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Vol. III, No. 1

January/February 1991

9-1-1 Caller

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9-1-1 in Far West Texas

by Percy Greene, Rio Grande Council of Governments

So Many Challenges, So Few Resources

While much of the state begins to entertain thoughts of further enhancing 9-1-1 services now that Automatic Number Identification (ANI) plans are basically solidified, the Far West Texas region is still setting its sights on meeting the requirements for ANI alone.

We are all aware of the improvements that are afforded to the public by having a single number to engage all emergency services, but it does very little good to have the dispatcher receive a cry for assistance when the much needed assistance is still one to two hours away.

The Far West Texas area covers the counties of Culberson, Hudspeth, Jeff Davis, Presidio, and Brewster. Tourism is a major economic resource, consequently, our 9-1-1 service is intended for the visitor to the Region as well as the residents of the area.

Utilizing Volunteers

The Upper Rio Grande State Planning Region is one where the number of square miles is greater than the population, and other than local law enforcement agencies, and scattered emergency medical service units in the larger communities, the first responders and service providers are volunteers.

The Rio Grande Council of Governments (RGCOG) Board of Directors, which also serves as the 9-1-1 Regional Advisory Committee, has targeted the enhancement of the response time for these volunteers as a primary goal.

The RGCOG anticipates that with the approval of docket 9603, which establishes a flat monthly rate and a non-recurring charge for interexchange circuits, the costs involved in enhancing the responsiveness of the voluntary services can easily be handled.

Communications Equipment

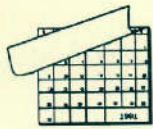
Items of equipment that have been identified for inclusion in the West Texas Regional 9-1-1 Plan, as a means of improving the responsiveness are:

- * Pagers for community on-duty Emergency Medical Service Providers and Drivers;
- * Computers for each Public Safety Answering Point (PSAP) location in order to help residents develop a "Directions for Assistance" (DFA) data base;
- * Implementation software; and
- * Voice recording equipment.

It is anticipated that these 9-1-1 improvements will cost approximately \$50,000. These improvements will enhance the quality of life in the region and further demonstrate the commitment of the Far West Texas communities to provide efficient Emergency Medical, and Fire Service to all of our residents and tourists who travel through our beautiful, scenic areas.



In Texas, When Seconds Count . . .



9-1-1 Implementation Moves Ahead

by Carey Spence

As you know, we are well into the implementation phase of 9-1-1 emergency service for the state of Texas, and moving forward with plans to meet the goal of full operation by early 1993. In the January/February, 1990, issue of the *9-1-1 Caller*, ACSEC submitted an implementation timeline as a guide for 9-1-1 coordinators to use in carrying out this project, and we are now into the ninth month of that schedule.

Keep in mind, flexibility is the key to this guide. Some counties have different cutover schedules from their neighboring counties, and so there are contrasting programs and rates of progression. Also, in the past year, each 9-1-1 regional plan has experienced several revisions. These revisions have varied from region to region. Below, for example, is a list of some items which may have impacted the plans to date:

- * Docket No. 8585 - SWB 25% reduction in nonrecurring costs
- * Docket No. 9603 - Flat rate for 9-1-1 trunks
- * Central office modification cost reductions/eliminations
- * Possible increase/reduction in revenue collections
- * New network designs
- * Addition/elimination of PSAPs

All of these factors affect the implementation progression of a 9-1-1 system, and must be accounted for at the local level.

Below is an update of the ACSEC timeline as a simple reminder of where

planning should be from month 9 to month 24 of implementation. Look over the timeline schedule and see where your program stands. Please call ACSEC if you need any assistance.

Month 9 thru Month 12

- MSAG development continues
- Order equipment, if purchasing
- Develop equipment training
- Develop call-taker training
- PSAP site design
- Coordinate public education committee's campaign ideas

Month 12 thru Month 15

- Monitor any regional plan amendments
- Submit regional plan amendment to ACSEC for approval
- MSAG development continues
- Begin targeting surcharge needs
- Begin to design public education materials
- Compile call-taker training data
- Compile equipment training data
- Establish trouble-shooting procedures
- Monitor call flow and overlaps
- Coordinate public education campaign ideas

Month 15 thru Month 18

- MSAG development continues
- Establish call-taker training dates
- Complete PSAP site preparation
- Begin call-taker training
- Begin targeting surcharge needs
- Order public education materials
- If cutover, finalize surcharge needs

Month 18 thru Month 21

- Installation of PSAP equipment begins
- Public education committee begins press release development
- Continue call-taker training
- Begin equipment training
- Expect delivery of public education materials
- Begin notification of address changes

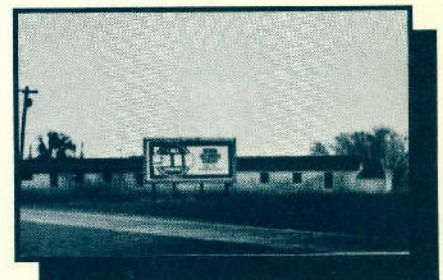
Month 21 thru Month 24

- Hot Test begins
- Continue call-taker and equipment training
- Kick-off public education campaign
- Trouble-shooting of any equipment issues
- Announce 9-1-1 service date
- 9-1-1 service begins

Ongoing programs

- Public education
- Training
- Database management
- Trouble-shooting

Worth a Thousand Words . . .



Texas Takes the Lead with TDD Program



The Advisory Commission on State Emergency Communications (ACSEC) has made a commitment to the hearing-impaired community of Texas. While the national legislation originally addressing this problem, HR 1690 (Emergency Phone Systems Equal Access Act), died in committee, ACSEC pursued this issue for Texans and entered into an interagency contract with the Texas Commission for the Deaf (TCD) for a Telecommunications Device for the Deaf (TDD) distribution program, and for training and public outreach to implement this program.

While details were worked out between the two agencies, the Americans with Disabilities Act of 1990 (ADA) was passed and signed by President George Bush. Title IV of the Act addresses Telecommunications -- specifically denoting that every state must provide relay services by 1993.

For those unfamiliar with this type of service, this means briefly that the states must provide for telecommunications capabilities which allow the hearing-impaired to communicate with others, whether hearing-impaired or not, and vice-versa.

RELAY TEXAS and Equal Access

In Texas, the 71st Regular Session of the Texas Legislature authorized the implementation of RELAY TEXAS and mandated the Public Utility Commis-

sion (PUC) to oversee this service. By utilizing a TDD and dialing 1-800-RELAY TX, hearing-impaired Texans can reach a hearing agent who is equipped with a TDD, and can relay their message. Hearing persons can dial 1-800 RELAY VV and have their calls relayed to hearing-impaired persons.

In the section of the law describing minimum standards, it reads that "Access to 9-1-1 emergency numbers is also part of providing functionality equivalent service to hearing and speech-impaired individuals." The Federal Communications Commission (FCC) is currently writing rules for this section.

In Texas, TDD users are encouraged to call directly to their PSAP. RELAY TEXAS provides training to its agents so that they are prepared to relay the call to 9-1-1 when callers access RELAY TEXAS for emergency assistance.

Equal Access and Equal Service

Although this may seem to address adequately the issue of accessibility to emergency services, it does not provide for equal access -- particularly in response time. Thus another section, in Title II of the Act, focuses on "Public Services" which require communications access to any public entity. "Public Entity" is defined as any state or local government; or any department, agency, special purpose district, or other instrumentality of a state or local government.

The Department of Justice is responsible for defining this section of the new law.

Countdown to Cutover

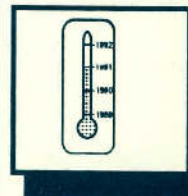
Putting It Together



Texas continues to gain new cities and counties in its effort to provide full coverage to the state with 9-1-1 service.

At most recent count, ACSEC is pleased to report that over 97 percent of the state's counties and 98 percent of the state's cities have 9-1-1 systems which are either operational at present or in the planning and implementation stages. These systems, when completed by early 1993, will provide 9-1-1 coverage for 99 percent of the state's documented population.

Turning up the Heat



1991 will be the biggest year yet for Texas 9-1-1, as 73 counties are scheduled to cut over their 9-1-1 systems. From Nacogdoches county to Andrews, and from Atascosa to Montague, 9-1-1 will reach to the far corners of the state this year, with the 9-1-1 map filling in steadily across the state.

Other counties are moving forward in their implementation efforts in order to close this year and begin next with much 9-1-1 activity, as 77 counties are planning to cutover in January, 1992.

Addressing Gets Funds

by Darla Parker



With the blessing of the State Highway Department, 24 Texas counties will be offered funds to augment their local addressing projects beginning January, 1991. This grant approval is under the auspices of the EMS -- Traffic Safety Program operated by the State Highway Department.

Out of more than 150 counties statewide that need addresses, 24 have been

targeted due to their 9-1-1 systems and operations start in 1991. Approximately two-thirds of the counties fall in the Dallas-Fort Worth area and the remainder in South East and North East Texas.

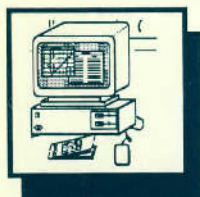
The individual awards will be close to \$3000 and these funds will be available to repay counties that have incurred expenses for maps, personnel, and for other activities solely for addressing.

One of the objectives of this grant is to achieve a favorable impact on lowering response time for emergency service personnel to the scene of the accident,

fire, or crime. Since most of the counties qualify as rural areas, it will be most interesting to see what is revealed in response time improvement due to addressing.

These funds are just the beginning for what is hoped to be an investment from state government as well as from the community and business interests to jointly support local governments in their efforts to complete addressing projects.

Addressing Confronts Issues



The work by the Addressing Advisory Subcommittee has continued at a rigorous pace, with meetings almost every two weeks by either the Resource Committee or the full Subcommittee.

These meetings have proved to be very positive toward achieving the goals set forth in the state-wide addressing program.

Mapping Issues

The most recent meeting of the Resource Committee was held on December 13, 1990. The main focus of the meeting was resolving concerns of standardized addressing, such as difficulties with naming private roads.

Standards, of which choices are available in the Addressing Handbook for Local Governments, include street naming, address origins, street sign specifications, and structure identification.

Apparently, there is a need for more discussion in some specific areas. The Resource Committee considered recommendations proposed by staff. These will be considered further at the next meeting, with recommendations to be made to the full Subcommittee at a later date.

Proprietary issues related to the production of a statewide basemap were also brought up for discussion. The questions of data in the public domain and who should be responsible for the maps after development have been forwarded for response from the Attorney General's office.

TIGER Shines

A demonstration that was made possible through the use of aerial photographs provided by the Texas Natural Resources Information Systems (TNRIS) showed the relative accuracy of aerial photos to the Census TIGER Line file maps.

The use of TIGER as a base map to initiate addressing projects state-wide has been a major focus of the Subcommittee. This demonstration once again reinforced the versatility of TIGER.

If you would like further information on the progress of the Addressing Advisory Subcommittee or would like to be notified of any subsequent meetings, please call Darla Parker or Steve Barbre at 512-327-1911.

Barriers Removed for Equal Access

by Toni Dunne, Texas Commission for the Deaf

To kick off the implementation of RELAY TEXAS and the 9-1-1 TDD Distribution Program, a team consisting of staff from the Texas Commission for the Deaf, the Public Utility Commission, and the Advisory Commission on State Emergency Communications has travelled across the state to network and provide education to schools and town meetings. I got my feet wet quickly, as we visited 13 cities during my first two months on the job.

Making Citizen Contacts

Before meeting with the hearing-impaired communities in these cities, I tried to make contact and site visits with the area PSAPs, and to learn more about each system. This valuable experience helped me when I was talking with audiences ranging from elementary school children to senior citizens.

My ability to communicate manually (with sign language) eliminated communication barriers, and individuals began to approach me with their concerns and stories regarding their experiences with emergency services. With my eyes, I listened to the frustrations of many Deaf persons over time delays, and even hang-ups. There were many questions; for example, one Deaf person in El Paso asked if anyone at 9-1-1 could speak Spanish. With information I had received prior to the meeting, I was able to tell the person that all of the telecommunicators were bi-lingual. The crowd "cheered."

9-1-1 credibility is being enhanced within this unique segment of our population, as they learn what is happening at the state and local levels, and feel as-

ured that a person has been hired to address their specific concerns.

TDD Placement and Training

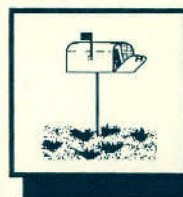
A survey was mailed out to the Councils of Governments and 9-1-1 Districts to determine how many TDD units need to be placed. TDDs have already been sent to counties that indicated 9-1-1 service is currently in place. A 9-1-1 PSAP should notify ACSEC if a TDD has not yet been received. Placements will continue to be made in PSAPs in time for Hot Test Phases.

Technology is continually being developed and improved. Therefore, research is an ongoing process. Development of a training program is underway. You will be receiving more information on it in the near future.

Telecommunications for the Deaf, Inc. (TDI), has approached ACSEC to provide expertise on emergency communications and we will be working together on the issue of Equal Accessibility in 9-1-1 at the national level. Along the same lines, we soon will attend a "Think Tank" session for the purpose of writing comment to the Department of Justice, regarding its Notice of proposed Rule Making for sections of the Americans with Disability Act of 1990.

It is truly exciting to be a part of the process of removing barriers to equal access. I thank those working on this program for patience and dedication as we meet the challenge of establishing a statewide system that will be in compliance with the new laws. When completed, the program will serve as a model to other states.

Mail Call



Your feedback is important to us. We like to know what you think, and what you want to read, so that we can continue to meet

your information needs. Any comments you have, or writing you wish to submit dealing with 9-1-1 is welcomed.

To submit articles, story ideas, pictures, letters, or suggestions on how we can improve this newsletter and better serve your emergency communications needs, 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. Include your address with all submissions.

ACSEC reserves the right to edit, clarify, and condense all submissions. Every effort will be made to stay true to the author's intent and purpose.

Send us your ideas!

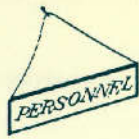
* I would like to see an article on _____

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

Name:

Title/Organization:

Address:



Spotlight: Olive Stephens

ACSEC and the Texas 9-1-1 community salute Olive Stephens this month for her dedicated service to 9-1-1 in Texas.

"Mrs. 9-1-1"

A petite, septuagenarian "ball of fire," Olive Stephens is often addressed as "Mrs. 9-1-1" by friends and co-workers in Denton County, Texas. Olive has worked diligently with Denco 9-1-1 since its very beginning, serving first on the steering committee and later joining the Board of Managers as the Mayor's representative. She believes that "you can accomplish any goal if you work hard enough and long enough!" The very successful August 18, 1990 cut-over of Denton County's 9-1-1, after many months of rough going, proves this point very well.

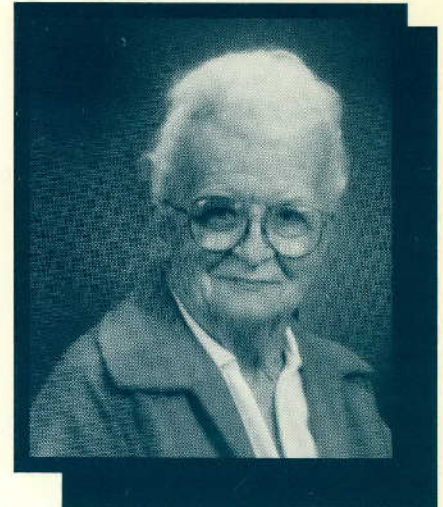
Early doubts on the adequacy of funding, compounded by protracted talks on system equipment made the District's planning months difficult. For a full year before district-wide fund col-

lection began, voluntary contributions of time, materials and energies were solicited. Mass mailings to all Denton County registered voters were organized to assure the passage of District funding. The drive resulted in an overwhelming 81% of voters approving the collection of fees. Now the Denco 9-1-1 is in full operation serving 33 cities with 20 police departments, 18 fire departments, and 12 EMS. Coordination is also made with five separate phone companies.

Plans are now being put in place by the Board of Managers to add Language Line to all PSAPs and, in the future, add PSAPs to cities/towns meeting District-set criteria. Keeping equipment updated and an aggressive Public Education program to encourage correct usage of the system are also current emphases.

Community Involvement

As well as her important 9-1-1 duties, Olive serves as Mayor of Shady Shores -- a community of 1,150 -- missing only



one city council meeting since beginning in 1963 as a council woman. Additionally, she is involved in the Denton County Mayors Association, the American Cancer Society, and the Denton Historical Commission. She serves in many capacities promoting the betterment of Denton County. And Denton County is better for having her!

The 9-1-1 community of Texas is better for having her as well, and we salute Olive for a job well done. Much continued success to Olive Stephens.

In Guadalupe County -- Call 9-1-1

The enhanced 9-1-1 communications system became a reality for the folks in Guadalupe County at midnight, January 31, 1991. The enhanced system includes two primary Public Safety Answering Points, one in Guadalupe County Sheriff's Office and another at the Seguin Police Department.

Guadalupe County has a population of about 58,000 citizens with four serving telephone companies. The county joined Bexar Metro 9-1-1 Network Dis-

trict in 1989. A majority of Guadalupe County is rural and, as a result of enhanced 9-1-1, a major addressing campaign is underway. The citizens can enjoy an improved emergency communications system, as well as the benefits of specific address assignments.

Seguin Police, Fire, and EMS used the implementation schedule for 9-1-1 to further enhance their operations by remodeling the Police Dispatch office and consolidating the Police, Fire, and

EMS Dispatch.

Guadalupe County is the third county in the Bexar Metro 9-1-1 Network to go on line with 9-1-1 in the past three years. It couldn't have happened without outstanding support from the community, it's leaders, and all the emergency service providers who donated their time and efforts to providing information and to helping test the system. Those who live in Guadalupe County can now "Call 9-1-1" when they have an emergency.

Agency Update

by Velia S. Williams

Best wishes to ACSEC Commissioners **Chairman Ron Harris** as he begins a four-year term as Collin County Judge; and **Lee Walker**, who was re-elected to another term as Denton County Commissioner.

Louis Hartley, Texas Department of Health commission representative, has retired and will no longer serve on the Advisory Commission on State Emergency Communications. Mr. Hartley was recognized for his contributions to the 9-1-1 Program at the January 23 Commission meeting.

His interest in emergency communications began in 1984 when a proposed bill crossed his desk at the Bureau of Emergency Management. In July, 1985, he was asked to serve on the "study" commission created by the Texas Legislature to determine the feasibility of statewide implementation of 9-1-1.

As a result of the commission's findings and recommendations, proposed legislation to expand the 9-1-1 emergency assistance telephone number statewide was developed. Today, the suc-

cess of that effort is evident as 98 percent of Texas moves toward 9-1-1 implementation and reaps the benefits of emergency telephone service.

Friends and colleagues will miss Louis, and hope he enjoys his retirement. We join in wishing the best to Louis and his family.

Gene Weatherall will replace Mr. Hartley on the Commission. Mr. Weatherall serves as chief of the Bureau of Emergency Management, and has 18 years' professional experience in all levels of emergency medical services, including emergency communications.

ACSEC and the Texas 9-1-1 community welcome Mr. Weatherall to his new post.

Ms. Helen Sommers joins the ACSEC staff as Systems Analyst, bringing with her 14 years of experience in telecommunications. Ms. Sommers is the former 9-1-1 PSAP supervisor for the Houston 9-1-1 City Neutral office.

She will fill the position vacated by **Darla Parker**, who now serves as coordinator for the Texas Addressing Program.

STDC Adds New Face

The South Texas Development has hired **Rene Fernando Cruz** as a "9-1-1 Specialist," effective January 3, 1991.

Rene, a native of Laredo, is a December, 1990, graduate of Southwest Texas State University. His degree is in computer science, with a minor in Mathematics.

Rene will be responsible for verifying the City of Laredo's MSAG, as well as training in the PSAP's and organizing community education efforts.

He will also act as the STDC's liaison to local government in all addressing issues.

We welcome Rene to the 9-1-1 arena.

DENCO Seeks Director

Denco Area 9-1-1 District is accepting applications for an Executive Director. Responsibilities include managing the fiscal affairs of the district, administering budget and personnel matters, coordinating the overall operation of a county-wide 9-1-1 network, supervising a small professional staff in the coordination of public education, training, and data base activities; and serving as primary liaison with the Board of Managers, elected officials, news media, service providers and the general public.

Requirements include: Bachelors degree in Public Administration, Computer Science, Urban Affairs, Business Administration, or related field plus five years experience in a managerial capacity.

Denco is an emergency communications district and serves a population of 300,000. It is an equal opportunity employer.

Please send resume to the following address prior to March 29.

DENCO Area 9-1-1 District
1660 S. Stemmons Freeway
Suite 295
Lewisville, Texas 75067

Ph. 214-221-0911
Fax 214-420-0709

Coming Soon . . .

National Telecommunicator Week

April 14-20, 1991



Telecommunications Service Priority



By March 1993, the Federal Communications Commission (FCC) has ruled that the Telephone Industry adhere to

a Telecommunications Service Priority (TSP) system that will have an operational and/or financial impact on 9-1-1.

What is TSP?

The TSP system will provide a means for subscribers (Federal, State, and Local government) to obtain treatment for provisioning and restoring NS/EP Telecommunications services. NS/EP services are those systems critical for maintaining a state of readiness or responding to and managing any event or crisis which causes or could cause harm to the population, damage to property or

a threat to national security.

The National Communications System (NCS) is responsible for administering the TSP program and assigns priorities based on a single set of criteria. The telecommunications provider is then required to comply with the priority system sequence in responding to provisioning and restoring the system.

Who Gets It? How?

Sponsorship is an additional step in the TSP request process for all non-federal service users. State and local governments will need to request TSP assignments through the Federal Emergency Management Agency (FEMA) and seek approval before a telecommunications provider can provide priority service to a governmental telecommunications service.

The FCC and the TSP program office maintain that this program is based strictly on optional participation.

Built into the TSP program is the ability for the telephone industry to recover their cost for assigning and maintaining the priority coding system.

Subscribers will see, based on state Public Utility Commission approval, TSP rates for non-recurring and recurring cost on each circuit for restoring or provisioning of telecommunications services.

For More Information . . .

For additional information or general questions about the TSP system, contact the TSP Program Office at 202-692-0040, or your local FEMA Representative.

Mapping Interpretation Class

The Advisory Commission on State Emergency Communications and the Texas Natural Resources Information Systems will be hosting a Mapping Interpretation class in Austin on March 14, 1991.

This class will be taught by Dr. Robert Baker from Texas A&M Univer-

sity and will be approximately 4 hours in length.

The exact time and location of this class have yet not been set. The cost per student will range from \$10 to \$20, depending on class size.

The class will be geared toward the novice with emphasis placed on Census

TIGER Line maps, Aerial Photography, and other generally accepted map types that could be used in a Rural Addressing Project.

For further information please contact Steve Barbre at 512-327-1911 or Kim Ludeke at 512-463-8338.

It Finally Happened

Docket 8585 -- "Texas First" Passes

by Joe Kirk



On November 28, the Public Utility Commission of Texas, with a 2 to 1 vote, approved the settlement in Docket No. 8585

(better known as "TEXAS FIRST"), with minor modifications. Chairman Ron Harris, Representative Bill Carter, and Mary Boyd made appearances on behalf of the 9-1-1 aspects of the case.

Four Part Settlement

There are four parts of the settlement which benefit the 9-1-1 programs directly.

(1) There will be a 25 percent reduction in the nonrecurring charges for Southwestern Bell 9-1-1 facilities and services.

(2) All Southwestern Bell step-by-step and crossbar central office switches will be replaced with digital switches over a four year period.

(3) As the switches are replaced, Southwestern Bell multi-party lines will be phased out. This will ensure that automatic number identification (ANI) will be available from all SWB lines.

(4) Finally, as the electromechanical switches are phased out, all SWB pay phones will be converted to dial tone first, which will allow 9-1-1 calls to be

made without first inserting a coin.

Benefits of the Settlement

The reduction in nonrecurring charges is expected to save almost \$3 million. The cost of modifying SWB step-by-step switches to handle 9-1-1 was projected to be about \$3.7 million. Some of those costs will be avoided as the old switches are replaced earlier than previously scheduled.

Although the other two programs will not result in direct dollar savings to 9-1-1, they will be of great benefit to the citizens of Texas in their use of 9-1-1.

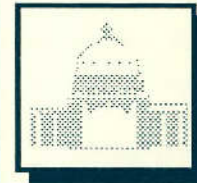
A Mixed Blessing

The bulk of the price reductions in this docket will apply to the prices that long distance carriers (IXCs) will pay for access to SWB's local networks. This will be a mixed blessing.

On the plus side, prices for intrastate toll calls (calls that both originate and terminate within Texas) will be reduced. However, since our equalization fund surcharge is tied to intrastate toll, our equalization revenues will also be reduced somewhat.

Hopefully, the reduction in toll prices will cause demand to increase, and the reduction in our revenues will be negligible.

Legislature Assembles



On Tuesday, January 8, the Texas state legislature re-convened in session. ACSEC will monitor the activities of the legislature

for any bills that may impact 9-1-1 or public safety communications.

As of this writing, House members have filed over 700 bills and Senators over 400. None of the bills filed so far address either of these areas.

For legislative information, contact Vander Phelps with the ACSEC.

Public Education



On January 23, 1991, ACSEC appropriated funds for this fiscal year to provide Public Education materials to Councils of

Governments and 9-1-1 Districts.

From the COGs, thirty-four counties will be cutting over to 9-1-1 systems during this period. Therefore, over a million people will benefit from ACSEC's action to provide local governments with 9-1-1 educational materials for citizens. Also, 9-1-1 Emergency Communications Districts will be provided with materials upon request. ACSEC has an array of telephone stickers, brochures, emergency vehicle decals, videos, and coloring books that are available.

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

A Note From NENA



Howdy!

Y'all are invited to the 1991 NENA Conference June 9-13, in Dallas, Texas.

Our conference will provide educational opportunities for all levels of 9-1-1 expertise, an exhibit hall full of vendors displaying the latest in technological developments, and recreation which all family members will enjoy.

The Loews Anatole, our host hotel, is the Southwest's largest hotel, with 1620 rooms, 18 restaurants and lounges, 11 shops, 3 swimming pools, and a 7-acre park including gardens, walkways, jogging trails and a lagoon. Throughout the conference you can enjoy the largest private art collection ever permanently displayed in a hotel. Loews Anatole is located just 20 minutes from the Dallas-Fort Worth airport and just 5 minutes from downtown Dallas.

American Airlines, our conference carrier and the nation's second largest airline, offers you a 45% discount off their normal fares for travel to the conference. General Rent-A-Car, our designated car rental agency, offers special rates for those desiring their own automobile during the conference.

Tours to Public Safety Answering Points (PSAPs) will be available throughout the conference. This year's tours will feature the state-of-the-art facilities in Dallas, Arlington, and Irving. Tours for your guest(s) while you attend workshops will be available, ranging from tours of Texas Stadium to Fort Worth and Dallas landmarks and shopping shuttles.

Five topical tracks of educational programs will be offered concurrently during the conference: Operations, Administrative, Legislative and Legal, Technical/Engineering, and Commercial. General sessions each morning will include topics of interest to everyone.

The Dallas-Fort Worth metroplex spans 100 miles and encompasses a population of million residents. Come visit Dallas, renowned for its cosmopolitan atmosphere, world-class restaurants, growing arts District, unlimited shopping, and of course, Texas friendly people. Within easy reach are attractions such as Arlington's Six Flags Over Texas and the Texas Rangers Baseball Stadium. A night in Fort Worth's historic stockyard district is planned, complete with romping and stomping at world famous Billy Bob's!

We look forward to meeting you in Dallas. Until then, happy trails to you and yours.

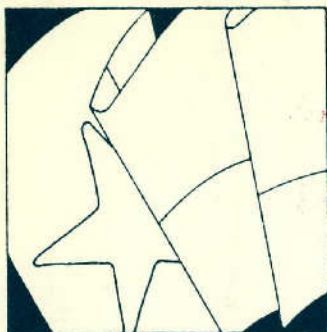
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NENA '91

Be There!

The latest in technology, the best in technical information, the most urgent of legal affairs . . .

Where do you find all this and more? In Dallas, Texas; June 9-13; at the 1991 National Emergency Number Association's Annual Conference. Leaders from all aspects of the nation's Emergency Communications community will come together for this 5 day conference to share information and ideas concerning 9-1-1 and its operations. For information on how you can attend this important event, see pp. 10-11 of this newsletter.



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

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