



NENA-Texas Chapter

TENA TRANSFER

"A newsletter for 9-1-1 professionals in Texas"

Spring 2004

Deep in Our Hearts

A tribute to a 9-1-1 Icon

Texans are mourning the loss of one of its most influential 9-1-1 leaders. Laverne Hogan, the founding director of the Greater Harris County 9-1-1 Emergency Network, passed away on April 22. She was 65 years old. Her exceptional management style and supportive people skills allowed her to develop an advanced and nationally recognized 9-1-1 system staffed by dedicated and committed men and women. Those same staff, her 9-1-1 family, are understandably saddened by her sudden departure. "Laverne will be deeply missed. She was my best friend and mentor, who taught us all so much," John Melcher, Deputy Director for Greater Harris County 9-1-1 Network.

Other 9-1-1 agencies shared their thoughts as well, "She made a huge impact on 9-1-1 not only in Texas, but throughout the nation. All 9-1-1 professionals owe her a debt of gratitude," stated Mike Pedigo, Executive Director of the Denco Area 9-1-1 District. "Laverne was a colleague, mentor, and friend—and I will miss her dearly in each of those roles. What I will miss most though, is counting on Laverne always being part of the solution," stated Bill Buchholtz, Executive Director of Bexar Metro 9-1-1 Network. "By simply ensuring that every citizen has the best 9-1-1 service available, she made life better for us all — sometimes for people that never even knew her. Her memory will live on because of all the good work she did," stated Kelli Merriweather,



Laverne Heath Hogan
September 19, 1938—April 22, 2004

Friendship that Spanned 44 Years Left Many Good Memories

By Tom Bass, Greater Harris County 9-1-1 Chairman of the Board

I am pleased that the media and other folks are telling you about the incredibly capable and effective 9-1-1 executive director. That leaves me free to reminisce about a friend of 44 years.

In 1960, at the ripe old age of 33, I moved my teaching venue from HISD to the collegiate level. There I met a 21-year-old nun who was already a teacher in the Business Administration department. At that time primarily Dominican nuns staffed Dominican college. There were only a handful of us lay folks. It actually took me a little time to become friends with Laverne. At that time all the nuns wore the same attire (I think that's why they called it a habit). There were only 3 clues to help you distinguish one from the other: height, width, and a small patch of face (a big nose helped). In other words you were confronted with a generic shaped individual that you presumed was a female.

Within a year and a half I was involved with my first campaign for the Legislature. From that point on I became very aware of who Laverne was. She was an excellent comrade in arms for every campaign I ever had. Religion is something that many of us (including Laverne and myself) do not carry around on our sleeves and yet at the same time it has quite a bit of influence on how we conduct ourselves. We have both been, as I describe it, Social Encyclical, Vatican II Catholics. This

may cause boos and hisses from some people but that's who we are. In our entire time together I cannot think of a single time when either of us said to the other: "Don't do that. It is morally or ethically wrong!" I knew I could never propose anything (on the Court or on the Board) that would draw her ethical disapproval; therefore I was never seriously tempted to take the easy way out.

In hindsight the most important campaign that we worked on was to sell 9-1-1 to the voters. Laverne was the obvious choice to be our first 9-1-1 Executive Director. At the same time I was concerned that it might give the appearance of a "brother in law" appointment. I need not have worried, she was actually recommended by another member and had the unanimous support of the board. The current status of the Network proves how right she was for the job.

In closing I have one complaint. Some of you may be familiar with the saying that if you want to hear a joke tell God what your future plans are. Laverne being 12 years younger than me and female it was obvious that I would leave the Network first and that she would have to break in a new chair. Laverne this is the one time that you have let me down! You owe me one! Now I'm going to give you a chance to make it up. When I die and go before St Peter, this is what I want to hear: "Oh, yes. Laverne told me about you. Come on in!"

From the Presi-

I want to start this letter by expressing my heartfelt sorrow for the loss of Laverne Hogan, Executive Director of Greater Harris County 9-1-1 Emergency Network. She was someone I admired and looked up to for all she represented and attained in the state of Texas and nationally for 9-1-1. For her husband and son and for her 9-1-1 family you are in my prayers as you deal with your loss and strive to move forward.

In February several of us attended the 2nd Annual 9-1-1 Goes to Washington Critical Issues Forum. Thank You's to Christy Williams, Toni Dunne, Maura Hickey, Bill Munn, Bob Gunter, Greg Middleton, Richard Wilson, Rob Smith, and Ken Maynard who made the rounds to Representative and Senator's offices to discuss 9-1-1 funding and 9-1-1 Legislation.

You have probably already received in the mail information from Toni Dunne, Candidate for NENA Southeast Regional Vice President, and Bill Munn, Candidate for NENA Second Vice President. TENA supports these two candidates and their vision for NENA. Be sure to cast your vote for Toni and Bill, both of whom are great supporters of 9-1-1 and have done outstanding work in the past, both nationally and locally in the state of Texas.

Speaking of elections, check your mail! The information on nominations for your 2004-2005 NENA-TX Board should be arriving soon. The deadline for nominations is May 27, 2004. Final ballots will be mailed out on June 28 2004. Think about who you feel would be a valuable asset to the NENA-TX Board and nominate them.

Have you seen our website lately? It has a new look! I know, I know, it was down for a while because of a virus that hit the NENA server, but all is up and working again. If you have any suggestions of what you would like to see on the TENA website, let your Regional Representative know. You'll find the list of Regional Representatives on page 5 of this newsletter.

I'm sure most of you have noticed that NENA has raised their dues. While this may be a surprise, it is important to understand that dues cover many activities at the national and state level, legislative being the most noticeable. You receive numerous benefits and can be proud to be a part of a national effort toward the protection of life and property of our citizens. As a member, you have a voice in issues that impact your profession.

Have a great summer and we will see you at the NENA-TX Conference and CSEC Awards in Austin, August 30 thru Sept 1, 2004.

Melissa Tutton
Texas Chapter President
National Emergency Number Associa-

Candidates Forum for NENA...

Candidate for NENA Second Vice President

Bill Munn, ENP

Director, Tarrant County 9-1-1 District

Nine years ago, I asked your support in my bid for NENA Second Vice President. At the time, my vision of our association was an organization whose primary mission was to help you, the member, in the performance of your job, whether commercial or active. The immediate need, in my opinion, was the concentration of knowledge and expertise in our industry into an association recognized as the source of all the answers regarding implementation and operation of emergency number systems. My campaign push was to advocate NENA's becoming a voice in Washington, and a proactive stance on issues affecting 9-1-1 service, as well as the development of a top-notch educational program for 9-1-1 managers.

I am very proud of what you, the members of NENA, have accomplished over the past decade. You have built not only an association, but a new profession as well.

Our association offers its members the finest, most comprehensive and effective training available for emergency telecommunications managers, complemented by a certification program which has become the hallmark of professional achievement in the 9-1-1 industry. We offer a voice in Washington on 9-1-1 issues, and have become the chief resource for 9-1-1 issues in both the Congress and with the FCC. The creation of the Congressional 9-1-1 Caucus was the direct result of NENA's efforts in Washington.

Our first priority should be to maintain what has been accomplished and, where possible, build and expand on that. NENA's value to its members lies not only in its role as a public safety association but as a **9-1-1 Industry** association. In order to continue this role, our association must continue to represent a strong partnership between

active and commercial members. The organization should make a strong effort to offer value and a voice to commercial membership, whether corporations or individuals.

I also believe the association should have a strong executive staff and a relationship in which the board serves as a board of directors, and leaves the management of the association to the executive director and his/her staff. The objective here is for the board to set a vision for our association which reflects the wants and the needs of the membership, with an executive staff empowered to make this vision a reality. We have taken strides in this direction, as evidenced by our increased visibility with Congress and regulatory agencies, as well as expanded membership services.

We are truly the Voice of 9-1-1... we must maintain what has been achieved and continue to build on that. Critical national issues remain regarding funding, Homeland Security, and new technologies, such as VoIP, to name a few, and NENA must have a place at the table.

I believe you and I share a vision of what our organization must do. For eight years, I was honored to serve on your board of managers. I hope you will again honor me by allowing me to serve your association.



Candidates Forum Continued...

Candidate for NENA Southeast Regional Vice President

Toni D. Dunne, ENP

PSAP Relations Specialist, Positron Public Safety Systems

NENA is positioned as "The Voice of 9-1-1", and I am proud to have been a part of this organization since I began working in the field of emergency communications 14 years ago. I am now seeking your support for the office of Southeast Regional Vice President.

Currently, I am a PSAP Relations Specialist for Positron Public Safety Systems. Located out of the Texas regional office, my responsibilities include supporting sales managers, and assisting agencies with their accessibility issues. With over 14 years of experience in public safety, my first 10 years was with the Texas Commission on State Emergency Communications where I served as the Training and Access Program Manager and provided direct services to over 600 PSAPs through the development and implementation of training programs. I am a passionate advocate and believe volunteerism is a key aspect to the success of



any organization.

During my career, I have participated in a variety of organizations and committees at international, national, and state levels, to include chairing the NENA ADA Committee for the past 13 years. I am also a past president of the Texas NENA and APCO Chapters and am honored to be the recipient of several national awards, to include the NENA President's Award and the Robert H. Weitbrecht Telecommunications Access Award. I have also authored many articles and publications such as the National Institute of Justice's "The Americans With Disabilities Act: Emergency Response Systems and Telecommunication Devices for the Deaf" that was delivered to every police department across the United States, and was a contributor to NENA's *Public Education in 9-1-1* book

I would like to share with you my vision and my experiences that I believe will assist NENA with moving forward.

Throughout my career, I have interacted on a state and national level with hundreds of PSAPs and 9-1-1 agencies on program development, budgeting and training, and I have worked with NENA and multiple organizations on operational and technical issues ranging from staffing and accessibility issues to wireless and non-traditional devices. I believe that in order to move forward and keep its momentum, NENA must focus on the following areas:

- Enhancing Membership Services and Benefits
- Emerging Operational and Technical Issues
- Training for 9-1-1 Professionals, Elected Officials and the Public
- Organizational Structure and Processes

Thank you for your consideration of my views and for your support of my candidacy. Your vote will be greatly appreciated!

Laverne Hogan, the First and Only Executive Director of The Greater Harris County 911 Emergency Network

By TERRY KIEWER
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Laverne Hogan, the first and only executive director of the Greater Harris County 911 Emergency Network, died at home on Thursday of heart failure. She was 65 years old.

Over her 20 years in charge of the Harris County network, she oversaw its growth into the largest in Texas and the third-largest in the nation. As a leading advocate for 911 development in Harris and Fort Bend counties, Hogan became a pioneer in emergency communications in both the state and the country. Harris County Judge Robert Eckels said Hogan had the ability to draw people together toward her vision for the 911 system. "Laverne was a guiding force for the 911 system for many years and has been a good friend who worked very hard for the community," he said. She worked closely with members of Congress, the Legislature, the Federal Communications Commission and the state Public Utility Commission.

Former Harris County Commissioner Tom Bass recalled his "many extremely gratifying years working with Laverne for the citizens in this part of Texas. Her passing is a great loss to us all." Hogan worked with Bass and then-Houston City Council Member Eleanor Tinsley to create the Harris County network in 1983. The system later would be-

come the state's first enhanced network capable of providing both telephone number and location information to dispatchers.

Hogan also was instrumental in Texas' initial statewide 911 implementation study in 1985 and contributed to a groundwork publication on that subject. Under her leadership, the Harris County network became one of the nation's most technologically advanced systems.

"Laverne was proud to lead one of the finest 911 systems in the country," said Network lawyer Laverne Schwender. "She knew that building the nation's most cutting-edge system required incredible political balance and foresight."

Hogan served from 1996 to 2000 as regional president of the National Emergency Number Association, and from 1992 to 1998 as head of the Texas Commission on State Emergency Communications.

"I think she would be pleased, and even have a laugh because the reporter had most of it right except for one thing—He called her the Head of the Commission instead of one of the Commissioners."

Sonya Lopez Clauson
Public Information Director
Greater Harris County
9-1-1 Emergency Network

News Across the Lone Star State...



NORTH REGION UPDATE - PATTY CROSS

We're as "North" as it gets in Texas! To prove it, we built snowmen and had many snowball fights all in the name of fun during a memorable February winter storm. Up to 5 inches fell in one day across the Dallas/Ft. Worth metroplex. Luckily it was a Saturday so kids (young and old) could play. By the next day, it was all gone except for melting snowmen in every other yard. What fun!

Denise Rencher reports that the University Park Police Department is asking local businesses, churches and schools to register their Automated External Defibrillators (AEDs) with their 9-1-1 center. Here is sample of the verbiage the PD will use in the city's newsletter to encourage registration, "We all know it is hard to predict when and where a sudden cardiac arrest (SCA) will occur. The City of University Park would like to request that our local businesses and schools register their Automated External Defibrillators (AEDs). By registering AEDs with our 9-1-1 Public Safety Communications Center, the 9-1-1 operators will be able to alert callers that there is an AED in the building." Information about the location of AEDs will be entered into the department's CAD's comment field.

City of Dallas is getting pricing on a new operating system for their 9-1-1 and 3-1-1 programs. They currently use Nortel's Meridian, but will switch to Symposium, also from Nortel. Wilima Banner, Communications Manager, is also gathering specs on CPE. Dallas will upgrade their Vesta equipment sometime in 2005. There are 89 workstations at the Dallas PSAP.

On February 7th, the Wichita Wilbarger 911 District participated in the 2004 Women's Expo. Huge crowds attended. Gates opened at 9:00a.m, and by 10:15, over 500 people had received

a heart shaped pill box conveying the message, "9-1-1 Cares About You." On February 28th and 29th the District partnered again with Sheppard Air Force Base for its 5th year at the North Texas Arts Live Home and Garden Show. Cell Phone Sally was there with all kinds of 9-1-1 information. The theme for the event was "Cell Phones and 9-1-1. Do You Know What To Do In An Emergency?"

Wichita Wilbarger is up and running with Phase II for US Cellular, Sprint PCS, and T-Mobile. AT&T will cut at the beginning of April.

Shelly Holcomb from Wylie Emergency Communications reports that in the last month Wylie has upgraded the phone system to CML's Sentinel 4.0 and is now moving to CML's 5.0. They have begun implementation of Phase 1 wireless and anticipate moving to Phase II upon completion. The population in Wylie has gone from 18,000 to 26,000 in the last year and is expected to keep growing, so they are striving to keep up with technology.

Denco Area 9-1-1 District has prioritized Wireless Training for telecommunications in its area. Six wireless forums were offered in early March. The many quirks of wireless calls, mapping, and call processing were discussed. Wireless calls accounted for 60% of 9-1-1 calls made in Denton County in January 2004.

The North Central Texas Council of Governments and the Terrell Police Department honored 4-year-old Tyler Fryar for the poised 9-1-1 phone call he

made Dec. 3. Tyler was home alone with his mother when she collapsed on the floor in his grandmother's living room. Tyler dialed 9-1-1 and spoke to dispatcher Sulene Fontenot at Terrell Police Department. Fontenot had Tyler stay on the phone while she sent emergency personnel to the residence. The recording of the 9-1-1 call depicts Tyler remaining calm and answering all of the call taker's questions and follow-



Kristy Wikliff, second from left, poses for the camera with her dad, older sister, Senator Hillary Rodham-Clinton, and Tarrant County 9-1-1 District executives, Alisa Simmons and Bill Munn.

ing directions to unlock the front door for the responders. Since the incident, Tyler's mother has recovered. During a presentation at his daycare Tyler received a certificate of achievement, a medal, and a 9-1-1 Hero T-shirt from Teri Bloyd, NCTCOG's 9-1-1 Public Educator.

A "Kid Hero" from Tarrant County is also in the news. Kristy Wikliff of Southlake, Texas was honored as the recipient of the "Citizen in Action" award at February's E-911 Institute celebration in Washington, D.C. Six-year Kristy saved her father's life by calling 9-1-1 in a medical emergency. The E9-1-1 Institute hosted the awards to pay tribute to the Congressional E9-1-1 Caucus and to honor individuals who have demonstrated heroism and leadership with respect to 911 services



WEST REGION - JOE LORKOWSKI

CONCHO VALLEY COG got second place (out of 54 entries) for their Red E. Fox float in the San Angelo Rodeo parade! (Hope they bring some photos to the TENA Conference in August.) They also did some PSAP upgrades in Tom Green, Regan, and McCullough Counties. During their spare time, they did TDD training in all 13 Counties and did some dispatcher training called "Terrorism and the Telecommunicator."

RIO GRANDE COG reports Van Horn PSAP was partly handicapped by a lightning strike but has fully recovered after several months of inconvenience. They are sending gift bags to all Telecommunicators during Telecommunicator Appreciation Week. (Are there some rubber shoes in the ones for Van Horn?)

PERMIAN BASIN RPC reports that their 701/709 errors have decreased *significantly* during the past quarter due to the hard work of their database personnel (is one of them named Gandalf?). Also, they are starting the long, tedious process of replacing the CPE in six of their PSAPs by hosting a CPE shootout on April 28th (watch out for the ricochet photons!).

Everyone is still working on mapping. Now, you would think a map of the desert would be pretty easy but the problem is that, when we get our annual precipitation, the map changes and we have to start over!



PANHANDLE REGION - DEBORAH YARNELL

Lubbock Emergency Communication District celebrated 15 Years of 9-1-1 on Tuesday, February 10, 2004. Many of those persons instrumental in bringing 9-1-1 service to the residents of Lubbock County gathered to celebrate the passage of 15 years. Over 80 people were in attendance to remember the beginning, celebrate the accomplishments of the last 15 years, and look toward the future of 9-1-1 within LECD.

The festivities began about 2:00 pm with an open house which brought several dignitaries from local municipalities and agencies associated with 9-1-1 and LECD. A large buffet of food was enjoyed by all and several historic items were on display for the attendees' browsing pleasure. Those items included newspaper articles chronicling the formation of the District and the live cutover to Enhanced 9-1-1 service as it transpired. Also available for viewing was a video slideshow of assorted photographs taken during the past 15 years at numerous events and locations. Memories, laughs and snacks were shared by the many who managed to make it by.

At 5:30 pm a commemorative program recognized the accomplishments of the District and the individuals instrumental in its creation. Sheriff David Gutierrez, who serves on LECD's Board of Managers, emceed the program. David began by introducing some of the various dignitaries in attendance and then turned the program over to Board Chairman Joe Sparkman who recognized current and former Board members and staff. Original Board Member Bill Tynan covered some of the District milestones of the first 10 years. Michael Grossie, LECD's Executive Director, took over at this point and presented milestones from the last 5 years and gave his projections for the future of 9-1-1 and LECD.

The audience was then treated to accounts from Lubbock Police Chief Claude Jones, Lubbock Fire Chief Steve Hailey and Lubbock EMS Chief Bruce Mowrey on what LECD has meant to each of their agencies.

LECD Board Member Robert Massengale then recognized those 9-1-1 Dispatchers and Managers who served in that capacity since the inception of the District in 1989. David Gutierrez then closed out the program with a thanks to all who attended. It was a memorable afternoon and evening and another

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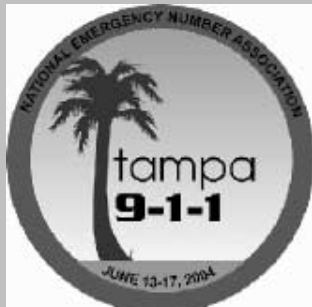
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Upcoming Events...



**Critical Issues
Forum VoIP and
E9-1-1
May 19-20, Toronto,
Canada**



**NENA Annual
Conference
& Trade Show
June 13-17, 2004
Tampa, FL**

**Visit the NENA
website at
www.nena9-1-1.org
for more
information.**

Connectivity Got you Down?

Over the past several weeks, have you tried to access the NENA Texas Chapter website only to find old information, an error message or worse.... you could not get connected at all?! If so, you must be wondering what is going on! Well the good news is that it is not user error. And it is not even a TENA or Webmaster deficiency. What you experienced is the worse case scenario for an organization. NENA's website was attacked!

According to staff, the website became infested with hundreds of viruses and worms which wreaked havoc on the site. At this time they also determined changes in securities and a bigger and better server would be required. For point of reference, the Texas Chapter website is attached to the National NENA site. And so what happens to NENA effects our Texas Chapter website.

Upon identification of the problem, NENA immediately began the tedious process of

repair. However, it wasn't long before they were required to REBUILD the entire website. During this process they depended on existing saved files. Realizing some of these files may be old data, they asked for patience and assistance. Members were asked to give feedback where information was incorrect on the website.

Beginning April 9th, the NENA server went down ON PURPOSE as they migrated to the new equipment. Websites, e-mail and internal file access was also down. This intricate website will require time to have all pages and links restored. In the meantime, TENA has not been able to do anything towards updating information. No doubt, this is as frustrating to you as it is to the Board and Webmaster!

Please know that we are working hard to get our site back and up to speed so that we can ALL be connected again! Keep checking back.

Respectfully,

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