

★ The TENA Transfer ★

Volume 1, Issue 3

Summer, 1998

Go West Young Man . . . and Lady!!!

by Ben Goodloe

By now, most of you know that this year's joint conference between APCO (Association of Public Safety Communication Officials), TENA (National Emergency Number Association - Texas Chapter) and TCJIUG (Texas Criminal Justice Information Users Group) will be October 11-15 in Lubbock, Texas. But, what you may not know is what Lubbock has in store for you. First, you can rest assured that special emphasis will be placed on quality and variety of educational sessions. By combining the efforts of three organizations, there is sure to be something for everyone in the public safety communications business. We recognize that everyone's travel budgets are limited and scrutinized, forcing you to be very selective about when and where those educational dollars are spent. In addition to the general sessions, there will be a total of 30 break-out sessions, ten for each organization.

Conference activities will be downtown at the Lubbock Memorial Civic Center. The Lubbock Convention and Tourism Bureau has completely subsidized our use of the Civic Center, a 300,000 square foot meeting facility including a 40,000 square foot exhibit hall! According to the standard rental fees for this facility, this will be a cost savings of **\$12,000**. But, alas, all work and no play . . . For those of you who have not visited the Plains in the fall, you are in for a real treat! Days in the mid-70's, cool nights in the 60's, beautiful sunsets (with no view obstructions, like trees!), and *no humidity!* The friendly people of the Hub City will welcome you everywhere you go.

Lubbock has a lot to offer visitors, like a tour of the Ranching Heritage Center . . . a historical journey of early life on the plains from sod dugouts to the prosperous ranch days of the "6666" (pronounced "four-sixes" for you easterners). Lubbock is also wind (sorry, Freudian slip) *wine* country, home of the award winning Llano Estacado and CapRock wineries. Take the short drive south of town to visit these exquisite wineries and sample their wines. For those football fans, make your plans to come early and enjoy Texas Tech



Homecoming on Saturday night before the conference begins. If you are inquisitive, you are sure to enjoy a visit to the Science Spectrum and the 60 foot dome screen of the OmniMax Theater. Or, for an outdoors adventure, visit the Lubbock Lake Land-

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No Library Card Needed Here!

The NENA - Texas Lending Library is open to all members, Monday thru Friday, 8 am - 5pm. To check out materials simply contact Joanna Oliver, a.k.a. "the Library Lady" for a "Lending Library Agreement Form". The form will be sent to you via fax or email along with a copy of the Lending Library policy and procedures. Complete and return the form to the Library Lady indicating which materials you would like to check-out. You will be advised on the status of the materials - in use, available, etc. and an expected ship date. Following is a brief listing of items available:

Career Track's *How to Deal with Difficult People*, *Implementing Total Quality Management*, *Dealing with Conflict and Confrontation* and *How to Train with Video*; APCO's *Negativity in the Workplace*; and Conference audio tapes.

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From the President . . .

Ben Goodloe

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Greetings! Let me begin by first saying thank you for selecting me as your NENA-Texas Chapter President for 1998-99! It is truly a great honor to have been entrusted by one's peers to lead such a fantastic organization. I will endeavor to follow in the footsteps of my predecessors and to continue the tradition of this chapter's leadership in NENA. Also, you have selected an extraordinary and diversely talented board who I look forward to working with this year!

Your new board has already been hard at work. At our first business meeting on May 12th, we had orientation for new board members, selected committee liaisons, discussed TENA policies, board member's duties, and other issues important to the organization including a wrap-up of the spring conference in Waco. After lunch, we conducted a "team building" exercise to help everyone learn more about each other and how we can best work with one another.

Traditionally, the chapter has placed most of its emphasis on planning the two annual conferences. We recognize the need for quality, educational opportunities which is the cornerstone of NENA. With the ever increasing demand for travel funds, we will strive to bring you conferences with the most up to date and informative sessions possible. But, we won't stop there. Last year we introduced a program for regional training opportunities. Due to its overwhelming success, we have now added a training committee as well as a public edu-

cation committee to the list of standing committees that together will assist us in reaching our goals.

Visit our website at "<http://www.nena9-1-1.org/texas/index.htm>" for a complete list of the committees and their members. If you see an area that interest you and would like to become involved, just let us know. Chris, the TENA Webmaster, has set up all kinds of ways for us to communicate with each other on our web page including a discussion forum, calendar of events, and chapter e-mail directory. Be sure and enter your e-mail information into the directory. Let us know your ideas. We all benefit from the synergy created by the passion that we share for 9-1-1. Remember,

this organization's strength is in its membership!

See you in Cincinnati!!

**Ben
Good-
loe**

"You have selected an extraordinary and diversely talented board who I look forward to working with this year!"



Calendar of Events

- | | |
|---------------|---|
| August 8-13 | APCO International Conference
- Albuquerque, NM |
| September 1 | Deadline to sign up for taking
ENP Exam in October |
| September 11 | Texas 9-1-1 Day |
| October 11-15 | Texas Communications and
Criminal Justice Conference -
Lubbock, Texas |
| October 17 | NENA's Next ENP Exam -
Houston |

Across Texas - News from Your Regional Coordinators

North Region - Lamerle Glidewell - Since this is my first article for the Transfer, I want to introduce myself. I have been with Nortex Regional Planning Commission for ten and a half years. In 1988 I was appointed to the position of 9-1-1/Criminal Justice Coordinator with the task of completing the 9-1-1 project following the statewide plan.

Within two years the 9-1-1 project became a full time job and in 1990, I became the Director of 9-1-1 Emergency Services. I am an active member of NENA, 9-1-1 Public Educators of Texas, and the 9-1-1 Coordinators Association with the TARC.

It's exciting to be a part of the 1998-99 TENA board and I will work very hard to aid our great state with the difficult challenges that we will face in the coming year. Let's work together to increase our membership so we can be the largest Chapter within NENA.

My home is beautiful Wichita Falls which is the summer home of the Dallas Cowboys (YEAH!!) I have two wonderful sons, Nicholas and Michael, a dog named Bear and 12 fish (13, if you include my cyberfish, Bubbles).

Addressing is continuing in our area, as I am sure it is across the state. In April, Nortex RPC hosted a Solid Waste Fair for all school-aged children. Red E. Fox greeted over 1800 students that day.

That's all for now. Those of

you that reside in my region - GET READY. I will be calling to get an update on what's happening in your area for the next newsletter. Have a safe summer.

South Region Forrest Anderson - Howdy from a "Blast from the past." As many of you know, I am back in the public sector as 9-1-1 Coordinator for the Middle Rio Grande Development Council where I coordinate all regional addressing and perform other duties as assigned by the 9-1-1 Director. I was elected as the South Region Coordinator for TENA (and thanks to all of you who did vote) this spring. I have held this position previously and look forward to working with my fellow board members and YOU to continue on the track of improving all aspects of 9-1-1 within the State of Texas.

I am in my 7th year with the COG and have worked in every aspect of 9-1-1 from specialist to director - private sector and public sector. I believe I have a very good perspective on the challenges ahead for rural areas and small towns and the demands placed on these entities to continue with state of the art 9-1-1 service. The large majority of the South Region falls within this environment. Throughout the this region, upgrades are scheduled for the newest generation in CPE equipment, integrated workstations and related peripherals. This will be a year of changes with wireless, legislative and technical issues affecting all of us.

East Region - Sonya Lopez - Hello TENA Members! I'm

very excited about being your East Region Coordinator. I have been a member of NENA for some time and decided it was time to become more involved.

I want to take this opportunity to introduce myself and let you know some of what is going on in my area. In the future, I will highlight activities from throughout the East.

I have been with Greater Harris County 9-1-1 Emergency Network for 5 1/2 years as the Public Information Director. *Time sure flies when your having fun!* I am responsible for managing the distribution of education materials throughout the GHC 9-1-1 territory, media inquiries, as well as other activities that may need public relations attention.

GHC 9-1-1 is very excited about its current education campaign to educate wireless users about the correct procedures when dialing 9-1-1. We look forward to the future of locating wireless callers, but are concerned that currently, citizens do not realize that 9-1-1 calls from cellular phones cannot be located. Cellular calls are at times 20-30% of 9-1-1 calls in the GHC 9-1-1 area.

The campaign was launched in May and includes the participation of three of our wireless providers. The campaign message is 1-Where, 2-Who, 3-What, and will last through the summer. The main campaign component is a cellular phone sticker with this message to remind cellular phone users of the correct procedures. Each of the "Safety Coalition" partners inserted the stickers in each of

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"My success as your Coordinator will not come from my input alone - your concerns are very important"

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their subscriber cellular phone bills, and new customer welcome packets. The campaign also includes well-placed radio spots on seven radio stations. Eller Media Company donated billboards throughout the Network's territory posting this important message.

To those of you I haven't had the chance to meet, I look forward to meeting you during my tenure as East Coordinator. My success as your Coordinator will not come by my input alone - your concerns are very important. Feel free to call me anytime.

West Region - Sherry Sevey - Howard County has been busy with address conversions. and has worked this summer to upgrade their one and only PSAP. In the public education arena, Howard County continues to work with schools and participate in job fairs where Red E. Fox has made several appearances. **Midland County** is also working to upgrade their PSAPs' equipment. They will move to a PC based environment with Phase I and II wireless capabilities. End of year programs at the different schools and participation in EMS Week kept Red E. Fox very busy. The big news in far west Texas **Rio Grande Council of Governments**, 9-1-1 style, is the impending upgrade of the PSAPs in Presidio and Jeff Davis counties to Level II ALI capability. Brewster county is in the process of completing their rural addressing. **El Paso 9-1-1** has completed Phase I of their mapping project. They have a useable map for the city of El Paso, but will begin Phase II of their mapping project which will produce a useable map of the remainder of the county. The

Permian Basin Regional Planning Commission busy helping their counties with addressing and putting structures on their digital maps. Martin, Crane and Ward counties are scheduled to upgrade to ALI 9-1-1 systems in July.

Panhandle Region - Rene Wilson - The Gold Nuggets in the Panhandle - like everyone else - have been extremely busy. The **Lubbock ECD** went through their three-year Public Hearing in June. Since Ben still has a job, we can safely assume the citizens did not vote them out of existence. The folks in Lubbock are working to bring you a fabulous Fall Conference this October. The **9-1-1 Network of Panhandle Regional Planning Commission** is involved in addressing. They recently met with the folks in Etter, Texas and renamed all of their streets to avoid duplication of street names in Cactus, Texas. What a BIG job - and no one got shot over this. **Potter-Randall 9-1-1** is about ready to release another rural route for address conversion and begin the next one. In public education, the Farm and Ranch Safety Days reached approximately 700 fourth graders and 1100 people at the Canyon Fire Department and Randall County Sheriff's cookout received information on 9-1-1.

Central Region - Tammy Conrad - Greetings from the Heart of Texas! Following is a brief description of what's happening in the Central Texas region:

McLennan County 9-1-1 District has been busy with installation of two new PSAPs located at Bellmead and Lacy-Lakeview. (Carl says that makes **nine** PSAPs for their

district. Whew!) I think we should say a big **Thank You** to Carl and his staff for all their help in making the Spring Conference a success. **Central Texas Council of Governments** has been equally busy with plans to consolidate **five** PSAPs in the Bell County area. What a project! It goes without saying that the **Capital Area Planning Councils** busy! Between reconfiguring their networks and testing circuits in several counties, to public education and GIS issues, I'd say they have very little (if any) free time. **Alamo Area Council of Governments** reports that Addressing Maintenance issues continue to be discussed with the local officials in the region. They are currently reviewing the ACSEC Proposed Rule 251.9, Guidelines for Addressing Maintenance Funds. **Medina County 9-1-1 District** is diligently working on a planimetric base map for the county. Being the "mover 'n shaker" he is, James has also launched his efforts into making a video of all existing structures. His plan is to "marry" the base map with the video of the structure so that the dispatcher will have additional information when a 9-1-1 call is received. Here at the **Heart of Texas Council of Governments**, we are feverishly working to complete our addressing project by the end of August. (Say a prayer for us!) Strategic planning is also keeping us busy. We're looking forward to some decisions regarding the statewide

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"A BIG thanks to Carl and his staff for all their help in making the Spring conference a success!"

THE LEGAL EAGLE - Woody Glover, Legislative Coordinator

A NEW SOURCE OF WIRELESS 9-1-1 FUNDING?

House telecom subcommittee Chairman W.J. (Billy) Tauzin (R, LA) is introducing a bill (The Wireless Communications and Public Safety Act) that would encourage federal agencies to allow wireless telephone service providers to locate cell towers on federal property, and distribute 75% of the income to the states to assist in the provision of wireless 9-1-1 service.

At press time, the final wording of the bill is being revised to address some concerns raised by the public safety community.

Bill Munn, President of NENA, has personally agreed to back the bill (NENA has yet to consider its official position), and has actively worked to assure that it serves our needs. Munn's primary concern with the wording of the original proposal was a paragraph that appears to require the governor of each state to name one agency to control all 9-1-1 activity within each state. After meeting with the staff of Representative Tauzin and explaining that all 9-1-1 service is not administered at the state level, he was assured it was not their intent to change this. Mr. Tauzin's chief legislative counsel agreed to putting language in the com-

panying report to clarify it is not the intent of the bill to dictate a federal solution, only to encourage coordination of funding distribution from this bill. Munn noted, "I support the bill due to the ability to extend tower siting onto federal property and recognition of 9-1-1 as the emergency number."

Specifically, this would require federal agencies to rule within 60 days on applications for permission to use federal land to put up wireless tower sites. An agency could only refuse an application if the land were "essential" to carry out its mission. A full 75% of the money collected from such land use licenses would be given back to the states to expand their emergency 9-1-1 systems, and 25% would be given to the federal government to fund technology that would enable rescue squads to automatically locate people involved in car accidents, Mr. Tauzin explained. Mr. Tauzin also said local governments would be "encouraged" to participate in the national system. The bill would make them ineligible for federal money if they blocked needed tower sites. Senator John McCain (R, AZ) is working on a Senate version of the wireless 9-1-1 legislation. Tauzin predicted that an E9-1-1 bill could be passed by both Houses and signed into law by the end of the congressional session.


The following is a brief description of the "Wireless Communications and Public

Safety Act of 1998", as offered by Chairman Billy Tauzin, with comments from Bob Gurs, legal counsel for APCO.

- ⇒ The bill designated 9-1-1 as the "universal emergency number". Note that, except as a condition of federal funding, the bill does not make any effort to enforce the use of 9-1-1 on non-Federal entities.
- ⇒ The bill creates a "Wireless Communications and Public Safety Fund" or WICAPS Fund to be administered by the National Highway Traffic Safety Administration (NHTSA).
- ⇒ States are eligible for WICAPS Fund grants under the following conditions, among others:
 - * 9-1-1 has been designated within the State as the universal emergency number.
 - * The State will use funds other than Federal funds or funds

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"... and distribute 75% of the income to the states to assist in the provision of wireless 9-1-1 service."



Woody Glover is the Executive Director of the 9-1-1 Network of East Texas. Direct your questions/comments to The Legal Eagle at:

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Hats Off to the 1998 TOTY Winners

The 1998 Telecommunicator of the Year awards were presented by the Advisory Commission on State Emergency Communications at the NENA - Texas Spring Conference in Waco this past April. *Congratulations!!!!* The winners are:

Marilyn Barlow Universal City Police Department, ten successive 9-1-1 calls involving a neighborhood shooting.

Maria Dimas Arlington Dispatch Services, cellular call involving a pick-up hijacking.

Rhonda Goldthornd Linda McDonald Tyler Police Department, call involving a stolen car with a child asleep in the back seat.

Lt. David Henry, Dallas Fire Department, call involving CPR instructions for an unconscious 3-year-old drowning victim.

Tammy Johnson, Wicita Fall Police Department, and **Julie Watts**, Vernon Police Department, call involving a man having a heart attack at an unknown location.

Delia Martinez Houston Police Department, call from a 12-year-old girl who had been sexually assaulted.

Sauna Melton, Lubbock Police Department, call involving domestic violence.

Daniel Moore, San Antonio Police Department, call from a teenager threatening suicide.

James Pickett, Austin Police Department, call from a developmentally disabled woman in a burning house.

Renee Sandefur Lubbock EMS, call from child whose babysitter was in diabetic shock.

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mark historical archaeological site.

Lubbock and the surrounding area is legendary for its home-grown musical talent - like Joe Ely, Tanya Tucker, and of course Buddy Holly. For those of you who enjoyed the "USO Show" on the U.S.S. Lexington last year in Corpus Christi, just wait until you see Toni Dunne's production this year called "Team Rock". It's sure to "knock your socks off!"

Visit the TENA web site where

you'll find the latest breaking news and most up to date information about this year's exciting conference in Lubbock and related links for more information about Lubbock, Texas Tech, and the South Plains. Your Lubbock experience is sure to be *Legendary!*

Your 1998-99 NENA - TX Board

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The TENA Transfer

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raised by tax or surcharges on wireless carriers or subscribers to fund "non-recurring costs associated with acquisition, upgrade, or modification of equipment to be used by . . . [PSAPs] . . . for receipt of enhanced wireless 9-1-1 service information" or, it appears, "non-recurring costs incurred by non-governmental entities in providing enhanced wireless 9-1-1 service or in acquiring the capability to provide such service." Its not clear from the bill whether ALL funds for such purposes must come from sources other than taxes or surcharges. If so, that would be inconsistent with most of the funding mechanisms already adopted. It may be that the bill simply requires the States to spend at least some of their own general funds to receive federal funding. As noted below,

* The State must "provide for coordination on a statewide basis . . . of deployment and functioning for a comprehensive end-to-end emergency communications system, including enhanced 9-1-1 service."

This would seem to place states with decentralized 9-1-1 management at a disadvantage.

* The State must have a cost-recovery mechanism in place for wireless carriers.

⇒ The amount of any grants will be the

lessor of (a) the state's proportional share (based on population) or 2/3 of the total amount available, or (b) three times the amount expended by the State for the purposed noted above.

- ⇒ Up to 1/3 of total funds may be targeted for rural areas.
- ⇒ States may disburse funds directly or to political subdivisions (cities, counties, etc.)
- ⇒ Up to 25% of total funds (but no more than \$60 million) may be used by NHSTA to fund research and development of automatic crash notification systems.
- ⇒ Federal property will be made more available for siting of wireless facilities.
- ⇒ Wireless providers are given immunity from liability.
- ⇒ Funding for the WICAPS Fund is subject to appropriations, but is expected to come from fees charges by the Federal Government for use in its property for wireless facilities. GSA has estimated that amount to be \$5-6 million per year, while CTIA estimated that it would be hundreds of millions.

At this time the boards of NENA and APCO have yet to consider their official position on the proposed legislation.

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database project as well as the wireless solution project so we can finalize some of our costs.

The 9-1-1 programs, as we've known them in the past, seem to be changing daily. We need to remember that those changes affect everyone - the call takers, the public, and those who administer the programs. One of my goals for this next year will be in the area of education and training using the most effective mechanism available to ensure our call takers are adequately educated and trained. The network we have built throughout this great state is invaluable, so share

your ideas, programs and success stories.

The TENA Transfer

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In This Issue...

TENA Board already hard at work - See "From the President - page 2

Where Do You Reside?

Now that NENA - Texas has added two additional regional coordinators to serve it's membership, do you know where you are? Following is a listing of the COGs served by each coordinator.



NORTH - Nortex Regional Planning Commission, North Central Council of Governments, West Central Texas Council of Governments and Texoma Council of Governments.

SOUTH - Golden Crescent Regional Planning Commission, South Texas

Development Council, Coastal Bend Council of Governments, Lower Rio Grande Valley Development Council and Middle Rio Grande Council of Governments.

EAST - Ark-Tex Council of Governments, East Texas Council of Governments, Deep East Texas Council of Governments, Southeast Texas Regional Planning Commission, and Houston-Galveston Area Council of Governments.

WEST-Rio Grande Council of Governments, Permian Basin Regional Planning Commission and Con-

cho Valley Council of Governments.

CENTRAL - Heart of Texas Council of Governments, Central Texas Council of Governments, Brazos Valley Council of Governments, Capital Area Planning Council and Alamo Area Council of Governments.

PANHANDLE - Panhandle Regional Planning Commission and South Plains Association of Governments.