

9-1-1 Caller

Advisory Commission on State Emergency Communications

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Inside Focus

OPERATIONS

Last, But Not Least, pg. 2
Addressing Update, pg. 2
Private Switch ALI, pg. 2
ACSEC Future Plans, pg. 3

NEWS

Relay Texas Update, pg. 4
APCO/TENA Fall
Conference, pg. 4
Deaf and Hard-of-Hearing
Action Week, pg. 5
TENA Officers, pg. 5

REGIONAL PLANNING COMMISSIONS

Map & Directory, pgs. 6-7

PEOPLE

Runner-Up Award
International Telecom-
municator of the Year,
pg. 8
Texas NENA Chapter
has New President, pg. 8
Electra Junior High Students
Recognized by Nortex, pg. 9
Commission Update, pg. 9

EDUCATION

APCO Offers New Training
Program, pg. 10

PHOTOGRAPHS

Meetings, pg. 11

Correct ALI Can Save Lives!

By Jimmy Ellis, Capital Area Planning Council

1920 HRS. On a recent evening, 9-1-1 call takers at an agency located in central Texas received a 9-1-1 call. The dispatcher was hesitant at first because no voice contact was achieved; luckily she listened long enough to hear the muffled sounds of a woman crying and then the harrowing sound of a man violently attacking her. 1922 HRS. The dispatcher tried to gain contact, but was abruptly disconnected. She quickly redialed the number only to find it busy.

1923 HRS. As a trained professional, the 9-1-1 call taker quickly began a series of actions to provide help to the woman. She dispatched an officer to the location displayed on the screen. As the officer was in-route, she contacted the telephone company for an emergency interrupt into the line. 1925 HRS. The telephone company was only able to obtain silence after the interrupt of the phone line, but was able to verify the address displayed as correct.

1927 HRS. Officers were now arriving on the scene only to find a blackened house. No one responded to the officers' repeated knocking. The officers, sensing the urgency of the situation, tried unsuccessfully to obtain entry through windows and doors and finally made the decision to force entry.

1930 HRS. They took out the front door in a matter of seconds and were quickly involved in a nerve-racking search for victims in the house. Meanwhile, anxiously awaiting information back at the PSAP, a tense dispatcher received another 9-1-1 call from the

same location that the officers were supposedly searching.

1930 HRS. The caller was frantic, her boyfriend had beaten her and just left in her car. Sensing an error in the address, the dispatcher quickly confirmed that the call originated several blocks away from what was displayed on the ANI/ALI screen. Officers had been dispatched to and had gained forced entry to an incorrect location, while a woman was being attacked only blocks away!

Sounds sensational; sounds impossible; it will never happen to our agency! You better believe it's sensational, and you better believe it can happen, but most of all, you better believe it can happen to you! In silent call situations where the caller cannot positively verify address location information, the above situation can easily occur. The only way to prevent scenarios like the one described above is through good addressing projects and maintaining close relationships among the addressing agencies and the PSAPs.

Unless the PSAPs continually complete ANI/ALI/SR problem reports and constantly make test calls to find incorrect addresses, the incorrect addresses will go unnoticed until a critical situation arrives. The addressing agencies must also constantly update and pursue address corrections. Indefinite, fictional and non-MSAG matching addresses should all be resolved as soon as the agencies can provide correct information. With a TEAM effort, 9-1-1 can save lives!



In Texas, When Seconds Count . . .

Last, But Not Least

By Lamerle Glidewell, Nortex Regional Planning Commission

On September 28, 1992, Nortex Regional Planning Commission welcomed Foard County to its regional 9-1-1 plan. This county was the last to participate, thus giving a 100% participation rate for the NRPC's regional 9-1-1 plan.

Foard County elected not to participate in the initial planning phase due to the emergency telephone number of five digits that was already in existence. Local officials felt a three-digit number would not enhance the response time since the citizens in this county already knew the emergency number for both the sheriff and fire department. Numerous attempts to convince this county of the benefits of 9-1-1 failed. Foard County officials felt the radio and telephone communication system far outweighed the benefits of 9-1-1 until the radio tower was struck twice by lightening.

For two months, per incident, all radio communications for the county were ceased due to repairs. At that point, Judge Bell of Foard County requested a presentation of the 9-1-1 plan to be presented before the county commissioners court.

Since Foard County does not have 24-hour dispatch, a plan had to be devised to handle the initial call for the county. It was determined that the calls for Foard County would be answered in Hardeman County, then transferred to the appropriate service provider in Foard County. This was accomplished through an interlocal agreement with each county. With Foard County consisting of 954 access lines, a twelve-month collection period will have to be completed to offset the cost of the networking for this system. Foard County will cut over December 1993.

Addressing Update Given to Judges and Commissioners

By Darla Parker, ACSEC

ACSEC staff were on hand at El Paso, site of the Texas County Judges and Commissioners Court Conference, October 13-15, to provide information on ACSEC programs. In addition to the state-required educational sessions, the county attendees heard Jim Goerke present an overview of addressing and the new funds available to counties.

The conference was a good opportunity to hear first-hand the status of addressing from several county judges and commissioners around the state. County needs mentioned often were

sign vendor information and funding.

Part of the conference program paid tribute to Lee Walker, who served on the ACSEC Commission and was the association's president until her death this past summer.

While in El Paso, staff attended the Rio Grande Council of Governments' monthly board meeting. The board was presented an honorary plaque from the ACSEC in appreciation for the successful 9-1-1 implementation efforts of their staff: Justin Ormsby, executive director; Percy Greene, 9-1-1 coordinator; and Dolores Gross, assistant.

Private Switch ALI

By Joe Kirk, ACSEC

Telecommunications technology is moving forward so rapidly that you have to be careful what you name an area of interest because the name can quickly become obsolete in the face of technological changes. Such is the case with what we have been calling ALI from stations behind a PBX. With all of the new forms of private communications on the horizon, that term has already become too restrictive. So, to give ourselves a few more years flexibility we are following a national trend by renaming it private switch automatic location indication, or PS/ALI.

The PS/ALI Forum that was mentioned in the last issue of the 9-1-1 Caller has been going great. We have been having monthly meetings of the entire group and have also formed four subcommittees to deal with the various aspects of the project. The first is developing technical standards, a second is gauging the impact of lost revenues, the third is developing rates and tariffs for the additional services that telephone companies must provide, and the fourth is determining the extent and form of necessary legislative changes that might be needed.

If you know of anyone who is contemplating providing ALI from behind a private switch, I would like to hear about it. We would welcome the opportunity to share the group's knowledge to help in avoiding expensive pitfalls. For further information, give me a call.

ACSEC Plans for the Future

By Jim D. Goerke, ACSEC

As many of you are aware, House Bill No. 2009, passed by the 72nd Session of the Texas Legislature, mandated a "strategic planning process" for all state agencies within the executive branch of state government. The intent or goal of the legislation was to ultimately develop and adopt a long-range plan for Texas. As "Texas Tomorrow" notes—

...strategic planning is an orderly process in which we first look outward to evaluate what the people's needs are today and how those needs will change tomorrow. We then look inward to evaluate how state government can best meet those changing needs in a changing world.

The process that H.B. 2009 set into motion called for the initial development and submission of individual state agency plans by March 1, 1992, culminating with a completed statewide plan by September 1, 1992. The Governor's Office and the Legislative Budget Board were jointly given responsibility for overseeing the program, and a 1992-1998 planning period was selected.

While ACSEC did not technically fall under the above legislation, the Commission was sensitive to the benefits of strategic planning and the need to join other state agencies in producing a plan to guide this State into the next century. As a result, following a discussion of the process at its retreat in June, the Commission officially indicated its

intent in July to develop a plan compatible with the H.B. 2009 format. The initial draft of that document was officially presented and discussed at the September Commission meeting in Corpus Christi. Based on that discussion, the Plan was revised and distributed to the public for further comment in preparation for its formal consideration for adoption by the Commission in November.

Currently the Plan reflects seven goals, indicating that the Commission along with the statewide 9-1-1 system that the Commission supports, will endeavor to:

- Provide 9-1-1 emergency communications to the entire State of Texas in a fiscally responsible manner.

- Insure that once 9-1-1 emergency communications are fully implemented throughout the State of Texas, that they continue to function in the most efficient and well maintained fashion possible.

- Insure that all the people in Texas have

equal access to emergency communications.

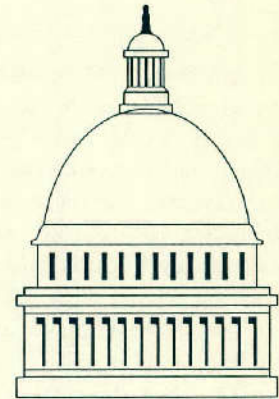
- Acquire high quality 9-1-1 equipment and public safety communications.

- Raise public awareness of 9-1-1 availability and proper usage through support of the statewide public education efforts.

- Increase the ability of public safety agencies to respond to calls for emergency service; and

- Foster emergency communications research and development.

The Plan also identifies 25 more detailed "objectives" and a variety of



strategies designed to achieve the above goals. The objectives are clear targets for specific Commission action over the next five to six years, and the strategies indicate methods or techniques for implementing the Plan.

The Commission recognizes that planning is a process—a continuing process—and, that the development and adoption of a strategic plan document does not in itself represent an "end" to planning. Over the months ahead, the Commission and the statewide 9-1-1 system will begin to look at specific issues, activities and needs identified in the Plan, and what it will take to accomplish the goals that have been set. As "Texas Tomorrow" further observed—

...the result, if we take our planning seriously, will be a state government that is productive, efficient and effective. The result, as Texas moves into a new century, will be a state government that works.

If you have any questions, comments or would like a copy of the Plan, please do not hesitate to contact the ACSEC offices.



Relay Texas Update

By Toni Dunne, ACSEC

On October 30, 1992, the Public Utility Commission of Texas held a Relay Texas (RT) Advisory Committee meeting in which emergency call processing guidelines were adopted. There are two significant areas that 9-1-1 centers should be made aware. RT has confidentiality laws which protect the caller's privacy when using the service. However, if a caller requests RT to process a call for help, they are essentially giving consent to share information with the emergency facility. These guidelines allow the RT agent to help clarify, if necessary, the relayed communication to assure that both parties understand one another.

Also included in the new emergency call processing guidelines are procedures that deal with disconnection after the caller has indicated there is an emergency. In this circumstance, the RT agent will continue to process the emergency call. In other words, using the ANI, the agent will notify the appropriate 9-1-1 personnel that an individual called for emergency help through RT, and inform them the call was terminated before connection to the PSAP was established. This will allow 9-1-1 personnel to initiate call-back procedures.

These are positive changes that will assist PSAPs in providing the same level of telephone emergency service to the citizen who chooses to use relay service in lieu of dialing direct to 9-1-1. The Relay Texas Advisory Committee works diligently to improve telephone accessibility to the citizens of Texas. Their willingness to include ACSEC staff in this process is to be commended. We all are striving for a common goal...the best possible level of service for all.

APCO/TENA Fall Conference Takes New Approach

By Toni Dunne, ACSEC

The APCO/TENA Fall Conference, held in Plano, provided several unique opportunities for the conferees. For the first time, Deaf individuals were invited to speak on "The Deaf Perspective."

Panelists were Kathy Walters (Tyler) and Bob McMahon (Dallas) from the Texas Association of the Deaf's 9-1-1 Ad Hoc Committee and Nita Porter from Midland

9-1-1 Communication District. They shared insights related to deafness, education efforts being made to the Deaf community and to 9-1-1 centers.

In the session titled "ADA Update," the audience learned of investigations and litigation related to non-compliance of 9-1-1 centers under Title II of the ADA. The latter part of

this session was dedicated to provide another unique opportunity to observe, both visually and audibly, a live Relay Texas call. This

demonstration enabled the group to get a more comprehensive understanding of the process when an individual calls for help through Relay Texas.



Left to Right: Nita Porter, Bob McMahon, Kathy Walters.

CONFERENCES

February 10-12 -- Austin, Texas -- Government Technology -- Austin Convention Center

August 8-13 -- New Orleans, Louisiana -- 59th APCO Public Safety Communications Conference & Exposition

June 27-July 1 -- Montreal, Canada -- NENA -- Montreal 1993, 12th Annual Conference, Call for Presentations

January 22-23 -- Boca Raton, Florida -- Dispatcher Seminar -- Your Role in Officer Survival and Stress Management for Dispatchers, Contact: JT Seminars, (612)884-2182

February 20 -- Midland, Texas -- Fire Dispatcher Seminar -- Your Role in Firefighter Survival, Contact: JT Seminars, (612)884-2182

February 25-28 -- Orlando, Florida -- Disaster '93 -- The International Disaster Management Conference at the Twin Towers Hotel, Contact: Registrar, (800)766-6335 or (407) 281-7396

Deaf and Hard-of-Hearing Action Week

News Release from D/HInfoNet

Governor Ann Richards plans to issue a proclamation officially recognizing the first statewide Deaf and Hard-of-Hearing Action Week, scheduled for February 22 - 26, 1993. The mission of this week is to increase awareness of persons who are deaf or hard-of-hearing by providing access to and communication with state government.

Consumer-based organizations will have an opportunity to communicate directly with their elected officials through sign language interpreters, oral interpreters, and real-time captioning devices. Well-known groups including the Texas Association of the Deaf (TAD), SHHH (Self Help for Hard-of-Hearing People), the Symposium on Deaf and Hard-of-Hearing Texans, the Texas Society of Interpreters for the Deaf, Hearing Impaired Senior Citizens, and parent groups will have an opportunity to express thanks while identifying current needs.

State agencies included are the Texas Commission for the Deaf and Hearing Impaired, the Texas School for the Deaf, the Office of the Texas Attorney General, the Advisory Commission on State Emergency Communications, the

Public Utility Commission of Texas, the Texas Commission for the Blind, the Texas Education Agency, the Texas Rehabilitation Commission, the Texas Department of Mental Health and Mental Retardation, the Texas Department of Health, the Health and Human Services Commission, the Texas Governor's Committee on People with Disabilities, and various post-secondary programs serving students who are deaf or hard-of-hearing.

Private sector providers of services such as telecommunications relay service, real-time captioning, and health care will demonstrate how technology and the Americans with Disabilities Act have increased access to telecommunications, media and community based services.

Events will be hosted to highlight and celebrate the accomplishments of Texans as our state leaders accommodate the communication needs of people who are deaf or hard-of-hearing. Additionally, organizations will have an opportunity to further educate consumers through exhibits about the communication barrier-free services that Texas offers.

TENA Officers Announced

At the regular business meeting held October 13, 1992, the 1992-1993 TENA officers were announced.

Mary Mabbitt
President
(Montgomery County
Emergency Communications District)

Elizabeth (Liz) Cole
Vice President
(Bexar Metro 9-1-1 Network District)

Ross Sherohman
Secretary-Treasurer
(Deep East Texas
Council of Governments)

Douglas Clough
Immediate Past President
(Greater Harris County 9-1-1 Network)

Regional State Coordinators:

Joanna Oliver, East Texas
(9-1-1 Network of East Texas)

Patty Cross, North Texas
(Denco Area 9-1-1 District)

Hilda Arredondo, South Texas
(Concho Valley
Council of Governments)

Percy Greene, West Texas
(Rio Grande Council of Governments)

Tarrant County 9-1-1 District is accepting applications for Manager-Public Education. Deadline for applications is March 15, 1993.

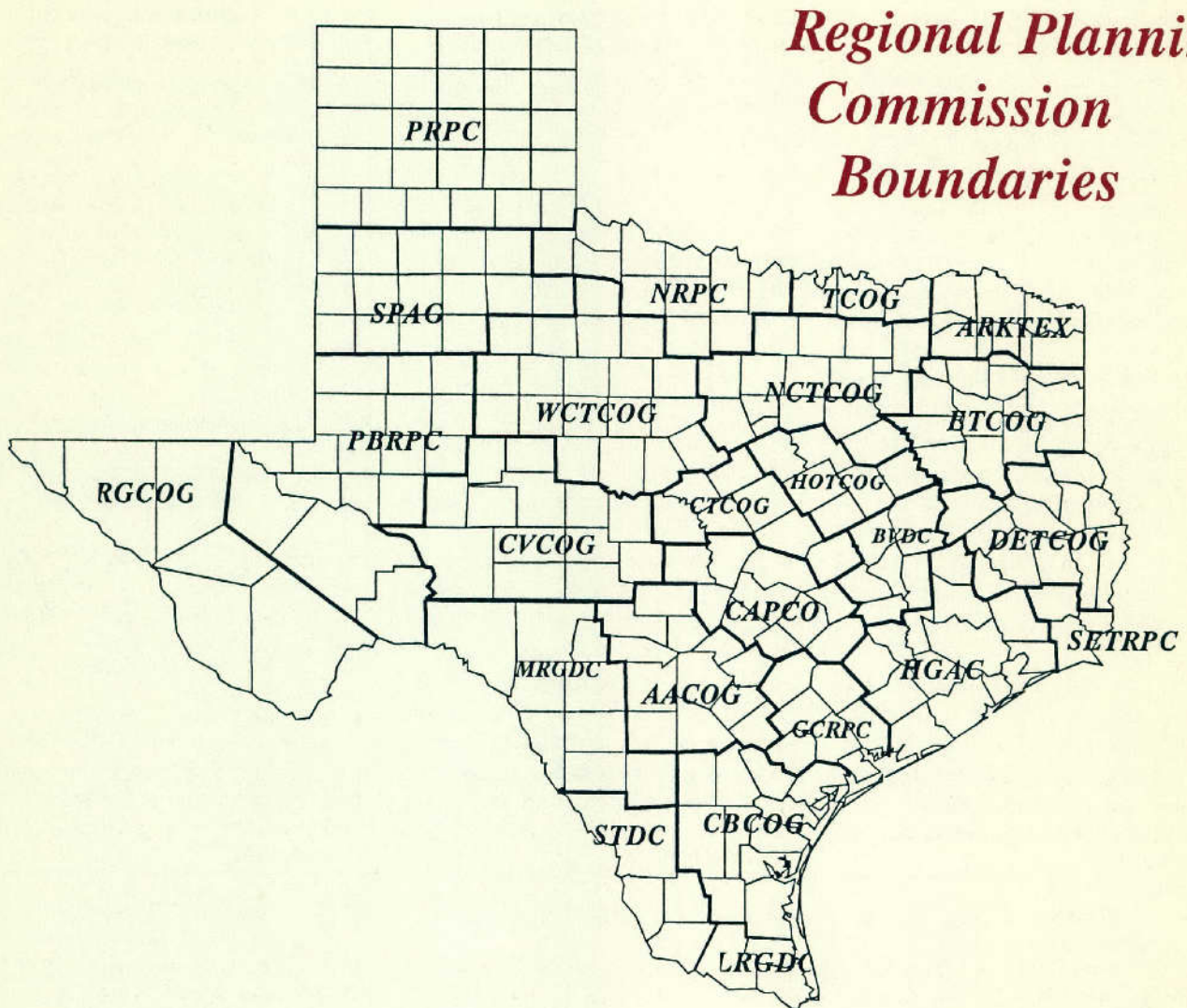
This is a responsible position whose duties include developing and distributing public education materials dealing with 9-1-1. Individual will handle media relations, and assume a leadership role in creating and/or evaluating 9-1-1 message to community groups, institutions, and special populations.

A bachelor's degree in journalism, advertising, or public relations is preferred, but relevant experience may substitute for degree.

An annual salary of \$28,000 is currently budgeted. A \$450 per month car allowance is also provided. The District anticipates filling the position no later than May 1, 1993.

Interested applicants are requested not to call, but to send resume and letter of introduction to:

Tarrant County 9-1-1 District
500 Throckmorton, Room 2706
Fort Worth, Texas 76102



Introducing: The Regional Planning Commissions of Texas

Mr. Al Notzon, Executive Director
Mr. Nolan Suarez, 9-1-1 Coordinator
Alamo Area Council of Governments
(210) 225-5201
118 Broadway, Suite 400
San Antonio, Texas 78205

Mr. Jim Fisher, Executive Director
Mr. John Basile, 9-1-1 Coordinator
Ark-Tex Council of Governments
(903) 832-8636
P. O. Box 5307
Texarkana, Texas 75505

Mr. Tom M. Wilkinson, Jr., Executive Dir.
Ms. Anita Pitt, 9-1-1 Coordinator
Brazos Valley Development Council
(409) 776-2277
P. O. Box 4128
Bryan, Texas 77805-4128

Mr. Richard G. Bean, Executive Director
Mr. Manny Fernandez, 9-1-1 Coordinator
Capital Area Planning Council
(512) 443-7653
2520 South IH-35, Suite 100
Austin, Texas 78704

Mr. A. C. Johnson, Executive Director
Mr. Jim Oborski, 9-1-1 Coordinator
Central Texas Council of Governments
(817) 939-1801
P. O. Box 729
Belton, Texas 76513

Mr. John P. Buckner, Executive Director
Ms. Jay Nelson, 9-1-1 Coordinator
Coastal Bend Council of Governments
(512) 881-9911
2910 Leopard Street
Corpus Christi, Texas 78408

Mr. Bob Weaver, Executive Director
Ms. Hilda Arredondo, 9-1-1 Coordinator
Concho Valley Council of Governments
1-800-728-2592
P. O. Box 60050
San Angelo, Texas 76906

Mr. Walter Diggles, Executive Director
Steve Smith, 9-1-1 Coordinator
Deep East Texas Council of Governments
(409) 384-5704
254 N. Wheeler
Jasper, Texas 75951

Mr. Glynn Knight, Executive Director
Mr. Gary Price, 9-1-1 Coordinator
East Texas Council of Governments
(903) 984-8641
Stoneridge Plaza Office Bldg.
3800 Stone Road
Kilgore, Texas 75662

Mr. Pat Kennedy, Executive Director
Mr. Robert Kirk, 9-1-1 Coordinator
Golden Crescent Regional Planning Com.
(210) 578-1587
P. O. Box 2028
Victoria, Texas 77902

Mr. Leon Willhite, Executive Director
Ms. Elaine Lewin, 9-1-1 Coordinator
Heart of Texas Council of Governments
(817) 756-7822
300 Franklin
Waco, Texas 76701-2297

Mr. Jack Steele, Executive Director
Ms. Susan Bortzfield, 9-1-1 Coordinator
Houston-Galveston Area Council
(713) 993-4543
P. O. Box 22777
Houston, Texas 77227-9972

Mr. Ken Jones, Executive Director
Ms. Silbia E. Barajas, 9-1-1 Coordinator
Lower Rio Grande Valley Dev. Council
(210) 682-3481
4900 North 23rd Street
McAllen, Texas 78504

Mr. Mike Patterson, Executive Director
Ms. Berta Rocha, 9-1-1 Coordinator
Middle Rio Grande Development Council
(210) 876-3533
P. O. Box 1199
Carrizo Springs, Texas 78834

Mr. Dennis Wilde, Executive Director
Ms. Lamerle Glidewell, 9-1-1 Coordinator
Nortex Regional Planning Commission
(817) 322-5281
Galaxy Oil Center #1, North
4309 Jacksboro Highway
Wichita Falls, Texas 76302

Mr. Mike Eastland, Executive Director
Mr. Ben North, 9-1-1 Coordinator
North Central Texas Council of Gov.
(817) 640-3300
P. O. Drawer COG
Arlington, Texas 76005

Mr. Gary Pitner, Executive Director
Ms. Pamela Nielsen, 9-1-1 Coordinator
Panhandle Regional Planning Commission
(806) 372-3381
P. O. Box 9257
Amarillo, Texas 79105-9257

Mr. Ernie Crawford, Executive Director
Mr. Harley Reeves, 9-1-1 Coordinator
Permian Basin Regional Planning Com.
(915) 563-1061
P. O. Box 60660
Midland, Texas 79711-0660

Mr. Justin Ormsby, Executive Director
Mr. Percy Greene, 9-1-1 Coordinator
Rio Grande Council of Governments
(915) 533-0998
1014 North Stanton, Suite 100
El Paso, Texas 79902

Mr. Don Kelly, Executive Director
Mr. Bob Dickinson, 9-1-1 Coordinator
South East Texas Regional Planning Com.
(409) 727-2384
P. O. Drawer 1387
Nederland, Texas 77626

Mr. Jerry Casstevens, Executive Director
Mr. Shawn Raborn, 9-1-1 Coordinator
South Plains Association of Governments
(806) 762-8721
P. O. Box 3730
Freedom Station
Lubbock, Texas 79452

Mr. Amando Garza, Executive Director
Ms. Julie Saldana, 9-1-1 Coordinator
South Texas Development Council
(210) 722-3995
P. O. Box 2187
Laredo, Texas 78044-2187

Ms. Frances Pelley, Executive Director
Mr. Art Olson, 9-1-1 Coordinator
Texoma Council of Governments
(903) 786-2955
10000 Grayson Drive
Denison, Texas 75020

Mr. Brad Helbert, Executive Director
Ms. Sue Smith, 9-1-1 Coordinator
West Central Texas Council of Gov.
(915) 672-8544
P. O. Box 3195
Abilene, Texas 79604

Runner-Up Award: International Telecommunicator of the Year

By T.G. Mieure, Chair, APCO Operating Procedures Committee

Reprinted with Permission from the APCO Bulletin, October 1992 Issue

The headlines in the Killeen Daily Herald dated October 17, 1991, read "Gunman Kills 22," "Suicide Finishes Killer's Rampage."

On October 16, 1991, a tragedy struck the city of Killeen, Texas. Communications Officer Margaret Carroll Smith was on duty at 12:40 p.m. when an incident occurred that has changed the lives of many for years to come.

George Henard drove his pick-up truck through a window at the Luby's Cafeteria and began a rampage, killing 23 persons. As you can imagine, the police department was in a state of chaos. Throughout the entire situation, Officer Smith was calm, collected and in control. Her radio traffic was clear and concise. Throughout the ordeal, she knew where her units were and what they were doing.

Her outstanding performance did much to minimize the confusion and direct assistance where needed. As most any telecommunicator will tell you, no matter how many years a police officer has on the street, and in a situation as this one, you can imagine the confusion on the radio frequency.

As I was listening to the tape, I could hear Officer Smith keeping her tone of voice very calm, trying to calm the officers on the radio.

Immediately after receiving news of a possible shooting at Luby's Cafeteria, Officer Smith directed responding units to the scene. After confirming it was a bonafide situation, she directed responding units to the scene and initiated a SWAT call-out.

Officer Smith also coordinated backup for neighboring city Harker Heights and directed them to block traffic on Central Texas Expressway (which runs in front of Luby's). She also notified off-duty officers attending a school about 1,000 yards away from the scene for additional backup.

Working on information received from initial responding officers, Officer Smith directed responding units to set up a perimeter to prevent escape of the suspect. When units advised that the suspect had killed himself, the real work began for Officer Smith.

All available ambulances from Killeen, Fort Hood and Harker Heights were sent to the scene, and this still was

not enough EMS units. Additional Medi-Vac flights from Fort Hood were sent. In addition to the 22 persons who died at the scene (one victim died several days later), 25 others were either wounded or injured. If not for the quick response of Officer Smith, others may have died.

In addition to the officers at the scene, officers numbering more than 100 from 12 different agencies were summoned or responded on their own to the scene. Officer Smith was again able to direct units where needed.

As the news of the tragedy spread, calls began to come in from across the country--persons trying to find out about relatives, friends, news reporters, etc. In fact, the telephone rang nonstop until late into the night. Officer Smith completed her tour of duty at 3 p.m. and volunteered to work an extra tour.

Speaking on behalf of the members of APCO and the Operating Procedures Committee, I would like to congratulate Officer Margaret Carroll Smith for a courageous job well-done.

You are truly a communications officer who people in the profession call "professional."

Texas NENA Chapter has New President

Mary Mabbitt, Executive Director of the Montgomery County Emergency Communications District, became President of the Texas Chapter of the National Emergency Number Association (NENA) in October 1992. Ms. Mabbitt has been an active member of both the Texas and National organizations for the past five years. She served as Vice President last year and Secretary-Treasurer the prior year.

The major change which took place at the Fall conference in Plano was the

Ms. Mabbitt has been an active member of both the Texas and National organizations for the past five years.

alignment of dues for the Chapter. The membership voted to discontinue chapter dues at this time. However, membership in the National organization now

funnels membership into the state organization. This change alleviates the confusion members of state and national may have had.

Ms. Mabbitt welcomes any comments or suggestions for her upcoming year as President of the Texas Chapter. She is also looking for volunteers for several committees. She may be contacted at Montgomery County Emergency Communication District; P.O. Box 1830; Conroe, TX 77305-9952; (409) 539-5911.

Electra Junior High Students Recognized by Nortex

By Vereda Koch, Nortex 9-1-1 Communications District

Sarah Robb and Anthony Lynn were superstars in their hometown of Electra, Texas recently. During a pep rally at Electra Junior High School, each were awarded "IMADE THE CALL" t-shirts and were given plaques by the Executive Director of Nortex 9-1-1 Communications District, Gary Young.

Sarah responded quickly when her younger brother began choking on a foreign coin the size of a half dollar. She made the 9-1-1 call without hesitation to request emergency help. By the time the paramedics reached her home, she had the coin dislodged and her brother was unharmed.

Anthony was the link between Mr. Lynn, Anthony's grandfather, and emergency help. Mr. Lynn has had several strokes, and recently he felt as though he was having another one. Rather than call 9-1-1, he called his son's home (because he is a paramedic). Anthony answered the telephone, and Mr. Lynn told him what was happening. Anthony reacted quickly--He told his grandfather to hang up the phone, and he would call 9-1-1. Emergency help was dispatched after Anthony made the call.

Commission Update

By Velia Williams, ACSEC Staff

Commissioners

Laverne Heath Hogan, executive director of the Greater Harris County 9-1-1 Emergency Network since 1984, replaces Commissioner John Schneider who resigned in July. She will serve the remainder of the term that expires September 1, 1995. Ms. Hogan has long been involved in ACSEC activities, contributing greatly to program discussions, and, on occasions, representing the Emergency Communications Districts before the Commission. Ms. Hogan presently serves on the Planning and Implementation Committee. Her professional career includes tenure as a college administrator, executive director of a children's model cities program, and executive assistant to Harris County Commissioner Tom Bass.

Linda Wells was appointed by Governor Ann Richards to represent the third largest local exchange carrier that serves the most local access lines in Texas. Ms. Wells has 22 years' experience in the telephone industry ranging from marketing and sales to installation and repair. She presently serves as Assistant Manager for Customer and Support Services with Centel Telephone Company in Killeen. Her term expires September 1, 1997.

The reappointment of William (Bill) Deere for a term to expire September 1, 1997, was good news to ACSEC. A member of the Commission since 1987, Mr. Deere presides over the Planning and Implementation Committee. He is Division Manager, Network Engineering/Customer Service, for Southwestern Bell Telephone Company.

At the November 18 Commission Meeting in San Angelo, ACSEC expressed grateful appreciation to Mr. George Cook for his lengthy service with ACSEC. With the expiration of

Mr. Cook's term, and the merger of GTE and Contel, a vacancy for the third largest local exchange carrier was created. Mr. Cook has served since the Commission was organized in 1985 under the direction of House Bill 1655, which assigned it the responsibility of evaluating existing 9-1-1 systems and the feasibility of implementing statewide 9-1-1 emergency communications services. Over the past eight years, he has been one of the key players in the development and execution of the State 9-1-1 Program. As a member of the Planning and Implementation Committee, he has examined more regional plans than perhaps he would like to remember, and witnessed the evolution of the integrated workings of technology and public safety. On behalf of the Commission staff and the approved 9-1-1 systems statewide, thank you George, for your dedicated service to the State 9-1-1 Program.

Staff

The friendly voice at ACSEC who answers your telephone call belongs to Kirsten Harless, the newest member to the staff. An alumna from Southwest Texas State University, Kirsten has completed course work in Public Relations.

Toni Dunne was recently issued an Instructor's License from The Texas Commission on Law Enforcement Officers Standards and Education. Toni provides instruction to Telecommunicators and licensed Officers in the specialized area of TDD (Telecommunication Device for the Deaf) communications, ASL (American Sign Language), cultural issues and the impact when accessing emergency help.

APCO Offers New Training Program

APCO Bulletin, December 1992 Edition

The APCO Institute has developed a paper-and-pencil, self-paced version of the APCO Institute 40-Hour Basic Telecommunicator Training Program. This version was designed to allow the agency trainer to help the new telecommunicator to learn basic skills and earn APCO Institute certification at his or her own pace. It is directed to those agencies which need to train and certify only one or two new-hires at a time, rather than trying to teach in a classroom environment. And it is available for only \$35 per student.

The information contained in the course is the same as is contained in the Second Edition 40-Hour Basic Telecommunicator Training program - the one used by agencies all over the country to teach basic skills. The textbook/workbook combination contains easy-to-understand text coupled with end-of unit review questions to help direct the student to important concepts in the unit. They also help the student to apply the concepts to his or her own agency's situation. The student takes the same final examination as is required for 40-hour certification and receives the same certificate as if the materials were presented in a classroom.

The self-paced version works very well with the Communications Training Officer concepts of one-on-one training and evaluation, as taught in the APCO Institute CTO course. Students can work on their basic skills knowledge during a portion of the day, and work with a CTO on the position for the remainder of the day. The CTO is available to answer any questions that the trainee may have and help the trainee with difficult concepts and applications. Those already certified as CTOs through the APCO Institute can use this course immediately. Those who are APCO-certified as instructors through the old Train the Trainer Course, the Telecommunicator Instructor Course, or the APCO Emergency Medical Dispatch Instructor Course can also use the course immediately. Others should contact the Institute for qualification information.

Administration of this course is very easy. The instructor/CTO receives the student package containing a text/workbook, instructions and a copy of the final examination. The instructor/CTO then issues the book to the trainee with instructions to read the units and complete the exercises as needed. Any

questions should be addressed to the instructor/CTO. The instructor/CTO should monitor student progress and keep the student "on track" toward completion.

When all exercises in all units are completed, the instructor/CTO would then administer the final examination. The test is graded, and successful completion is reported to the Institute on the form provided.

The APCO Institute would then issue APCO certification in Basic Telecommunicator Skills.

Those who have been certified in the APCO Train the Trainer, the APCO Telecommunicator Instructor Course, the APCO Emergency Medical Dispatch Instructor Course or the APCO CTO Course automatically qualify as proctors for the Self-Paced Version of the APCO 40-Hour Basic Telecommunicator Training Program.

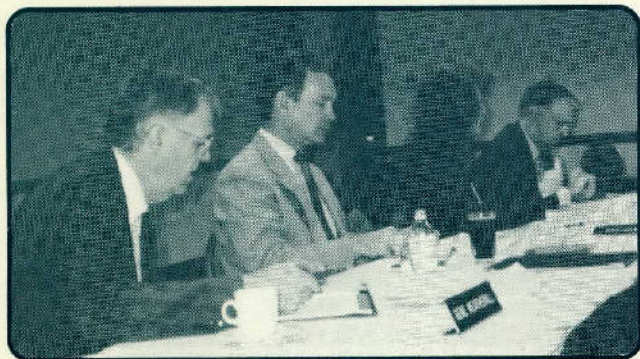
Designed by Institute Director Kevin R. Duffy, this program offers the same high-quality training opportunities as do all of the other APCO Institute course offerings. It is available now so that you may solve training time and training cost problems simply and economically.

Call today for more information - (904) 322-2500.

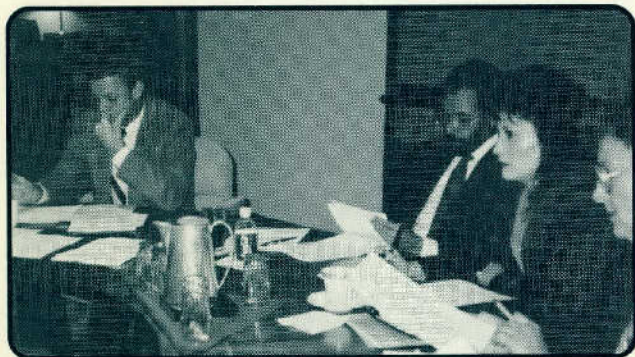


Members of the Call Box Task Force are pictured left to right: (back row) Chris Dorbandt--Department of Public Safety, Bill Munn--Tarrant County 9-1-1 District, Bill Deere--Southwestern Bell Telephone, Gene Weatherall--Texas Department of Health, Percy Greene--Rio Grande Council of Governments, (front row) Austin Dean--Southwest Telephone Company, and Carlos Lopez--Texas Department of Transportation. Members not pictured are Mary Campbell--Center for Rural Health Care Initiative and Charles Clapsaddle--Telecom Consulting Services.

*Scenes from the Executive
Committee Meeting held in Austin,
Texas, on December 8, 1992.*



*Scenes from the TARC Roundtable
Discussions held in Austin
on December 8, 1992.*



Be sure to call or write us if you have ideas or stories for the next issue of THE CALLER.

If your address has changed, fill out the form below. Don't miss the next issue of THE CALLER!

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