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9-1-1 Caller

Advisory Commission on State Emergency Communications

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Inside Focus

AROUND THE STATE



- Houston Observes National Tele-communicators Week, p. 2
- Midland E9-1-1 HOT TEST CAMPAIGN a Winner, p. 3
- ACSEC Workshop at Lago Vista, p. 4
- Newcomer's View of 9-1-1, p. 5
- Texas Nears Full Participation, p. 6
- Texas Compares to the Nation, p. 7

POLICY



- Tarrant County Proposes Federal Legislation, p. 8
- Emergency Communications: A Career Path, p. 8
- News From the U.S. Capitol, p. 9
- Flat Rate Interexchange 9-1-1 Channels, p. 9

IT'S FOR YOU ...



- State Director Receives National Service Award, p. 10
- Agency Update, p. 10
- Language Barriers in Emergency Communications, p. 11
- Workshop for the Texas Telephone Industry, p. 11

It's Not Just For Emergencies Anymore

by Darla Parker

Customers are looking for answers to their questions about 9-1-1 as Texas regional systems get closer to service cutover, and the monthly service fee begins billing.

And what are their questions? The number one question typically is: "What is the service fee, and why must I pay now for future service?" 9-1-1 service is sometimes misunderstood as simply another customer service, such as Call Waiting or Call Forwarding. Explaining the need for dedicated trunks and the answering point equipment for 9-1-1 use helps illustrate the differences between these other services and 9-1-1.

Another common question is "When will I get the service?" This question is a good indicator of the early public information efforts. The caller with this question often knows that he or she is paying for future services and wants to know when it will be available.

Citizen calls are a barometer of what kinds of information exist in the community. Many callers have

voiced their concerns to the Commission and to regional councils throughout Texas over inadequate phone service and dangerously slow response time in emergency services. These callers usually recognize that 9-1-1 will reduce communications time in linking them with emergency personnel, but they want to express concern about "weak links" in the response system, such as unaddressed streets, unexplained delays in arrival of emergency units, inaccessible roads in rural areas, and inadequate staffing of emergency personnel. These questions and concerns are more than just complaints. They are, indeed, directed not only to 9-1-1, but to emergency services in general.

In this information age, 9-1-1 has to compete with other news sources in order to make its urgent message heard. Because of the beneficial nature of that message, 9-1-1 must make the effort. Getting the message across calls for increasing efforts to provide news to the community.



In Texas, When Seconds Count . . .



Houston Observes National Telecommunicators Week

by Deborah Bass
PSAP Supervisor, City of Houston

Telecommunicators are the connection between the public who telephone for help and the agency which provides help. Often they work long, hard hours under very stressful conditions. They are responsible for protecting life and property, while many times not getting deserved credit. It is time that telecommunicators are recognized as the nation's unsung heroes.

The management staff in the Houston 9-1-1 City Neutral PSAP recently observed National Telecommunicators Week with an award ceremony and dinner for its honored telecommunicators. In attendance were the 9-1-1 Management Staff and state staffers Vander Phelps, Glenn Roach, and Mary Boyd, as well as a host of others.

A Proclamation was declared by Kathy Whitmire, Houston's mayor, recognizing National Telecommunicator's Week in the City of Houston. It was presented by Ray Taylor, Acting Assistant Director of General Services.

The Proclamation honors the telecommunicators for their dedicated service. After four years of operation, the City of Houston 9-1-1 Organization has answered over 3.5 million emergency calls and has maintained an outstanding 99.9 percent answer index.

Houston also received a Proclamation by Governor Bill Clements to the 9-1-1 Telecommunicators to recognize the outstanding employees who have demonstrated high skills and professional achievement.

The Management Staff of 9-1-1 City Neutral also presented some very special awards:

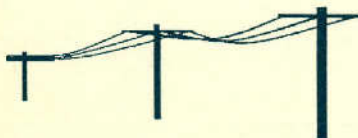
Perfect Attendance:
Beatrice Salinas

Outstanding Quality:
Esperanza Gonzalez
Lilian Santiago

Highest Overall Job Performance:
Anne Lewis
Cheryl Merrell

Six Months or More Perfect Attendance:
Lora Dement
Anne Lewis
Cheryl Merrell
Cynthia Perez
Veronica Thomas
Gwin McIlvain

Thank You, Houston, for a job well done! ♣



Midland E9-1-1 HOT TEST CAMPAIGN a Winner

by Nita Porter
Midland Emergency Communication District

On February 28, 1990, the Midland Emergency Communication District in Midland, Texas, completed a successful HOT TEST CAMPAIGN on the fully-enhanced 9-1-1 system for the more than 112,500 citizens in Midland County. The HOT TEST CAMPAIGN was created as an incentive for service agency employees -- including the Police Department, the Fire Department, the Sheriff, Sheriff's Reserve, Volunteer Fire Departments, Meals on Wheels, Visiting Nurses, utility companies, and telephone company volunteers -- to initiate Test Calls.

The purpose of the HOT TEST CAMPAIGN was threefold:

- 1) to verify accuracy of the addressing E9-1-1 database,
- 2) to check equipment operation, and
- 3) to provide "hands-on" training for telecommunicators.

Telecommunicators used a stroke sheet to log HOT TEST calls received, listing the volunteer's name, agency, and number of calls. Each day, a Lotus worksheet was updated to reflect the number of calls.

Telecommunicators were encouraged to place Test Calls from the PSAP using a city directory or telephone book. Customer response was very receptive, as the address and the identity of the agency was immediately verified.

A temporary three-digit number was assigned for all participating service agencies to utilize the Enhanced 9-1-1 system prior to cutover for HOT TEST purposes. The temporary telephone number, 8-1-1, was not available to the public, thus pre-

venting any confusion about the proper number to call in an emergency situation.

To avoid duplicate testing, a 3/4" by 4" adhesive tape was attached by volunteers to each phone, as it was tested. The 9-1-1 sticker displayed the physical address, and indicated to other volunteers that the telephone had already been tested.

Telecommunicators placed different colored pins (one for each month of the test) for each call received on an 8x8 map of Midland County in order to determine the concentration of calls received in each area of the testing district. This was done in order to make certain that a balance of calls was done throughout the county. A customer mail-in form was placed at all residences in which no one was home during the testing. The mail-in response was highly successful.

Each month began a new calling period, and efforts were made to encourage volunteers to participate. Prizes were offered to those who did participate, including tickets to Sea World, movie passes, free dinners, and a grand prize of two tickets on Southwest Airlines. Prizes were won in a number of ways. One test call gave a volunteer a chance to win the Sea World tickets. Each additional call gave the participant an additional chance. The Midland Fire Department had a volunteer, Christine Montgomery, who placed 744 calls -- thus giving her 29 chances for the tickets.

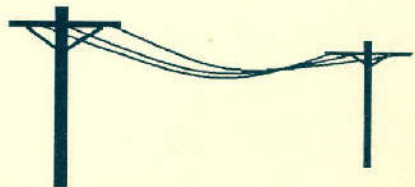
At the end of each month, a short ceremony was held at the agency's department to award the top callers for each agency. These people

were given Certificates of Appreciation and free dinner passes. They also had their pictures taken, to be placed in the 9-1-1 scrapbook. Also at the end of the month, the name of the top caller from each agency was placed in a separate drawing for the pair of airline tickets.

Special seating was arranged for the monthly top callers from each agency at the Midland 9-1-1 Cutover Celebration. The top callers received special recognition during the celebration. The individual who donated the Southwest Airline tickets and the manager of the airlines placed all the names from a sealed envelope in a glass container and one name was chosen. The lucky winner was presented with the airlines tickets.

A main concern during the HOT TEST CAMPAIGN was to ensure that every business and residence in Midland County had a physical address. Everyone was encouraged to place numbers on their property where they could be seen by emergency personnel.

Midland Emergency Communications's HOT TEST began on December 4, 1989, and ended on February 28, 1990, in Midland, Texas, with a total volume of 6766 Test Calls, and only 88 remaining addressing errors, in the approximately 58,000 Southwestern Bell Telephone customer lines. ♣



ACSEC Workshop at Lago Vista

RESORT SETTING IS A HIT!

by Darla Parker

How does Texas prepare to cut-over nine counties' 9-1-1 services in less than a year, with 58 more to follow by 1991? By breaking away from busy schedules to convene in the Texas hill country on May 2, 3, and 4, for an implementation workshop. The workshop was one in a series designed to "bring along" newcomers, and to provide a forum for discussion of issues of the moment in more depth.

For the newcomers' benefits, the Commission staff described the historic state legislation that directs regional plan oversight, as well as the administrative functions that govern financial and performance reporting. Several questions were directed to the understanding and use of the financial reporting forms and the early budgets under which the regional plans operate. Questions about contracts and examples of interlocal agreement were handled by staff, the Greater Harris County 9-1-1 Emergency Network, and Southwestern Bell. Contracts are of particular interest now, as telcos request performance and schedule agreements. Billing the service fee, as executed within Southwestern Bell and GTE, was also discussed.

Midway through the sessions, Jim Bearden, a motivational speaker, interjected a moment of thought-provoking relief. He had several suggestions for controlling stress, which is a concern for everyone carrying heavy workloads in the effort to meet deadlines for 9-1-1 implementation. His admonition was to recognize the things which make each person stressful, and to avoid allowing those things to control our goals. "All plans change, doo-dah, doo-dah . . ." will be remembered by attendees.

For those areas of the state with cellular telephone coverage, Cellular One and Southwestern Bell recommended that each council know cellular coverage areas and work with the telcos as the plans for addressing cellular calls are formed.

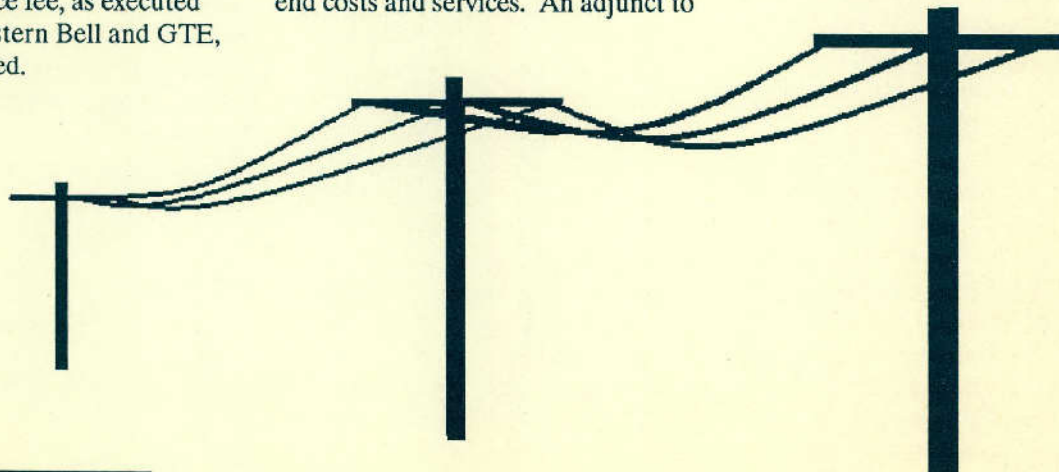
A special request to repeat a previous topic -- end-to-end or multi-vendor equipment options -- resulted in a discussion with Southwestern Bell and Greater Harris County 9-1-1. Harris County operates under primarily a multi-vendor environment, after looking at earlier end-to-end costs and services. An adjunct to

this topic was provided through the Houston-Galveston Area Council's cooperative program.

Equipment specification writing, comparison, and selection is valuable to councils with specific equipment needs. For those answering points which are and will be evaluating their equipment rooms, United Telephone and Southwestern Bell covered their written instructions and made suggestions on necessary changes for those not currently meeting specifications. Also, the preparation and usage of speed dial lists and emergency service number developments and assignments were discussed. (Each session's handouts were given to participants in notebooks for ready reference.)

For the participation of all regional councils and representative telcos, the staff thanks you. The workshop was a big success.

If you attended and didn't hear some topic discussed in which you are interested, please let us know. Jot down your suggestions today and fax them to us at 512-327-1969, or call us at 512-327-1911. ♣



Newcomer's View of 9-1-1

by Michelle Atterbury

9-1-1 Coordinator, West Central Texas Council of Governments

I recently attended the Advisory Commission on State Emergency Communications' Implementation Workshop in Lago Vista, during the first few days of May. In my book the briefings were excellent. Speakers had well-organized presentations and fielded audience questions expertly. (These people really know their stuff!) The combined effects of the personal and educational experiences from the workshop have undoubtedly added to my ability to do my job more effectively.

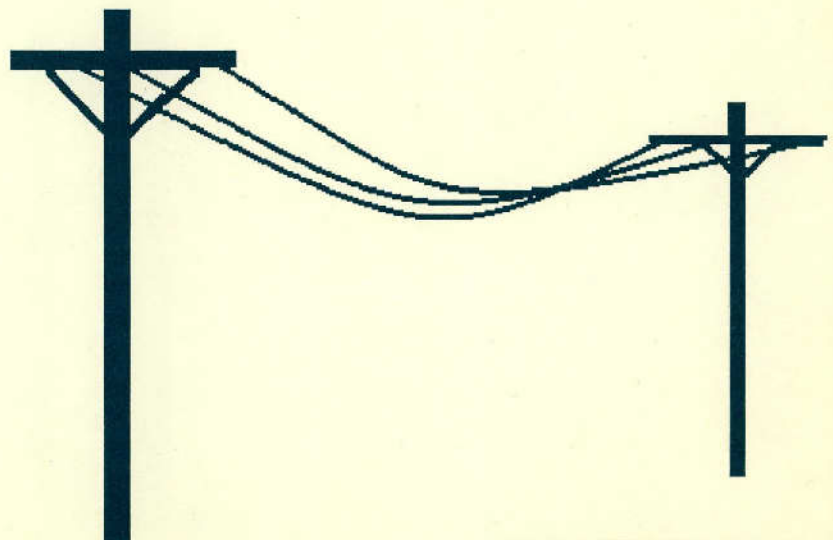
A relative newcomer to 9-1-1, I benefited from the diversity of items covered at the workshop. There are so many issues to be addressed in 9-1-1 implementation: such as solving mobile telephone coverage problems, delegating legislative responsibilities, and planning oversight and revisions. The workshop covered these beautifully, taking each issue from its beginnings, and moving into more in-depth analysis. I especially benefited from the discussions on interlocal agreements, as the speakers answered many of my questions, and those of my colleagues.

I cannot overemphasize the success of the workshop; I was even able to garner one thing not formally covered in the presentations, but available to participants nonetheless: professional contacts. Through this workshop I was able to begin establishing a network of 9-1-1 contacts which I expect will help me to grow continually in my job. Shared experiences benefit 9-1-1 everywhere in Texas, and each city also comes with its own unique set of circumstances. We can learn from both our similarities and our differences.

I hope that the Commission will continue to promote workshops like this one. If everyone attending received even half as much as I did, it was a resounding success. It provided a solid basis for understanding 9-1-1 implementation.

It has been said about 9-1-1 that seldom do so few have the opportunity to impact so many lives in the positive way that we do. We impact lives by learning as much as possible about the implementation of a good 9-1-1 system which works! The conference gave us all the ability to do that task a little better. ♣

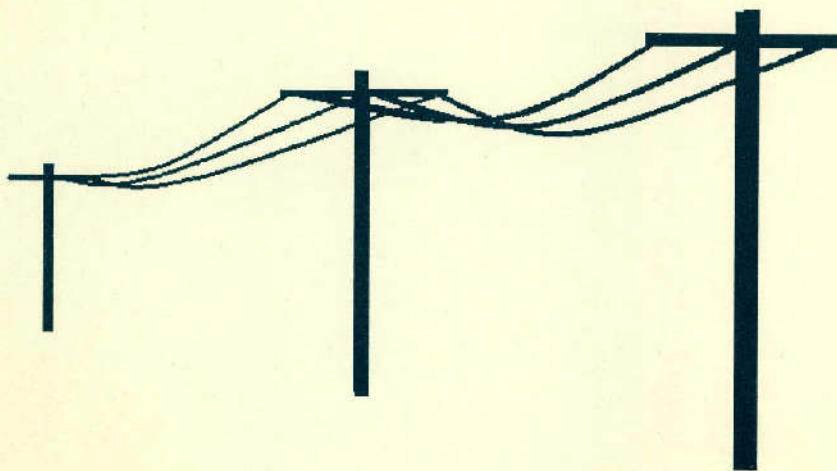
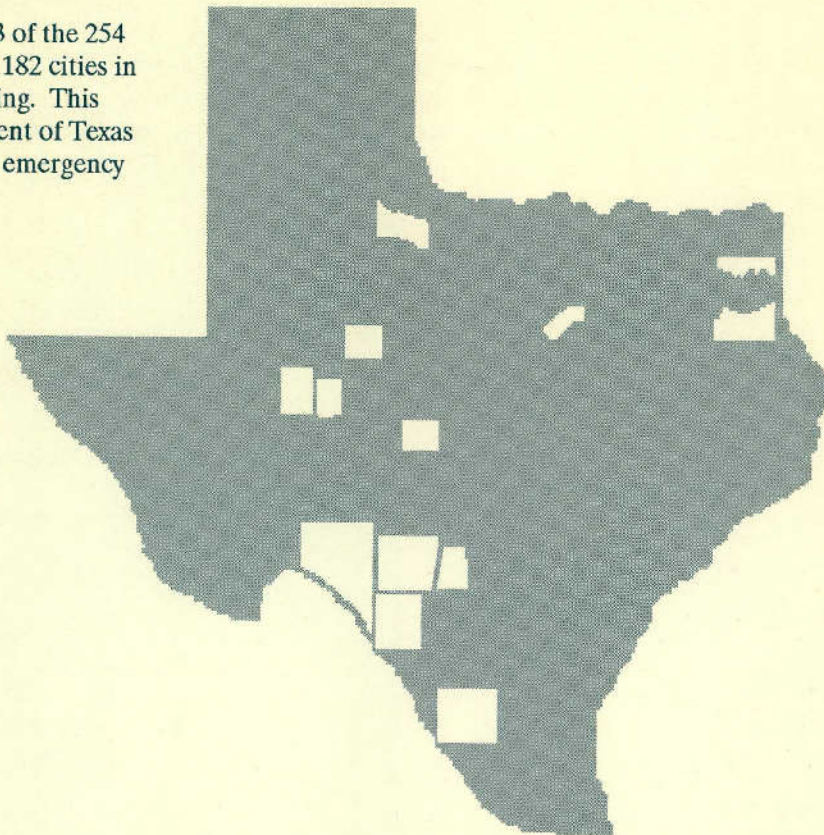
Shared experiences benefit 9-1-1 everywhere in Texas, and each city also comes with its own unique set of circumstances. We can learn from both our similarities and our differences.



Texas Nears Full Participation

The majority of Texas cities and counties have planned implementation of 9-1-1 emergency systems, and the number of participants is increasing daily.

At present, only 13 of the 254 counties and 37 of the 1182 cities in Texas are not participating. This means that over 95 percent of Texas will have access to 9-1-1 emergency communications. ➔



Texas Compares To The Nation

The National Association of State Nine-One-One Administrators (NASNA) is an organization of state government officials responsible for the planning and implementation of 9-1-1 emergency telephone systems within their respective states. During the past twelve months this association has compiled data to reflect the various 9-1-1 standards required from state to state, and produced the following technical report, in Table 1.

NASNA estimates that this is the first National 9-1-1 Standards report specifically aimed at the unique environment of 9-1-1 and emergency communications. Individuals considering a statewide program or the implementation of a single system should benefit from the information.

If you need additional information, please contact Mary Boyd, Executive Director, ACSEC, at 512-327-1911. ♣

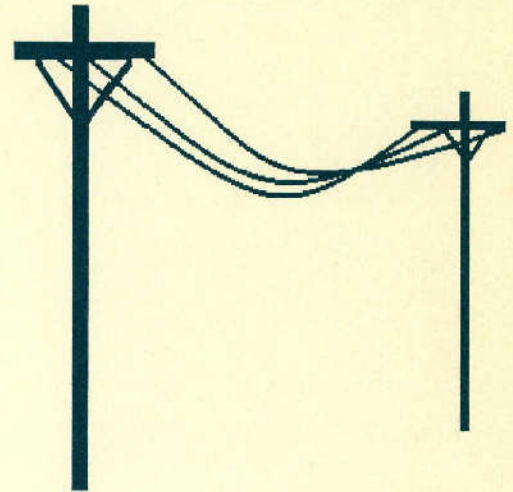


Table 1. NASNA Comparison of State Standards

Standard	State														
	AZ	CA	CT	DE	FL	IL	IA	MD	MI	MN	MT	NJ	NM	OR	TX
Require 7 Digit Number Grade of Service	Y P.01	Y P.01	Y P.01	N P.01	L P.01	Y P.01	Y P.01	Y P.01	L P.01	Y P.01	Y	Y P.01	Y	Y	Y
Signaling PSAP w/ 24 hr Operation	V,A All	V,A All	V,A All	V,A All	V,A All	V,A All	V,A All	V,A All	N/A All	V,A All	All	V,A All	N/A N	All	V,A All,RR
Call Handling Call Answer Threshold	All L	T 10s	All 10s	All N	DD,T 10s	All 10s	DD,T,R	DD,R 10s	DD,T,R	L	DD,T,R	DD,T,R 10s	All	DD,T,R	DD,T,R L
Magnetic Logging Recorder Records Retention	Y Y	Y Y	L Y	Y Y	Y Y	Y Y	L Y	Y L	L L	L Y		Y Y	Y Y	Y Y	Y
Physical Security Equipment Safeguards	L L	Y Y	Y Y	Y Y	Y Y	Y Y	Y Y	Y Y	L L	L L		Y Y	L L		L
Power Backup 2 C.O. Line Minimum	L Y	L Y	Y Y	Y Y	Y Y	Y Y	Y Y	Y Y	L L	L L	Y	Y Y	L L	Y	Y Y
Automatic Alarms Accepted Instant Playback Recorders	N L	L L	N L	N N	Y	L L	N L	L Y	N L	N L		N	N L		N L
Training Standards Coin Free Dialing	L Y		Y Y	L Y	Y	Y	L Y	L Y	Y Y	N Y		Y Y	L N	Y Y	Y Y
T.D.D Contingency Plan	Y Y	Y	Y Y	Y Y	Y		Y L	Y L	L L	L Y		Y Y	L L	Y Y	L
PSAP Mgr/Coord. Response Limitation of Liability	Y N		L Y	Y Y	Y		L	Y Y	Y Y	Y N		Y Y	L Y	Y Y	Y Y
PSAP Inspection	N	Y	N	N	Y		Y	Y	N	N		Y	N	N	

Y=Yes
N=No
L=Local Options=seconds
A=Audio
V=Visual
T=Transfer
R=Relay
DD=Direct Dispatch
RR=Reroute to Secondary PSAP if not 24 hr.



Tarrant County Proposes Federal Legislation

by Chris Awalt

9-1-1 offers many advantages to the person in distress that a longer seven-digit number cannot, such as selective routing of calls to proper PSAPs, and caller number and location identification for the agency personnel receiving the call. Overall, Enhanced 9-1-1 is a better form of emergency communications reporting, as callers are guaranteed that their calls will be handled quickly and efficiently, thus saving time and lives in the responses received from their calls.

Unfortunately, the system is also expensive, due to its technological complexity, and the charges for the implementation of the system have to be passed on to the consumer in order to pay for the benefits that he or she will ultimately receive from the assurance that emergency calls will not go unheeded.

In recent years, many agencies of the federal government have

refused to pay the service fee and surcharge which is required for implementation of the system, because they claim that it is a tax being unconstitutionally applied. However, employees, tenants, and visitors of these agencies have received and enjoyed the full benefits of the emergency system in cases of emergency.

On May 18, 1990, the Tarrant County 9-1-1 District moved to change this situation. In a letter to U.S. Representative Pete Geren, Bill Munn, the Executive Director of Tarrant County's system offered a resolution prepared by the 9-1-1 Board of Managers which would make it a federally-legislated mandate that all federal agencies pay the fee and surcharge for 9-1-1 service.

Expressing concern over the issue of fairness, Munn notes that two air force bases in Texas have

been provided fully-equipped answering facilities for their public safety activities, although the air force does not pay for 9-1-1 service. He writes that "9-1-1 districts in Texas are concerned about the long-run implications of this action. Although some districts are more affected than others, all are concerned over the precedent it establishes for any entity which has some form of tax exemption . . ."

Provisions of the Tarrant County Resolution include the following:

1) a recognition that 9-1-1 is the national emergency number and that Enhanced 9-1-1 is an expensive, but necessary, technological implementation of the emergency communications effort;

2) a claim that fairness calls for all beneficiaries of the program to pay for charges needed to implement it, while the federal government refuses to do so; and

3) a call for legislation which would mandate payment of surcharges by federal agencies. ■

Emergency Communications: A Career Path

by Carey Spence

In April, 1990, the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) endorsed the emergency communications curriculum. Additionally, TCLEOSE requested that its staff evaluate the emergency communications career paths presently being utilized in many agencies.

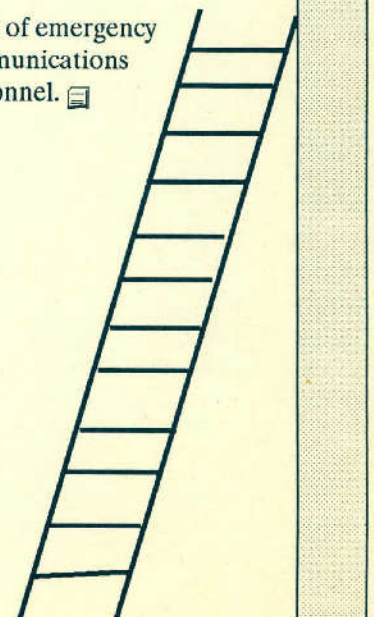
As a result, the Emergency Communications Career Path Committee (ECCPC) was established in conjunction with representatives from law enforcement agencies, fire departments, EMS, communications districts, 9-1-1 centers, and the Advisory Commission on State

Emergency Communications (ACSEC).

ECCPC has identified four career series in the emergency communications field -- management, operations, technical, and training. The committee members have been charged with the responsibility of gathering job descriptions and career ladders from their agencies. This data will be used to identify the knowledge, skills, abilities, training, and education required for emergency communications personnel in every aspect of the organization.

The goal of this task analysis is to further the professional develop-

ment of emergency communications personnel. ■



News From the U.S. Capitol

by Vander Phelps

HR 3581, S1063 Rural Development Initiative

Recently the U.S. Senate incorporated portions of a bill called "The Rural Access Telecommunications Services Act" into Senate Bill 1063, the Rural Partnership Act of 1989. These telecommunications provisions authorize grants and loans to make available to rural residents affordable advanced telecommunications, specifically for 9-1-1 services.

After Senate passage of S 1063, the bill was sent to the U.S. House, which incorporated it into its primary rural development bill, HR 3581, the Rural Economic Development Act, which passed in March. The House version also makes funding available

to local governments for creation of street addresses in rural areas that are unable to have the most advanced 9-1-1 systems (ALI) because of lack of addresses. Presently, the legislation is awaiting the forming of a House and Senate Conference Committee to reconcile the different versions.

S15 EMS and Trauma Care Improvement Act

In addition to providing grant funds for the support of rural emergency medical services systems, transportation, public education and training, this bill would provide for the purchase, upgrading, and maintenance

of medical and communications equipment relating to emergency medical services -- including the implementation of 9-1-1 systems.

As of May 15, the bill was placed on the Senate Legislative Calendar following hearings by the Senate Committee on Labor and Human Resources.

HR 1690 Emergency Phone Systems Equal Access Act

This bill, introduced in the House by Rep. Garcia of New York, would require the implementation of a telecommunications system providing direct access to 9-1-1 emergency telephone systems for the hearing- and speech-impaired. If passed, the bill would also amend Section 710 of the Communications Act of 1934. The bill has been referred to the House Committee on Energy and Commerce. ☐

Flat Rate Interexchange 9-1-1 Channels

by Joe Kirk

Over the past year it has become increasingly apparent that there needs to be more uniformity and consistency in the way that 9-1-1 interexchange circuits are priced. In response to numerous questions from 9-1-1 customers in Texas, the telephone industry has formed an ad hoc committee to find a way to meet the need. The Committee has been working with the Advisory Commission on State Emergency Communications to ensure that all customers' needs are satisfactorily met.

The result of the committee's efforts is a proposal for a flat monthly rate (not distance sensi-

tive) and a uniform non-recurring charge for all 9-1-1 interexchange circuits. The proposed monthly rate is \$39, and the non-recurring rate is \$165.

The proposal includes a provision for optional "grandfathering" of the 9-1-1 rates of current customers. Also, 9-1-1 customers of Southwestern Bell will not be affected because trunk rates at the equivalent level as those proposed are bundled in Southwestern Bell's current 9-1-1 rates.

The new rates will be filed with the Public Utility Commission of Texas for inclusion in Southwestern Bell's Private Line Services Tariff.

Since all local exchange telephone companies in Texas concur in Southwestern Bell's Private Line Services Tariff, the rates (if approved by the PUC) will apply to all companies. All 9-1-1 customers and potential customers (the government entities that administer the 9-1-1 system) will be receiving notification of the proposed rates from each of the local exchange telephone companies that serve them.

Approval of the proposed rates is expected by late summer. If you have any questions about application of the proposed rates, please call ACSEC at 512-327-1911 ☐



State Director Receives National Service Award

by Vander Phelps

The Advisory Commission on State Emergency Communications recently attended the 1990 National Emergency Number Association (NENA) Annual Conference in Memphis, June 10-14. The Conference brought together emergency communications professionals from throughout the United States.

As usual, the Texas delegation was well -represented. Not only did the Texas conferees attend seminars and workshops, but several served as speakers and panelists.

A highlight of the conference was the naming of Mary Boyd, ACSEC's Executive Director, as the recipient of one of two NENA Service Awards, the highest honor given to a NENA member. Ms. Boyd was honored for "her tireless, talented, and unselfish efforts in

helping to make this truly 'One Nation -- One Number.'"

Also receiving this year's Service Award was Arnold Shapiro, Executive Producer of the highly-acclaimed television show, Rescue 9-1-1. Mr. Shapiro has been instrumental in making the citizens of this nation aware of the heroic efforts which are performed daily by professionals in emergency communications.

The Conference proved to be entertaining, as well as educational, to all who attended. Not only did we share ideas and experiences, we shared the good times that the City of Memphis had prepared for our arrival. Among the activities was a visit to Graceland, Elvis' home -- an

unforgettable experience.

The Advisory Commission on State Emergency Communications will be hosting the 1991 Conference along with the Texas 9-1-1 delegation. We look forward to another exciting conference and expect attendance to surpass the one held in Memphis.

Dates for next year's Conference are June 9-13, in Arlington. Make plans NOW to attend. For further information about the 1991 Conference, you may contact Glenn Roach at 512-327-1911. For other information on NENA, contact the NENA office at 1-800-332-3911. ☐

Agency Update

by Velia Williams

Commission Members

John Schneider, Jr. was recently appointed by Governor Bill Clements to fill the Commission member slot vacated by Charmaine Mansour. Mr. Schneider, president of the Schneider-King Company in Austin, was appointed in May to serve the remainder of the term, which expires September 1, 1995.

Congratulations to Commission Chair Ron Harris for his suc-

cessful bid for Collin County Judge! Mr. Harris was elected to serve in his new capacity, effective January, 1991.

At the May 2 meeting, Commission members elected Mr. Charles Clapsaddle to serve as Vice Chairman of the Commission. Mr. Clapsaddle has served since 1985, when the original "study" Commission was created to determine the feasibility of a statewide 9-1-1 concept.

ACSEC Staff

Ms. Jana Kaay Graves has recently joined the ACSEC staff. She is serving as Administrative Technician I, and has had seven years of work experience in state government. She replaces Diane Martin, who resigned in April.

Mr. Glenn Roach recently participated in the development of national standards for 9-1-1 service by the American Society of Testing and Materials (ASTM). ☐

Language Barriers in Emergency Communications

by Carey Spence

"9-1-1, what is your emergency?"

"¡Ayúdame, por favor! Mi casa se esta quemando y mis niños estan adentro..."

The communications link between the call-taker and the caller who is summoning emergency response is vital. When individuals involved in the exchange speak different languages, a language barrier breaks the cycle of communication between the two parties. Miscommunication and misunderstanding result in the waste of precious time, and inefficient reporting of emergency situations.

Providing the best communication link between area citizens and the PSAP is the goal of implementing 9-1-1. Enhanced 9-1-1 can offer telephone numbers, address information, and selective routing benefits

that the emergency seven-digit telephone numbers do not provide. However, language barriers can break this crucial link during an emergency call. For this reason, many PSAPs either subscribe to language line services or utilize bilingual PSAP personnel who assist the PSAP for translation purposes.

A language line service is a subscription service providing interpretation of non-English speaking callers. This service gives the PSAP personnel access to a bank of languages and dialects, 24 hours a day, 7 days a week.

How does such a service work? Simply. When a non-English speaking caller telephones a PSAP for help, the PSAP dials a toll-free 800 number. An interpreter comes on the line and relays information between the PSAP personnel and the

person making the call. The service offers assistance to the PSAP personnel and helps to prevent any unnecessary delays in gathering call data. The service expedites the call-taking process of an emergency call, which ultimately reduces the time needed to provide response.

It is necessary to assess the needs of each 9-1-1 center in order to see whether or not a language line service is needed. The best approach to assessment of language barrier problems is to survey PSAP personnel and evaluate their needs. If a need exists, a language service is more than likely needed. The 9-1-1 coordinator can offer information to the management of each jurisdiction responsible for a PSAP, if the need does exist. For information on this, call ACSEC at 512-327-1911.



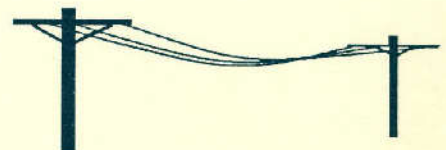
Workshop for the Texas Telephone Industry

The Advisory Commission on State Emergency Communications, in conjunction with Southwestern Bell, will be conducting a 9-1-1 workshop for telephone company representatives who will implement 9-1-1 service in Texas.

The workshop is scheduled for August 8-9, in Dallas. Topics of discussion will include fee billing, technical, and administrative issues. Over the next three years, there will be over 300 9-1-1 systems imple-

mented in Texas and most of the state's 61 telephone companies will be involved in this process. The workshop should prove to be very informative, and provide the telephone industry with needed information.

For additional information on this workshop, contact Joe Kirk at 512-327-1911.





56th Annual APCO Conference

The Associated Public Safety Communications Officers (APCO) will hold its 56th Annual Conference in Boston, Massachusetts, on August 26-30, 1990. This year's conference will have many informative topics on 9-1-1 and emergency communications, such as 9-1-1

implementation, statewide 9-1-1 legislation, and 9-1-1 system maintenance, among other topics.

For more information on the conference call APCO, at 904-427-3461.

Commission Meeting

The next meeting of the Advisory Commission on State Emergency Communications will be held September 11, 1990. Preliminary plans call for the meeting to be held at the Stouffer Hotel, 3721 Arboretum, in Austin. For more information, call Velia Williams at ACSEC.



9-1-1 Caller is a publication of the Advisory Commission on State Emergency Communications.

Commission members include:

Ron Harris, Chairman
Vaughn Aldredge
Representative Bill Carter
Charles Clapsaddle
Geoffrey S. Connor
George Cook
Pat Craven
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