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# 9-1-1 Caller

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JUN 22 1992

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## Texan to Lead National 9-1-1 Group

By Vander Phelps, ACSEC Staff

Beth Ozanich joined the National Emergency Number Association (NENA) in 1986. At the National Conference in June this year, she will assume the Presidency of the organization.

Since joining NENA, Beth has held a number of positions. She was elected North Region Coordinator for the Texas NENA Chapter in 1987 and 1988. In 1989, she was elected Gulf Coast Region Vice President of National NENA and was elected Second Vice President to NENA in 1990.

Per the bylaws of NENA, she then automatically moved on to First Vice President in 1991, and takes on the helm of the National NENA in June when over a thousand delegates meet in Orlando, Florida for the Annual Conference.

"I decided when I first became a NENA Board Member that if I was really going to make a difference for NENA, I would have to start that very day, because once you reach the presidency, there isn't much time left," says Beth. Armed with three goals in mind, she immediately set out to make her goals a reality.

First, Beth wanted to improve the quality of all official publications distributed by NENA. Next was the desire to "change and add substance to the annual conference program" and finally "to devise a plan for involving more of the members in the activities carried out by the National Organization."



Beth spent time talking to everybody in the organization that she could. In order to know the direction that the membership desired, she got feedback from colleagues, Gulf Coast members, and the Board. She then took over as Editor of the NENA News and became Program Chair for the 1991 Conference that was held in Dallas and for this year's conference. The educational program layout changed significantly with the Dallas Conference.

The next task to await Beth was the reorganization of the standing committees and elimination of those that were "nonfunctional." With those accomplishments behind her, she now wants to focus attention on the membership. Members were mailed a questionnaire that asks them to express their needs and

*Continued on page 8*



*In Texas, When Seconds Count . . .*



# New Technology Identifies PBX Stations

The Trumbull Public School System recently solved a vexing identity problem when it became the first system in Connecticut and one of the first in the nation to install a patented new enhanced 9-1-1 technology. The equipment enables the local emergency dispatch center to identify the correct location of each phone in the nine-building school system.

Nick Nicholson, Chief Accountant and Project Coordinator for the school system, said, "Students and their parents, teachers and administrators now can rest assured that help will come directly to the right address whenever they call 9-1-1 in an emergency."

For their cooperation in the project, he thanked Telident which manufactured the equipment, Rolm which provided it, and SNET and the local

*"Students and their parents, teachers and administrators now can rest assured that help will come directly to the right address whenever they call 9-1-1 in an emergency."*

dispatch center which connected it to the enhanced 9-1-1 system.

The identification problem first surfaced last spring during Girl Scouts in Government Day at Madison Middle School. A 9-1-1 call to demonstrate how the emergency reporting system works produced the address of Trumbull High School, not Madison Middle School, on the display screen at the local dispatch center. The same address appeared on 9-1-1 calls from all nine school buildings.

A check showed that the statewide enhanced 9-1-1 system was functioning properly. When a 9-1-1 call is made, the system retrieves from its data base the address listed for the phone used. The problem is that with groups of phones served by one PBX system, only the billing location is identified by the PBX.

Telident has solved this problem through a patented 9-1-1 Station Translation System (9-1-1 STS™) which works in conjunction with PBX equipment. The 9-1-1 STS™ in Trumbull can identify the extension number in the school's PBX system from where a 9-1-1 call was placed. It then transmits a separate seven-digit number which was preassigned to that phone to the central enhanced 9-1-1 computer.

The computer then does its job, recognizing this number and forwarding to the local dispatch center both the phone's location listed in the data base and its school call-back number.

Bob Larson, SNET's enhanced 9-1-1 director, said, "We're glad that this new technology has come along. It creates the opportunity for companies and communities that own or lease a PBX system to better protect their people when an emergency occurs. This new technology will help to bridge a gap in the emergency reporting system."

The trial was conducted in association with the Bureau of Statewide Emergency Telecommunications and included dialing every telephone in the Trumbull school system to make sure that the correct address and call-back number appeared on the display screen at the regional dispatch center.

*"We're glad that this new technology has come along. It creates the opportunity for companies and communities that own or lease a PBX system to better protect their people when an emergency occurs. This new technology will help to bridge a gap in the emergency reporting system."*

## Tariff Update

By Joe Kirk, ACSEC Staff

Three of our telephone companies have recently had 9-1-1 tariffs approved by the Public Utility Commission. Sugar Land Telephone Company's Docket No. 10429 was approved with an effective date of April 29, 1992. United Telephone Company's Docket No. 10578 was approved as of March 19, 1992. CENTEL's Docket No. 10672 was approved as of April 15, 1992.

If any of the three telcos operate in your area, and if you would like a copy of the approved tariff, let me know.

An Examiner's Report has finally been issued in GTE's Docket No. 9667! It will be considered for approval at a PUC Final Orders meeting on June 3, 1992.

## Training Reminder

AT&T Language Lines Training for councils of governments and 9-1-1 districts personnel will be conducted on June 25, 1992, 8:30 a.m. - 12:00 p.m., at the ACSEC Offices.



# ACSEC Forecasts for Five Years

The Administration Committee of the Advisory Commission on State Emergency Communications (ACSEC) is in the process of developing a statewide forecast for the next five years. After reviewing the staff's estimates of the financial impact for the next five years, the draft report was mailed to the councils of governments and communications districts requesting their input.

ACSEC is taking into consideration such issues as upgrading current ANI systems to ALI, replacement costs of 9-1-1 CPE, addressing, and ancillary equipment. When the information is returned from the COGs and districts, the Committee will have a better sense of direction as to funding and project priority setting.

For more information on the five-year forecast, please contact the ACSEC systems analysts.

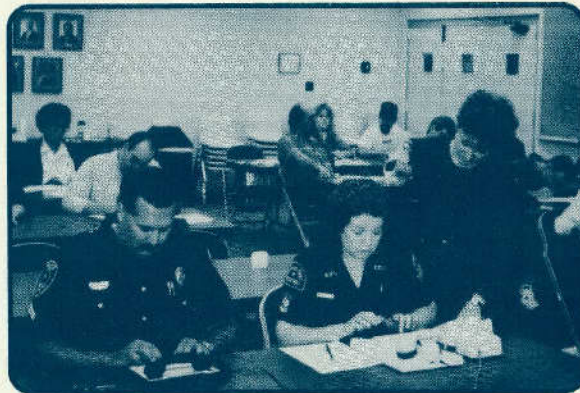
# TAD 9-1-1 Committee Reps Gearing Up

By Toni Dunne, ACSEC Staff

The recently-formed Texas Association of the Deaf 9-1-1 Ad Hoc Committee is gearing up for outreach efforts to the Deaf community. Although representatives have not yet been identified for each of the twenty-four councils of governments regions, many areas have representatives, and activities are off with a bang!

In the Houston-Galveston Area region, there will be an annual picnic. Also, plans are underway to coordinate a public education campaign blitz for the Deaf community with information provided by the councils of governments and the 9-1-1 districts.

The representative for the Brazos Valley Development Council is busy planning how to teach Deaf children about 9-1-1. Kudos to Hilda Arredondo at Concho Valley for taking sign language class to assist her in communicating with her representative.



Texoma Regional Planning Commission TDD Training

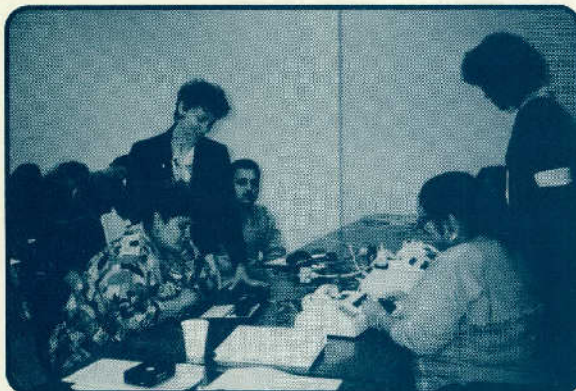
Art Olson in  
Texoma is

working closely with the Council for the Deaf with a desire to develop a program for sensitivity training.

The Midland Emergency Communications District held a Deaf community town meeting and a tour of the 9-1-1 facility. Congratulations to the emergency communications advisory committee in the Coastal Bend Area for making the TAD representative a member of the Committee. In Wise County in the North Central Texas Region, there are liaisons for special-needs communities such as non-English-speaking and the Deaf communities.

These are some of the activities of which we are aware; if there are others, we would like to know about them. Networking, including persons with disabilities on our boards and committees, and outreach are definitely pro-active approaches in our efforts to provide quality services.

Texas is doing great! Keep it up as we continue to lead the nation!



Middle Rio Grande Development Council TDD Training



# More Cutovers for DETCOG

By Steve Smith, Deep East Texas Council of Governments



Tyler County

The year 1991 proved to be a busy year for the DETCOG 9-1-1 staff. We made E9-1-1 available to the citizens in two of our twelve counties during 1991. Jasper County citizens gained access to 9-1-1 on May 29, and Houston County cut over on August 30.

Nine-one-one has made a difference since its installation in these two counties. For instance, recently, a local paper ran two different articles about 9-1-1 being called in response to a baby not breathing. In both situations, an ambulance was dispatched, and both babies began breathing. They were

taken to local hospitals to be examined and were then released. Stories like these send a warm, fuzzy feeling throughout the twelve-county region. This year has been an even busier year. We have cut over seven more of our counties

through April 15, 1992. On January 10, 1992, we cut over our first fully-enhanced system in Angelina County. At 9:11 a.m., over 150 citizens and governmental officials gathered at the Lufkin City Hall to await the cutting of the ribbon by the Honorable Louis Bronaugh, Mayor of Lufkin. Mary Boyd, Executive Director of the ACSEC, also was present and updated the Angelina County citizens on the statewide progress of 9-1-1. She presented each participating governmental entity with a certificate of appreciation.



Newton County

were presented to participating governmental entities.

We are in the process of scheduling cutover ceremonies for the remaining counties that have cut 9-1-1 in the last several months. We look forward to completing this phase of the 9-1-1 implementation process for our DETCOG counties.

## 9-1-1 Worked for Her

By Peg Laware, Bandera

Reprinted with Permission from the Bandera Bulletin, Letter to the Editor, April 29, 1992

Dear Editor: Believe me, 9-1-1 works. On Tuesday, April 21, I left my home for no more than 10 minutes. On my return, I opened my front door to find my jewelry box and tape player sitting on the floor by the door. I stayed outside on the porch, then started calling my husband's name. About 5 seconds later, a (man) walked out of my bedroom. I immediately started to scream, "Help, someone help me!" The burglar just stood in the bedroom doorway look-

ing at me. . . My three dogs were standing next to me by now, realizing I was in serious trouble. . . The next thing I knew, (the burglar) came running out of my home, then my three dogs went into action chasing him down the hill in front of our home.

I went in the house and dialed 9-1-1 and the phone was answered immediately. I gave the dispatcher a description of the burglar and the direction he headed. The deputies were in our

subdivision (Bandera Ranch Acres) within three minutes and had the suspect in custody shortly thereafter.

The Sheriff's Department deserves a big pat on the back for their quick action. Also, they were caring and kind to me after the apprehension of the burglar.

Again, citizens of Bandera County, remember we have 9-1-1 now, and if you need it, use it.



# Six ETCOG Counties Implement 9-1-1

By Joanna Oliver, Public Education  
Coordinator, 9-1-1 Network of East Texas

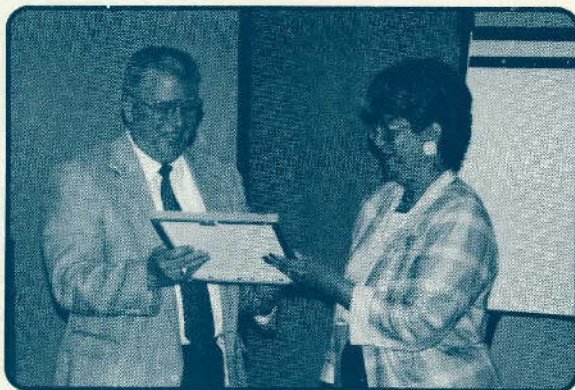
The East Texas Council of Governments and the 9-1-1 Network of East Texas recently celebrated the implementation of 9-1-1 in six of the regional counties.

Earlier this year in February, Camp County went "live" with 9-1-1. In March, the emergency number became operational in Wood County; and in April, the four other counties celebrated the implementation of 9-1-1 with "cutover" ceremonies in their respective counties. Those four counties - Gregg, Rains, Cherokee and Upshur announced to their citizens that 9-1-1 was operational the same week that the nation and the state recognized "Telecommunicator Week."

Initial dispatcher training was conducted prior to "hot test" in each county with follow-up training to be scheduled. Toni Dunne, TDD Coordinator with ACSEC, conducted a TDD class on Monday, May 18 for dispatchers in the ETCOG counties. Public Education Committees have also been organized in the regional counties to establish educational programs beneficial to all citizens. Members consist of housewives, retirees, telephone company personnel, law enforcement, fire department and EMS personnel, business men and women and teachers who will present programs to schools and civic organizations in their respective counties. Public education material has been distributed to each county; and plans for radio and TV Public Service Announcements, and outdoor billboards are also well under way.



Helen Sommers of the ACSEC staff presents a certificate to Sheriff Frank White of Wood County.



Judge Lee Williams of Wood County receives his certificate from ACSEC staff Helen Sommers.

The East Texas Council of Governments consists of fourteen counties. Smith, Henderson, Rusk and Harrison are fully-operational 9-1-1 districts. In Anderson County (ANI), 9-1-1 has been operational since April 1991. Camp (ANI/ALI), Wood (ANI/ALI), Gregg (ANI/ALI), Rains (ANI), Cherokee (ANI/ALI) and Upshur (ANI) counties went live earlier this year. Van Zandt (ANI) county is scheduled to go live on May 26, 1992, and Panola (ANI/ALI) county is scheduled to be operational by July 1993. Marion County and the city of Jefferson are the only two entities not participating in the regional 9-1-1 plan at this time.

Several of the counties participating in the regional plan are beginning to establish rural addressing. Sheriff Charles Elwonger in Camp County has begun a campaign to locate the rural residents and businesses so that a physical address can be assigned. At the same time, several other counties are looking into different options to address their county. On the afternoon of May 13, ACSEC conducted a rural addressing seminar at the Council of Governments in Kilgore.

Wanda Hillhouse, Regional Plan Coordinator, has recently begun working on revisions of county plans to update ANI-only systems to ANI/ALI. ETCOG continues to work diligently to complete implementation for the entire region as the state reaches virtually 100 percent coverage of 9-1-1. It's great to be part of such a tremendous success.



## Abilene Civic Club Educates in 9-1-1

By Pete Beretta, Abilene/Taylor County 9-1-1 District

After several years in the making, the Museum of Abilene had its Grand Opening in February 1992. Thanks to a special gift from a local civic club, the Abilene/Taylor County 9-1-1 District was included in this historic event.

Ten thousand dollars (\$10,000) was donated by the Key City Kiwanis Club for the purchase of a KIOSK computer to be displayed in the Children's Learning Section of the Museum. This computer will teach children about reporting emergencies by touching the correct answer to questions displayed on the computer screen.

The program is divided into three categories. The first display is a telephone keypad used to train children to dial 9-1-1. The second phase asks the child through a series of scenarios when it is appropriate to dial 9-1-1. A verbal yes or no is given for each scenario. Finally, the user hears a prerecorded 9-1-1 "Call" between the call-taker and a child simulating an emergency.

The Abilene/Taylor County 9-1-1 District is extremely grateful to the Key City Kiwanis Club for their interest in the youth of our community.



## Spring APCO/TENA Conference Held

By Helen Sommers, ACSEC Staff

The 1992 Spring Conference of TENA/APCO was held at the Del Lago Resort in Conroe and was a huge success. Our thanks go out to Mary Mabbitt, Executive Director of the Montgomery County Emergency Communication District and her staff.

A wide variety of workshops was held that address all phases of 9-1-1 planning, implementation and post-

cutover. Addressing, TDD, public education, the ADA, the statewide 9-1-1 program, pre-arrival instructions and liability were among the many topics discussed.

Next year's Spring Conference will be hosted by the South East Texas Regional Planning Commission and will be held in Beaumont.

## Texoma Pros

By Art Olson, Texoma

Susan Case and Connie Welch - when you think of professionalism, you think of Susan and Connie. Susan is Communications Supervisor at the Gainesville Police Department, and Connie fills the same position at the Cooke County Sheriff's Office.

When they heard of Telecommunicators Week, the wheels started to spin. Knowing their dispatchers were special people, they wanted the citizens of Gainesville and Cooke County to know the people who responded to their emergency calls. Not known for their shyness, Susan and Connie took to the streets. Merchants responded with candy, balloons, VIP dinners, notebooks, and pen and pencil sets.

The Gainesville Register recognized a dispatcher from each agency each night of the week. Gainesville City Fathers responded by hosting a reception for their telecommunicators and presenting them with a certificate of appreciation. These special supervisors were also recognized by their dispatchers. Thanks to the people who make my job easier.

**August 9-14** -- Associated Public-Safety Communications Officers Annual Conference, Seattle, WA. Contact: APCO (800)824-1850.

**August 10-12** -- Special Event and Disaster Planning, Evanston, IL. Contact: Northwestern University Traffic Institute. Contact: (708)491-5270.

**September 9-12** -- Texas Association of Regional Councils 27th Annual Conference, Corpus Christi, TX. Contact: TARC (512)478-4715.

**September 11** -- ACSEC 9-1-1 Day in Texas held in Corpus Christi during the TARC Conference.



# Central Texas Holds POWERPHONE Training



By Jim Oborski, CTCOG

The Central Texas Council of Governments(CTCOG) recently hosted an emergency medical dispatch course in Belton. Attended by 36 police and fire dispatchers from four counties, the two-day course was presented by POWERPHONE with Toby Lazor as instructor.

CTCOG which is implementing nine fully-enhanced 9-1-1 systems in April decided to conduct the course based

upon citizen perception and expectations that local dispatchers should be able to perform some of the same life-saving techniques they see on the popular television program "Rescue 9-1-1."

For most dispatchers, this was the first time they had ever received any sort of formal job-related training.

A repeat of the course is scheduled for early next year.

## Student Comments

"Give the instructor a raise."

"Anyone working in this field should have the opportunity of attending."

"Supervisors should be required to attend."

"Have never in my 15 years of dispatching been to a class like this one."

Enjoyed this course."

"Great!"

## Don't Miss NENA 1992!

June 6 - 10

Educational opportunities abound with this year's schedule of events!

*Evolution of 9-1-1: What Features Should it Provide?*

*Telecommunications Services Prioritization (TSP)*

*Geographic Information Systems: A Tool Whose Time Has Come*

*Network Contingency Planning: The PSAP Perspective*

*Consolidation and Civilianization of Emergency Communications*

*Implementation of a Public Education Program*

*Political Realities of 9-1-1 Implementation*

Conference Hotel (407) 827-2727  
Travel Arrangements (800) 869-8845

How Long Will it Take to See All the Sites? Be sure to add additional time to your trip in order to not miss out on any of the exciting attractions of beautiful Orlando!

Activities and Attractions	Time to Allow*
<b>Walt Disney World Vacation Kingdom</b>	
Magic Kingdom	2 Days
EPCOT Center	2 Days
DISNEY--MGM Studios	1 Day
River Country or Typhoon Lagoon	1 Day
Shopping Village	1/2 Day
Pleasure Island	2 Nights
<b>Recreation</b>	
Golf	1/2 Day
Tennis, Swimming, Boating	1/2 Day
<b>Sea World</b>	1 Day
Boardwalk and Baseball	1 Day
Kennedy Space Center	1 Day
Cypress Gardens	1 Day
Busch Gardens	1 Day
Universal Studios Florida	1 Day

\*Compliments of the Buena Vista Palace, Host Hotel for NENA '92.



Ozanich. Continued from page 1

expectations of NENA and also their opinions on several organizational functions. Having received further input from members, Beth is now poised to lead the organization to even higher levels of commitment and activism in 9-1-1 issues.

Beth is married to Paul Ozanich, a geologist. They have one son, Nicholas, who turned one year old last December. She is the Data Base Manager for the Tarrant County (Ft. Worth) 9-1-1 District, a position she has held since 1985.

## Dispatcher Shot at While on Duty in Thomasville

Reprinted with Permission of NC Chapter NENA Newsletter, Mar/Apr 92

The Thomasville Police Department and the Davidson County Sheriff's Department were searching for a drive-by shooting suspect after two gunshots were fired into the Sheriff's Department office building at about 1:30 a.m. in the early morning hours of February 8, 1992.

Davidson County Sheriff's Department's dispatcher William R. (Bill) Tussey, who was scheduled to retire in just 9 more days, dived for cover behind his desk when the gunfire erupted.

According to an article which appeared in the February 1992 edition of *The Thomasville Times* newspaper, Bill

## Nortex District Director Resigns

A retirement reception was held on March 31, 1992, for Sidney C. Smith, former Executive Director of Nortex 9-1-1 Communications District in Wichita Falls. Attending the reception were approximately 100 friends, rela-

the telephone companies and local government offices for their support. In the November 4, 1987, election, the voters overwhelmingly approved the proposition for enhanced 9-1-1. In early 1988, the people of Wilbarger annexed into the



Left to Right: Sue Jones - Staff, Gary Young - Incoming Executive Director, Sidney Smith - Outgoing Executive Director, Vereda "Sam" Koch - Staff, and Barbara Cowart - Staff.

tives, past co-workers and local governmental liaisons for the counties of Wichita and Wilbarger Counties.

While employed by Wichita County Emergency Management, Sidney had the vision for enhanced 9-1-1 for Wichita County. In 1986, the process was put into motion, and he began contacting

Wichita County 9-1-1, bringing about the creation of the Nortex 9-1-1 Communications District.

Sidney leaves friends and colleagues in the workplace, but retires to travel with his Model "A" friends and help build new churches.

was seated at his communications console when he noticed a car driving by slowly. He got up to see who it was when the shots rang out.

He said that he saw the car; then he heard two quick gunshots and saw flashes of light from the gun barrel.

So, he ducked down behind his console which was only about 8 feet from the point of impact of the bullets. One of them went through the front door glass and struck a soft drink machine. The other lodged inside of a metal door casing nearby.

Bill said, "You would think that someone doing that would speed away, but he didn't. He just drove on up the

street, stopped for a red light, and then turned right on through town."

Officers had already investigated two incidents of shootings into buildings before Bill's close call.

Shortly afterwards, a call was received from a nearby Taco Bell restaurant, reporting that gunshots had also been fired into that building.

The shootings continued into the night, with a total of nine such incidents being reported.

No one was injured in any of the shooting incidents, although it might be assumed that Bill was probably shaken up a bit.

Who wouldn't be?



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# ACSEC Programs Director Moves to Boston

By Velia Williams, ACSEC Staff

The Boston-Austin connection will have more meaning with the 9-1-1 community with the recent departure of Glenn Roach, former Programs Director with the Advisory Commission on State Emergency Communications. The high tech State of Massachusetts turned its attention to the state most noted for the Dallas Cowboys, barbecue and its 9-1-1 program to find the most able person to lead the state to 9-1-1 implementation. The State of Texas has

ranked among the top in the nation for its innovative and successful program.

Glenn was selected to head the Massachusetts Statewide Emergency Telecommunications Board. Massachusetts is a state with a single major telephone company, New England Bell Telephone. The 9-1-1 legislation calls for statewide cutover by December 1995.

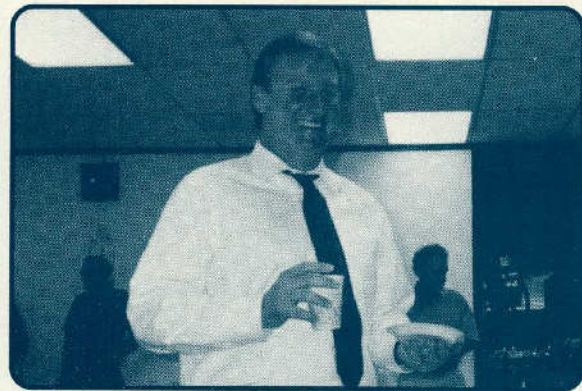
Glenn joined the Advisory Commission on State Emergency Commu-

nications in September 1988, as Communications Procedures Specialist and was later promoted to Programs Director. Glenn's commitment to public service and 9-1-1 accessibility spans a period of 12 years. He departs at a time when 78 percent of the Texas population now has access to 9-1-1 emergency telephone service.

Nine-one-one friends gathered in Austin on April 27 to wish Glenn success in his new and challenging role.



Left to Right Front: Glenn Roach, Executive Director Mary Boyd, and Commissioner Charles Clapsaddle. Left to Right Back: Commissioners Bill Munn, Jim Ray, and Chairman Ron Harris.



Glenn Roach in the Foreground. Background: Fred Keithley from the North Central Texas Council of Governments.

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## LRGVDC Gets New Personnel

Richard Hinojosa and Silbia Barajas have been named to head the 9-1-1 Program in the Lower Rio Grande Valley Development Council region.

As a result of the departure of Martha Castillo, Richard is now the Director of Regional Planning and Services. His duties include supervisory

and administrative functions in the areas of physical planning and programming. Some of the projects include 9-1-1, Natural and Environmental Resources and Urban Mass Transportation.

Silbia Barajas assumed the position of 9-1-1 Planner in March. Her

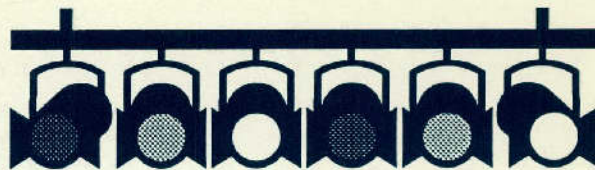
primary responsibilities will be to oversee the implementation of 9-1-1 in Hidalgo and Willacy counties. Before coming to LRGVDC, she worked for the 9-1-1 District in Cameron County for five years. As a 9-1-1 Assistant, she was responsible for data base management, training and office management.



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# In The Spotlight

## A Response to Disaster

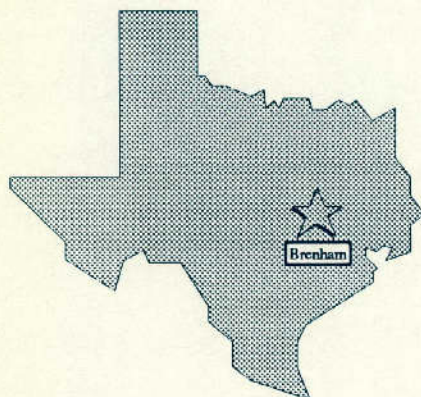


By Jill Hyde, Brazos Valley Development Council

On Tuesday, April 7, 1992, a massive explosion and devastating flash fire ripped through the Seminole Pipeline Company salt dome storage facility near Wesley, killing three people and injuring 20. Wesley is a community of approximately 60 residents in Washington County.

The following is the sequence of events leading up to the deadly explosion:

6:09 a.m. - A hazardous gas alarm at Seminole Pipeline's underground salt dome storage facility outside Brenham, Texas, was received at the company's headquarters in Tulsa, Oklahoma. Five local technicians were dispatched to the scene.



6:59 a.m. - Washington County Sheriff's Office received a 9-1-1 call from Jane Meinen, who lived several hundred feet from the surface facilities over Seminole's underground salt dome. In a gasping voice, Mrs. Meinen complained about a gas odor that was so strong "that it woke me up."

7:05 a.m. - After receipt of the 9-1-1 call, the Brenham Fire Department called Mrs. Meinen back to tell her a pipeline crew was at the scene and was searching for the source of the leak.

7:08 a.m. - The explosion occurred. Mrs. Meinen's 6-year old son, Derrick, was thrown 150 feet from their trailer by the explosion and died instantly. Mrs. Meinen was one of the four critically injured and flown to Houston's Hermann Hospital.

The blast, which registered between 3.5 and 4.0 on the Richter scale at Rice University in Houston, caused property damage at \$3.5 to \$4 million. The pipeline carried propane, a liquefied petroleum gas which, under the right conditions, is equally as explosive as natural gas.

Electrical power was disrupted within a three-mile radius. Telephone facilities were not damaged by the blast; however, the number of telephone lines into Washington County were cut by 50 percent because of the number of people calling into the county. The temporary cuts were made to avoid overloading the central office in Brenham.

Shortly after the explosion, the Southwestern Bell Network Maintenance Center in Dallas invoked the "choke network." SWBT restricted community calls to Brenham so that outgoing calls for help could be completed. According to Cindy Clugy with SWBT, this is a standard procedure in the event of disaster and does not affect 9-1-1 delivery to the PSAP. However, because the Washington County 9-1-1 system is served through a tandem with a foreign dial tone, no 9-1-1 transfers could be made while the inbound restrictions were in place.

According to the Washington County PSAP, calls were being received on both 9-1-1 and their administrative lines for approximately 15 minutes immediately following the explosion. Then everything went silent. The system was overloaded - no calls and no dial tone. At

about 8:50 a.m., calls started trickling in on the administrative line, and there were complaints that it took anywhere from 20 to 45 minutes to get through. The first 9-1-1 call to get through after the explosion came around noon and the PSAP was able to transfer it to the Brenham Fire Department.

Law enforcement, fire fighters, emergency medical personnel, veterinarians, and volunteer workers arrived from Brazos to Harris counties to assist Washington County emergency efforts. Hospitals in Brenham and Bellville invoked their disaster plans and geared up for a worst-case scenario. Brazos County, Washington County, and Texas prison inmates from the Wallace Pack Unit in Navasota sifted through the debris for machinery they feared might spark another explosion. Everyone cooperated and did a remarkable job. Only praise can be expressed for all of the entities that contributed to the emergency response efforts.

Also, thanks to Southwestern Bell Telephone for their quick response. Personnel were dispatched from Rosenberg as soon as they heard the explosion. Due to their arrival on the scene, they were able to respond to the PSAP personnel and keep us informed of the situation.

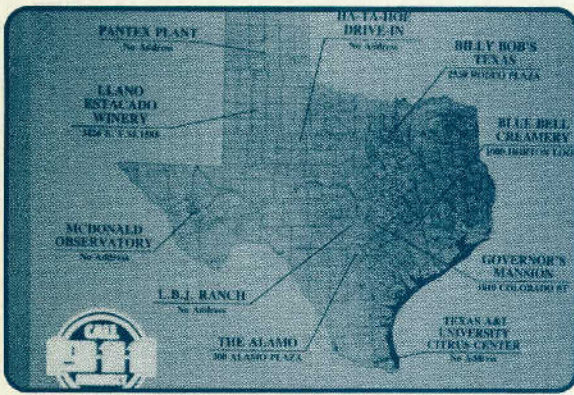
Investigators say a massive amount of gas from a still undetermined leak, was possibly ignited by a car driving through the gas vapor cloud. However, exact circumstances surrounding the explosion are still being investigated by the Texas Railroad Commission and the National Transportation Safety Board.

Washington County was the first 9-1-1 system to cut over in the six-county Brazos Valley Development Council Network on April 3, 1991.



# Rural Addressing Day Recognized

An estimated 500,000 Texans do not have a street address for use in an emergency. To recognize the need for rural addresses and the people helping assign addresses, Governor Ann Richards proclaimed April 16 as Rural Addressing Day in Texas.



The day was highlighted by a press conference at the State Capitol to draw attention to the lack of addresses, particularly in rural areas of counties. The ACSEC has identified 235 counties needing either technical assistance, funding, or both in order to complete the addressing in their communities.

Several regional councils participated in Rural Addressing Day through local events recognizing progress in addressing efforts.

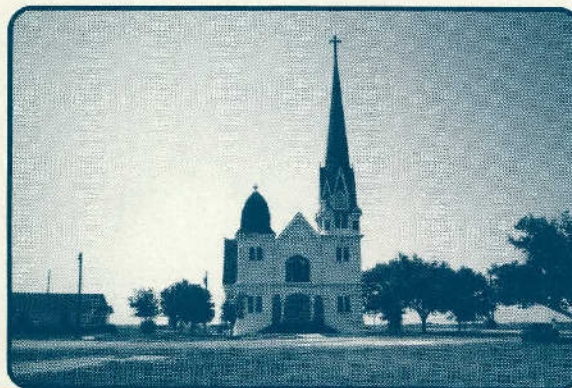
This day of recognition featured the Governor's representative, Tom Vickers, Director of the Governor's Criminal Justice Division, and others working with the ACSEC Commission on the addressing program. Vickers, former Bexar County judge, described first-hand knowledge of the addressing problem during his term of office. Representative Bill Carter,

in talking about the development of statewide 9-1-1 legislation in 1986, stated that the extent of unaddressed residences was not fully known at that time. He and Senator Steve Carriker then sponsored and helped pass S.B. 1091 authorizing counties to address their areas.

United Telephone Company of Texas and Southwestern Bell Telephone publicly expressed their support for addressing through funding announcements. United has committed \$260,000, and Southwestern Bell will fund addressing projects through a five-year plan with an undetermined amount to be made public later.

A five-foot square state map was displayed to vividly show the addressing problem. Points of interest throughout the state were marked such as the LBJ Ranch (no address) and the Blue Bell Creamery in Brenham (addressed) among others. Regional councils and emergency communications districts' staff researched 10 sites before declaring them addressed or unaddressed. Thanks go to them for assisting with the presentation.

In addition to the telephone companies, the Public Utility Commission, the Texas Department of Transportation,



## Official Memorandum State of Texas Office of the Governor

With the advent of statewide 9-1-1 emergency number service across 95% of our state by the end of 1992, a call for help can reach emergency services more quickly when seconds count.

Emergency services need a street address to guide them to citizens in an emergency. However, over two-thirds of rural Texas roads lack street addresses. Lack of street addresses not only contributes to loss of life and property for emergency providers, but it also results in extra labor and travel costs to businesses who must locate and deliver goods to rural Texans. Even the Bureau of the Census recognizes the lack of addresses as a factor in undercounting Texas population because census questionnaires cannot all be accurately delivered.

Local governments are now working together to identify the areas which lack addresses and to assign new addresses. Through a joint effort between local, state, and federal agencies and the telephone companies and utilities, new addresses will improve emergency response time and benefit businesses who operate in rural areas. Other states are now looking to Texas as a leader in addressing its communities.

The people of Texas should be encouraged to recognize this joint effort of government and business as they move to address all Texas residents and to improve the delivery of emergency services.

Therefore, I, Ann W. Richards, Governor of Texas, do hereby proclaim Thursday, April 16, 1992, as:

### RURAL ADDRESSING DAY

in Texas and urge the appropriate recognition thereof.

and the Bureau of Census were recognized for their support and contribution of funds and TIGER maps to help counties address. PUC Chairman Robert Gee, Texas Department of Transportation Commissioner David Bensen and Analisa Rusnack from the U.S. Census Bureau attended to accept this recognition.





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

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