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9-1-1 Caller

Advisory Commission on State Emergency Communications

Government Publications
Texas State Documents

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Assuring Efficiency

WCTCOG Task Force

by Sue Smith, West Central Texas COG

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During 1992, callers to 9-1-1 in the West Central Texas Council of Governments Emergency Communications System area (17 counties) will be answered with the phrase, "This is 9-1-1, what is your emergency?" These words will be spoken by call-takers trained in effective listening skills who are able to take control of emergency calls and elicit necessary information quickly. These 9-1-1 call-takers will know proper call-handling techniques both mechanically and procedurally and will be aware of call-handling situations unique to 9-1-1 such as calls from the hearing-impaired, open line calls, cellular calls, and so on. They will have satisfactorily completed CPR training, as well as 9-1-1 telephone triage instruction.

This system-wide training, provided by the West Central Texas Council of Governments, will be a reality due to the efforts of a WCTCOG 9-1-1 Curriculum Task Force formed early in 1991. Task Force membership was comprised of regional physicians, lawyers, Texas Department of Health personnel, hospital representatives, firemen, EMT/paramedics, nurses, law enforcement representatives, city and county representatives, and PSAP representatives. Each contributed views on what the call-taker should know and what information should be asked from or given to the caller.

From the first orientation meeting, the Task Force was unanimous in its desire to have call-takers provide stan-

dardized medical information to callers who requested assistance in administering medical help. Due to the WCTCOG region's large geographic size, its rural population, lack of EMS resources, hospital closures, and so on, it was felt that the 9-1-1 call-taker could truly become the difference between life and death. ETI's "Emergency Medical Telephone Instructors" was chosen as the text and PSAP reference guide. Task Force Chairman, Dr. John Dunn, Director of Emergency Medicine at Brownwood Regional Hospital, also an attorney, reviewed the ETI program in flip chart format and made a teaching video tape to be used in call-taker instruction.

Prior to the beginning of the hot test period in each county, call-takers will complete a three day training course which will cover the history of 9-1-1, definitions and terms unique to 9-1-1, how the 9-1-1 equipment works, call-handling procedures, medical telephone instruction, and CPR. Treating all 9-1-1 calls as an emergency until proven differently will be stressed, and call-takers will work with instructors from the Abilene/Taylor County 9-1-1 District in discussions of "real life" call situations. They will also role play in using actual call scenarios from the District. Paramedics from the city of Abilene Fire Department will assist WCTCOG staff in teaching the medical telephone instruction portion of the

Continued on page 2

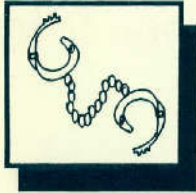


In Texas, When Seconds Count . . .



Man Arrested for Abusing 9-1-1 Emergency Operator

By Robert Slider



Early this morning Paris police arrested the first person in Lamar County to be charged with harassment of a 9-1-1 operator.

Charged under one of the newest additions to the Texas Penal Code, a 27-year-old Paris man became the first person in Lamar County to face criminal prosecution in connection with use of the recently implemented emergency response system, police said.

The suspect remained in the Paris Municipal Jail Thursday morning, where he awaited transfer to the Lamar County Courthouse to be arraigned on the charge. Police said he was also charged with public intoxication.

The harassment of a 9-1-1 operator is considered a Class A misdemeanor by

the Texas judicial system and could bring up to a year in county jail, a \$2000 fine or both.

Police spokesman Sgt. Bob Hundley was quick to note the importance of the early morning arrest, hoping to deter similar actions of others in the area.

"Any time we receive abusive calls on 9-1-1 we are going to do everything we can to get charges filed," he said "because the service is just too important to tie up with these types of matters."

According to Hundley, the suspect was apprehended shortly before 1 a.m. at a restaurant in the 2800 block of North Main Street. It was from a pay telephone in Bill's Sunriser that the last of three allegedly abusive calls was made to 9-1-1 operators.

According to Hundley, the caller cursed and threatened the dispatchers. Though most of the language recorded

on the 9-1-1 system was patently offensive, Hundley said the caller's final words were "You jerks may think this is a joke, but you better get with the program."

The calls began at 12:10 a.m., coming first from a pay phone in the 200 block of North main Street. While officers sped to that location, a second call came from another pay phone in the 1500 block of North Main Street.

Apparently a witness or witnesses to at least one of the telephone calls led to the arrest of the suspect at the all-night restaurant, Hundley said.

Though this is the first time charges have been filed against someone accused of abusing the 9-1-1 system, it was not the first abuse which occurred.

Reprinted with permission from the *Paris News*.

Efficiency, Continued from page 1

course. Separate classes will be held for ANI and ALI systems, and only one type of equipment will be taught per class. Most instruction will take place at WCTCOG, with additional equipment training done at the PSAP site.

Call-takers must pass a written exam at the end of the course and satisfactorily complete the CPR portion of instruction. Call-takers will not be "certified" in CPR by WCTCOG (issued a certification card), but they may be certified if their agency wishes through WCTCOG's assurance to a certifying agency of satisfactory course completion by a qualified instructor.

WCTCOG's curriculum has been

approved for Texas Commission on Law Enforcement Officer Standards and Education credit and will be open to all regional law enforcement officers, both as a means of providing instruction about a new regional system and as a way of cross-training agency personnel so that good call-takers will always be available to answer in emergency situations when additional help is required.

A caller to the WCTCOG 9-1-1 Emergency Communications System in 1992 may expect to have all information verified quickly and to be in touch with the appropriate agency. If the caller is unable to communicate with the call-taker, he will know that the call-taker

has sent help (ANI/ALI) or is using all available resources to trace the call (ANI) in order to send appropriate help. A caller to 9-1-1 may also expect to be told to turn on his porch light (if it is night), to send someone outside the house to help direct emergency personnel, and to lock up pets so that emergency personnel can quickly and safely reach the person(s) needing assistance.

Whatever the caller's emergency situation, he may expect to be answered by a 9-1-1 call-taker who is prepared, and who communicates professionally.

9-1-1 Call-Handling Tips

To Insure Prompt Service

By Helen Sommers

Public safety agencies have a common answering phrase when answering their seven-digit emergency numbers, by identifying the public safety agency, followed by: "What is your emergency?"

When 9-1-1 goes live, it is suggested to identify the PSAP by adding 9-1-1 to the public safety agency name. Developing call-handling procedures is encouraged at the local level. ACSEC is available to assist when needed.

Emergency situations can cause high emotions, pumping adrenaline, and temporary memory loss. Every call you handle may not be a life or death situation, or constitute a threat or loss of property. Discern the level of urgency, and treat each call appropriately. With that in mind, here are some tips in developing procedures.

**** Do ****

Ascertain pertinent information to process the call, including phone number, address, and the nature of the emergency in order to transfer or dispatch the call to the appropriate responding agency.

Remain calm when speaking to an emotional caller; take control of the call. Distressed persons, as well as children or elderly persons, may require

patience and care.

When transferring a call, use the phrase "Stay on the line for (the public safety agency). Do not hang up."



Karen Lusk, Police Dispatcher for the City of Cleburne in Johnson County, demonstrates the use of 9-1-1 equipment. Johnson County, a member of the North Central Texas Council of Governments, implemented 9-1-1, August 3.

To place a call on hold, use the phrase "Stay on the line."

Staff adequately for bilingual calls (where applicable).

Speak clearly into the phone. Practice telephone etiquette: such phrases as "Thank you," "Excuse me," "I'm sorry," and "May I help you?" will help communication with the caller.

Allow calling party to hang-up first when a call is completed.

Be alert and ready to receive incoming emergency calls at any time.

**** Don't ****

Don't argue with or shout at the caller. This will cause more stress for an already distraught person.

Don't ignore someone's plea for help. A voice can be deceptive when a person has gone into shock, or is in a crisis situation.

Don't assume that information you need is given correctly. Be certain. Verify phone number and address.

Don't rush the caller. Haste makes waste, and hinders the emergency communication.

Don't use slang. Be direct and to the point.

Emergency situations can cause high emotions, pumping adrenaline, and temporary memory loss . . . Discern the level of urgency, and treat each call appropriately.



APCO Invites Dignitaries . . . Who Happen to be Deaf

Two sessions at the recent APCO Conference in Tulsa, Oklahoma, addressed the unique issues of telecommunications for the Deaf.

Training Needs

Mr. Alfred Sonnenstrahl, Executive Director of TDI (Telecommunications for the Deaf, Inc.), addressed a near standing-room-only crowd on communications needs of the hearing-im-

paired and speech-impaired. After sharing a few hair-raising stories, he emphasized the need for on-going training of personnel.

ADA Issues

Mr. Robert Mather, attorney with the Department of Justice, presented a brief overview of the Americans with Disabilities Act (ADA). He explained that Section 35.105 establishes a re-

quirement for self-evaluation of all public entities, and for correction of any policies and practices that are not consistent with these requirements (for more on this topic, see "ADA Final Regulations Issued" in this issue). A primary focus of his session was on Title II, Section 35.162, Telephone Emergency Services. The audience had many questions, and the one-hour limit for the presentation proved to be too little time for this topic.

ADA Final Regulations Issued

On July 26, 1991, the Department of Justice (DOJ) issued final regulations on Title II of the Americans with Disabilities Act (ADA). Title II addresses Public Accommodations including the provision of accessible emergency services. The final Section 35.162 reads:

"Telephone emergency services, including 911 services, shall provide **direct access** to individuals who use TDD's and computer modems."

"Direct Access"

One of the noticeable changes from the proposed to the final rule is deletion of the term "functionally equivalent." It was replaced with the term "direct access." This requirement disallows the use of a separate seven-digit number

where 9-1-1 service is available, according to the DOJ. Another change from the proposed rule is the omission of the mandate to provide access in Baudot and ASCII formats. This was done to avoid mandating particular technologies that may become outdated.

TDD's

Section 35.133 mandates maintenance of accessible features, and requires public entities to maintain in operable working condition TDD's and other devices that provide direct access to the emergency system.

The DOJ declined to mandate minimum standards of service such as quantity of TDD's or computer modems in each PSAP, or placement location of such equipment. Instead, it established

a performance standard which is mandated through the term "direct access." The DOJ encourages, however, the installation of voice amplification to the dispatcher's telephone to amplify the dispatcher's voice.

The deadline for compliance is January 26, 1992. ADA documents are available in Braille, Large Print, Audio-tape, Electronic File on Computer Disk and Electronic Bulletin Board (202-514-6193). If you would like more information on the ADA, contact:

U.S. Department of Justice
Civil Rights Division
Coordination and Review Section
P.O. Box 66118
Washington, D.C. 20035-6118
202-514-0301 (Voice)
202-514-0381 (TDD)

TAD Establishes 9-1-1 Committee

By Toni Dunne

The Texas Association of the Deaf held their bi-annual conference June 21-23 in Corpus Christi. I was pleased to be able to represent ACSEC at this event. The agency display attracted much attention with the new graphics, demonstrating TDD access.

In Sign Language, I gave a presentation to over 150 conference attendees on the TDD Placement Program, and what Texas is doing to provide accessibility to emergency services for hearing- and speech-impaired Texans.

Committee Established

The Board of Directors gave official recognition to the 9-1-1 TDD Place-

ment Program and established an ad hoc committee to address issues related to 9-1-1 services. I gladly accepted the request to serve as Chair of the committee.

Representatives from 24 regions across Texas are currently being sought to serve on the committee. Volunteers should be hearing-impaired and should have good community contacts in their area of the state. This step is very exciting and will further enhance the commitment for improved services to this segment of the population.

If you know of someone you would like to nominate, contact Toni Dunne at 512-327-1911 V/TDD or 512-327-0682 TDD (Message only).

Editor's Note

Toni Dunne has also been asked to sit on the National Emergency Number Association's (NENA) subcommittee for Hearing-Impaired Accessibility. This subcommittee is a part of the National Issues/Government Liaison Committee.

"It's an honor to be included in this area of national concern, and I look forward to serving both NENA, and the hearing-impaired community in this new capacity," says Toni.

ADA Texas

The Texas Rehabilitation Commission has implemented a program that has received national recognition. ADA Texas was established to address issues concerning the Americans with Disabilities Act. They have developed an intensive two day training workshop that Justin Dart, Chairman of the President's Committee on Employment of People with Disabilities, has applauded. Texas is further along than any other state with training for the ADA and once again leads our nation.

ACSEC staff member, Toni Dunne, will attend the training during the first week of September. She will attain information that can assist your agency in the self-evaluation process, as required by the ADA.

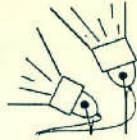
Law Requires Confidentiality

In a move to protect the privacy of the hearing- and speech-impaired users of the telephone network, operators for Relay Texas are no longer obligated to report to authorities if they become aware of criminal activities through the Relay Texas network.

HB 1132, sponsored by Representative Larry Evans (D-Houston) and Senator Bob Glasgow (D-Stephenville), provides that relay agents are subject to Class C misdemeanor charges if they reveal any conversation in which they acted as a relay between a hearing- or speech-impaired person and a hearing person. This misdemeanor penalty makes it the first of its kind in the nation in guaranteeing rights of privacy to speech- and hearing-impaired individuals.

FCC Adopts Requirements for Nationwide Relay Service

The FCC has adopted rules to require all common carriers to provide relay services for speech- and hearing-impaired persons by July 26, 1993. This action comes as a result of the Americans with Disabilities Act (ADA) requiring access for inter- and intrastate telecommunications services to the hearing- and speech-impaired. The issue of how costs for the systems will be recovered has not yet been resolved. Texas' telecommunications relay service, Relay Texas, has been operational across Texas since September, 1990.



Names in the News

M. Forrest Anderson began employment with the Middle Rio Grande Development Council in February, 1991, as a 9-1-1 Specialist. After graduation from Texas A&M University in 1981, Mr. Anderson worked in Surveying and Real Estate Appraisal. Prior to joining the MRGDC, Forrest was employed for several years as a staff Insurance Adjuster for the Texas Farm Bureau Insurance Companies, and also had his own Insurance Adjusting firm.

Originally from South Texas, Forrest lives in Uvalde. He is married and has one daughter (and is expecting the stork to visit again in December of this year). His duties in his new position include assisting the 9-1-1 Coordinator in implementing the Regional Plan, developing and maintaining the MSAG and ESN throughout the region, and

implementing the 9-1-1 emergency telephone service.

Robert W. Stanton is the Technical Assistance Specialist at the Alamo Area Council of Governments. His position with the staff at AACOG includes assisting the 9-1-1 coordinator in the development, administration, coordination, and implementation of the regional technical assistance program including the Enhanced 9-1-1 Emergency Communications System.

Mr. Stanton has the primary responsibility of establishing and coordinating a rural addressing program, and overseeing the creation, verification, and testing of the database for the AACOG Region Enhanced 9-1-1 System. Other duties include developing and administering region wide 9-1-1 public educa-

tion and training programs.

Shawn Raborn is the new Director of Regional Services with the South Plains Association of Governments (SPAG). Mr. Raborn replaces **Mike Pedigo**, who left SPAG in July to become the Executive Director of the Denco Area 9-1-1 District.

Shawn comes to SPAG from the City of Lubbock, where he was the Administrative Assistant to the mayor and City Council. As Director of Regional Services, Mr. Raborn will coordinate the implementation of the 9-1-1 emergency communications plan and will oversee the operations of the community development, solid waste, and criminal justice programs administered by SPAG.



Vander Phelps of the ACSEC (left) presents a plaque to Kendall County Commissioner Charles Goodman (right) for his outstanding contribution in establishing 9-1-1 for the residents of Kendall County. Looking on is Al Notzon (center) of the Alamo Area Council of Governments.

(Photo courtesy of the Boerne Star)

In Remembrance

The emergency communications profession was saddened to learn of the recent deaths of Bill Johnson of the Lubbock Emergency Communications District and Louis Hartley, Jr., retired Director of Staff Services in the Bureau of Emergency Management.

Bill Johnson

Hired in 1986, Bill Johnson was instrumental in the planning and implementation of the 9-1-1 emergency service in Lubbock and the City of Plainview, in Hale County. Through the success of the Lubbock system, much was learned about the implementation process. This information has been used around the State of Texas and in other states across the country. Bill died after a sudden illness on July 30, in Lubbock. He was 45. He is survived by his wife, Pam; a son, Joshua; a daughter, Jennifer; his mother, Hazel Johnson of Lubbock; and a brother, Sam, of Pensacola, Florida.

The family suggests memorials to the Stateside Mission Fund at Monterey Church of Christ, 3616 58th Street, Lubbock, 79413.



Louis Hartley

Louis D. Hartley, Jr., of Austin, died August 1, at the age of 60. As an ex-officio member of the Advisory Commission on State Emergency Communications, Mr. Hartley served since 1985, when the "study" commission was established to determine the feasibility of providing 9-1-1 emergency service statewide. Mr. Hartley served the ACSEC faithfully until his illness and subsequent retirement from public service, after 21 years with the Texas Department of Health. Mr. Hartley will be remembered for his warm and friendly nature, and devotion to his family. He is survived by his wife, Nancy, and three sons and their families.

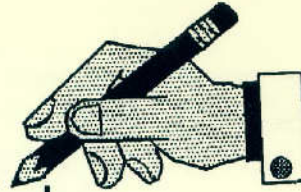
Memorials may be made to the Mary Hartley Scholarship Fund, c/o First Methodist Church in Mart, Texas, or the American Cancer Society.



This issue of the 9-1-1 Caller is respectfully dedicated to Bill Johnson and Louis Hartley. The ACSEC and the 9-1-1 Community express sympathy to their families. We will miss them.

*The tide recedes
but leaves behind
bright seashells
on the sand,
The sun goes down,
but gentle warmth
still lingers on the
land,
The music stops,
and yet it echoes on
in sweet refrains...
For every joy
that passes,
something beautiful
remains.*

Editor's Notes



Upcoming Conferences

The Texas Association of Regional Councils will host the 26th Annual Conference in Odessa at the Holiday Inn Center, September 25-27, 1991. The Conference theme is "Texas Regionalism: A New Decade of Performance." For Additional information, call 512-478-4715.

The Texas Municipal League will host its conference in Fort Worth, at the Tarrant County Convention Center, October 23-26, 1991. The Conference theme is "Imagination, Innovation, and Insight: Stepping into the 1990s." Call 512-478-6601.

The sixth annual Texas EMS Conference will recognize 25 years of EMS in Texas during the conference. It will be held November 25-27, 1991, at the Palmer Auditorium and Hyatt Regency hotel, in Austin. Call 512-458-7550, for additional information.

9-1-1 Caller Mailing List to Be Cut

Do you want to continue receiving the *9-1-1 Caller*?

Recent state law requires that ACSEC prune its *9-1-1 Caller* mailing list, and continue sending the newsletter only to those who request it in writing. It states:

All units of state government . . . which expend appropriated state funds to publish periodicals . . . at no charge . . . shall insert annually in such periodicals a notice, in three consecutive issues, indicating that anyone desiring to continue to receive the publications must so indicate in writing. The agency shall furnish future publications only to those persons requesting.

In accordance with law, ACSEC will continue sending the *9-1-1 Caller* only to those who request that they be left on the mailing list.

Counties Cut Over to 9-1-1

During July and August, the following counties were added to the list of those who now have 9-1-1 systems in operation for their citizens:

July

Atascosa
Kendall
Sutton
Schleicher
Jasper

August

Parker
Ellis
Johnson
Lamb
Lee
Hockley
Fort Bend
Houston
Motley

How Are We Doing?

Your feedback is important to us. We like to know what you think, and what you want to read. To submit articles, story ideas, pictures, letters, or suggestions on how we can improve, please address all correspondence to Vander Phelps, *9-1-1 Caller*, Advisory Commission on State Emergency Communications, 1101 Capital of Texas, Suite B-100, Austin, Texas 78746.

Send us your ideas!

* I would like to see an article on

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

Name:

Title/Organization:

Address:

Phone:



Small City Shares Three 9-1-1 Systems!

By Christy Church, NCTCOG

Royse City, which has a population of 2206, is in the North Central Texas Council of Government's Region. Although the incorporated city lies in Rockwall County, the unincorporated city covers three counties: Rockwall, Collin, and Hunt. This has proven to be a somewhat unique situation in implementing 9-1-1. Collin and Rockwall Counties both cut over to 9-1-1 on June 3, 1991. This left 516 Royse City phone lines in Hunt County that will not cut over to 9-1-1 service until November 4, 1991. Any residents in this area that dial 9-1-1 prior to this date will hear a recording stating that 9-1-1 is not available in that area yet.

Calls to 9-1-1 from Royse City will be routed to the appropriate Public Safety Answering Point, which will be either Rockwall, Collin, or Hunt County Sheriff's Department. These three agencies will also be the responding law enforcement agencies. The Fire and EMS calls will be dispatched from these offices to the Royse City Fire Department or the Rockwall County Ambulance Service. This means that although the 9-1-1 call may be answered by one of these Sheriff's Departments, the closest agency will respond to that call.

This unusual situation made public

education for Royse City residents a little more complicated than normal. The resident could not be told that they could call 9-1-1 from anywhere in the city. It had to be explained that the 9-1-1 systems are implemented on a county basis, and that some city residents would not have 9-1-1 for several months. By November 4, 1991, however, the whole city should have an efficient 9-1-1 service!

Schleicher County Cuts Over to 9-1-1

On Friday, July 12, 1991, Schleicher County began to reap the benefits of local community support that began as early as 1988.

The Eldorado City Council and the Schleicher County Commissioners Court entered into an agreement with the Concho Valley Council of Governments (CVCOG) to implement a 9-1-1 system countywide. After approval by the Advisory Commission on State Emergency Communications of the 9-1-1 regional plan, the residents were assessed a \$.50 service fee which started being collected in January, 1991.

The 9-1-1 system is located at the Schleicher County Law Enforcement Center, where the 9-1-1 calls will be answered by trained telecommunicators using the Automatic Number Identification (ANI) system, which has the ability to display the telephone number of the phone from which the 9-1-1 call is dialed.

Cut over ceremonies were held July 12, at the Center where the first 9-1-1 decal was placed on an emergency vehicle, and a phone cord was cut to symbolize the beginning of 9-1-1 service.



Sheriff Ronnie Norris cuts the ceremonial cord during the Schleicher County cut over ceremonies, as Lorraine Hamilton and Mayor John Nikolauk look on.

APCO Picks International Telecommunicator



Associated Public Safety Communications Officers, Inc. (APCO) has decided to present an award annually to an International Telecommunicator of the Year.

The APCO Operating Procedures Committee decided on the nomination process, award criteria, and other information. APCO chapters from across the nation were encouraged to nominate persons from their chapters. The first presentation was made at the 57th APCO Public Safety Communications Conference and Exposition in Tulsa, Oklahoma, August 11 through 16.

In addition to selecting an Interna-

tional Telecommunicator of the Year, the Operating Procedures Committee is again trying to get a National Telecommunicators Week resolution adopted by Congress. A permanent designation is being sought so that the committee will not have to try for a resolution to be passed on an annual basis.

Representative Edward J. Markey (D-Massachusetts) introduced a resolution (House Joint Resolution 284) which called for the establishment of an annual National Telecommunicators Week. It appeared that APCO's efforts to have the National Telecommunicators Week declared an annual recognition by Congressional resolution and Presidential proclamation were moving ahead, when some rough road was encountered recently. Senator Hollings, who co-sponsored the spectrum relief bill which aids public safety, introduced a bill to end commemorative resolutions being passed by Congress.

Instead, a special commission would be established to address such issues, as

is done with postage stamps honoring certain people and events. Hollings' measure comes on the heels of Representative Markey's resolution and a similar resolution aimed for Senate consideration. Senator Hollings' measure might erode support for the resolution that APCO was counting on from legislators who might now be counted as supportive. House Joint Resolution 284 calls for the National Telecommunicators Week to be observed during the second week of April each year. Co-sponsor of the resolution is Representative Constance A. Morella (R-Maryland), who is a leading member of the House Post Office and Civil Service Committee, where HJR 284 was referred. APCO members and friends are urged to continue sending letters asking for favorable action on the joint resolution to their Congressional representative.

For further information, contact the APCO Membership Department.

Portions of this article were taken from APCO Reports, July, 1991.

Addressing Program Awarded Funds in Court Case

By Darla Parker

On July 12, 1991, judicial action set in motion distribution of money for addressing held by Southwestern Bell Telephone, as a result of an inquiry into the company's WATS Accounts call duration rounding practice. The rounding practice resulted in funds that have since been set aside for refunds to customers who file claims. However, once claims on these funds are paid, 75 percent of the remaining funds will go to the State Treasury as unclaimed funds, and 25 percent will go to the Public Utility Commission for statewide addressing. That amount is expected to be in the range of \$2 million.

State District Judge Joe Hart of Austin approved final judgment in this case which relates to Docket 7297, heard previously by the Public Utility Commission.

Funds are not available until after August 30, 1992, which is the termination date for claims to be filed. The ACSEC is working with the Public Utility

Commission to arrange for the distribution of funds. These funds are welcomed by the ACSEC and regional councils of government pursuing ways to financially assist local addressing projects.

Once counties have assigned addresses, emergency services will be able to accurately locate 9-1-1 callers. The telephone companies also will benefit through customer information and service calls, and the Post Office through permanent addresses rather than Box or Route numbers.

Editor's Note: The Addressing Program newsletter published earlier this year has been discontinued. Newsletter recipients have been added to the 9-1-1 Caller mailing list. Please contact regional councils of governments or Darla Parker for other addressing program news.

These funds are welcomed by the ACSEC and regional councils of government pursuing ways to financially assist local addressing projects.

9-1-1 Day Activities Update

By Carey F. Spence

The 9-1-1 Day celebration, in conjunction with Commission meetings, was held at the Driskill Hotel on Wednesday, September 11, in Austin.

Approximately 52 nominations for the Public Safety Telecommunicator Award were received by the July 22 deadline. The awards criteria selection committee met on August 7 to evaluate the nominations and to select this year's award recipients. The 10 outstanding telecommunicators were honored at an awards ceremony and reception. This year's winners were:

Ana Del Toro, Plano Fire Dept.;

Phillip Ivory, Dallas Police Dept.;

Lauri Kash, Austin EMS;

Irma Martinez, City of Houston;

Joseph A. Padilla, El Paso Co. Sheriff's Dept.;

Brent Robbins, Keller Police Dept.;

Donna Sanders, Tyler Police Dept.;

Ann VanBerg, Ft. Worth Police Dept.;

Pam Webb, Austin EMS; and

Debbie Zaharis, Houston Police Dept.



When It Counts, You Can Count On It.



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
Representative Bill Carter
George Cook
Pat Craven
Bill Deere
Tony Fabelo
Neal Larsen
Bill Munn
Senator Bill Ratliff
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