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May/June 1993

9-1-1 Caller

Advisory Commission on State Emergency Communications

Inside Focus

EDUCATION

Communications Certification Course, pg. 2
9-1-1 Decals Placed on Highway Signs, pg. 3
Statewide Market Study, pg. 4

LETTERS OF INTEREST

Dallas Police Department, pg. 5
The White House, pg. 5

REGIONAL PLANNING COMMISSIONS

COG Highlights, pg. 6

ACCESSIBILITY

D.O.J. Adds Language Backing Texas Efforts, pg. 7
TDD Activities Abound in the North, pg. 7

ADDRESSING

Why Bother with Maps? pg. 8
Message from the U.S. Post Office, pg. 8

IN THE NEWS

Telecommunicators Week Observed, pg. 9
Call Box Task Force Moves Forward, pg. 9
Meetings and Conferences, pg. 10
Nominations for Telecommunicator of the Year, pg. 11

State Agencies Unite to Provide Communications Training

By Vander E. Phelps, ACSEC

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A "Train the Trainers" course for telecommunicator trainers has been jointly developed by several state agencies. The Interagency Emergency Communications Instructors Course is designed to provide public safety trainers a curriculum that encompasses law enforcement, emergency medical services, fire protection and 9-1-1 emergency communications.

State agencies that participated in developing the course are the Advisory Commission on State Emergency Communications (ACSEC), the Department of Public Safety (DPS), the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), the Texas Department of Health (TDH), and the Texas Commission on Fire Protection.

"The training course is a historical first for all public safety-related state agencies to combine resources to provide the state with an efficient emergency communications train the trainers course," says Mary Boyd, executive director of the ACSEC. "It sets in place the beginning of an on-going relationship among state agencies and will ensure our telecommunicators will receive the training they deserve."

Topics will range from PSAP operations to database management, from principles of learning, teaching and listening to management of crises. Students will learn how to manage stress, focus on language and cultural barriers, and examine the legal aspects of emergency communications such as open records, FCC regulations and 9-1-1 statutes. In addition, students will have the opportunity to develop lesson plans and interact with other participants as trainers. Media relations plus critique and evaluation are also included in the curriculum.

After graduation, participants will receive a certificate from DPS and will be qualified to train telecommunicators in a basic 40-hour telecommunicators course. TCLEOSE is also considering certifying the course.

Four years' experience as a public safety telecommunicator or two years as a telecommunications supervisor will qualify applicants. In addition, applicants, along with their sponsoring agencies, must commit to a reasonable amount of time training in their geographical areas. The intent is to have qualified trainers available throughout the state who can train in basic emergency communications.

Continued on page 3



In Texas, When Seconds Count . . .

Texas Presents Emergency Communications Certification Course

Emergency Communications Career Field to be Enhanced

By Sheri Sanderson, San Marcos Police Department

Through the cooperative effort of the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) and the Advisory Commission on State Emergency Communications (ACSEC), the Emergency Communications Certification Advisory Committee to TCLEOSE was established in 1989.

The purpose of the program is to identify and enhance the emergency communications career field through a standardized training program. TCLEOSE approved a voluntary certification program by the establishment of a rule as authorized by Chapter 415 of the Texas Government Code. An Advisory Council for Emergency Communications was recommended, established in 1991 and given the responsibilities of incumbent review, liaison to TCLEOSE, program development, and maintenance and evaluation.

The Advisory Council is comprised of seven incumbent emergency communications professionals from all aspects of the emergency communications field. Program development and peer assessment are essential ingredients and should ensure long-range career enhancement and ownership by the emergency communications professional.

As a result of these efforts, on March 1, 1993, a pilot Emergency Communications Certification Course sponsored by the Tarrant County Junior College Criminal Justice Training Center was begun. This 240-hour program is not an entry level program. It is, instead, intended to identify the certified practitioner. All training objectives were

divided into three different modules, each containing courses that can be attended separately or in a group, thus, allowing an organization the flexibility to train their communications staff as time and funds dictate.

The Advisory Council is extremely excited about this pilot program and encourages your participation. The success of the program will be accomplished through active participation and interest in further professional development in the field of Emergency Communications.

The Advisory Committee did not recommend a "grandfather" provision, but has provided for an incumbent practitioner certificate for those individuals with 10 years of full-time employment with an emergency services agency and a total of 2 training points (40 hours) of general communications skills, 2 training points (40 hours) in emergency communications skills and 2 training points (40 hours) in a specialty field (i.e., Fire, Law Enforcement, EMS, 9-1-1, Database Concepts and Management, and Law Enforcement Information Services). Certifications can be obtained in one or more of the specialty fields.

On September 10, 1992, the first certificates for the unsung heroes in the Communications field were presented to six incumbent practitioners at the 9-1-1 Day ceremony held in Corpus Christi, Texas. TCLEOSE will continue offering incumbent certification through September 1993. After September 1993, certification will be based on four years of full-time service, 80 hours of communications skills training, 80 hours of emergency communications training and

80 hours of training in one of six specializations.

At present, the Emergency Communications Advisory Council is striving to develop more advanced courses in supervision and management. We will be addressing subjects such as scheduling, supervisory liability, career path development, budgeting, technical writing, systems design, legislative issues and document preparation, to name a few.

Our ultimate goal is to provide stepping stones for emergency communications practitioners to attend the Law Enforcement Management Institute. Suggestions in areas that you feel are a necessity are always welcome.

A list of the advisory council members can be found on page 10. Each of the members is available to discuss course outlines, receive suggestions or just get to know the other practitioners in the Emergency Communications field. Your participation in these efforts will strengthen the final product.

Those emergency communications operators who are able to meet the requirements for certification, now or after September 1993, are encouraged to write the Advisory Council Chair, Ms. Wanda McCarley, Duncanville Police Department, P.O. Box 380280, Duncanville, Texas 75318-0280 for an application package. This is the first step in finally realizing the recognition and accomplishments that we have made in our field of Emergency Communications.

Continued on page 10

9-1-1 Decals Placed on Highway Signs

Austin--While travelling throughout the state, you may see a sign identifying 9-1-1 availability for summoning police, fire or medical services for emergency help. ACSEC, in conjunction with the Texas Department of Transportation, is placing 9-1-1 decals on highway signs all around Texas.

"This program will benefit everyone," said Mary Boyd, ACSEC Executive Director. "For example, if someone is travelling on a highway and experiences a collision, they will recall the signage and dial 9-1-1, which in turn, results in quicker access to emergency services." The Texas Department of



Transportation is posting the decals on 30,000 "Watch for Ice on Bridge" signs as they are folded up in the spring.

"Our agency views this program as an excellent opportunity to enhance the travelling public's safety," said Carlos Lopez, Special Projects Engineer with the Texas Department of Transportation.

Nine-one-one offers the benefit of one, easy-to-remember telephone number for accessing emergency services. In the past, many counties would have several 7-digit numbers to call for help which adds a potential life-threatening delay for summoning help from emergency services.

A Texas Department of Transportation Worker places a 9-1-1 decal on one of the "Watch for Ice on Bridge" signs.

Training, Continued from page 1

All classes begin on Sunday at 2:00 p.m. and conclude on Friday at 12:00 noon. Classes are conducted at the DPS Training Academy in Austin and are funded by the ACSEC. To date, five classes have been scheduled with a sixth to follow. For more information, call the ACSEC at 512-327-1911.

Schedule for Classes:

June 20 thru 25
July 25 thru 30
August 22 thru 27
September 19 thru 24
October 3 thru 8

Registration Deadline:

June 2
July 7
August 4
September 1
September 15

ACSEC Conducts Statewide Market Study

By Carey F. Spence, ACSEC

Currently ACSEC is conducting a statewide market analysis. The overall goal of this program is to examine the awareness of 9-1-1 availability. The data that is collected will aid in the development of future public education materials and campaign strategies for targeting specific populations.

A key factor to this entire study is that all data will be collected on a regional basis, as well as statewide. This approach will better assist all 9-1-1 planners in identifying their 9-1-1 systems' users, which in turn aid in the future development of the 9-1-1 emergency communications program.

With 98% of the state accessible to 9-1-1 emergency communication services, the study will identify key target groups and analyze each group's perception of 9-1-1. In addition, the appropriate method to best deliver a campaign message to each target group will be determined. Below is a list of key target groups:

- Non-English speaking population.
- Children ranging in ages from 5 to 18 years.
- Adults ranging in ages of 65 and older.
- Special needs groups such as the hearing impaired.
- General population segment ranging in the median age of 30.
- Rural population.
- Urban population.

The scope of the project will also concentrate on specific factors that influence a person's awareness of 9-1-1. These factors include culture, socioeconomic status, age, comprehension level and any communications barriers that may exist for that particular target group. In addition, the impact of print and broadcast media in reaching target groups will be examined to maximize its effectiveness. With all this data, a public education campaign will be developed to encompass the most effective materials and methods to reach each target group.

The study will consist of two major research components: focus groups and random telephone survey. Each component will be regionalized to better analyze and understand the special needs around the state. For example, West Texas is considered to have more rural areas than Southeast Texas. So, a focus group would be conducted in the West Texas area to gather information specific for the telephone survey to better identify rural perceptions of 9-1-1 awareness and usage.

This information will be shared with everyone and utilized to track regional differences in population segments for campaign needs. Information of this nature will enable a more effective approach in reaching target groups.

Public education is vital for the continued success of statewide 9-1-1. Without a clear approach and a specific agenda, a campaign will not be effective. It is important that the 17 million citizens of this state understand that 9-1-1 is available for their benefit. The market analysis will be the first step to ensure the best program is implemented regionally and statewide.

For more information, contact Carey Spence at 512-327-1911.

Tariff Update

FINALLY! On February 24, 1993, the Public Utility Commission of Texas approved Docket No. 10929, Contel's 9-1-1 tariff. If you need a copy of the approved tariff, give Joe Kirk a call at 512-327-1911.

Something to Think About

"Work hard, not solely because it will bring you rewards and promotions, but because it will give you the sense of becoming a competent person. Something corrosive happens to the souls of people who stop caring about the quality of their work . . . and begin to go through the motions."

Harold Krushner

Hog Knocks Off Phone--Dials 9-1-1

Permission to Reprint by the Associated Press, February 1993

Redwood City, California -- Officers didn't have to huff or puff or blow the house down when they responded to a 9-1-1 call from Jan Slominski's home.

The Slominskis simply opened the door for the police, but they weren't sure why the cops were there Sunday morning.

Further investigation found that Willow, the family's 50-pound pet pig, had knocked the phone off the hook and stepped on the quick-dial button for 9-1-1.

"Now the pigs are calling the pigs," said Howard Baker, a spokesman for the Redwood City Police Department.

Continued on page 10

Our police telephone operators receive numerous 9-1-1 hang-up calls on a daily basis. They are required to call the number back to determine whether or not the police are needed at the location. The majority of these calls are made by curious children. Attached is a copy of a letter recently received by PTO Chris Peterson as a result of one of these hang-up calls.

David L. Clary, Lieutenant of Police
Communications Division
Dallas Police Department

Dear Mr. Peterson,
sorry for calling 911.
I won't do it again.
911 is for emergencies.
I got punished for
ten days. My punishment
was that I could not watch
TV or somebody come
over or me go to them.

Adam
Green

THE WHITE HOUSE
WASHINGTON

March 29, 1993

I am pleased to send greetings and congratulations to the members of the National Emergency Number Association on the 25th anniversary of the first 911 call. That call in Halleyville, Alabama, on February 16, 1968, was the first of millions that would revolutionize our system of emergency response.

Quick communication in a serious emergency can make the difference between life and death. In just 25 years, the emergency 911 number has given millions of Americans immediate access to emergency help. Whether a response to crime or accident, the 911 system has provided a lifeline for those in distress.

I commend all of you who have contributed to the success of the universal emergency number.

Bill Clinton

COG Highlights

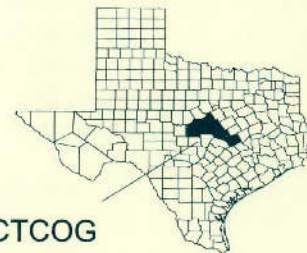
By Helen Sommers, ACSEC

This is the second of several articles in a series featuring the progress of the Regional Council of Governments' 9-1-1 Programs. As 9-1-1 systems continue to be implemented, ongoing activities such as ALI upgrades and addressing programs are keeping COG coordinators in high gear.

Central Texas Council of Governments headquartered in Belton, administers the 9-1-1 program for seven counties in this region. All seven counties have implemented ALI level of service; the last county to implement went on-line in April of this year. This region has

also implemented an aggressive addressing program with the COG's assistance.

A.C. Johnson, Executive Director
Jim Oborski, 9-1-1 Coordinator
Carey Spence, ACSEC Systems Analyst



CTCOG



CBCOG

Coastal Bend Council of Governments is located in Corpus Christi and serves 10 counties. Four counties have implemented ALI level of service that utilizes personal computers. The PC/ALI application for this region is unique. It is a non-telephone-company generated database and is maintained on a local level. Much interest has been

generated by many counties to implement an addressing program in this region.

John Buckner, Executive Director
Jay Nelson, 9-1-1 Coordinator
Carey Spence, ACSEC Systems Analyst

Concho Valley Council of Governments, located in San Angelo, serves 13 counties in this region. Nine counties have implemented ANI level of service. Tom Green County implemented ALI level of service. Coke County is scheduled to go live in June of this year. The COG is very excited to see the interest expressed by several counties to plan for addressing programs. Sterling County

is the first to complete addressing in the region. Two counties have elected not to participate in the regional plan at this time.

Bob Weaver, Executive Director
Hilda Arredondo, 9-1-1 Coordinator
Helen Sommers, ACSEC Systems Analyst



CVCOG



DETCOG

Deep East Texas Council of Governments is headquartered in Nacogdoches. This region is comprised of 12 counties which the COG serves. Two counties have implemented ALI level of service, and the remaining counties provide ANI level of service. The COG is looking to upgrade to regional

ALI and is providing technical assistance towards addressing.

Walter Diggles, Executive Director
Steve Smith, 9-1-1 Coordinator
Vander Phelps, ACSEC Systems Analyst

D.O.J. Adds Language Backing Texas Efforts

By Toni Dunne, ACSEC

In January of 1992, the Department of Justice (D.O.J.) issued a Technical Assistance Manual for Title II of the Americans with Disabilities Act (ADA), which addressed specific questions with regard to providing emergency telephone services (II-73100).

One of the questions submitted to D.O.J. was, "Any additional dialing or space bar requirements permissible for 9-1-1 systems?" The D.O.J. response was, "No." Additional dialing or space bar requirements are not permitted. Operators should be trained to recognize incoming TDD signals and respond appropriately. In addition, they also must be trained to recognize that "silent" calls

may be TDD... and to respond appropriately..."

D.O.J. has recently issued a Title II Technical Assistance Manual January 1993 Supplement. Page seven directs the following to be inserted in section II-7.3100. It reads: "A call, however, is not prohibited from announcing to the answerer that the call is being made on a TDD by pressing the space bar or keys. A caller may transmit tones if he or she chooses to do so. However, a public entity may not require such a transmission."

In Texas, our efforts to network and educate the Deaf and Hard of Hearing community on how to access help by

calling 9-1-1 is an on-going project. We have included in our education process the encouragement to press keys on the TDD to alert the telecommunicator of the TDD call. At the same time, we explain that the telecommunicator is also trained to respond if the caller does not press the TDD keys and is "silent" on an open line. This additional language provided by D.O.J. serves to support our activities here in Texas. Citizens appreciate learning the pros for taking this action and feel more confident that they will, in either case, get help.

TDD Activities Abound in the North

By Christi Church, North Central Texas Council of Governments

North Central Texas Council of Governments (NCTCOG) has two counties that have been working directly with hearing-impaired individuals in order to assure successful call handling. Wise County was able to identify a hearing-impaired woman to act as the County Hearing-Impaired Coordinator. Linda Carter worked directly with the Council of Governments, local call takers and the hearing-impaired community.

To date, Linda has been able to identify 17 hearing-impaired people in Wise County. This was not an easy task. There are no Deaf organizations in the county. Linda worked with the schools, Special Education Co-op., Wise County Transition Center and the senior citizen centers.

After identifying people, she was able to provide the PSAPs with names,

addresses, phone numbers and other relevant information. She listed names of others living with these people, if they had a TDD, how they communicate, and other medical conditions. Linda did not stop there.

She continues to work with call takers on a regular basis, making test calls on the TDD and answering any questions they have on handling TDD calls, thus, helping the county to be efficient and trustworthy in TDD communications. She has been a tremendous asset to the Wise County 9-1-1 system.

Johnson County Sheriff's Department has also put in extra effort to provide excellent service to the hearing impaired in their community. Communications supervisor Beth Gilreath has organized her dispatchers and gone out in the community to identify the hearing

impaired. After finding several school-age children who were hearing impaired, it was discovered that many of these children did not have access to the telephone network due to the lack of a TDD.

Beth and her dispatchers went to various civic organizations to raise money to provide TDDs for these children. They also established a system for young children who could not type or read.

These children were taught to call 9-1-1 in an emergency and then hit the "P" continuously if they needed the police. They will hit the "F" for the fire department and the "A" if they need an ambulance. (Note: This county has ALI service, and all call takers were trained on this "new technique.")

Continued on page 10

Why Bother with Maps?

By Darla Parker, ACSEC

How many readers would like to share in \$30 million? Now that we have your attention, the state loses that amount¹ annually due to overlooked Texans not counted in the 1990 Census. Because federal grant programs rely upon inaccurate counts of Texans in granting money to Texas, our share of funds never quite reach us.

Does your county receive Medicaid funds? Job Training Partnership funds? Money for Women, Infants, and Children (WIC)? Aging and Nutrition Services for the Elderly? These and many more programs use population counts to send money to Texas and there is a very good chance residents were not all counted.

How does this relate to 9-1-1? Nine-one-one wants to locate residents even more than Census. With the state in the addressing process, this is a good time to map Texas more accurately with street names and address ranges. The Bureau of Census also aims to find all Texans, give them a questionnaire, and count all Texans for the year 2000 census.

The maps needing better accuracy are the TIGER maps which form the national database at Census. All Texas counties are being asked to join in updating these maps as a pilot project with Census. Only a handful of Texas counties are able to use digital maps on computers, and paper maps are accessible by most people. In exchange for updating maps, a county receives a newly plotted, updated map as well as an atlas to use in emergency vehicles—all free.

To illustrate the importance of this project, other Texas state agencies and universities which are the biggest users of maps joined in this spring, asking the Legislature for an appropriations request of over \$5 million to complete this task. In light of the state's budget crunch, such a request is a bold, but necessary step to limit costs, yet provide for the future

where we need maps that are current and useable.

If you think you don't need TIGER maps, consider this: they are used for redistricting; they are used for boundary and survey purposes in school districts and political subdivisions; and they are used for transportation planning.

What do current TIGER maps give you? They show public and private roads with road names and address ranges, primarily in urban areas. They also show political boundaries as well as census tract numbers. The maps are not 100% complete; however, the only way to make them complete is for each county to update its respective maps.

Positional accuracy is another area of TIGER which will undergo improvements by Census and the U.S. Geological Survey in the upcoming years. Those using a GIS for applications needing degrees of accuracy to less than 30 feet will be interested to see this completed.

The ACSEC staff can instruct counties on how to update the maps which are already in the hands of each regional council of governments. Darla Parker or Steve Barbre can provide additional details if you are interested in being a part of this project.

¹State Comptroller's Office, 1990

Just In: Irion County is the first Texas county to complete their TIGER map update, just received March 16. Concho Valley Council of Governments' member county has done a fine job in marking up unnamed streets and adding address ranges to their county map. The map is on its way to Census for digitizing, and in exchange, Irion will receive a new paper map for use in emergency services and for business.

A question commonly asked of ACSEC is "What are the bid requirements a county must follow when using the Addressing Pool Funds?" The answer can be found in two state statutes which guide county contracting: Sec. 262.023 of the Local Government Code and Article 664-4 of Vernon's Revised Civil Statutes.

Message from the U.S. Post Office

An Addendum to the Article Published in March/April 1993

Below are the 9-1-1 Address Management Systems contacts in Texas:

Houston

Nolan Kalich (713) 226-3406

Zip Codes: 770 through 778

Fort Worth

Frank Perez (817) 625-3680

Zip Codes: 760, 761 through 764, 768, 769, 790, 791, 792, 793, 794, 795, 796

Dallas

Randy Arnold (214) 393-6638

Zip Codes: 750 through 759

San Antonio

Jim Moderow (210) 657-8510

Zip Codes: 765, 766, 767, 779, 780 through 789, 797, 798, 799

Telecom- municators Week Observed

April 11-17, 1993, marked the 3rd Annual National Telecommunicators Week which has increased in visibility throughout the United States and Canada. Telecommunicators Week is set aside to recognize all the men and women who have chosen careers in the Emergency Communications field answering calls for police, fire and emergency medical services and by dispatching the appropriate assistance as quickly as possible.

Governor Ann Richards proclaimed Telecommunicators Week in Texas, which included recognition from Councils of Governments, Emergency Communications Districts and local municipal and county government entities throughout the state. A host of activities included reading of the Governor's proclamation as well as local government proclamations and resolutions, public safety appreciation ceremonies, media coverage, and receptions with 9-1-1 t-shirts or mugs being presented. A 9-1-1 Olympics was hosted by the Midland Emergency Communications District which included events testing skills in dexterity, speed-writing, and split ear. Local merchants participating provided awards and gifts, and everyone was a winner!



Call Box Task Force Moves Forward

By Steve Barbre, ACSEC

The ACSEC Call Box Task Force met recently to further study the feasibility of Emergency Call Box Systems in the State of Texas. The Task Force, chaired by ACSEC Commissioner Gene Weatherall, discussed the possibilities of implementing call box test sites in several areas of the state.

Recommendations for test sites were brought forth by staff for both urban and rural locations. After reviewing the list of possible test sites, three areas were targeted pending contact with local officials. Those areas include Hale County, Tarrant County, and a yet to be identified area in Cameron, Kenedy, or Hidalgo Counties.

Attending the Task Force meeting were representatives of two major call box vendors, Cubic Communications and GTE Government Information Services. Verbal commitments made by Cubic and GTE to sponsor call box test sites in Texas for a period of up to one year were accepted by the Commission. Two other vendors, Motorola and U-S-Commlink, have also been contacted about the call box program and test site sponsorship.

Meetings are being arranged with the Texas Department of Transportation (TxDOT), the ACSEC, local officials and participating vendors to develop guidelines for individual test sites. Implementation of the first test site will begin soon after testing criteria has been finalized and approved. Should you like any further information, please contact Steve Barbre at 512-327-1911.

Call Box Picture Provided by GTE Government Information Services, Inc.



Course, Continued from page 2

Members of the Advisory Council are:

- Wanda McCarley, Chair, Duncanville Police Department
- Mary Mabbitt, Montgomery County 9-1-1
- Mike Polk, Texas Department of Health
- Bob Koonce, City of Victoria EMS
- Ella O'Neal, South Plains Association of Governments
- Vander Phelps, ACSEC, Ex-Officio
- Ted Phillips, Tarrant Co. Jr. College
- Ed Laine, TCLEOSE Advisor
- Jayne Tune, TCLEOSE Advisor

North Central Texas, Continued from page 7

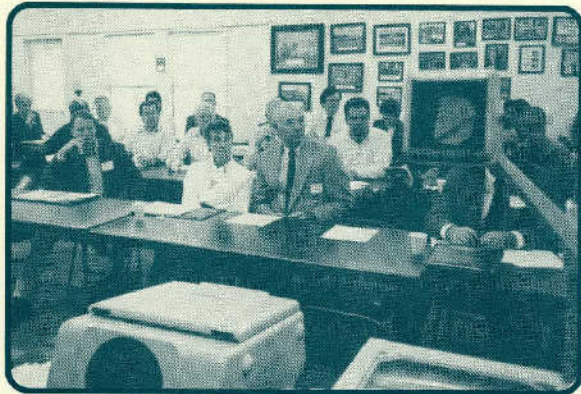
The hearing parents of one girl actually came into the communications center and spent time training how to operate their TDD and obtained some tips for dealing with the hearing impaired. The Sheriff's Department call takers became so interested in this project that several enrolled in a sign language class and practice with each other during each shift.

These efforts are extraordinary!

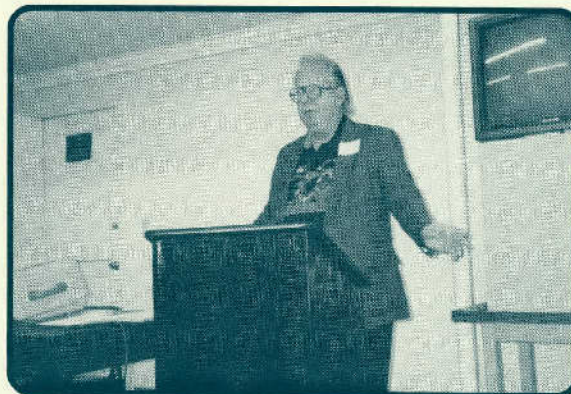
Porker, Continued from page 4

The porker apparently has a phone fetish, Jan Slominski said. Willow has in the past knocked the phone off the hook and grunted into the receiver while she was talking with a friend.

"My husband threatened to make bacon out of her because she squeals at him in the morning," she said, "Maybe she was calling police for help."



From the Addressing Workshop held in Freestone County, hosted by the Heart of Texas Council of Governments. Pictured right is Mr. Hubert Reynolds, Addressing Coordinator for the Region.



Meetings and Conferences

May 4-5
ACSEC Committee Meetings
Austin, Texas
Contact Velia Williams at
512-327-1911 for all ACSEC Meetings

June 10-12
TAD (Texas Association for the Deaf) Conference
Galveston, Texas
Call 713-481-2980 (TDD Only) or
Relay Texas 1-800-735-2988

June 27-July 1
NENA Annual Conference
Montreal, Canada
Contact: 1-800-332-3911

July 13-14
ACSEC Committee and Commission Meetings
Austin, Texas

August 8-13
APCO's 59th Conference & Exposition
New Orleans, Louisiana
Contact: 904-322-2500

September 9-10
ACSEC Committee and Commission Meetings and
9-1-1 Day in Texas Ceremonies
Austin, Texas
Contact for 9-1-1 Day: Carey Spence
at 512-327-1911

September 29-October 1
TARC (Texas Association of Regional Councils) Annual Conference
El Paso, Texas
Contact: Sheila Jennings at
512-478-4715

Request for Nominees for Telecommunicator of the Year Award

Help Us To Honor These Unsung Heroes!

Use this form to nominate a telecommunicator you feel is deserving of this special award. In reporting the individual's performance, give consideration to skills and knowledge exhibited in the areas of communication, use of equipment, leadership abilities, and special circumstances. Please provide a written description of the incident(s) and feel free to furnish any supporting documentation.

Name of Nominee: _____

Position Title: _____

Employer Business Name, Address, and Telephone Number: _____

Nomination Submitted by: _____

Address and Telephone Number: _____

Nominee deserves to be recognized because: _____

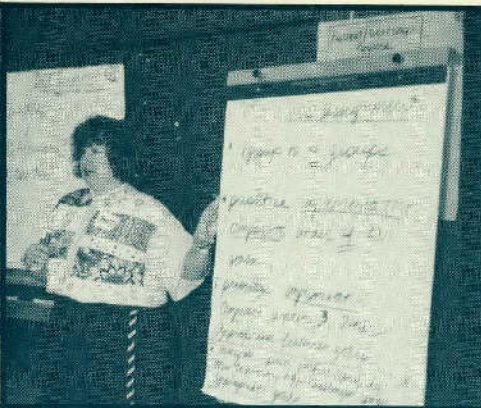
(Attach additional sheets if necessary)

Nominations are due at the ACSEC offices no later than July 28, 1993.

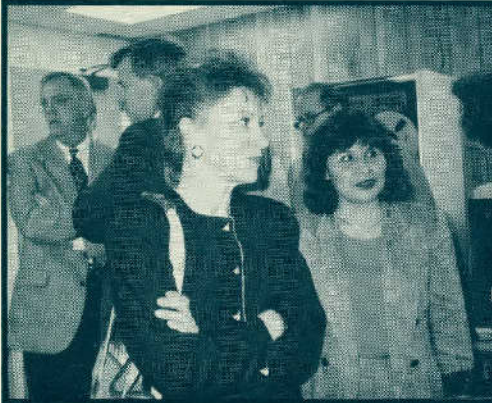
Scenes from Feb 2&3 ACSEC Strategic Planning Retreat



Joe Kirk, Jill Hyde, Toni Dunne, Neal Larsen



Facilitator Pat Kubala from TxDOT



Gene Weatherall, Bill Munn, A.C. Johnson, Toni Dunne and Velia Williams



Tony Fabelo and Leon Willhite



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

Commission members include:

- Ron Harris, Chairman
- Charles Clapsaddle, Vice Chairman
- Vaughn Aldredge
- Arlene Aldridge
- Senator Steve Carriker
- Representative Bill Carter
- Pat Craven
- Bill Deere
- Tony Fabelo
- Laverne Hogan
- Neal Larsen
- Bill Munn
- Jim Ray
- Joe Trowbridge
- Gene Weatherall
- Linda Wells

- Mary Boyd, Executive Director
- Vander Phelps, Editor
- Velia Williams, Asst. Editor
- Julie Warton, Design Artist



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