

# A Capitol Event!

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## 2001 Annual Conference

and

## Telecommunicator Awards

The Texas Chapter of the National Number Association and the Commission on State Emergency Communications invites you to attend our Annual Conference and Telecommunicator Awards Program April 11-13, 2001 in Austin, Texas at the Austin Capitol Marriott Hotel. Make your plans now to attend a conference packed with educational sessions, keynote speakers, vendor exhibits and social events. The Commission on State Emergency Communications will again be hosting the Annual Public Safety Telecommunicator Awards.

Due to the lack of hotel availability during the legislative session, the conference will be held the week before Easter. Accommodations will be made for those wishing to attend religious services. Special TENA conference rates of \$99.00 a night are available April 11-12 at the Austin Marriott at the Capitol Hotel. Please contact the hotel directly at 1-800-831-4004 to make your room reservations, and be sure to specify that you are attending the TENA Conference.

Conference registrations are being accepted via the internet from our web page at [www.nena9-1-1.org/texas](http://www.nena9-1-1.org/texas).

Please join us in Austin for what is sure to be "A Capitol Event!"



### *NENA Courses to be held in Texas!*

The National Emergency Number Association will be offering educational courses in conjunction with the Annual Conference. These are newly developed courses that NENA has added to their already popular series of courses.

- *Introduction to 9-1-1 Technology - April 11, 2001 at the Marriott at the Capitol Hotel in Austin, Texas*
- *"In the Trenches" Approach to 9-1-1 Public Education - April 10, 2001 at the Sheraton Austin Hotel in Austin, Texas*

For more information or course registration forms, please call NENA Headquarters at (800) 332-3911.



## *From the President....Tammy Conrad*

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Well... it looks like we made it through 2000! As we look back on the past year, I think it is safe to say that life as a 9-1-1 professional in the State of Texas has been both challenging and rewarding. We have again lived up to our reputation as being the industry leader especially when you consider the great strides we have made in Wireless Phase I implementation statewide.

Although the projects we have embarked on have been precedent setting to say the least, we have had no trouble finding new and innovative sessions to offer you for the Annual Conference. Our list of sessions includes...Database Management, PSAP Equipment Maintenance, Open Meetings Act, ADA Roundtable, Grants and Fundraising, GIS Roundtable, Public Information Act, ENP Certification Requirements, Contracts Management, TCLEOSE Standards for Administrators and Requirements for Dispatchers, Creative Educational Presentations and few other surprises. We also have secured exceptional opening and closing session speakers and as always a Vendor Hall full of the latest and greatest products and services.

Along with the excitement over educational opportunities, we don't want to forget one of the real purposes of having our Annual Conference in conjunction with the Commission on State Emergency Communications....to honor and recognize those folks who deal with the real emergencies on a daily basis....our Telecommunicators. It is always a humbling experience to see what a difference these dedicated people make in the lives of those they touch. So, mark your calendars for April 11-13, 2001 at the Austin Marriott at the Capitol.

Lastly, I would like to encourage you to think of someone who you feel would be a valuable asset to the NENA-Texas Chapter Board. Each year at the annual conference we elect our new board for the year. Positions that are open this year include Vice-President, Secretary and Regional Coordinators. Your new President for 2001-2002 will be Alisa Simmons and Renee Wilson will continue to serve you as the Treasurer. I would like to wish the new board well and extend my appreciation to the board and membership as a whole for your support and encouragement throughout the last year.

And remember..."This organization's strength is in its membership!" ( I really like that quote)

## Update on Wireless Phase I E9-1-1 Implementation

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From the Commission on State Emergency Communications.....

During the 76th Texas Legislative session, through the passage of HB 1983, the Commission on State Emergency Communications (CSEC) was given the mandate to implement Wireless Phase I E9-1-1 service to 75% of the state program's population no later than August 31, 2000. As of September 1, 2000, the CSEC wireless deployment had reached 73.7% of the population served by the program.

To date, CSEC wireless deployment has reached 82.4%, with approximately 18 carriers having deployed Wireless Phase I E9-1-1 Service in over 120 of the 224 participating counties, providing service to over 200 PSAPs. CSEC continues to work with the Regional Planning Councils (RPCs), the wireless service providers (WSPs), the Public Utility Commission (PUC), and the Federal Communications Commission (FCC) to fully implement the recommendations made in the SAO report, and to reach 100% wireless deployment to improve emergency communications and enhance public safety.

A clearinghouse mechanism has been put in place by the PUC and CSEC in order to communicate and resolve wireless deployment implementation issues involving the Local Exchange Carriers (LECs) of Texas. Weekly and/or bi-monthly conference calls have been held since November, 2000, in conjunction with the PUC, Southwestern Bell, Verizon, and Valor telephone companies, during which CSEC tracks the resolution of issues such as trunk orders, tandem provisioning and testing which is reliant upon the LECs support and cooperation. This process has proven to be very effective and successful in moving deployment forward.



## LEGISLATIVE UPDATE

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Congratulations to Woody Glover, TENA Legislative Committee Chairman and Executive Director of the 9-1-1 Network of East Texas for being named as APCO's Director of 9-1-1 and Communication Center Operations Programs. The Legislative Committee is currently in the process of appointing a new Chairman to fill Woody's big shoes. Once a new Chairman is named, a full legislative report will be issued in a future issue of the TENA Transfer. Until then, the following legislation related to 9-1-1 activities in Texas is being closely monitored:

- SB 200 by Senator Frank Madla relating to state and regional coordination of planning and development for implementation of state programs
- HB 1574 by Representative Robert Junnel relating to the abolishment of CSEC and the transfer of its duties to the PUC of Texas
- SB 578 by Senator Frank Madla relating to the provision of emergency communications services by home-rule cities.

## News from across the Lone Star State...

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### **West Region - Kevin Jones**

Training is solid in the western region. With every district and council of government active in public education and Telecommunicator training, a new course is being offered in West Texas to area telecommunicators. The TCLEOSE Basic Telecommunicator Certification course is being conducted in March, allowing a low-cost, close-to-home, opportunity to comply with state certification mandates. This course is generally taught at the local junior college or in Austin, making cost and travel expenses high. This is just the first step to helping our telecommunicators achieve their Basic, Advanced, and Intermediate certifications.

The Concho Valley Council of Governments has been busy converting all of their PSAP's from direct trunk to the San Angelo Tandem. All of the PSAP's have been cut over, with Verizon still fixing a few loose ends. All of the Concho Valley's PSAP's have also cut over to the SCC database. While very excited about Phase I wireless, there has not been any wireless service providers cut in the area yet. Work continues to get them at that point.

The folks at the Concho Valley Council of Governments have been busy going out to the PSAP's and doing refresher training. They also held an addressing workshop and recognized the addressing coordinators from around their region for all of the hard work they have put in. CVCOG's public education department has been busy taking Red E. Fox out to several of the schools doing presentations and attending parades. Crockett County, which has been an ANI only system, will convert over to ANI/ALI in March. The addressing coordinator for Crockett County has worked hard in making this happen.

The most important news of all for the Concho Valley revolves around Hilda - by conference time she should be introducing her new son to his new sister.

In Midland, Odessa, Big Spring and the Permian Basic Regional Planning Commission, we find ourselves still working with the cellular carriers to get Phase I operational. The testing phases began in January after the completion of upgrades to switches in most cities. Most wireless carriers in the area are now Phase I operational. Additionally, word has been received from additional companies of wanting to locate and begin operation in the area, so negotiations are beginning again, with new comers.

Midland continues to pursue public safety education in the area schools and has recently added their new Charter schools to the list of locations they provide this service to. As always, the kids are terrific and enjoy seeing their 9-1-1 professionals taking the time to share important safety messages and tips with them.

With National Telecommunicators Week around the corner all Districts and Planning Commissions are making special plans to recognize the telecommunicators in their areas. Events ranging from special recognitions, awards, food parties, and gift presentations are all being planned.

### **Panhandle Region - Debra Perry**

Howdy from the Panhandle! I hope that everyone had a wonderful holiday season and is ready for the NEW Millennium! At least we didn't have Y2K issues to deal with. The 9-1-1 industry will always present new and challenging issues for the future. However, as long as we continue to serve the citizens with the best 9-1-1 network possible, we can accomplish one goal at a time and then prepare for the next. Keep up the great work!

It is over! On December 14, 2000, not only did we get a new United States President, the Lubbock Emergency Communications District (LECD) also completed the upgrade of telephone equipment in the eight Public Safety Answering Points (PSAPs) that it supports with the activation of the Dispatch Center at the new Lubbock Fire Center.

This upgrade project, which officially started in November of 1999 and cost a little more than \$1.8 million included the replacement of the PSAP telephone equipment with Plant MAARS/Vesta Standard integrated computer telephony, 24-hour logging recorders were replaced with logging recorders made by Eventide, Instant Recall Recorders (IRR) were replaced, both telephone and radio, with an integrated IRR in the Vesta workstation. New UPS units and Spectracom Netclocks were also installed at the PSAPs as part of this upgrade project. This upgrade also added integrated TTY/TDD capability at every 9-1-1 call answering position in each PSAP making each ADA compliant in that respect.

According to LECD Executive Director Michael Grossie "this equipment upgrade moves the PSAPs into the 21st century and will also allow for future upgrades, as technology changes. When the upgrades are made, it should not be a "forklift" change, just a module and the workstation. The upgrade has also provided the PSAPs with the tools to accept Wireless Phase I and Wireless Phase 2 9-1-1 Calls".

Next on the agenda is the completion of the implementation of Wireless Phase I 9-1-1 service. Testing for this began on December 18, 2000. Integrated mapping, CAD Systems and CAD System upgrades along with other items or technology that will assist the PSAP in delivering 9-1-1 service is also scheduled for 2001.

LECD has added two new staff members to the Lubbock team. Lisa Sperry joins the district as Data Base Technician and Brad Charles fills the position of Information Services Technician. We welcome them both to the District. Continued.....

## News from across the Lone Star State...

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### **Panhandle Region - continued**

It's all done, addressing that is, in the Panhandle Region. Phase I Wireless testing has been completed in Swisher, Wheeler, Carson, Donnelly, and Collingsworth counties. The remaining counties in the Panhandle Region will be completed by the deadline.

Renee Wilson of the Potter-Randall County Emergency Communications District IS back in the office. She had been out of the office due to some health problems. Renee went through a battery of tests and is getting back to normal with medication. She is back to her regular office duties; however she has to fit more rest time in her schedule. Yes, Renee, you have to slow down! Welcome back!

Potter-Randall Co. 9-1-1 has completed the Phase 1 Wireless project. All the PSAP's are up and running with minimal problems. All the cellular telephone companies and wireless companies worked together to make the project a smooth transition.

Charlie, Renee, Robbyn & Jeff hope that each and everyone had a wonderful holiday.

Congratulations to Deborah Yarnell, the new Director of Emergency Communications for the South Plains Association of Governments (SPAG). Deborah comes to SPAG from Lubbock County where she had been the Assistant to the County Judge and Commissioners since 1996. While at Lubbock County, she served as the County Emergency Management Coordinator and was responsible for the county telecommunications system, among other duties. She also served as administrator of the South Plains Heritage Trails, a 22 county heritage tourism project. Prior to working for Lubbock County, Deborah worked for the City of Lubbock as an administrative assistant and budget analyst. Welcome to 9-1-1!

SPAG Regional 9-1-1 is set to comply with the Phase I Wireless deadline of December 31, 2000. An upgrade to the Brownfield tandem, which serves 9 PSAP's wireless testing, will be completed by the deadline in order to ensure compliance.

Early in 2001, the Training Coordinator position will be filled, addressing maintenance notification will be completed, and work will begin on Phase II Wireless compliance.

### **East Region - Lisa Dodson**

Mr. Pete De La Cruz was recently promoted to Director of the South East Texas Regional Planning Commission (SETRPC) Emergency Communications Division. Pete has been with the COG since 1983. He joined the 9-1-1 Division in 1990 as the Data Base Manager and was involved with the initial planning and ground work for implementation of 9-1-1 in the region.

SETRPC is nearing completion of a CPE upgrade at each of the 12 PSAPs in the region. In August, Southwestern Bell Telephone began installing MAARS View and VESTA systems which would replace the AT&T Call Stalker equipment. As of December, 10 of the 12 sites have been completed. The remaining two are scheduled for late January. Over 130 dispatchers were trained on the operation of the new equipment.

Four wireless carriers have turned up Phase 1 service in the SETRPC region; Verizon, US Unwired, Centennial Wireless and PrimeCo.

Red E. Fox has been busy over the last couple of months appearing in parades and at a variety of health fairs. As usual, he is a huge hit with the kids.

January 26, 2001, the Greater Harris County 9-1-1 Emergency Network celebrated their 15th anniversary with a well-attended reception held at their offices. Several recognitions were made for those who played a vital role in bringing 9-1-1 to the Harris County area. For entertainment, the Museum of Health and Medical Sciences premiered a puppet show entitled "Perry Medix & the Sirens". The puppet show was designed as a 9-1-1 public education program to teach children the proper use of 9-1-1. As of this date, the program has been extremely popular and has a rigorous show schedule for the upcoming months.

On February 21, 2001, SCC Communications, Plant Equipment Inc. and the Greater Harris County 9-1-1 announced the deployment of IP (Internet Protocol) technology to transmit ALI to PSAPs served by GHC 9-1-1. Faster than traditional analog technology, IP networks provide enhanced monitoring and a more robust infrastructure for additional data services into PSAPs. Now that the initial deployment is complete, GHC 9-1-1 can proceed with full implementation of the IP/ALI system. The implementation is expected to be completed by the middle of 2001 at all of the Network's 40 PSAPs. It is anticipated that other 9-1-1 centers will soon follow their lead.

On a sad note, the East Texas Council of Governments (ETCOG) has lost a valuable friend and an asset to the 9-1-1 community. Joe Adams, who has been with ETCOG for several years as a 9-1-1 Technician passed away suddenly February 18th, 2001 at his home in Big Sandy. The East Texas region sends our deepest sympathy to his family and to ETCOG.

# THE TENA TRANSFER



## The TENA Transfer

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### Winter:

Submissions by December 1  
Mail out: January 5

### Spring:

Submissions by March 1  
Mail out: April 5

### Summer:

Submissions by June 1  
Mail out: July 5

### Fall:

Submissions by September 1  
Mail out: October 5

**Don't Forget !  
National TC Week  
April 8-14, 2001**

## Monterrey, Mexico establishes an Emergency Number System

In 1998, a group of investors saw the need for an emergency number system for the city of Monterrey and its metropolitan area with a population of 5,000,000 habitants.

This project was presented to the Monterrey Mayor and Cities Congress, which gave their full support. This project called for the centralization of all emergency calls which would then be dispatched to the proper responding agency depending on the situation.

After 2 years of deliberation by Mexico's federal government, the creation of a 3-digit emergency number, 0-8-0, was established, with funding provided through subscriber's TELMEX telephone accounts. 0-8-0 Monterrey was established as the entity that would oversee the establishment and operations of an emergency number system.

0-8-0 Monterrey still had a lot of work cut out for them. To assist them in determining the most appropriate technology, personnel needed and finding facilities, they enlisted the aid of NENA-TX's own Silbia Barajas, 9-1-1 Program Administrator for the Lower Rio Grande Valley Development Council. Silbia, immediately introduced the Monterrey staff to Angie Santillana who assisted with the training of new telecommunicators.

0-8-0 Monterrey initially went on-line with emergency number service for 120,000 families, with approximately 20,000 being entered into the TELMEX system monthly. To date, 0-8-0 processes approximately 9,500 police, fire and medical calls monthly.

According to 0-8-0 Monterrey's Director General Oscar Olivares, "We are now approaching our first year anniversary of this project, and we are very proud and satisfied that we have been part of saving human lives, safeguarding homes and our fellow citizens. Through this we have made it a much safer place to live and prosper. We have now entered into the 21st century and we hope that this endeavor will grow and prosper at the same level that the rest of the world has now adopted. We still have a long way to go, but with the support of TENA and NENA, we know that we will not go wrong. All of this sacrifice and effort is appreciated by all that were involved, and a heartfelt gratitude to Ms. Silbia Barajas and Angie Santillana of 9-1-1 Texas, to realize this dream".

*Editor's Note: Director General Oscar Olivares and his staff will be recognized for their efforts at the TENA Conference Opening Session April 11, 2001. Please join the NENA-TX Board in welcoming them to the great State of Texas!*



Visit us on the web at [www.nena9-1-1.org/texas!](http://www.nena9-1-1.org/texas!)