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9-1-1 Caller

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Advisory Commission on State Emergency Communications

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A SPECIAL COMMUNITY



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9-1-1 DAY IN TEXAS!

ACSEC Honors Emergency Communications Personnel by Velia S. Williams

Over 20 thousand calls are received daily through emergency communications systems in Texas. Some of the emergency calls received are more serious than others; some involve more than one victim, or offender; and other calls require more than one public safety responder to the scene. In all cases, however, the telecommunicator receiving the call must exercise a combination of learned skills, common sense, and composure.

The telecommunicator must be able to command control while he or she talks to the caller, enters the information into the computer, dispatches the appropriate public safety responder(s), visualizes the emergency, and decides how best to respond in order to enhance communication. Imagine how you would handle the following scenarios:

- a female juvenile calls and says her stepfather has a gun to her mother's head;
- an 11-month old child is having febrile convulsions and is unable to breath;
- two teen-aged boys are found unconscious in their smoke-filled house;
- a fight at an apartment erupts into a riot with approximately 150 people at the scene; and

- a potentially deadly chemical explosion and fire are reported at an industrial plant.

These calls were actually received. The telecommunicators (dispatchers, firefighters, police, call takers, etc.) who handled the calls exercised skill and performance that exceeded the normal routine of their assigned duties. Because of their capabilities, they were able to assist in the saving of lives and reducing human suffering. As for the policemen, firemen, and emergency medical technicians who were dispatched to assist, they are to be commended for their rescue efforts and unselfish acts of bravery.

On Tuesday, September 11, the Advisory Commission on State Emergency Communications assisted in hosting "9-1-1 Day in Texas" to recognize the growing importance that emergency communications plays in linking citizens with police, fire, or emergency medical service in time of need. On this day ACSEC also applauded all levels of public safety, local governments, and the telephone industry for the progress seen in the implementation of emergency telephone service to approximately 97 percent of the Texas communities. Many of these organizations were instrumental in hosting this important event.

To pay tribute to the hundreds of professionals who serve their communities as public safety telecommunicators
See Page 8.





9-1-1 Responds to a Special Community

by Susan S. Tiller

Corpus Christi Area Council for the Deaf

In the bedroom, the special smoke detector light blinks, rousing the hearing-impaired man. He turns to the phone to call for assistance. If he dials 9-1-1, will he receive the help he needs in time?

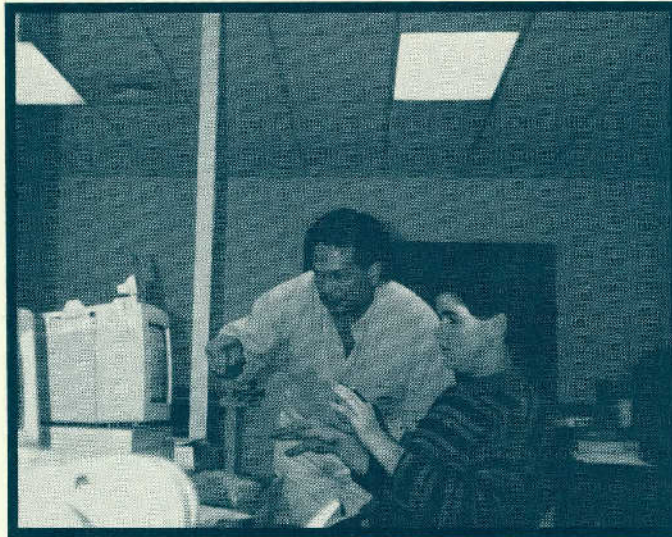
Yes. The 1.4 million deaf and hard-of-hearing Texans will be able to utilize the system because of the procurement of TDDs (Telecommunications Devices for the Deaf) to be used in conjunction with the 9 - 1 - 1 equipment. The TDD is a machine that, when connected to the phone, conveys the emergency caller's message by typing the words.

Hard-of-hearing persons and those who became hearing- or speech-impaired after acquiring speech will probably use grammatically correct English as they type their message.

Those persons who have been deaf from birth or deafened later in life, however, might be more comfortable using their own language, American Sign Language (ASL).

ASL is not English or Spanish or French; it's a language with its own

syntax. Sometimes the deaf person will use his language in a written form, which can be confusing because it may resemble bad English grammar, but still be correct ASL. An example of this is



Ben Salinas, an instructor, and Michael Stokley, a student, at the Texas State School for the Deaf communicate with ASL. Those who use written ASL can now use the emergency communications system.

the sentence "I am going to town" -- which might be written in ASL as "Go town me."

Because ASL is a conceptual language, words without meaning are deleted, such as "a," "an," "the," "was," "were," "am," and so on. Word endings

are also deleted because time factors are usually signed first, as in "Yesterday, go town me" -- which in English would be written "I went to town yesterday."

To learn a language which cannot be heard is a great obstacle to overcome. Many deaf people's reading grade levels and comprehensions are below that of hearing peers because of this difficulty. Special training about deaf culture, the language differences, and the operation of the TDD will hopefully be given as the TDD is placed in each emergency dispatch center.

It is vital to every hearing- and speech-impaired Texan that every telecommunicator and dispatcher be able to recognize and respond to each TDD call.

In the deaf community, we will begin to inform the

deaf population about the use of 9-1-1 so that they will be more comfortable utilizing it in emergencies.

As the mother of a hearing-impaired child, I will make sure that my daughter knows how to access 9-1-1 with ASL through the use of TDDs.

This Section of the 9-1-1 Caller is dedicated to those members of the hearing- and speech-impaired community who have helped bring to the attention of the state the need to implement equal access emergency communications for all citizens in the state.

ACSEC Approves TDD Plan to Provide Equal Access to 9-1-1

by David Derbonne

In March of this year the Advisory Commission on State Emergency Communications approved a statewide 9-1-1 Telecommunications Device for the Deaf (TDD) distribution program. This program will allow for the distribution of TDDs to all 9-1-1 public safety answering points in Texas.

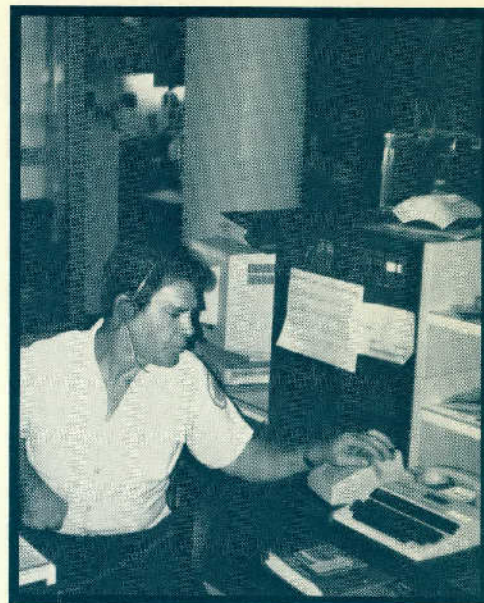
These TDDs will be distributed on an as-needed basis, first to the operational 9-1-1 systems currently providing service, then to each system as they go on-line. Through the implementation of this program the hearing- and speech-impaired community will have easier access to emergency service providers in their area.

Both Sprint Services, which

implemented the Dual-Party Relay System, and ACSEC have gone into contract with the Texas Commission for the Deaf (TCD) to provide public education and training. Originally the TDD distribution program was to begin in January 1991, but due to the establishment of similar contracts, TCD will escalate the program to coincide with the implementation of the Dual-Party Relay Service.

Through the implementation of these programs Texas is moving forward in providing access to 9-1-1 and the telephone system for the hearing- and speech-impaired communities.

For more information on these programs, contact Glenn Roach at 512-327-1911.



Phillip Wallace, a dispatcher at the Austin Police Department operates the Telecommunications Device for the Deaf. With the implementation of these devices, the hearing-impaired can receive prompt response to their emergency calls.

Through the implementation of these programs Texas is moving forward in providing access to 9-1-1 and the telephone system for the hearing- and speech-impaired communities.

What is Relay Texas?

In the 71st Legislative Session, the State of Texas granted the Public Utility Commission authority to establish a statewide relay service that would give persons who are deaf, hard-of-hearing, or speech-impaired complete access to the telephone lines for the first time.

The result is that the PUC has contracted with Sprint Services to provide Relay Texas, which began service on September 1, 1990.

With Relay Texas, a person who is deaf, hard-of-hearing or speech-impaired may communicate over the telephone to a person with normal speech and hearing. Customers who are deaf, hard-of hearing, or speech-impaired will

use a telecommunications device to interact with the Relay Texas center. A specially trained customer relay agent will serve as a conduit to conversations either electronically over the telecommunications device, or orally to persons with normal speech and hearing.

The Relay Texas center may be accessed by any calling party by dialing either of two numbers: to reach the TDD number, a party may dial 1-800-Relay TX (1-800-735-2989); to reach the voice number, a party may dial 1-800-Relay VV (1-800-735-2988).

Relay Texas is available to users 24 hours a day, 365 days a year.



Getting The "Number" Out

by Carey F. Spence



Part of the success of a 9-1-1 system is having the community informed of its existence and proper use. ACSEC is trying to achieve a high level of public awareness throughout Texas.

One step in this process is providing the necessary assistance to all 9-1-1 entities. This assistance can be demonstrated in many forms such as, presentation of information to local governments, fielding any media inquiries, development of training programs, and the provision of public information materials, to name a few.

Currently, ACSEC is working on the production and distribution of

several public information materials to aid the councils of governments (COG's) in their local educational campaigns. These materials will be presented in a catalogue to the COG's, which in turn will order the desired materials on a county-by-county basis as each system comes on-line.

The items that will be available for distribution include, among other things, the following: lapel pins, balloons, brochures, telephone stickers, children's stickers, videos, public service announcements, emergency vehicle decals and county recognition certificates.

The new ACSEC brochure and telephone stickers were introduced at the 9-1-1 Day ceremonies on September 11. This brochure has a straight-forward question and answer format and is available in English and Spanish. The goal of this production is to have an informative brochure that any entity can use to educate the public about 9-1-1.

ACSEC will continue to assist all organizations in furthering the awareness of 9-1-1 and its proper usage. *For more information, please contact Carey Spence at 512-327-1911.*

9-1-1 Tariff Updates

by Joe Kirk

Docket No. 9186

In a decision rendered August 15, 1990, the Public Utility Commission of Texas approved requested changes to the 9-1-1 section of Fort Bend Telephone Company's tariff. The Company had filed its request with the PUC in early December, 1989, and the case was assigned Docket No. 9186. During the course of the case, both the PUC and the ACSEC staffs worked with the company to fine tune the proposal, and the final product recommended by the PUC was approved.

The approved changes update the language of the tariff, and add some new rates for 9-1-1 services that the company provides to the Greater Harris

County 9-1-1 Emergency Network. It also provides new rates for 9-1-1 services that the company will provide to the Houston-Galveston Area Council of Governments.

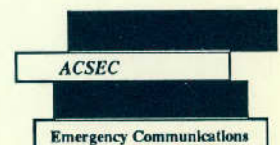
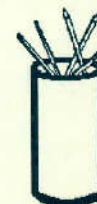
Docket No. 9603

Early in June, Southwestern Bell filed the industry proposal for flat rate interexchange 9-1-1 channels with the PUC. The proposal has been assigned Docket No. 9603, and it is being handled administratively on an expedited basis by the PUC staff.

Approval of the proposal, which provides for a flat monthly rate of \$39 per 9-1-1 channel and an installation charge of \$165, is expected by October.

Docket No. 9667

GTE Southwest filed proposed changes to its 9-1-1 tariff in early July. The filing was assigned Docket No. 9667. (That should be easy to remember, since its last 9-1-1 tariff case was Docket No. 8667.) This proposal, when adopted, will give customers additional choices for public safety answering point customer premises equipment (better known as PSAP CPE) provided by the company.





Work Continues on Career Path

by Gregg Van De Mark

The Emergency Communications Career Path Committee (ECCPC) was created to assist the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) and the Advisory Commission on State Emergency Communications in furthering the professionalism of emergency communications personnel. With ACSEC's assistance, ECCPC has now focused its efforts on the development of two career paths: the Technical and the Operations Paths.

The Operations Path includes entry level and supervisory job positions with responsibilities over answering emergency calls and dis-

patching emergency response units. The Technical Path includes two areas of focus: the repair and maintenance of emergency communications equipment, and the creation and maintenance of the emergency response databases.

Concentrating on the two career paths will facilitate the professional development of all emergency communications personnel. ACSEC is currently developing job descriptions for each job position within each career path. Once this process is completed, the ACSEC, in consultation with TCLEOSE, will develop a voluntary certification program.

Billy Hutchison,

Regional Supervisor for the Police Communications at the Texas Department of Public Safety says that such a program will "establish a more precise college curriculum geared to specific areas of emergency telecommunications." The development of this curriculum and uniform career paths will enhance the professionalism of the emergency communications field and create a pool of well-trained and capable personnel available for many organizations.

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



Hale County Celebrates 9-1-1 Cutover

by Joe Kirk

On Friday, August 10, 1990, the Ollie Liner Center in Plainview, Texas, was the site of ceremonies honoring the implementation of 9-1-1 emergency telephone service in Hale County. The cities of Plainview and Abernathy were cutover with full ALI (Automatic Location Identification) systems under contract with the Lubbock Emergency Communications District, and the rest of Hale County implemented an ANI (Automatic Number Identification) system under the auspices of the South Plains Association of Governments.

The program featured reading of a joint proclamation, by the County Judge, two County Commissioners, and seven Mayors, proclaiming August 10th as 9-1-1 day in Hale County. Also, Ms. Mary Boyd, Executive Director of the Advisory Commission on State Emergency Communications presented commemorative plaques in honor of the occasion. The program ended with a parade of emergency vehicles through Plainview.



ACSEC Conducts Statewide 9-1-1 Telco Workshop

by Glenn Roach



On August 8-9, 1990, the Advisory Commission on State Emergency Communications held a 9-1-1 Workshop for the telephone companies in Texas. The workshop, the first of its kind in the state, was conducted at the Infomart in Dallas, Texas. There were over 80 in attendance, representing over 35 companies and telecommunications consultants from throughout the state. In addi-

tion, an area was designated for several 9-1-1 equipment providers to present their products to the attendees.

Some of the sessions at the workshop consisted of presentations on regulatory matters by the Texas Public Utility Commission, database development by Sharon Nichols-Jost of the Bexar County 9-1-1 district, and 9-1-1 trunk pricing by Jo Shottwell of Cathey, Hutton and

Associates.

ACSEC would like to thank everyone who assisted in making this workshop such a great success. A special thanks to GTE and the staff at Infomart for the reception that was held on Wednesday evening.

For additional information about this topic, please contact Joe Kirk at 512-327-1911.

State Addressing Project Gets Underway

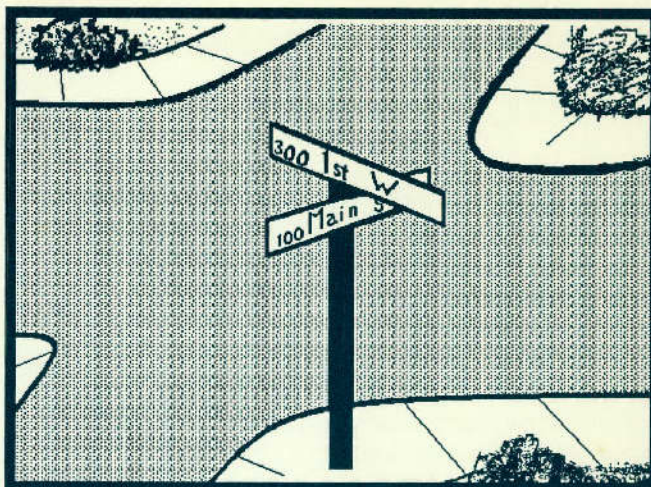
A full-fledged addressing project is now underway, after approval by the Commission at its July 11 meeting. Heretofore, ACSEC staff provided technical assistance on an as-needed basis to regional councils and counties for addressing. But with this new program, the Commission approved a coordinator with the goal of funding a statewide effort and delivering maps to all counties, ready to assign street addresses.

After reviewing several well-regarded candidates, Darla Parker was selected for the coordinator position. She will work with local addressing committees to develop the initial phase to implement funding of the project. The second phase of the project, to begin shortly thereafter, will specify the mapping products and set up the procedure for local use

and data verification.

Staff expects the project's first phase to be completed speedily, in order that mapping and automatic number assignment can begin. As there are many interested parties to the program, an expanded addressing committee is being formed to encompass various needs. Partners are regional councils, 9-1-1 districts, telephone companies, state agencies, and others. Some of the questions to be answered will be: defining one addressing standard to simplify automated address assignment, what support is given to already-addressed counties, how to cost-share, and who maintains addressing once established, among others.

To date, counties with ALI systems to cutover in 1991 are given first priority. If all counties can be addressed simultaneously, the



The goal of the Texas Addressing project is to make certain that every business and residence in the state has a street and number address, so that emergency service can be adequately provided.

goal will be to include them. However, many counties, and some cities, still lack the basics of addressing, namely, identifying duplicate street names, naming unnamed streets, and establishing street-naming and numbering standards. Rather than have this hold back a county, ACSEC encourages local agreement on standards so that the statewide project can progress quickly. This is because Senate Bill 1091, passed during the 1989 Legislative session, authorizes counties to set addressing

standards.

Regional councils may schedule follow-up addressing workshops in their areas in the coming months. This presents an opportunity to enlist the aid of local volunteers to spearhead their county's project. For counties, districts, or regional councils who wish to participate in an addressing project, or anyone with inquiries about the statewide project, please contact the ACSEC office with your suggestions or questions.

Comal County Cutover

Comal County, in the Bexar Metro 9-1-1 Network District, celebrated the inauguration of Enhanced 9-1-1 service on August 31.

The county includes the cities of New Braunfels

and Garden Ridge, plus the vacation area that has developed around the scenic hill country near Canyon Lake. Over 50,000 Texas citizens are included in this geographical area.

Ceremonies announcing the commencement of 9-1-1 emergency service were conducted on the front steps of the Comal County Courthouse. The ceremony included an assortment of

police, fire, and EMS vehicles receiving the 9-1-1 decals for display on the equipment.

Coastal Bend Youth: Active Participants in Addressing Plan

by Jay Nelson
Coastal Bend Council of Governments

Youthful citizens in the City of Orange Grove are setting a standard for community commitment to 9-1-1 in the Coastal Bend. An Eagle Scout, several honors computer students, and two Explorer scouts have accomplished all the street numbering, data compilation, and data processing for the Orange Grove portion of the Jim Wells County location addressing database. Four hundred households and businesses have been addressed within the city limits.

Under the overall direction of Police Chief Gary Graham, three different groups of young people worked in parallel from the Spring of 1989, until the end of June, 1990.

Eagle Scout Fernando Solano supervised teams of scouts in physically assigning and affixing house numbers. Mr. Solano set up segments of streets for each

team to work, compiled their efforts, and identified un-numbered homes.

Honor students Diana Gonzalez, Jared Lindeman, and Heather Cawyer

used the city secretary's water billing roster and some partial records from a gas utility to create computerized street listings which were later correlated to possible householder or business names. Since Orange Grove had no street numbering on its streets, this was a major task covering several semesters.

Computer Science

Teacher Lee Haskett coordinated all the honors class projects, providing continuity and guidance to ensure that the location addressing efforts met Chief Graham's needs. Haskett notes that students this fall will convert the database onto a disk-based system and generate several reports for local entities to use. They will also update the database to reflect the activities of other participants.

Explorers James Pitts and Gabriel Alaniz serve in Orange Grove as a part of the Law Enforcement Explorers' Post. They are verifying

these needs will be written on cards and added to the location database so that fire, EMS, and law enforcement personnel can better respond during crises.

Emergency Management Coordinator and County Auditor, Arnoldo Saenz heads up the 9-1-1 development efforts in Jim Wells County. He observed that "The County is fortunate to have such public-spirited people in Orange County." And Lee Haskett commented: "The real stars of 9-1-1 addressing are the young people who have been willing to get down and work on a complex, significant project that has benefits beyond their grades or their personal gratification."

Chief Graham, as a charter member of the advisory committee coordinating the development of 9-1-1 and as a result of his work as an Emergency Medical Technician, has been in the forefront of getting location addressing done. He stated: "I will be depending on the dispatchers at the Jim Wells County Sheriff Public Safety Answering Point. I want the most complete and accurate data about Orange Grove as is possible. Our jobs will be much easier. We intend to continue to provide updates and additional information as long as 9-1-1 is operating."

"The real stars of 9-1-1 addressing are the young people who have been willing to get down and work on a complex, significant project that has benefits beyond their grades or their personal gratification."

-- Lee Haskett

street addresses against telephone listings and are finishing the affixing of house numbers for citizens. They will also visit homes to verify the accuracy of telephone numbers and addresses. At that time, they will obtain additional citizen needs for assistance in cases of fire or disaster requiring evacuation. With householder approval,

Volunteers? Whether considering it from the addressing coordinator's perspective, or the individual contributor's, volunteering makes sense. Many previous addressing projects throughout the state have made good use of volunteers from their local residents. The citizen plays a vital role in an important public project, and the addressing entity saves money and time in accomplishing the task. For more information on what you can do to help your locality address, call Darla Parker at 512-327-1911.



NENA News

Call for Papers and Presentations

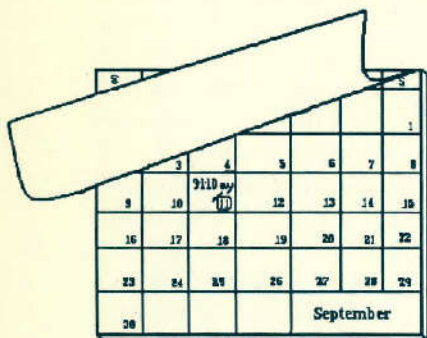
by Beth Ozanich
Programs & Education Committee Chair

Activities for the 1991 Conference are already being planned, and among the most important items on the

agenda is the need to get an early start on organizing presentations to be given at the conference. Planning Committee

members are now taking proposals for papers and presentations from interested parties. Anyone who wishes to do so, is invited to submit program ideas and to suggest speakers for presentations.

Proposals to be submitted should be practical, relevant, and informative to the NENA delegation. They should be related to the five program tracks which have been established for the '91 conference: Operations, Administration, Legislative & Legal, Technical & Engineering, and Commercial. Proposals to be submitted should include the following information:



9-1-1 Day

Continued from page 1

cators, ACSEC requested nominations statewide for the "Public Safety Telecommunicator Award" to be given for outstanding performance in the field of emergency communications.

An Award Criteria Committee was named to review the nominations, and based on specific criteria and the information provided, ten nominees for the award were selected. The evaluation process was categorized into four separate areas: the use of communication skills; the ability to utilize communications equipment; the use of leadership abilities; and any special circumstances encountered while performing in the job capacity.

The highlight of the 9-1-1 Day reception was the presentation of awards to the Outstanding Telecommunicator recipients. Pictures of these recipients receiving awards are included on pages 10 and 11 of this issue.

Nominees and Recipients of the 1990 Public Safety Telecommunicator Award

The 1990 Public Safety Telecommunicator awards went to: Beth Wilson, Grapevine Police; Danette Howell, San Marcos Police; John Davis III, El Paso Fire; Dawn Renee' Miller, Bowie Police; Evangeline "Angie" McKaughan, formerly with Abilene Police; Gwinna McCoy, Lewisville Police; Kenneth R. Hollins, Dallas Fire; Martha E. Sapien, Dallas Police; Phillip E. Peevey, Pearland Police; and Rachel Kimberly Mahan, Huntsville Police.

The other nominees recognized for their outstanding contributions included Earl Whitley, Richland Hills Police; Cindy Bass, Keller Police; Ray LePere, Dallas County Sheriff; Robert Jackson, Arlington Life Star Ambulance; Dorothy Brown, Barbara Williams, K. Louise Coker, Anne Gilbert, Margaret Keen, Joanne Watters, Judy Rorex, Letitia Welsh, and Colleen Vaughn, Montgomery County Emergency Communication; Cynthia Partridge, Webster Police; Karen Denby, Pearland Police; Debra Edwards, Hurst Police; Carl Dorton, Big Springs Police; John Hrimnak, El Paso Police; John Shumake, Midland Fire; Kevin

Hoban, El Paso EMS; Deborah King, Leon Valley Police; George McClelland, Texas Eastern 911 Network; Tammye Maclin, Smith County Sheriff; Stephen Dunklin, Smith County Sheriff; Cleo Swinney, Tyler Police.

Also, Krisi Dinkla, Austin EMS; Evelyn Dresner, Waco Police; Colleen Owings, City of Belton; Margaret Ryan, Houston Police; Buster Chase, City of Edna; Rodney Robertson, Edna EMS; Susan K. Pokluda, Stafford Police; Traci Hearn, Harris County Sheriff; Robert Wormuth, Harris County Sheriff; Leonard Eugene, J. B. Williamson, Henry M. Williams, James Lusk, Stanley Curtis, Willie E. Glass, David W. Mills, Charles E. Keller, George P. Alexander, and Ronald W. Worsham, Houston Fire; Liza Comeau, City of University Park; Roman Trevino, Pasadena Police; Bill Morgan, Morgan's Answering Service in Frankston; Linda C. Gandy, Stafford Police; Mark Dieringer, Calhoun County Emergency; Donna Kearns, Calhoun County Sheriff; Dolores R. Cook, Lakeview Police; and Sheri Wooley, The Woodlands Fire.

- * A Suggested Title
- * A 100 word description of the topic to be covered in your presentation, including at least three objectives you wish to convey
- * Estimated time needed to make the presentation
- * As appropriate, names, addresses, and phone numbers of co-presentors with whom the seminar will be shared.

Proposals will be judged on an overall basis, accounting for quality, relevancy

to current 9-1-1 trends, well-defined focus, and timeliness.

Because of the visibility and credibility which speakers gain, and the opportunity to make significant contributions to the 9-1-1 professional arena, everyone is encouraged to make any proposal they believe will be worthwhile. In order to add incentive for speakers to make early submissions of topics, NENA is offering a \$25 registration fee discount to those people who are chosen to make presentations. Early confirmation of program topics will allow for the publication of a comprehensive Confer-

ence Proceedings to be distributed to conference participants and for pre-conference promotion of educational opportunities vital to the NENA annual program.

Deadline for Proposals is January 15, 1991. They should be sent to NENA 1991 Conference Program, Tarrant County 9-1-1 District, 500 Throckmorton, Suite 2706, Fort Worth, Texas, 76102. For more information, please contact committee members Ben Goodloe, Sharon Nichols-Jost, or Vander E. Phelps.

Agency Update

by Velia S. Williams

ACSEC Staff

Phase I of the Texas Addressing proposal was approved by the Commission at its July 11 meeting in Austin. After statewide recruitment for the two positions approved under the plan, a panel was enlisted to conduct interviews of the top candidates. Ms. Darla Parker with the Commission staff was selected to coordinate the Texas Addressing Project.

Mr. Stephen Barbre, formerly with the Lubbock Emergency Communications District, was named as the Planning Assistant. He has experience in addressing and communications and served as a volunteer fireman for Lubbock County.

A job vacancy notice was later posted statewide to fill the Systems Analyst II position vacated by Ms. Parker. The position had not been filled by the time the 9-1-1 Caller went to print.

Joining the staff at ACSEC on a temporary basis are Chris Awalt and David Derbonne. Mr. Awalt's experience in editing and Pagemaker and graphics contributes to the publication

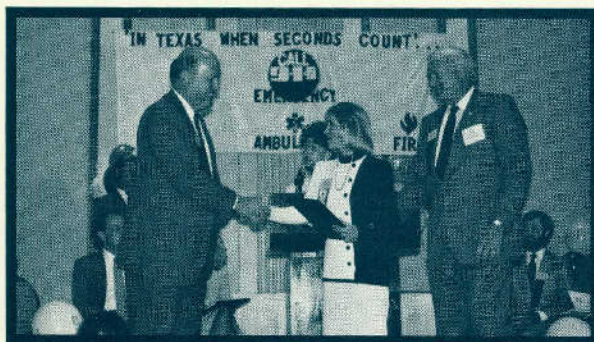
of this newsletter and other ACSEC information materials. Mr. Derbonne assists with research and administrative assignments; and both offer overall office support.

Mr. Gregg Van De Mark, an LBJ School of Public Affairs graduate student, recently completed a three-month internship with ACSEC. Mr. Van De Mark was assigned to conduct a task analysis and career ladder study in the field of emergency communications. The results of the study are incomplete and work is expected to continue.

A PHOTO FEATURE

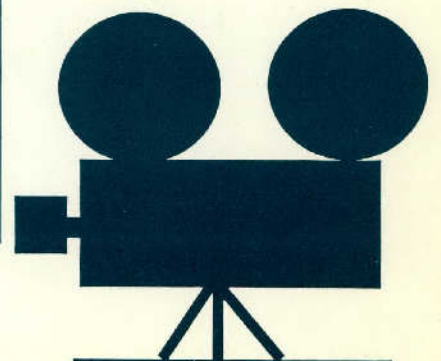
Lights, Camera, Action!

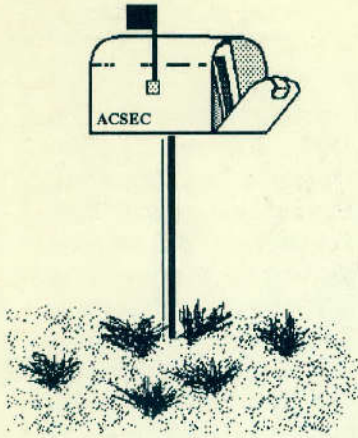
9-1-1 Day
Ceremonies Honor
the Stars of 9-1-1,
the 1990 Outstanding
Public Safety
Telecommunicators





During the September 11, 1990, activities, ACSEC chairman Ron Harris and Commission member Representative Bill Carter (included in the pictures at left) presented plaques to outstanding telecommunicators. Receiving the awards for Outstanding Public Safety Telecommunicator this year were the following, beginning from the bottom left corner of page 10 and moving down in columns: Dawn Miller, Gwinna McCoy, Beth Wilson, Martha Sapien, Kenneth Hollins, Phillip Peevey, Danette Howell, John Davis III, and Kimberly Mahan. Not pictured is award recipient Evangeline McKaughan.





Wanted! To hear from you

Beginning with the next issue of 9-1-1 Caller, the ACSEC would like to publish letters, information, and input received from you, the readers throughout the state.

We welcome letters to the Editor, questions you may have about 9-1-1, names and brief bio sketches of new key personnel, topics you would like to see discussed, and information you think would be of benefit to the 9-1-1 community. Please send your correspondence to Vander E. Phelps at the ACSEC office.



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

Commission members include:

Ron Harris, Chairman
Charles Clapsaddle
Vaughn Aldredge
Representative Bill Carter
Geoffrey S. Connor
George Cook
Pat Craven
Bill Deere
Louis Hartley
Neal Larsen
Bill Munn
Senator Bill Ratliff
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