiting to be utilized for many Texas counties should they be unaddressed. No more lamenting over absence of funds. How does a county know if it is eligible for these funds? Simply contact the 9-1-1 coordinator at your regional council of governments, your emergency communications district, or call the ACSEC and speak to Darla Parker or Steve Barbre.

These funds are called the Addressing Pool Funds and are available at their current allocation through August 1993.

The funds are allocated to counties based upon their road mileage, unaddressed housing units and land parcels. Local governments are expected to match \$1 for every \$3 granted. In September, allocations not requested by a county are going to be redistributed to participating counties which exhibit need of funds to complete their addressing.

In order to receive these funds, a county must prepare a cost estimate of addressing needs. The worksheet for submitting cost estimates is available through the regional council, the

district, or the Commission office. This form, with some additional information required, must be submitted to the regional council or the district for processing. With their help, a plan amendment or request for funds is forwarded to the ACSEC in advance of its bi-monthly meetings. To help in timing your request, keep in mind that there are only four remaining Commission meetings prior to the September deadline to request funds.

## Rural Cellular Operators Unite

Reprinted with Permission from Texas Telephone Association's *Topics*, December 1992 Issue

Eleven wireline cellular operators recently formed the Rural Cellular Association (RCA) for the purpose of "ensuring that their distinct needs are addressed."

Mickey L. Sims, manager of Digital Cellular and Poka-Lambro Telephone Cooperative, is the group's acting president. He said, "We felt the unique

problems faced by cellular operators in rural areas demanded that we put together a formal structure to ensure that our concerns are heard."

RCA members plan to hold regular meetings to exchange information on regulatory issues, marketing strategies, technical matters, and education and training.

Other officers of RCA are acting vice president William Biere, manager, Chariton Valley Cellular and Chariton Valley Telephone Corporation in Missouri; and acting secretary-treasurer Richard Adams, manager of Brazos Cellular and Brazos Telephone Cooperative.

## Message from the U.S. Post Office

Do you want to improve the speed in changes from old addresses to new addresses? Two important items have been announced by the San Antonio Region of the U.S. Post Office. Counties which are addressing in this region are strongly encouraged to contact Jim Moderow, District 9-1-1 Coordinator at the Post Office, to see about a user-friendly software program which can streamline the conversion of old addresses to new ones.

To date, this only applies to the San Antonio Region with hopes of having this available to all in the future. Call Jim at 210/657-8510 in San Antonio or write him at 10410 Perrin Beitel Road, Room 1069, San Antonio, TX 78284-9321.

The San Antonio Customer Services District now has responsibility for the ZIP areas listed below:

765	780	785	797
766	781	786	798
767	782	787	799
	783	788	
779	784	789	

Thanks to James Lindsey, Manager of Address Management Systems, for this update.



# She Missed the Call, But She Got Her Man!

By Sue Smith, West Central Texas Council of Governments

On Saturday, November 28, 1992, at 2:00 a.m., 9-1-1 call-taker Ester Palafox left the Sweetwater Police Department as usual in a marked patrol car for her dinner break.

At 2:34 a.m., rookie officer Lester Holsey, substituting for Ms. Palafox, received a 9-1-1 call from a Skinny's Convenience Store located on Interstate 20 in Sweetwater with only the sound of voices yelling at each other in the background

to be heard. Officer Holsey immediately dispatched units of the Sweetwater PD to Skinny's and continued to monitor the call.

What Officer Holsey heard was an armed robbery in progress. He was able to relay to the police units that shots had been fired and that Clerks Tommy Wayne Lansford and Jeffery Keith Coy were being threatened by the perpetrator who kept repeating, "You've got more money; give me all the money or I'm gonna kill y'all." Officer Holsey also heard the clerks being told, "You better not call the police or I'll kill you; if the laws show up, y'all are dead; I'll be back." Holsey advised the officers of the situation.

Returning to the police department near the end of her dinner break, 9-1-1 call-taker Palafox headed to the same Skinny's Convenience Store to get something to drink to take back to the PD.

Realizing the situation from radio transmissions between Office Holsey and the police units, she contacted Sgt. J.D. Smith at the scene to tell him that she was in a position to observe the store and would watch to see if anyone left the store and what direction they might take.

At this point in the call, three teenage boys drove up to the store and entered, causing the perpetrator to exit the store running east with the money and cigarettes.

He was pursued by Sgt. Smith and Officer Mark Taylor and started running back toward the store firing at the officers who returned his fire, wounding him slightly. He was apprehended a short distance from the store.

The police report of the incident reveals that Clerk Tommy Lansford took the opportunity of the perpetrator's confusion when Clerk Jeffery Coy fled to a storage room in the store to knock the phone off the hook and dial 9-1-1, tipping the telephone on its side so the perpetrator would not wonder about the receiver being off the hook. When it was noticed that the phone was off the hook, Clerk Lansford told the perpetrator that the combination to the safe from which he wanted money was written on the bottom of the telephone. Although

# Trained 9-1-1 Dispatcher Saves Local Child's Life

Article Reprinted with Permission from *The Gonzales Inquirer*, December 29, 1992

The enhanced 9-1-1 system and the training that the Gonzales dispatchers receive combined to help save the life of a local four-year-old that was choking on a piece of food.

The incident started at 5:19 p.m. when Gonzales Sheriff's Dispatcher Lisa Zumwalt received a 9-1-1 call from Lorinzo Camarillo, with the man stating that his child was choking and could not seem to catch his breath.

Zumwalt immediately paged the Gonzales EMS to the location, and then went back to the phone to see if she could help the parents of the child until the emergency crews could arrive on the scene.

She asked Camarillo if the child had been eating anything before he started choking, and if so, what it was.

He said that his son had been eating a small sausage just before he started choking.

The dispatcher told Camarillo to have his wife turn the child over on his stomach while holding him in her lap, and strike him lightly on the back. The parents followed the dispatcher's instructions, but then told her that the child was



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# Guadalupe County Regional Fire and Rescue School Debuts

By Sharon Nichol-Jost, Bexar Metro 9-1-1 Network District

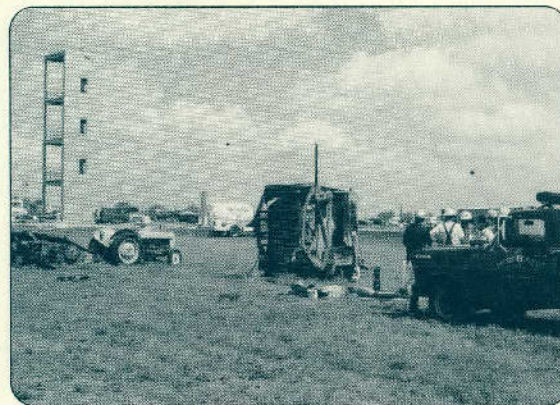
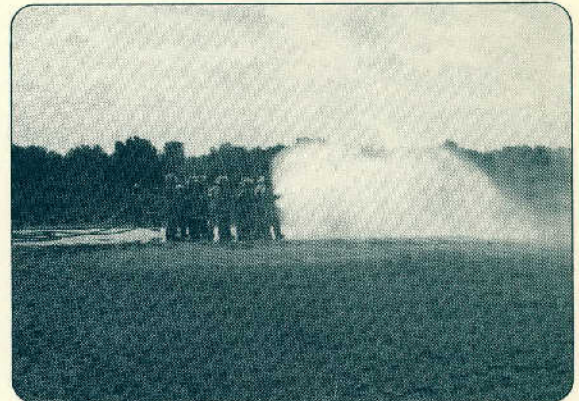
Fire-fighters in central and south Texas now can receive accredited training at the new Guadalupe County regional fire and rescue school facility located near Seguin, Texas. This facility conducted a "Burn the Ribbon" ceremony in September 1992 with its first class of 107 students from 27 different departments representing 12 counties. Over 42 instructors and workers conducted the classes.

Regional fire-rescue schools are scheduled for April and October 1993. The schools will be conducted by the Fire Protection Training Division of the Texas Engineering Extension Service of the Texas A&M University System. Other specialized certification courses will be conducted monthly in 1993. The fire training field is open to all fire departments, law enforcement agencies and EMS organizations in the state of Texas.

Facilities include a four-story 65' steel and masonry training tower, a seven-room burn building, tanks for vertical and horizontal confined space rescue, an

underground vault for below-ground petroleum gas fire-fighting, four different types of fire hydrants and a vehicle rescue training area. The classroom will seat 120 students and is complete with satellite down link, televisions, overhead projection and chalk boards.

Funding for this site was through a cooperative effort between the State



Emergency Funding Board and local community donations. The five-acre tract is suitable for expansion, as required.

Additional information about this new facility is available through the Guadalupe County Fire Fighters Association at (210) 379-3853.

## Life-saving Action Nets Award in Laredo

By Roberto G. Ortiz, Laredo Morning Times Staff Writer

Printed with Permission from the *Laredo Morning Times*, Tuesday, December 29, 1992, Issue.

Laredo's 9-1-1 service has again proved its success through the efforts made by one of its civilian employees who was honored Monday for his heroics in saving a life.

Juan Alfaro, telecommunicator of the month for December, proved vital on December 8, when he answered a 9-1-1

call in which he translated specific instructions in Spanish to a nervous caller whose sister was not breathing.

"It's a very personal feeling and satisfying feeling (to save a life)," said Alfaro.

Alfaro attributed his calm demeanor during such a tense moment to his train-

ing to be a 9-1-1 operator. "Through what I learned in schooling, I gave proper instructions," Alfaro added.

Alfaro was reluctant to speculate on what would have happened to the woman

*Continued on page 10*



# COG Highlights

By Helen Sommers, ACSEC

*This is the first of several in a series featuring the 24 councils of governments' 9-1-1 implementation progress in each respective region. Currently, there are several phases of 9-1-1 implementation under way throughout the state. This information will keep us abreast with developments as they transpire.*

Alamo Area Council of Governments (AACOG) is headquartered in San Antonio, serving seven counties. AACOG implemented ANI service for all counties, with future plans to upgrade to ALI. Six of the seven counties have instituted an addressing program which will be utilized in developing the

ALI database as the COG prepares for this next phase. Frio County, the seventh county, is also studying the need for addressing.

Al Notzon, Executive Director  
Nolan Suarez, 9-1-1 Coordinator  
Vander Phelps, ACSEC Systems Analyst



Ark-Tex Council of Governments borders the Texas and Arkansas state line and is headquartered in Texarkana. This region is comprised of 10 counties with seven systems on-line. All counties which have implemented are fully enhanced ALI 9-1-1 systems. Of the three counties which are scheduled to go on-line in 1994, Delta County will up-

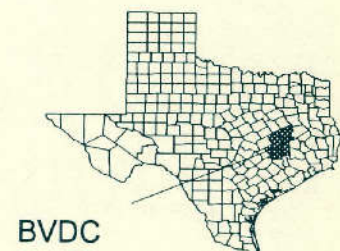
grade the ANI system to ALI to meet its due date of June 1994. At present, discussions are underway for addressing plans which the COG will assist in coordinating in their region.

Jim Fisher, Executive Director  
John Basile, 9-1-1 Coordinator  
Helen Sommers, ACSEC Systems Analyst

Brazos Valley Development Council, located in Bryan, is surrounded by six counties which it serves. ANI systems have been implemented throughout this region, with five systems actively on-line. Washington County, which has been involved with its addressing project for several years, is expected to be the first of the region's counties to upgrade to ALI service. The

remaining counties have made inquiries to BVDC with regard to addressing, which the COG anticipates will result in upgrading to fully enhanced ALI systems.

Tom Wilkinson, Jr., Executive Director  
Anita Pitt, 9-1-1 Coordinator  
Carey Spence, ACSEC Systems Analyst



Capital Area Planning Council is located in Austin and serves 10 counties in the region. Six of the 10 counties have implemented fully enhanced ALI systems, with plans to upgrade the remaining counties to ALI systems. The COG will be directing its attention and efforts

to the addressing tasks which have begun in the CAPCO region.

Richard Bean, Executive Director  
Manny Fernandez, 9-1-1 Coordinator  
Carey Spence, ACSEC Systems Analyst



## To All of Ya'll in Texas

By Glenn Roach, Massachusetts Statewide Emergency Telecommunications Board

Since I have just left Texas after spending the holidays with my family and friends, it gives me the opportunity to reflect back on the last eight months spent here in Massachusetts and compare this time with Texas.

Shall I say there is no comparison-- Texas is home, and as Mary Boyd said during the APCO Conference last summer, "You can take the boy out of Texas, but you can't take Texas out of the boy."

The 9-1-1 program here in Massachusetts is going real well. The cities and towns are required to submit their plans to us no later than July 3, 1993, so there is a lot of activity around assisting them with that process. There are 351 cities or towns in the state, and the legislation allows each one of them to have a system if they so choose. There is a lot of discussion about regionalization, and it appears that we will implement 200-250 systems when it

is all said and done. New England Telephone, the only telephone company, has chosen the MARRS system for the customer premise equipment in New England. I would like to thank Susan Bortzfield, Pat Chisum and Houston-Galveston Area Council for giving me the grand tour of Angelton during my visit home so I could see how the MARRS remotes are operating. They were very gracious hosts, and it was time well spent.

As you can imagine, I have taken on several additional projects that are associated with E9-1-1 implementation. We have had several unfortunate incidents recently around call-taker error, so training is at the forefront on these additional projects. I hope to have at least a basic telecommunicator training program in place in the next few months and a more comprehensive program not too far into the future.

We have also taken on the PBX station identification problem and cellular ANI just to name a few. I hope that we can find solutions to many of these issues, and all of us in the nation can benefit from our work.

I have hired a great staff, but they are not the same as the staff that are at ACSEC. I really miss Mary and the crew in Texas, and I don't think that I can ever duplicate the relationships that we have established over the years. They are very special relationships with a very knowledgeable and professional group of people, and I have a lot of pride in them and what they have accomplished.

Well I must go--I hope that all of you have a very prosperous and happy 1993; and if any of you ever get a chance to come to Massachusetts, you are always welcome.

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*From Our Archives -- If you have accounts of history collecting dust in your attic, blow off the dust and share them with our readers. We will gladly accept.--The Editor*

## Dial System is Popular

Historic Telephone Board Retired at Knox City

Special to the *Wichita Falls Record News*, August 18, 1941

Knox City, Texas, August 17, 1941--After three months spent in installation, Knox City has a new and modern automatic telephone system.

Roy A. Baker, chairman of the telephone committee of the Lions Club, placed the first toll call over the new system to R.B. Fairley, president of the Southwestern Associated Telephone Company of Lubbock, and extended greetings on behalf of the citizens to the company for the progressive work.

On hand for the occasion were W.B. Kreiger, assistant general manager for the Southwestern Associated Telephone Company of Lubbock; J.P. Howard, division maintenance supervisor, Lubbock; and G.H. Williams, district manager, Seymour, Texas.

The automatic system is very popular with the citizens of Knox City, and this fact is clearly shown by the 639 calls placed over the new system during the first hour of operation. The system was changed from the oldest type ever used in West Texas to the very latest type such as is used in the larger cities.

The old switchboard which had been in use a total of about 60 years came from Seymour to Knox City by wagon train, fording the Brazos River in 1905 at which time it was immediately placed in service. Seymour had grown too large for the board, and after installing new

equipment there, the telephone company decided to install the board in Knox City. In 1912, the building housing the telephone office was destroyed by fire, but the cable to the switchboard was cut, and the board was carried out through the fire. After the fire, the switchboard was set up on the sidewalk and was operated there until a new building was completed in 1913. After the new building was finished, the old board was reinstalled and was used until August 9, 1941.

The new dial system was constructed and will be operated by the Southwestern Associated Telephone Company. The cost of the new systems is estimated at \$40,000. Three months were spent in installing the system. All long-distance calls are handled by operators in nearby towns, and no operator is required in Knox City.



# National Telecommunicators Week

In conjunction with National Telecommunicators Week which will be observed April 11 - 17, Governor Ann Richards has proclaimed Telecommunicators Week in Texas.

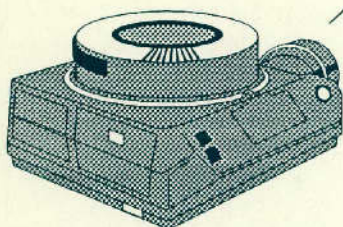
Each year, public safety telecommunicators around the nation are recognized for their outstanding contributions and dedication to emergency communications and the public at large.

Local governments and public safety agencies throughout the state are encouraged to celebrate the week by honoring telecommunicators with special awards, local governments proclamations, and other ceremonies.

Telecommunicators play a crucial role in providing public safety by handling calls for assistance on a daily basis, around the clock, every day of the year.

While the job is often stressful, it can be rewarding and gratifying when time is set aside and the "unsung heroes" are recognized for their roles in saving lives and property.

We at the ACSEC congratulate all the men and women of Texas who are emergency communications telecommunicators!



### Correction

*Golden Crescent Regional Planning Commission's Telephone Number is (512) 578-1587. Please replace this number on the centerfold of the last issue of the Caller.*

## 1-2-2 Created in Costa Rica

PowerPhone, Inc., a leading dispatcher training company, working in conjunction with Northeastern University in Boston, Massachusetts, recently conducted a three-day crisis communications training program for the government of Costa Rica. Albert Aguilar, Training Associate, and Toby Lazor, Director of Training for PowerPhone, instructed telecommunications personnel in the proper handling of fire and medical emergencies.

Presented entirely in Spanish, topics included protection of the caller, protection of responders, breaking hysteria thresholds and providing medically and legally correct prearrival instruc-

tions and assistance prior to the arrival of rescue personnel.

Attending the program were personnel from the Costa Rican Fire Service, the Red Cross (the EMS of Costa Rica), and the National Emergency Communications Commission.

Two days after the program, a Costa Rican dispatcher was able to successfully resuscitate a child who was not breathing by providing prearrival instructions utilizing the translated version of PowerPhone's Dispatcher's Medical Desk Reference Manual.

The Costa Rican Government is currently setting standards for a national emergency medical care system which

includes the creation and implementation of a national emergency phone number, "1-2-2" (their version of the U.S. "9-1-1"). The Costa Rican system will serve as the model for the development of future medical care systems for Central and South America.





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## *Change, Continued from page 2*

empowerment and various methods of leadership, advocacy and networking.

ACSEC was asked to provide an exhibit and information about TDD access to 9-1-1 centers. This "networking" was beneficial as was reflected during the business meeting when the following resolution was adopted: "The Texas Deaf Caucus recognizes the importance of equal access to 9-1-1 and supports joining efforts with the Texas Association of the Deaf (TAD) and the Texas Advisory Commission on State

Emergency Communications to improve 9-1-1 services statewide."

ACSEC received recognition for the positive efforts in creating a staff position to focus on TDD distribution, telecommunicator training, and public education within the community. ACSEC also has been working with TAD's 9-1-1 Ad Hoc Committee. It was discovered that many of the committee members are members of the TDC and local caucuses. Although there are a few areas of the state that do not yet have

representatives on the 9-1-1 Committee, we are working diligently to help identify people for statewide representation.

Henry Ford once said, "Coming together is a beginning; Keeping together is progress; Working together is success." Our efforts have been key to creating positive changes. Teamwork has created the momentum. Let's continue working together to ensure our success in providing the best emergency communication system for all citizens in Texas!

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## *PBX, Continued from page 1*

correct address where the emergency is taking place, precious minutes can be lost. This is the situation that has brought private switch ALI to the forefront of problems begging for a solution. To give some idea of the magnitude, the Houston metropolitan area is thought to have 220,000 individual apartment units (and Dallas/Fort Worth another 200,000) targeted for conversion to RMTS.

When the problem was first identified, it seemed that the technical difficulties involved with providing ANI from each station would be the worst part. But, we are past that. New PBXs are being designed with built-in solutions, and retrofits are available for older units. In fact, it was only with the advent of the technological solutions that we began to realize the full depth of the problem.

First, there is the problem of providing facilities to connect the PBX (either directly or through a 9-1-1 tandem) to a public safety answering point (PSAP). For redundancy, it is usual to require at least two dedicated circuits from each central office (C.O.) to the PSAP, and each PBX becomes, in effect, another C.O. Using the figures cited previously for the Dallas/Fort Worth area, and assuming an average of 200 units per RMTS, that would mean the potential for at least 2,000 additional

dedicated 9-1-1 trunks in the area. When municipal streets must be dug up, new telephone facilities do not come cheap.

A second part of the problem is associated with the ALI database. Databases used to provide automatic location indication are normally based on telephone company records, but the telephone company has no knowledge of, or control over, connections behind a private switch. Thus, development and upkeep of the portion of the database that covers the location of stations behind a PBX becomes a responsibility of the PBX manager. And some practical method must be developed to integrate that piece of the database into the telco's overall database.

As another concern, new services and facilities cannot be provided by a regulated telephone company without development of cost-based rates and associated tariffs approved by the Public Utility Commission. If not approached carefully, this can be a prolonged and sometimes very adversarial process.

In Texas, at least, telephone companies are only allowed to provide 9-1-1 facilities and services to government entities authorized to administer 9-1-1 systems. Thus, it is up to the 9-1-1 entity to pay for those facilities and services either through collection of line fees or by passing the costs on directly to the "cost causers." New methods must

be developed for collecting 9-1-1 fees from stations not connected directly to the telephone company, and some legislative change of statutes governing 9-1-1 might also be necessary to allow the needed flexibility.

Finding viable solutions that meet the needs of all of the affected parties is no easy task. In fact, just discovering all of the aspects of the problem has been difficult. However, we have made significant progress by holding monthly meetings of an informal forum of interested stakeholders. So far we have held four meetings of the full forum, and have assigned four subcommittees to work on the various aspects of the project.

The forum is made up of a wide range of interested parties. Represented are: three major telephone companies; several equipment vendors; several RMTS providers and their consultants; 9-1-1 districts; PUC staff members; and the Texas Advisory Commission on State Emergency Communications. Attendance at the full forum meetings has been averaging about 30, and our address list of those asking to be kept up to date on our progress is close to 60.

With a target for completion of mid-1993, we are striving for a "win-win" situation in which the needs of all parties are balanced against the need to provide the best possible 9-1-1 service to the citizens of Texas.



*Got Her Man, Continued from page 4*

unable to respond to the 9-1-1 call-taker, he hoped that the situation could be understood by the conversation in the store. Clerk Jeffery Coe was fired at by the perpetrator when he ran to the storage room. The bullet passed through his pant leg and boot but did not harm him.

The Sweetwater PD serves as the Nolan County PSAP in the West Central Texas Council of Governments 9-1-1 Emergency Communication System (18 counties). WCTCOG salutes Sweetwater Police Chief Jim Kelley and 9-1-1 Coordinator Lt. Randy Wilkes for the 9-1-1 equipment and call handling procedure training given to all department employees who might be in a position to answer calls. Due to the preparedness of their 9-1-1 system, the actions of all Sweetwater PD members on the night shift and to quick-thinking Clerk Tommy Lansford, a potentially fatal situation was avoided and the suspect was apprehended.

*Child's Life, Continued from page 4*

turning blue. Zumwalt told them to try the drill again, but to strike the child a little harder this time. They did it, and the piece of sausage that was lodged in the child's throat came out, and he began to breath normally.

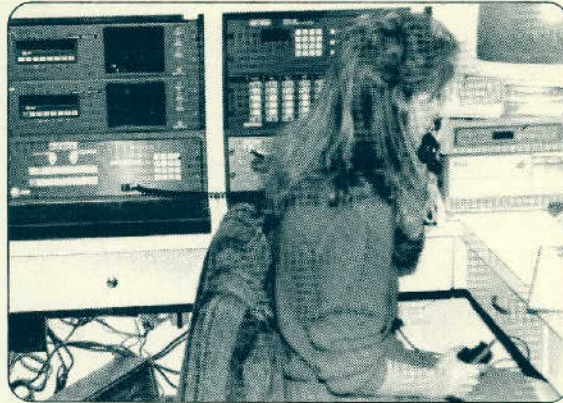
Shortly after the sausage was out, the child was up and walking around the room as if nothing had happened.

Emergency medical personnel arrived, checked the patient and said that he appeared in good shape and would not even need to go to the hospital.

Gonzales EMS Administrator Eddie Calender said later that the quick think-

ing of Zumwalt had probably saved the child from having any type of brain damage caused by the lack of oxygen to the brain. He added that even though the

EMS units can arrive on the scene within five minutes, that is enough time for some brain damage to occur if the patient is not breathing at all. This is the way the



9-1-1 system is designed to work.

Dispatchers that answer the 9-1-1 phones are trained in basic CPR for both adults and children along with a choking course. They also have a file card system that tells them what steps to take for each emergency that they may encounter.

*Laredo, Continued from page 5*

if the 9-1-1 system had not been in service. "It's difficult to say," he continued, "It definitely helped."

Being in a predominantly Spanish-speaking community, Alfaro said all 9-1-1 operators are required to be bilingual, and added that Laredo's system could teach a thing or two to others in the state. "I think there is room for something like that," Alfaro said.

Alfaro's directions were so concise and clear to those at the other end of the phone that the woman was able to be revived before rescue units arrived at the scene. "I could hear her in the background gasping and struggling for air," Alfaro explained.



Being such a personal experience for Alfaro, he said a reunion between him and the woman whose life he saved could be in the works. "I've actually thought of doing that," Alfaro added, "maybe just dropping by and seeing how she is doing."

Police Chief J.L. Martinez said Alfaro has been working with the department for four months and heralded his employee's thinking under fire. "Mr. Juan Alfaro did an outstanding job in saving a young woman's life; he truly is one of our unsung heroes," said Martinez. "He is an example that the system is working."



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# About the 9-1-1 Caller

As we begin another year of publication, we would appreciate hearing comments from you and other members in your organization about the quality of the newsletter. It is important to us to provide our readers an educational and entertaining newsletter. Won't you take a moment to fill out the survey and return to us at your earliest convenience.

Is the information timely?      Yes \_\_\_\_\_ No \_\_\_\_\_

Are the articles interesting?      Yes \_\_\_\_\_ No \_\_\_\_\_

Who at your PSAP reads the Caller (Indicate position titles)?

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What problems/concerns would you like to see addressed?

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Indicate other topics you feel are relevant and would like to read about:

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If your PSAP has operations or procedures in place which you feel would benefit other 9-1-1 Caller readers, would you or someone else be willing to write an article? If so, please indicate name and address of person to contact:

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Other Comments:

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