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9-1-1 Caller

Advisory Commission on State Emergency Communications

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No TDD: New York Sued for Millions

By Vander Phelps, ACSEC Staff

A class-action lawsuit on behalf of speech- and hearing-impaired New Yorkers became one of the first filed under the Americans with Disabilities Act of 1990. The Act took effect January 26th this year.

Filed in Manhattan federal court in the name of deaf attorney Michael A. Chatoff of Queens, the lawsuit seeks access to New York City's 9-1-1 system for citizens who use a Telecommunications Device for the Deaf, or TDD.

According to the suit, there are more than 200,000 hearing-impaired or deaf residents in New York City. Speaking for those citizens, Chatoff says the issue is "a matter of life and death."

He said deaf people face the same fires, heart attack emergencies and other

calamities as the general public, but cannot obtain assistance as quickly as necessary because of the lack of TDD equipment at the 9-1-1 PSAP. The lawsuit seeks \$300,000 damages for each deaf person for every day there is no direct access to 9-1-1 as provided by law.



The suit also calls for punitive damages in the amount of three hundred million dollars (\$300,000,000). It alleges that "the defendant's failure to make 9-1-1 emergency available to the hearing impaired and its failure to comply with its statutory responsibilities is so wanton as to imply a criminal indifference to civil obligations, and as such, Plaintiff and all others similarly situated, are entitled to punitive damages."

Address with Texas

The Advisory Commission on State Emergency Communications will recognize the rural addressing efforts of Texas counties during ceremonies highlighting "Rural Addressing Day," April 16, 1992. In order to educate the public about the importance of rural addressing, dignitaries from around the

state have been invited to participate in activities to be held in Austin. Simultaneous events are encouraged by local governments to help make rural addressing more visible in their regions. For further information, contact Darla Parker at the ACSEC, (512) 327-1911.

(See Other Special Events on Page 7)



In Texas, When Seconds Count . . .

ACSEC Offers AT&T Language Line to Councils of Governments and Emergency Communications Districts



By Glenn Roach, ACSEC Staff

The Advisory Commission on State Emergency Communications (ACSEC) will offer the AT&T Language Line to the councils of governments and emergency communications districts. The ACSEC will establish a statewide contract for foreign language interpreter service and will fund the initiation charge for the contract as well as an ID initiation fee for each council of governments and 9-1-1 district.

The AT&T Language Line is a foreign language interpreter service that has over 45 languages available to its

users. A 9-1-1 telecommunicator who receives a non-English speaking call can access the service through a 1-800 number that is available 24 hours a day, 7 days a week. When calling the language line service, the telecommunicator will advise the attendant of the language desired, if known, the agency's name, and the special ID number that identifies that agency. Once the information is verified, the telecommunicator will then be transferred to an appropriate interpreter who will retain control of the conference call to completion.

This service will allow 9-1-1 access to many callers who are unable to communicate with their local emergency service providers due to a language barrier. This interpreter service demonstrates ACSEC's commitment to provide 9-1-1 service to all of the citizens of Texas.

For additional information on the language line service in Texas, contact Glenn Roach, Programs Director, at ACSEC.

Editor's Notes



Digital Notes

To date, the Advisory Commission on State Emergency Communications does not require and is not aware of any requirements by the State of Texas for counties to develop digital map files for use in 9-1-1 and any other applications. The choice of paper or digital map files has been left to the discretion of each county. Should you have any questions, please contact Darla Parker or Steve Barbre at the ACSEC, (512) 327-1911.

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TDD Position Made Permanent at ACSEC

In March of 1990, the ACSEC had the foresight to begin provisions for 9-1-1 accessibility in Texas long before it became a federal mandate in the Americans with Disabilities Act (ADA). Funding for the program and staff position was limited to 18 months. An interagency contract was developed with the Texas Commission for the Deaf (TCD), and the program was initially housed within TCD. In May of 1991, the program and coordinator, Toni Dunne, moved to the ACSEC offices.

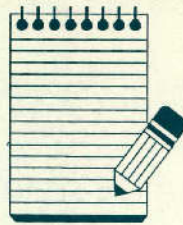
Due to statewide activity in education, technology and the ADA, this

project became extremely important. On January 8, 1992, the Commission created a permanent position within ACSEC after hearing testimony from representatives of communication districts, councils of governments, state agencies and the deaf community in support of continuing the program. The Commission also received many letters of support from representatives of various states and national organizations.

Toni Dunne has provided much towards making this program a success, and we welcome her on board.

TDD Troubleshooting Tips

By Toni Dunne, ACSEC Staff



No Message on Display?

1. Check the handset connection. Is the coiled cord to the left as indicated by picture or word on the unit?
2. Check the connections, both electrical outlet and TDD.

Printer Problems?

1. Do you have thermal paper, as is required?
2. Is the paper printer button or switch on?
3. The printer won't stop printing (common complaint if unit is left on...it will pick up environmental noises and translate to letters in the TDD). Unit should remain off until ready to use. If similar happens when turning on, repeat off/on again.

Garbled Message?

1. Check handset and coupler connection.
2. Turn TDD unit off and back on (doing so will not disconnect the call with an acoustic connection).
3. Hit the space bar or keys a few times.
4. Garble can be caused by noise in the telephone line. Inform caller you "can't read, please repeat, GA."
5. Is the battery weak? (Not all units from TCD have batteries because weak batteries can cause transmission difficulties.) Remove or replace.

6. Amplification in the caller's or receiver's phone can interfere with sending/receiving TDD messages. Turn the amplifier down or off.

7. Sending or receiving only numbers/punctuation could mean the unit is locked into the upper case mode. Find and press the appropriate key ("ltrs") or inform the caller you are "reading nbrs only, repeat, GA."

8. Although you may not be receiving a clear message, the caller may be able to read you clearly. At all times, let the caller know your trouble and, if appropriate, that you are sending help.

Editor's Notes, Continued from page 2

ACSEC Offers 9-1-1 Train the Trainer Program

Contributing factors such as budget cuts and mass numbers of personnel in need of training across Texas have led to the development of a "train-the-trainer" program. If you are interested in the 9-1-1 Train the Trainer Program, please contact the ACSEC for additional information at (512) 327-1911.

**OVER 12.2 MILLION
Now Have 9-1-1 in
Texas!**

**That's 72% of Our
Population and Covers
166 Counties!**



Vander E. Phelps, ACSEC Staff, presents a certificate during cutover ceremonies to Bridgeport city staff who were instrumental in development of the 9-1-1 program. With Phelps, from left, are city services director Joe Jackson, city secretary Patsy Sides, and Police Chief Charles Johnson.

Reprinted with Permission of the Bridgeport Index, Feb. 1992, Photo by Sue Winfield.

Nortex Benefits from 9-1-1

Clay County

By Tom Griffin, Clay County Sheriff's Department

The 9-1-1 system for Henrietta/Clay County was officially cut over on February 10, 1992. The cutover to the 9-1-1 system was really noneventful due to the preplanning, hot test, and the dedicated operators who had received training.

When 9-1-1 was first talked about in Clay County, many people really did not believe that such a thing could take place. Clay County is a large-sized, rural North Texas County with just over 10,000 in population, 15 telephone exchanges, 9 different school districts and 11 different volunteer fire departments scattered around the county.

Henrietta, the county seat, houses the sheriff's department which provides law enforcement in the county because there is no police department located in the county. The 9-1-1 system is in the control room of the sheriff's department where all dispatching is done for the sheriff, fire department and EMS.

With cutover only a few days behind us, the 9-1-1 system had already received a few emergency calls. One problem encountered was that the whole county is still not free from party lines, but the phone company will have that finished by October.

I would personally like to add that the 9-1-1 system cutover may not have become a reality without the hard work and dedication of the employees of Nortex Regional Planning Commission. Lamerle Glidewell and Darlene Skinner were a big help, as were the people of Southwestern Bell for all the hours of

AACOG Cuts Two Systems

By Vander Phelps, ACSEC Staff

Gillespie County

The Alamo Area Council of Governments (AACOG) recently held cutover ceremonies in Gillespie and Wilson counties to celebrate the arrival of 9-1-1 in those counties.

In Gillespie County, the first official 9-1-1 call was nervously placed by Randy Ruiz, a 4th-grade student in the Fredericksburg School District, to the Public Safety Answering Point (PSAP) under the watchful eyes of a room full of elected officials, telephone company personnel, emergency service providers, and fellow classmates. The call for "fire" was promptly transferred by the touch of a single button to the Fire Department.

installing and training that they have done.

The citizens of Clay County have been waiting for 9-1-1 for about two years and can now use what they feel will someday help save a life by the quick response they can now get.

Hardeman County

By Linda Pritchard,
Hardeman County Sheriff's
Department

In 1973, when Quanah was one of the first Texas communities to have 9-1-1, everyone thought it was a wonderful thing for our town. All that our 9-1-1 consisted of was a red phone mounted on the wall with two lines designated "911". We had no way of knowing where the call was coming

Paul Hanneman, Gillespie County 9-1-1 Coordinator, and Assistant George Stewart had eagerly anticipated this moment. More than two years of hard work, meetings, coordination, and dedication had now culminated in the successful completion of the first phase of the 9-1-1 system.

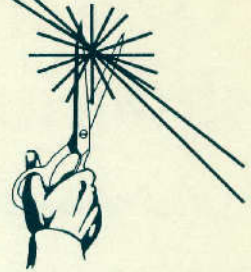
Following acknowledgements to County Judge Jay Weinheimer, Mayor Boyd Harper of Fredericksburg and others present at the ceremony, refreshments were served.

Continued on page 10

from if no one answered, and we were plagued with prank calls. Even with these limitations, the people of Quanah learned quickly to depend upon 9-1-1. The service was only available in the city of Quanah.

With the installation of new equipment in January 1992, 9-1-1 in Hardeman County has come of age. With the Automatic Number Identification (ANI) System, the new program automatically records the telephone number where each call originated immediately after the call is answered at the dispatch office and a telephone connection is made.

Quanah is not the only city to benefit from the 9-1-1 service. Anyone within Hardeman County--Chillicothe, Goodlett and other rural areas--will be served by 9-1-1. Since Quanah residents are used to 9-1-1, our efforts have been to educate the rest of the county as to the benefits of using the system. The response to 9-1-1 has been very positive.



Middle Rio Grande Cuts Three Systems

By Berta Rocha, MRGDC Staff

Wednesday, February 19, 1992, marked an important date for the Middle Rio Grande Region as three of the eight counties scheduled for cutover in 1992 went "On-line."

The residents of Dimmit, La Salle and Zavala counties can now dial 9-1-1 to get in touch with life-saving services.

Ceremonies inaugurating the 9-1-1 systems began Wednesday morning on the steps of City Hall at Crystal City, Wednesday afternoon at the Dimmit County Jail, and ended Thursday at the La Salle County Courthouse. The ceremonies included joint proclamations by the governing bodies marking the day as 9-1-1 Day, the displaying of the 9-1-1 decal on the emergency vehicles and finally cutting the telephone cord marking the end

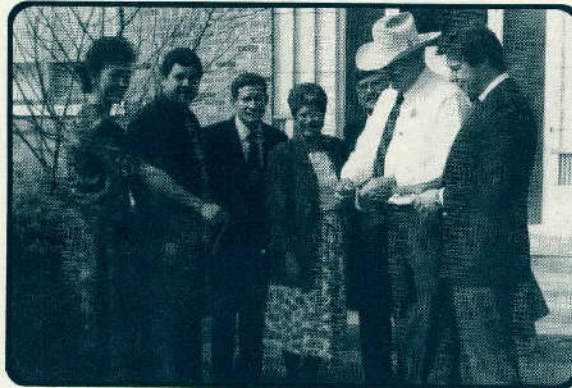
of the seven-digit number for emergencies and introducing 9-1-1.

The counties of Dimmit, La Salle and Zavala opted to join the 9-1-1 Regional Plan in January 1990. The implementation of the 9-1-1 system in

these counties has been long and tedious. Determination of the PSAP (Public Safety Answering Point) location was finalized without any problems. Next, PSAP equipment selection had to be determined. Upon selection of the

PSAP equipment, the designated PSAP applications had to undergo site preparation in order to meet the environmental and electrical specifications of the PSAP equipment. However, once the equipment rooms were approved, installation of equipment began immediately. Soon thereafter, each county began the "hot test" period.

February 19, 1992, has indeed become a historic day in the Middle Rio Grande Region with ceremonies marking 9-1-1 a reality in Southwest Texas.



La Salle County Cutover: (Left to Right) Berta Rocha, Judge Leodoro Martinez, Jr., Senator Frank Tejeda, Helen Sommers, Higinio Martinez, Jr., Sheriff Darwin Avant, and Michael Patterson.



Dimmit County Cutover - Carrizo Springs: Mayor Rufus Lozano, Judge Rodrigo Guerra, Sheriff Raul Medina, Joined by Members of Emergency Services



Zavata County Cutover - Crystal City: Mayor Maria S. Rivera, Judge Pablo Avila, Joined by Members of Emergency Services.

Enhanced 9-1-1 Service Arrives in Nueces County's Rural Areas

Location of Caller Can Now Be Determined

To passers-by, it appeared the tiny community of Violet was in the throws of a major crisis on the morning of January 30, 1992, as fire trucks, ambulances, sheriff's cars and a helicopter descended on St. Anthony Catholic Church. The 70-plus crowd which gathered in the church parking lot knew better. They were celebrating an important step in area emergency service--the start-up of an enhanced 9-1-1 system in rural Nueces County.

Residents of 700 square miles of rural Nueces County now can dial 9-1-1 and be plugged into a Sheriff's Department data bank. Dispatchers can automatically call up the names and addresses that correspond to the phone number and dispatch appropriate emergency services.

Calls made to 9-1-1 from inside Corpus Christi are dispatched through the city police department.

Prior to 9-1-1 implementation, county residents outside Corpus Christi had to select one of several volunteer fire

departments, county constables or other law-enforcement officers. They then had to find the appropriate seven-digit phone number and dictate directions to often isolated areas with no street signs.

"That's a lot of down time when someone is in the midst of a cardiac arrest," said Chris Lawrence, director of Nueces County Beach Services.

"This (9-1-1) means we're going to be saving lives because we'll be getting there promptly in life-and-death situations," stated Nueces County Commissioner Richard Borchard.

Commissioner Borchard demonstrated the service by placing two 9-1-1 test calls from a mobile phone in St. Anthony's parking lot. Afterwards, a reception, complete with miniature fire trucks and police cars atop a cake, was held for residents and law-enforcement officers.

"This will make things a lot easier for us," said Jerry Stratmann, paramedic and chief executive officer of

Halo-flight air ambulance service, based at Corpus Christi International Airport. Halo-flight's helicopter responds to about 50 calls a month from an area stretching south of Houston and San Antonio to the Mexico border. Stratmann said with less time spent looking for emergencies with no specific address, the service can respond to more calls.

Officials say 9-1-1 service is especially beneficial for families with children who can easily be taught to dial the three-digit number to get emergency service without having to remember their name or address. "Starting today, a child in the rural areas here outside Robstown will be able to get help if home alone," Borchard said. "An elderly person living alone in the Petronila area, perhaps experiencing a reaction to medication, a heart attack or

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Mayor Roger Benavides, along with members of the Nueces County Sheriff's Department, assist County Commissioner Borchard in setting up the live 9-1-1 call which was answered by the Sheriff's Department PSAP.



Behind County Commissioner Richard Borchard are (left to right): County Commissioner Carol Karter, Chief Deputy Pete Peralta, County Commissioner David Berlanga, and representatives from area volunteer fire departments, EMS, Halo-flight, and Sheriff's deputies.

ACSEC Gears Up for 9-1-1 Day 1992

Local Celebrations to be Included

By Carey F. Spence, ACSEC Staff

Planning is underway for the fourth annual statewide 9-1-1 Day in Texas. Events are being planned for September 11, 1992, in Austin, Texas. This year, ACSEC is forming a committee to examine the possible activities for a statewide recognition with local celebrations of 9-1-1 and its existence throughout the entire state of Texas.

This committee will examine ideas and provide information to local governments on different ways to celebrate 9-1-1 Day in their area. The goal of 9-1-1 Day is to inform the citizens of Texas about the benefits of 9-1-1 and how to properly utilize their local 9-1-1 system.

Informing the public about 9-1-1 can be achieved in many ways. Forming a speakers bureau to give presentations to local civic groups or distributing informative materials at shopping malls, grocery stores, libraries, airports, etc. are just two examples. Each community can individualize the best approach for their organization. The 9-1-1 Day

Committee will be a resource and provide suggestions on coordinating activities.

Currently, we are seeking nominations from local governments for those outstanding telecommunicators who contribute to the organization and community with their superior job performance. Each year ACSEC selects ten of the nominations for the Telecommunicator of the Year Award.

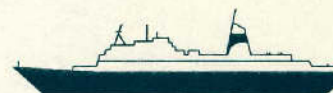
ACSEC will receive nominations for the 1992 award recipients for performances covering the period July 23, 1991, through July 17, 1992. Documentation of any outstanding performances can be in the form of recordings, printouts on call data or local newspaper articles. With this information, ACSEC can provide organizations such as Rescue 9-1-1 with possible story lines. The ACSEC office will accept nominations and documentation until July 17.

If you have any questions, please call Carey Spence at (512) 327-1911.



EMS Week
May 10 - 16, 1992
Emergency Medical Service--
It Starts With You!
Sponsored by Texas Department of
Health and American College of
Emergency Physicians

NENA 1992 Annual Conference



Conference Headquarters

The Buena Vista Palace at WALT DISNEY WORLD® Village will play host to the NENA 1992 Annual Conference. To guarantee space availability, hotel reservations must be received 30 days prior to the group's arrival. Contact Buena Vista Palace, WALT DISNEY WORLD® Village, Lake Buena Vista, Florida 32830-2206 or call (407) 827-2727.

Travel Information

NENA has arranged for special convention fares on Delta Airlines and special rates with Budget Car Rental. Just call Preferred Travel Group, the official travel agency for the 1992 NENA Conference, at 1-800-869-8845, for reservations, fares and discounts.

Special Events

- Key West Celebration Welcome Reception;
- An Evening Under the Stars at Sea World.

Optional Events

- Church Street Station, a Block-long Entertainment Complex;
- Post-Convention Cruise on the Carnivale to Nassau, Bahamas (Call Preferred Travel Group at 1-800-869-8845 for a brochure on the cruise and reservations).

Southeast Texas Moves Into Second Phase Following Implementation

By Kathy Denton, SETRPC 9-1-1 Network

The South East Texas Regional Planning Commission's 9-1-1 Emergency Network is relieved that its cutover in December went smoothly—especially because it was the first Texas “flash-cut” of a multi-county 9-1-1 system. We are already hearing “success stories” of people being helped, criminals apprehended and lives saved through the 9-1-1 system.

Since cutover, a natural progression for our staff has occurred. We have matured from the implementation phase into the operational phase. Many of the tasks that helped implement 9-1-1 are being carried over into this new phase with additional ones emerging. We are fortunate to have such a competitive spirit amongst the varying law enforcement agencies, elected officials, fire departments and emergency medical services. All of these representatives offer their support which is necessary for our continued success and improvement of the 9-1-1 system.

“From the outset, everyone saw the regional approach as the best method for implementing 9-1-1, because it was the most cost-efficient plan,” said Bob Dickinson, Director of the SETRPC 9-1-1 Emergency Network.

Some activities and committees have been developed to help promote the efficiency of 9-1-1. A newly developed committee is the 9-1-1 Dispute Resolution Advisory Committee. The committee's purpose is to insure fairness and impartiality when differences of opinion arise and need to be resolved. Their function is to operate as an unbiased information gathering and review board and to offer advice with regard to resolution of disputes pertinent to 9-1-1.

The demand for educational presentations has increased since cutover. Previously, 9-1-1 staff members were able to meet the needs of the public, but now 9-1-1 is a hot topic around the region. The schools and civic groups are deeply interested in 9-1-1 education. To help meet this need, a Speakers Bureau has been created.

Bureau members attended a four-hour training seminar about 9-1-1 and public speaking. After training, the members are prepared to speak to various groups such as churches, schools, and civic groups as the need arises. Additionally, members have made presentations to the speech and hearing impaired, blind and Vietnamese communities. With the help of the Speakers Bureau, more time can be spent in developing and reaching out to these groups with a proper presentation and appropriate materials. Other public education efforts include periodically issuing a 9-1-1 newsletter.

Training is still occurring. We are offering the 8-hour basic “9-1-1 Telecommunicator Course” which is geared for those who have never received training on 9-1-1 equipment. In-service sessions are also available for those who need additional instruction on the equipment. Weekly visits are made per PSAP to visit with the dispatchers about their questions and to collect data.

A monthly “Telecommunicator Tip Sheet” is distributed to telecommunicators (dispatchers) as a form of communication. Topics discussed in the sheet are reminders about the equipment procedures, suggestions for transferring techniques, requests for success stories, praises for outstanding performances, etc.

The tri-county rural addressing project is going full force. “The addressing endeavor is just like the rest of our 9-1-1 plan. Our counties gave us the responsibility of coordinating the project and supervising the work of our consultants in completing an accurate addressing scheme for our rural residents,” said Dickinson.

Keeping up an efficient 9-1-1 system is demanding, but necessary for the safety of the individuals who rely on 9-1-1 for help. We have tried our best at being a conduit for the representatives from the various agencies in our region. Our goal is to maintain the high degree of cooperation that we are now experiencing, so the success of 9-1-1 can continue to be evident.

Nueces Co. Continued from page 6

stroke will be able to get help even if they cannot speak clearly, or at all.”

The new system also enables the Sheriff's Department to cite the parents of children who make repeated prank calls, a dispatcher said. The afternoon of the ceremony, prank calls from children were the only 9-1-1 calls from rural Nueces County.

Excerpts Reprinted with Permission from The Corpus Christi Caller-Times, January 1992, Staff Writer Susan Besze.

Texas Eastern Names New Director

Christine Adams, initially hired as a data technician two years ago, was named George McClelland's successor as Executive Director for Texas Eastern in November by the network's board of directors. She will assume the post when McClelland retires at the end of the year.

Over the past two months, Ms. Adams has gradually worked into a 9-1-1 director's routine--six-to-seven-day workweeks and constant efforts to locate homes in rural parts of the county. Part of the transition included a brief stint as acting director when McClelland left the country for Germany recently.

Ms. Adams' hands-on experience began in December 1989, as the data

technician responsible for entering Rusk County information into the network's computer system. She also worked with the area's telephone companies, helped assemble the network's Master Street Address Guide and learned dispatching procedures.

With a solid knowledge of the county's geography, she was named assistant director in May and now aims to complete the tasks McClelland started.

"We're still working on the exchanges in Reklaw and Timpson, working with GTE on our county lines and will continue to stress public education. So many people out there think 9-1-1 is a catch-all or are not sure a situation is important enough." Another challenge

is finding residents in rural areas who prefer to be left alone, and working with callers who do not understand how the network operates.

McClelland will remain with Texas Eastern 9-1-1 in an advisory role while assisting Harrison County authorities with their emergency network. Though he'll offer some advice on occasion, Ms. Adams concedes things won't be the same. "You have to put forth a lot of effort in this job, and I know what's ahead, but he won't be an easy person to replace."

Excerpts Printed with Permission from the Tyler Courier-Times, Dec. 1991, Bill Hornaday, Staff Writer

LECD Gets New Director

The Lubbock Emergency Communications District appointed Robert A. Nash as its new executive director. Mr. Nash is following Mr. Bill Johnson in the leadership of the District.

Mr. Nash has served the community for many years in volunteer efforts such as Big Brothers, Big Sisters, Red Cross, United Way, Child Abuse Prevention and the March of Dimes.

Mr. Nash's professional background ranges from broadcast to anthropology. He has also served on the District Board. His varied interests and experiences will enhance the area's 9-1-1 system. Welcome to the team!

Fire Commission Appoints First Executive Director

The Texas Commission on Fire Protection announced that Michael E. Hines has assumed the position of executive director for the new commission. Hines was executive director for the Texas State Association of Fire Fighters until his appointment by the commission.

The 12-member commission selected Hines, a 15-year veteran of the Amarillo Fire Department, as its first executive director. Hines will direct the operations of the new agency which is a consolidation of several government functions related to fire protection formerly handled through three separate agencies.

Hines joined the staff of the Texas State Association of Fire Fighters (TSAFF) in 1988 as legislative/executive director where he represented the interests of Texas fire fighters during sessions of the Texas Legislature.

Hines studied basic fire protection at the Amarillo Regional Fire School and received his fire fighter journeyman training at the Amarillo campus of the Texas State Technical Institute. During his tenure with the Amarillo Fire Department, he also served on the apprenticeship training committee and was an instructor at the Canyon Regional Fire School. He was certified by the Texas Department of Health as an emergency medical technician in 1974.

In The Spotlight

Dr. John Dunn

In 1991, Dr. John Dale Dunn, Director of Emergency Services at Brownwood Regional Hospital, headed a regional 9-1-1 Curriculum Task Force in the development of an intensive training curriculum for all calltakers throughout the West Central Texas Council of Governments region.

As a result of his leadership, 9-1-1 calltakers receive training in call handling procedures, CPR, and emergency medical telephone instruction in order to more effectively serve the region's citizens.

Dr. Dunn is board certified in both emergency medicine and family practice. In the past, he has been active in national affairs for the American College of Emergency Physicians and has lectured in more than 15 states, Canada and Mexico on matters that relate to emergency services, particularly in the area of risk management. Dr. Dunn is also an attorney who is a member of the Bar of Nebraska and Louisiana.

John and his wife, Patty, live with three dogs, two horses, two birds, three fish and two cats on fifty acres north of Brownwood on Lake Brownwood. John's daughter Jenny is a sophomore at the University of Northern Colorado in Greeley.

Dr. Dunn has been director of Emergency Services at the Brownwood Regional Hospital since his arrival in Texas from North Carolina in 1986. As part of his community activities, he has been president of the Community Concert Association of Brownwood, a member of the Board of Directors of the Humane Society and is Medical Director of the Brownwood/Brown County Health Department where he also serves as emergency physician for the TB clinic. Dr. Dunn works full time as an emergency physician at the hospital, but also works as an independent risk management consultant for law firms, hospi-



tals, and other health-care entities, advising them on medical malpractice and other health law problems.

When asked why he volunteered to be Chairman of the Task Force, Dr. Dunn indicated, "The least I can do as an emergency physician interested in prehospital care is to help develop a curriculum to train calltakers, who are a key element of the emergency care system and whose hard work and professionalism set the tone for emergency services in the 19-county area."

"Newly initiated or even experienced calltakers need to have some hands-on, thorough familiarization with the training program appropriate for proper call handling. We on the task force decided that it was important to help the calltakers learn how to help people over the phone when they had medical problems because that was going to be the most stressful and difficult area of their work. In order to do that right, we had to make sure that they had the right equipment and the right curriculum for preparing to teach people and to help people over the phone who had medical emergencies and who requested their assistance."

A number of other volunteers served on the Task force: Bob Baker, Lt. Pete Beretta, Dr. Dale B. Brannom, Andrew Cargile, Charles E. Erwin, Dr. Stephen T. Faehnle, Cyndy Gray, Dr. Vincenzo Guistino, Sandy Herrera, Jerry Huffman, Aaron Klause, Cheryl Lewis, Capt. Bill Marsh, Woodrow J. Mattox, Wade Turner, Judge John Weaver, Perry Westmoreland and Les Wilkerson.

Programs of the West Central Texas Council of Governments depend heavily on the input gathered from volunteers across the 19-county region. Dr. Dunn is one more volunteer whose efforts resulted in an outstanding training curriculum and program for 9-1-1.

AACOG, Continued from page 4

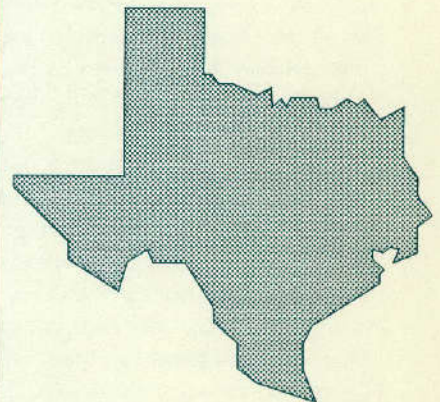
Wilson County

Attendees to the 9-1-1 cutover ceremony filled the courtroom at the Wilson County Courthouse as 9-1-1 was officially implemented in Wilson County.

County Judge Martha Schnabel opened the day with an invocation and the Pledge of Allegiance. AACOG Executive Director Al Notzon served as Master of Ceremony for the event.

Several individuals were instrumental in getting 9-1-1 on-line in Wilson County and were duly recognized. Among those to receive certificates of recognition were Judge Schnabel, County 9-1-1/Emergency Management Coordinator Fran Randall, Sheriff Marvin Baumann, the Mayors of La Vernia, Stockdale, and Floresville, and other key individuals.

Following the remarks, the first official 9-1-1 call was placed in Wilson County by Judge Schnabel. The call was immediately answered by the Sheriff's Department PSAP.



Addressing Plan Amendment Review

By Darla Parker, ACSEC Staff

The ACSEC Addressing Committee, restructured in January 1992, has set up a plan amendment review process so that regional councils may submit requests for available addressing funds. A regional allocation recommendation brought forth by the Addressing Advisory Subcommittee has since been expanded by the Addressing Committee to help in the review process and distribution of those funds.

Sources of funds to be considered in the plan amendment process will be from a United Telephone Company rate case, available 9-1-1 services fees, WATS court settlement and addressing pool contributions.

Over two million dollars, expected to be available after August 1992, will be allocated to counties based upon their addressing project status, participation

in 9-1-1 whether through the state plan or as a district, and the ability to provide a 25 percent match of the total net funds needed. Allocation factors include the number of unaddressed housing units, road miles, and total number of land parcels. Service fee for use in addressing will be considered for those regions that have taken into account their monthly recurring costs and system upgrade to ALI.

To receive funds, counties should contact their council of governments to determine the cost of their addressing project. Costs apply to the assigning of new addresses, correcting existing address errors, notification of the residents along with the conversion of rural route and box numbers to the new addressing system, problem resolution, and street sign installation. The respon-

sibility of address maintenance lies with the county or a designated entity.

To be considered, COGs will submit a plan amendment to the ACSEC five (5) weeks prior to the Commission meeting. Staff will then present amendments to the Addressing Committee for review.

Counties are urged to contact their regional council of governments for assistance in preparing their addressing cost estimates. The COG will need a brief narrative of the addressing project along with a start/finish date included. The county addressing person should also be identified. An addressing project cost estimate worksheet is available from the COG for calculating costs.

If you have any questions concerning the addressing plan amendment process, please feel free to contact the ACSEC staff.

Grants for Rural Texas

By Steve Barbre, ACSEC Staff

Planning for the future of your organization is a very important process. In most cases, after all of the ideas have been laid on the table, there is still one question left unanswered: Where will future funding come from? The answer to this question is especially important to those of you planning or perhaps already involved in an addressing project.

As local funds are scarce, a grant to help fund addressing might prove to be very helpful. The Winter 1992 edition of the *Rural Health Reporter* provides answers to some of the questions linked to the granting process by looking at **grantsmanship**, the art of acquiring grants-in-aid. Included in the topics covered is information about grant-making organizations, types of foundations, preparing proposals, and grant

administration, along with listings of some available resources.

Grants can be used to start up new programs or enhance already-established endeavors. Whatever the case, grants have become important funding sources with thousands of awards being made every year.

The *Reporter* suggests if you are involved in an organization that is considering a grant proposal, these are some of the things that you need to think about:

- Plan ahead, apply for grants 6 to 12 months ahead of your project start date;
- Focus on the people you serve; make sure your idea serves the group you are targeting;
- Address your target areas' need and how your organization is able to help;

- Identify funders in your area and examine their funding tendencies; and
- Be aware of all deadlines for the submission of applications.

These are just some of the things that will help you to gain an advantage in the granting process. Remember that submitting a good grant proposal doesn't always mean that your project will be funded. Keep your chin up. "Rule number one in grantsmanship is to ask. Rule number two is to keep asking."

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