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2005 TENA/CSEC CONFERENCE UPDATE

By Robert Gonzales & Lesley Sciba

Greetings Fellow Texans!!!

Well, what great sessions, perfect weather, and wonderful sunsets by the ballpark! If you were not at Corpus Christi last month then you missed the 2005 TENA/CSEC Conference and Awards. Over 500 people were in attendance and a record 45 of the leading industry vendors provided attendees with all of the current information on equipment and technology. Many thanks go out to all of our sponsors. Without them the conference could not have been so successful.

NENA Executive Director, Rob Martin, provided his vision and insight on the upcoming trends and needs for 9-1-1 during the opening session. His down to earth presentation made certain that everyone would "make personal" their dedication to 9-1-1. Mr. Martin covered several of the presentations from the recent NENA Annual Conference. During the opening session there was the ROTC color guard and our own TENA member choir whom gave us all chills with their rendition of the Star Spangled Banner.

This year's entertainment was sponsored by Intrado and kept over 300 people entertained throughout the evening with the Casino by the Boardwalk. Attendees were able to stroll along the boardwalk and get their fortunes told, get a temporary tattoo, eat popcorn, cotton candy, and ice cream. They then ventured into the Casino and try their luck at blackjack, roulette, and craps - all trying to accumulate as many gambling chips as possible. By the conclusion of the evening prizes were drawn, where Gail Otte from Permian Basin RPC landed a trip for two to her choice of 4 continents. WOW Gail, do you need a partner for the trip?!

The Telecommunicator Awards Luncheon provided the conference with the real life stories of why our industry is so important to us. Eight telecommunicators were recognized for their heroic and touching efforts to help the 9-1-1 caller:

Break down of callers and brief call description:

The Team Award of Merit was presented to City of Plano and City of Richardson for their collaborative handling of a bank robbery. Seventy-three telecommunicators were also honored with the Silent Hero recognition.

If you did not make it to the conference this year, then start making your plans to see us next year in Austin for the 2006 conference. Thanks to all of the attendees for their participation and we look forward to seeing you again next year!



News Across the Lone Star State...



NORTH REGION UPDATE - JOE ROGERS

Hello, I am Joe Rogers, the 911 Director for the West Central Texas Council of Governments in Abilene, and now the North Coordinator for the TENA Chapter Executive Board. First, a big thank you to Willima Banner for all her hard work in this position this past year. Her efforts ensure a smooth transition for us incoming coordinators. And secondly, thanks to you for your vote and entrusting me with this responsibility.

Briefly, my background includes 12 years at the WCTCOG, 8 ½ of those as the 911 Director. That's long enough to coordinate the purchase and installation of new PSAP equipment twice-- the second of which is just finishing this month. Life before the COG belonged to Texas Instruments for ten years where I worked as an Electronic Technician on various Department of Defense programs including Infrared Night Vision Sights and Naval Weapon Systems and then later as a Manufacturing Supervisor over several production lines.

The TENA Chapter is a well-run organization and is fortunate to have great leadership. I hope to continue that tradition by encouraging more folks in the 911 business to join the chapter and to keep Texas as one of the biggest and best in the country. To do that, I need your help and am always happy to receive suggestions, comments, and ideas. I look forward to hearing from you and working with you this year as your North Coordinator.



CENTRAL REGION - CINDY BRIDGES

Welcome to the Central Texas Region! I am happy to announce that I am the newly elected Coordinator for our region. I hope to be able to represent the region with the status and respect that it deserves. Our 35 counties hold many treasures both in the public eye and unknown. We have the Western White House, two of our Army's military posts- on that note I will proudly state that I am a spouse to an Army Sergeant.

This region has many other Armed force bases that house our nation's defenders, our great esteemed capital city- Austin, some of the greatest historical monuments and cultural activities in San Antonio, plenty of entertainment from the north part of the region and it's outlet malls to the southern regions and it's famous water park, and of course this area is home to some of the countries most contributing important businesses. This area is more than note-worthy...it's growing, full of culture, professional development, and entertainment a bound! My first goal as the coordinator is to ensure a constant flow of information in our area from all of the districts and COG's to myself so I can report it. We need to show the rest of the state how we can really shine!

I have worked for Central Texas Council of Governments for 5 years as a 9-1-1 addresser and Public Education Coordinator. I am a proud member of the Public Educators of Texas (PET's). I have been happily married to my high school pen pal for 12 years and I have two children- Tyler, age 11 and Keshlei, age 8. I was a dispatcher for 5 years at various agencies across the nation. I have a Bachelor's of Science degree in Public Management/ Criminal Justice. And I welcome any and all emails (cbridges@ctcog911.org), phone calls (254 933-7075), and/or personal visits. I'm a very personable person- I love to hear stories about your families, as I am sure I will share some of my own, if someone in your agency has something you feel is worth shouting about- I'm game! In my opinion, this region is one of the best in the state and we need to BRAG! Thank you for voting for me, I promise I will make this region proud!!

New Webmaster

Welcome to Mark Payne the new Webmaster for the TENA website. Mark is the 9-1-1 Systems Manager for the Denco Area 9-1-1 District. Mark can be reached via e-mail at mpayne@denco.org for changes or updates to the TENA website. Welcome Mark! And Thank You Tonni Dunne who was our Webmaster! We know you will continue to service our field with grace!



LETTER FROM THE PRESIDENT LISA DODSON

The annual TENA/CSEC Conference and Telecommunicator Awards in Corpus Christi was fantastic! This year we saw the highest attendance ever for one of our conferences. I would like to thank Sherry Decker, Conference Chairperson and the Conference Committee for a job well done.

I have to admit that it was great to see the charity of our membership when we passed around a plate and members pulled the money out of their pockets to donate to the Louisiana PSAPs affected by Hurricane Katrina. The Executive Board voted to match that dollar amount and was able to provide the Louisiana APCO/NENA Disaster Relief Fund with a donation of \$2,600.00. Thank you to everyone for your generosity.

I returned from the conference feeling energized and ready to tackle the year ahead of us. However, Mother Nature decided to put an obstacle in our path. Hurricanes Katrina and Rita have caused destruction and heartache that will be remembered for some time to come. In the wake of these disasters, a critical need has been identified across this country. In addition to developing services and protocols to ensure continuity of the 9-1-1 infrastructure, it is crucial that a mutual aid resource for 9-1-1 dispatch centers be developed on a nation-wide basis. Louisiana PSAPs did not receive relief personnel for almost two weeks post-disaster. Several dispatchers had worked non-stop for days and literally had to be carried out of the PSAP due to exhaustion. On September 22, 2005, NENA announced a new task force. Ironically this announcement came the same week that Hurricane Rita struck our Texas Gulf Coast PSAPs. We support NENA's initiative to further the goal of the Telecommunicator Emergency Response Task Force. NENA is holding a special meeting October 25, 2005 in Greensboro, North Carolina to develop a national strategy. Historically, law enforcement and fire services have had mutual aid support during times of disaster; we must ensure that the 9-1-1 link is not forgotten when mutual aid is needed the most.

During the coming months, TENA will be working on expanding our chapter's value to its membership with its training and mentoring programs as well as preparing for next year's conference. If anyone would like volunteer his/her time to any of our committees including the conference committee, please email me at lisa_dodson@co.harris.tx.us. We have a very diversified and knowledgeable membership and we welcome anyone with an interest in participating on a committee.

Mark Payne, of Denco 9-1-1, has been appointed as the TENA Webmaster. Mark has undertaken the task of bringing a fresh, new look to our web site so that it will continue to be the valuable communications tool that it has become under Toni's tutelage. If there is something on the web site that is not available that you feel would be valuable, please email Mark at mpayne@denco.org.

Plea for Equipment

Jimmy Crouch, former director of Newtown's 911 emergency center who now lives in Thailand, recently represented the National Emergency Number Association in a World Health Organization conference. Mr. Crouch covered the health aspects of the Tsunami disaster in Asia, in co-operation with the Ministry of Public Health of the Royal Thai Government. His firsthand report on the aftermath of the tsunami disaster in Thailand, and its emergency communications system, was published in the March 2005 issue of *Emergency Number Professional Magazine* and in *The Bee*. He has been attempting to get donated emergency communications equipment from the United States and to integrate it into the Thai system. Anyone who is interested in helping can reach him at jimmy_crouch@hotmail.com.



PANHANDLE REGION - MICHAEL GROSSIE

As the new Panhandle Regional Coordinator, I welcome any input from around the Panhandle Region, be assured that it will get passed on. Since I have been in this position for about a week and a half, I have found it a little difficult to remember that there are deadlines to meet for this newsletter. Now, who is this person? Michael Grossie, with the Lubbock Emergency Communication District (LECD). I have been with the District for about six years. I have been in Public Safety for more than 30 years. I have been a Dispatcher/Jailer, Deputy Sheriff in the Patrol/Investigations Division, Undersheriff, Volunteer EMT on a transport ambulance service, a member of a Volunteer Fire Department, (these last two while I was in Law Enforcement), Director of a Communications Center and now the executive Director at LECD. As you can see, a broad range of Public Safety experience.

I have not gotten a chance to talk to all the leaders of the 9-1-1 community in the Panhandle, but know several of you. I intend to visit you in person, and get an idea of what direction that you want the Texas Chapter of NENA to take, and what the Chapter can help you with.

Now for the news, Charlie Broomhead, Executive Director, Potter-Randle Emergency Communication District stated that things are holding the course in his District. Good news. Of course he, Deborah Yarnell, 9-1-1 Coordinator for the South Plains Association of Governments (SPAG), my self and I am sure Pamela Neilson, 9-1-1 Coordinator for the Panhandle Regional Planning Commission, are always working with the Wireless Service Providers to improve and fine tune the 9-1-1 service that they provide. You know the problems like "how come when I call 9-1-1 from my wireless phone, the call goes to Amarillo and I am in Wolfforth?" Then we have Voice Over the Internet (VoIP) coming at us. Well, we all like challenges.

Deborah Yarnell provided this information -

SOUTH PLAINS ASSOCIATION OF GOVERNMENTS FALL 2005 UPDATE

The South Plains Association of Governments recently replaced 9-1-1 equipment and voice recorders throughout the 14 county region. PSAP supervisors selected CML as the 9-1-1 vendor and Dictaphone Freedom voice recorders. A region wide tandem rehome project is also underway which will allow PSAPs to utilize a single tandem for all 9-1-1 call traffic. Future projects include implementation of a regional emergency notification system and implementation of wireless location technology at all 12 PSAPs.

Until next time - Michael

TENA Board Members
hard at work.

Tino Fonseca
Lesley Sciba
Gina LaRocca
Willima Banner
Melissa Tutton
Cindy Bridges
Armida Borunda
Arnell Evans
Sherry Decker
Christy Williams
Lisa Dodson - not pictured



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WEST REGION -
ARMIDA BORUNDA

El Paso 911 is finally the proud owner of an empty building in beautiful downtown El Paso. Installation of the important stuff is expected to take 60 to 90 days. If nothing goes wrong, it may be a nice Christmas present.

PBRPC is proud to announce that Gail Otte, Assistant 9-1-1 Director was the GRAND PRIZE WINNER!!! At the TENA Conference in Corpus Christi, she won 2 round trip tickets to anywhere in the US, Mexico or Central America yippee..... Gracias, PBRPC has finally purchased the New Positron Equipment which is on order through SBC for the following Counties, Andrews Co, Crane Co, Dawson Co, Gaines Co, Martin Co, Pecos Co, Reeves Co, Upton Co, Ward Co, Winkler Co.

RGCOG had their Marfa Lights festival in Marfa, Texas on Labor Day Weekend. The Marfa Sheriffs Department had a 9-1-1 booth where games and 9-1-1 goodies and information were given out. On order is the new SBC Positron Equipment for Hudspeth, Culberson, Presidio and Brewster County PSAP's which is scheduled to be installed in the fall. The West Texas TENA Coordinator, Armida Borunda attended the TENA Corpus Christi Conference and wants to thank everyone who helped make this conference happen. It was a lot of work but well worth it.

Silent Hero Winners



Telecommunicator of the Year Winners





EAST REGION UPDATE - ARNELL EVANS

Grimes County 9-1-1 System Upgrades to Mapped ALI

The Grimes County has joined Leon and Madison counties as successfully implementing mapping software into their 9-1-1 system. Mapped ALI (Automatic Location Identification) is mapping software that allows for the geographic display of the location of the landline 9-1-1 call and the location of the wireless tower delivering the call.

The mapping software will allow the 9-1-1 calltaker to query locations by address, plot routes between two locations and display additional information layers. Additional features include the ability to view all roads, to zoom, to pan the area and to show other related geographical information or features that were collected by the Grimes County 9-1-1 database maintenance coordinator.

Over the past ten years, the Grimes County 9-1-1 coordinators have done an excellent job in assigning addresses to all structures in the rural part of the county and collecting data useful to emergency responders. Using GPS (Global Positioning Satellite) technology, Grimes County has developed a very accurate digital map.

It took a lot of teamwork between Grimes County and the BVCOG's GIS (geographic information system) and database personnel to implement Mapped ALI. Success can also be attributed to the Grimes County local county officials who supported this project, city officials and staff, emergency agencies and the local post offices contributed time and energy and support to this successful mapping and addressing project.

City of Longview

We hired RCC Consultants to develop an RFP for a new 9-1-1 system. The RFP was released and bids are due in by August 31, 2005.

We have made arrangements to have classes with several schools in Longview to provide 9-1-1 public education during school, starting with Longview High School in September. We will be holding one hour sessions with each class over a two day period.

We have also made arrangements to speak at the new "Parent University", meetings held by the Longview School District designed to educate the parents of students about child safety, resources, etc.

We will be teaching a session at the Citizens' Police Academy in September, about the 9-1-1 Center operations, wireless 9-1-1, and VoIP.

Set the Date!

Future Conferences

2006

August 27-August 30, 2007

Doubletree Hotel Austin

2007

August 24—August 29, 2007

San Antonio Omni Hotel

Upcoming TENA Conferences

SEPTEMBER 2005 SHORT VERSION REGULATORY REPORT

I. Significant 9-1-1 Related Proceedings before the Public Utility Commission of Texas

There are currently no significant proceedings related to or impacting E9-1-1 before the Public Utility Commission of Texas (PUC). This may possibly change in the near future given VoIP E9-1-1 deployments within the next few months and changes in applicable statutes as a result of new legislation or potential changes in E9-1-1 providers.

II. Significant 9-1-1 Related Proceedings before the Federal Communications Commission

WC Docket No.05-196, E911 Requirements for IP Enabled Service Providers

WC Docket No. 04-36, In the Matter of IP-Enabled Services

On July 29, 2005, petitions for clarification and/or reconsideration were filed by T-Mobile, Comptel, and a joint filing by NENA and the VON Coalition. The NENA/VON petition seeks clarification on, among other things, MSAG validation, nontraditional PSTN access to 9-1-1 Selective Routers, and VoIP providers limiting their service areas via customer contracts. T-Mobile asks for limited clarification that it be able to pass latitude and longitude instead of a civic address Registered Location in certain situations and that the compliance period track wireless provider compliance deadlines. The Comptel petition seeks clarification that T-1 equivalent VoIP should not have to provide the FCC customer notification since it provides comparable services to business customers as traditional wireline T-1 services. Initial comments of these three clarification and/or reconsideration petitions are due September 15, 2005 and replies comments are due September 26, 2005.

On August 15, 2005, initial comments to the FCC further Notice of Proposed Rulemaking (NPRM) were filed by approximately 45 to 50 interested parties. The Texas 9-1-1 Alliance filed comments requesting immediate action on certain issues and long-term future action on other issues. Specifically, immediate action items included, among other things, (1) clarification that MSAG validation is required under the FCC rule and order; (2) Local Number Portability as it relates to VoIP and E9-1-1; (3) Emergency Notifications Services and VoIP; (4) reasonable VoIP provider reporting and documentation requirements; and (5) that state and local 9-1-1 governmental entities play a necessary and important role that needs to continue. The longer-term action items included that mandatory new rules for automatically identifying VoIP end user may need to focus more on the Access Infrastructure Network providers and that the FCC should determine its continued and future role in facilitating Internet Protocol ("IP") E9-1-1 networks.

Other initial comments filed by the August 15, 2005 deadline on the major issues related to the FCC proposal to require all modems to automatically identify location by August 2006 (which was mostly uniformly opposed by the industry and only supported by one or two parties in brief comments); the need for the role played by state and local governments (mostly made as comments by state Public Utility Commissions (PUCs), 9-1-1 entities, and consumer advocates) or restrictions on state and local requirements (mostly by carriers or third party vendors); and the need for moving toward IP E9-1-1 networks (although there was disagreement as to how soon such was feasible). State PUCs and 9-1-1 governmental entities generally requested additional reporting by VoIP providers and additional reporting was opposed by several industry members (although some recognized or supported limited additional reporting). There was disagreement along different industry lines about requiring network access providers to identify location. There were also comments urging that VoIP E9-1-1 calls should look more like "wireline" E9-1-1 calls than "wireless" E9-1-1 calls. Issues associated with 9-1-1 fees were also raised as well and ranged from supporting local collection, requiring state only collection, and eliminating 9-1-1 fees in favor of general revenue or Homeland Security funding. Several comments, including those of NENA, urged the importance of standards. Reply comments on the NPRM are due September 12, 2005. The Texas 9-1-1 Alliance's reply comments are currently being drafted.

Related to the original FCC VoIP E9-1-1 order and rule, appeals have been filed by Nuvio and VoicePulse in the United States Court of Appeals for the District of Columbia Circuit. These appeals were joined in by Primus Telecommunications, Inc. and Lightyear Network Solutions LLC. VoicePulse has indicated that it is intending to withdraw its appeal in favor other VoIP providers pursuing the appeal.

Most of the recent activity in the FCC VoIP E9-1-1 docket involves the FCC extension of the requirement in its current order and rule for VoIP customer cut off for those VoIP providers that have not received the required acknowledgement from those customers. The FCC is seeking comments about "soft" disconnection that would still permit some type of E9-1-1 calling from such cut off customers.

The FCC also recently announced the state PUC appointees to its federal/state Enforcement VoIP Task Force. It has been indicated that this task force will include addressing VoIP enforcement, customer notification, and sharing of best practices.

Other VoIP related activities to the FCC VoIP E9-1-1 docket include seeking FCC and/or North American Numbering Council (NANC) approval related to interim numbering assignment of pANIs to be used for nomadic VoIP E9-1-1 routing. The proposed pANI structural change is a result of the increased need for pANIs to address nomadic VoIP E9-1-1 solutions. The most recent draft document included a 9-1-1 Governmental Entity approval requirement to obtain the pANIs.

(continued on next page)

TENA Transfer

c/o Susan Rodriguez
City of Plano 9 -1-1
1520 Ave K Ste.010
Plano, TX 75074



SEPTEMBER 2005 SHORT VERSION REGULATORY REPORT (Continued)

III. Significant Activities related to Nomadic VoIP E9-1-1 Model Agreements and District and CSEC VoIP Working Group

Initial drafts of nomadic VoIP E9-1-1 Model Agreements have been prepared and are being discussed with interested industry members. Three new agreements are envisioned at this point: (1) the Voice over Internet Protocol ("VoIP") provider agreement, (2) the Emergency Services Gateway ("ESGW") provider agreement, and (3) the VoIP Positioning Center (VPC) provider agreement. These three new agreements are appropriate because of the significant technical differences between nomadic VoIP and traditional wireline and wireless E9-1-1 technical solutions. (It is anticipated that there will only be three VPC providers, a few more ESGW providers, and many VoIP providers.) In addition, the Districts and the CSEC working group are finalizing new Exhibit 1 approval forms for each of these entities and revised test plans for each of these functions as well.

IV. National Emergency Number Association (NENA) Interim VoIP Architecture Solution (I2) Standard

The 192 page NENA migratory VoIP (I2) standard was released for public comment on August 23, 2005. Comments on the new proposed I2 standard are due to NENA by September 19, 2005. The new proposed standard establishes a new framework to address an interim nomadic VoIP location E9-1-1 framework. There are several new parts to this technical solution, such as the Validation Database ("VDB") and Emergency Services Routing Database ("ERDB") that may closely related to existing MSAG, Selective Routing, and Automatic Location database functions as well as the other new existing VoIP solution components. These implications and the new proposed standard are under review and consideration by the Texas 9-1-1 community.

V. Texas Legislature Telecom Bill

The Texas Legislature passed SB 5 revising state telecommunications laws to further competition in the telecommunications industry, extend certain statutory deadlines that were set to expire, provide for further telecommunications state deregulation, and address state video franchise requirements for telecommunications providers. The engrossed bill was sent to the Governor on August 16, 2005. New Texas PUC dockets or issues may arise as a result of the new legislation.
