

★ The TENA Transfer ★

Volume 3, Issue 4

Fall, 1997

Festivities for 9-1-1 Appreciation Day started with a night at the gaming tables sponsored by Plant Equipment. More than 300 guests bet their paper money at the casino-style roulette, craps and black jack tables, all for the fun of it and a chance to win prizes donated by a variety of sponsors. But if we had to put something of true value on the line, we'd bet it all on the winners of this year's telecommunicator awards!

The accomplishments of many of Texas' finest 9-1-1 operators were showcased at the 9th annual awards ceremony. This year, for the first time, NENA-TX proudly assumed the role of co-host along with the ACSEC. Nortel and SCC sponsored the award luncheon held Aug. 4, at the Austin Marriot at the Capitol. Forty one Silent Heroes, plus the communications staff of Georgetown, Texas, who handled the devastation of Jarrell's tornado, and thirteen Telecommunicators of the Year were applauded by family, friends, co-workers and industry professionals.

Silent Heroes are recognized for their exceptional professionalism in the field of emergency communications. This award acknowledges the special contributions of those whose daily performance is an inspiration and example to others in the 9-1-1 field. For a complete list of Silent Heroes, see page 4.

Telecommunicator of the Year awards are presented to individuals for their exemplary handling of a specific request for emergency assistance. Winners demonstrate those qualities that make a difference in an extraordinary call: communication, leadership, empathy, and often perserverance. Here are their "stories." **Lila Cooper**, Fort Worth PD, gained the trust of a suicidal caller, who eventually allowed Lila into her home for rescue.



**SALUTING
THOSE
WHO SAVE
LIVES AND
PROPERTY**

**ACROSS
THE
STATE OF
TEXAS**

Kelly Griffin, EMT-P, was relieving for dispatch at the City of Orange when she took a call from a woman in labor. Recognizing that EMS units were unavailable, she enlisted someone to cover for her, then rushed to the scene and delivered the baby herself! **Teri Gussman**, Bexar Co. S.O., who successfully dealt with a call involving domestic violence. **Donna Hale and Dawn McDaniel**, City of Austin EMS, who coordinated the rescue of a child trapped under a boat. **Kathy Lacina**, Yoakum PD, who successfully handled a call reporting the armed robbery of a couple in their 70's.

Bill Mullins, East Texas Medical Center EMS and **Tammie Sheffield**, Smith Co. Sheriff's Dept., coordinated the response to a highjacking, robbery, and shooting aboard a casino-bound bus. **Sonia Oquendo**, El Paso PD, found a suicidal teenager from clues given by his distraught mother. **Amy Schmidt and Debra Strachan**, Denton Co. S.O., went the extra mile to save a life in Finland, handling an incident that began on the Internet. (See the whole story in this month's *Reader's Digest*.) **Patricia Shows**, Jefferson Co. Sheriff's Dept., handled an accidental shooting of a 12 year old boy. And **Carol Ann Wilson**, Hemphill Co. S.O., who worked a call from a child whose mother was pinned under a car.

We commend these and the hundreds of telecommunicators who make 9-1-1 in Texas the success it is!

A look inside...

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From the President...

Toni Dunne

toni.dunne@mail.capnet.state.tx.us



In our business, we see and hear of tragedies on a daily basis. One would think themselves immune to being shocked when the unexpected occurs. Yet, that is exactly what happened when we recently learned of the loss of a friend and special member of our public-safety family...Ross Sherohman. When tragedy strikes, we are brought face to face with the realities of how fragile life is. Often we are caught unprepared and it shakes us to the core. At these times, we must look to our "family" for support. When he passed away on September 13, 1997, we were left with many fond memories.

Ross had an affinity for people and was always quick to offer a helping hand or lend an ear. As Past President of the NENA-Texas Chapter, he strongly believed education is the key to providing the public with quality services in the field of emergency communications.

To reflect his commitment, his family has asked those wishing to make contributions in his memory contribute to the Education Fund recently established by the NENA-TX Chapter. While the grief process will vary for each of us, Ross would certainly want us to continue our efforts in public safety and strive to help others in their time of need.

As you are aware, the Texas Communications and Criminal Justice Joint Conference will be held this November 10-13 in Corpus. Our chapter, along with the APCO-TX Chapter and TCJIUG will offer over 30 educational sessions. We estimate over 700 professionals will attend this event. If you have not yet registered, hurry! Register soon! Deadlines are quickly approaching.

Congratulations to the award recipients

for Silent Hero and Telecommunicator of the Year! The next Annual 9-1-1 Appreciation Day Ceremonies will be held in conjunction with National Telecommunicator Week the third week in April. Information about this and the Spring Conference will be available soon.

Public safety organizations have been busy working with the wireless industry to address FCC 94-102 requirements. See details from Woody Glover later in this issue.

Feedback from the regional training sessions on Stress Management indicated they were a huge success.

Chris Pikulinski continues to do a FANTASTIC job with our website. If you haven't visited it in a while, check it out! And as always, please let us know if there are specific concerns or issues you would like addressed. Your board stands ready to serve you!

Toni Dunne

Calendar of Events

Oct. 12-15	Gulf Coast Regional NENA Conference, Orange Beach, Alabama. Contact: Seth Phelps - 334-947-3911.
Nov. 9-12	Texas Communications and Criminal Justice Fall Conference Corpus Christi, TX (See page 8).
Nov. 11-23	Texas EMS Conference, Austin
Nov. 17, Dec. 8, & Jan. 12	TTVN Interactive Video TDD/TTY Training at sites in Austin, Commerce, Corpus Christi, Galveston, San Antonio, and Weslaco. Call Toni Dunne -512-305-6918

Across Texas - News from Your Regional Coordinators

North Coordinator - Marsha Reed

Work for the TENA Fall joint conference continues and the pace will pick up in the coming weeks. Please register for the conference and confirm your hotel reservations to assure that when you arrive you do not run into any major problems.



The McLennan County Emergency Assistance District celebrated its tenth anniversary with a picnic on Saturday, August 9, 1997. Telecommunicators, firefighters, public safety personnel, emergency medical crews and their families brought the crowd up to 500 attendees! Executive director Carl Dorton hosted the event with assistance from database/operations manager, Doka Caudle, and public education and training coordinator, Suzanne Parish.

Dorton, formerly the executive director of the Howard County 9-1-1 District in Big Spring, completed one year of service with McLennan County 9-1-1 in July. Caudle, who was the Nortex Regional Planning Commission 9-1-1 coordinator in Wichita Falls, will celebrate her first anniversary at McLennan County 9-1-1 in October. In June, Parrish began her 9-1-1 career as public information and training coordinator.

Dorton, formerly the executive director of the Howard County 9-1-1 District in Big Spring, completed one year of service with McLennan County 9-1-1 in July. Caudle, who was the Nortex Regional Planning Commission 9-1-1 coordinator in Wichita Falls, will celebrate her first anniversary at McLennan County 9-1-1 in October. In June, Parrish began her 9-1-1 career as public information and training coordinator.

Denco Area 9-1-1 District celebrated 9-1-1 Day with their annual telecommunicator picnic at Lake Lewisville. This year the picnic was done "Hawaiian style" complete with pavilion poles converted to "palm trees," silk leis, and Hula dance instruction. Families enjoyed the water balloon toss, bubble gum blowout, and rides on an inflatable banana and the Lewisville fire boat. It sounds like lots of fun. David Connel, Operations Manager, led the "Denco Dynamos" in bringing home the volleyball tournament trophy again this year.

Both your Texas and National chapters of NENA are working on issues such as wireless, statewide networking and database, and other related topics. The TENA Board looks forward to your participation and attendance at this year's fall joint conference.

East Coordinator - Brenda Pope

Well it's that time again, Fall is at our back door and the Joint Conference is scheduled for November 9 - 13th, in Corpus Christi. This is the conference we share with APCO and TCJIUG.

TENA is sponsoring Regional 9-1-1 Training in each of the regions. The East Region held a 6 hour Stress Management course in Bryan. Janet Cowart with T.E.A.M. Builders instructed the class of approximately 25 attendees from various cities within the region. TCLEOSE credits were given for this course. Get with your regional coordinator if you would like to see the schedule for the upcoming training in your area.

Set sail for the Coast and make your reservations now, in beautiful Corpus Christi!!!

South Coordinator - Hilda Arredondo

Greetings from SouthTexas! Things in our area are busy. We have restructured the TENA Coordinators areas so that we will be able to better serve the members in each region. More details will be coming soon.

Many of the areas who receive surcharge funds are still working on how to juggle finances due to the 65% cut in FY 1998 finances. Nonetheless, work continues on upgrading areas, completing addressing projects and training.

TENA co-sponsored a Stress Management class here in San Angelo. It was well attended and the participants enjoyed the class. We hosted several of these courses

(Continued on page 6)

Lynn Allen, North Richland Hills PD

Raynell Arps, Tyler PD

Adora Becktell, Bellmead PD

Remy Beherec,
Georgetown Police Services Division

Lisa Birmingham, Carrollton PD

Thomas Blivens, Silsbee PD

Michael Casanova,
Nueces County Sheriff's Dept.

Steve Cliff,
Fire & Emergency Services, Ft. Worth

Stephen Dagnell, Burleson PD

Lorenzo Diaz, Houston FD

Roxie Dodd, Fort Bend S.O.

Caren Finnerty, Ector Co. S.O.

Richard Frederick,
City of Odessa Emergency Comm.

Frank Furleigh, Texas City PD

Leslie Gilliland, Medstar, Ft. Worth

Michelle Greenfeather,
Arlington Dispatch Services

Jose Guerra, Jr., Laredo PD

Sandra Herrera, San Antonio PD

La'Evening Jones, Richardson PD

Diana Judson, La Marque PD

Larry Wayne Keith,
Leon County Sheriff's Office

Nori Kelly, Irving PD

Sheila Koontz, City of Plano

Carla Kulwicki, Garland PD

Patricia LeGate, Haltom City PD

Christina Longoria,
City of Houston 911

Frances Mendiondo, Kingsville PD

Luis Moreno, El Paso Co. S.O.

Martin I. Nealeigh II, New Braun-
fels PD

Joel Peterson, Lubbock EMS

Michelle Pogue,
Williamson Co. E911 Communications

Kelly Prevou, Santa Fe PD

Sandee Roberts,
Travis County Sheriff's Office

Carrie Rockenfeller,
Randall Co. Sheriff's Dept.

Richard Silva, El Paso PD

Patsy Smith, Coppell PD

Dianne Taber,
Bi-State Information Center, Texarkana

Ben Vera, Harlingen EMS

Billie Willis, Balch Springs PD

Cyndi Wilson, Deer Park PD

Trina Wilson, Collin Co. S.O.



We're
trumpeting the
accomplishments
of these
dynamic
individuals,

**Winners
of the
1997
Silent Hero
awards!**

THE LEGAL EAGLE - Woody Glover, Legislative Coordinator

Legislative issues at the state level have declined now that the Seventy Fifth Legislative Session is history.

All pending legislation which was awaiting the governor's signature at the time I wrote the previous article was signed into law, and went into effect on September 1. Perhaps most noteworthy of these were the wireless telephone 9-1-1 fee, set at a rate of .50, and the reallocation of four million dollars from the equalization surcharge fund to trauma systems.

The wireless telephone legislation will likely be precedent setting as many other states work on how to resolve the funding issue. The Texas legislation is receiving much scrutiny as the statewide fee is implemented, and will no doubt serve as a model for other states. However, expect much innovation, as this issue is resolved by the many entities involved.

The reallocation of the equalization surcharge fund has created much scrambling as our regional councils rearrange their budgets to accommodate this unanticipated shortfall. There appears to be much effort to minimize the precedent setting nature of this legislation, in an effort to prevent similar raids on the fund during future legislative sessions.

On a national level, wireless 9-1-1 continues to dominate. Some members of the wireless industry have raised questions about their ability to comply with all portions of the FCC's order in docket 94-102, particularly with PCS (Personal Communication Services) telephones. The major issues are the ability to supply call back telephone numbers for non-initialized telephones, the ability to offer PSAPs the choice of receiving calls from non-initialized units in areas with overlapping PSAP and cell site boundaries, and the ability to deliver TTY calls over digital telephone systems. A non-initialized phone is one without a service contract with a wireless provider.

There will be much effort focused on these

issues as we all prepare to implement Phase I of the FCC order, which requires that with each 9-1-1 call, the wireless carrier must deliver to the PSAP a 10 digit callback number and location data of the specific cell site or cell sector where the call was originated, by the year 1999.

By the way, representatives from NENA, APCO (Association of Public Safety Communications Officials), NASNA (National Association of 9-1-1 Administrators), CTIA (Cellular Telephone Industry Association), and PCIA (Personal Communications Industry Association) met in Washington, D.C. the week of Sept. 15th, to continue work on the development of guidelines for wireless 9-1-1. The project is a true "work in progress," with additional phone conferences and meetings planned into November to build consensus among participants.

When completed, the guidelines will be forwarded to the FCC so that as that organization moves forward with rulings on wireless communications, both public safety and telecommunications industry will have been heard.

Until next time.....

***"...wireless
telephone
legislation will
likely be
precedent
setting..."***



To reach
Woody
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In Memorium

J. Ross Sherohman, known simply as Ross, passed away at his home in Spring on Saturday, September 13, 1997. He was born on August 13, 1941.

Ross attended Narimasu High School while living in Japan and was a member of the Overseas Brats. Ross attended the University of Houston where he was a member of the Delta Chi fraternity. He had a lengthy career in public safety and 9-1-1 emergency services, beginning with the Harris Co. Sheriff's Dept. He later worked for the Nacogdoches Sheriff's Dept., TX DPS, Deep East TX COG, the ACSEC, and the Houston-Galveston Area Council.

He was active in Junior Achievement, an active member and former president of the Texas Chapter of NENA, and a dedicated member of the Slippery Rock Booster's Club.

He was preceded in death by his father, Joseph Louis Sherohman, and grandparents, Joseph George and Aline Sherohman, Henry Ross and Harriett Blythe. He is survived by his loving family, Cynthia, Christopher, Rachel and Eric Clugy; mother, Jeannette Blythe Sherohman, brothers, Guy, Mike, Mark and Bill and their wives; and sister Carol Sherohman, along with many nieces and nephews.

For those desiring, contributions may be made to the Education Fund of the NENA-TX chapter, in memory of Ross, at 333 Guadalupe St., Suite 2-212, Austin, TX 78701, to the attention of Toni Dunne. We love you and will miss you, Ross.

His Journey's Just Begun

*Don't think of him as gone away –
his journey's just begun,
life holds so many facets –
this earth is only one...
Just think of him as resting
from the sorrows and the tears
in a place of warmth and comfort*

*where there are no days and years.
Think how he must be wishing
that we could know today
how nothing but our sadness
can really pass away.
And think of him as living
in the hearts of those he touched...
for nothing loved is ever lost –
and he was loved so much.*

Written by E. Brenneman

(continued from page 3, Across Texas)

throughout the state, so here's hoping you got to one held in your area. For those people attending the fall TENA conference in Corpus Christi in November, we are working on scheduling a stress management class on Sunday before the conference kicks off. Hope to see many of you at the conference!

Your 1996-97 NENA - TX Board

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The TENA Transfer

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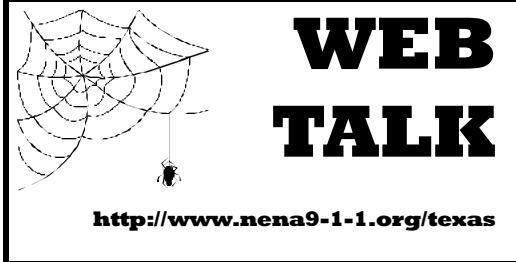
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This month, Web Talk columnist Mark Payne answers some frequently asked questions about navigating the Web....

Why does it take so long to do a search - is it my computer or the Net itself?

There are many factors that can affect the speed at which you can surf the Net. The first of which is your modem. 28.8kbps (kilobits per second) is the speed du jour with 33.6kbps quickly becoming the de facto standard in new computers. Now the clamor is over 56kbps; however, there are several catches. One of which is that there are several technologies competing for the right to become the 56k standard, which means after the dust settles, you could be the proud owner of the wrong one.

The safest bet right now is 33.6, which is standardized and about as fast as you can expect a standard telephone line to perform. For instance if you are using a 33.6 modem you will probably be doing good to get 28.8kbps out of it. The quality of the phone line, line noise, activity on the Net, activity of the site you are visiting and the alignment of the stars are just a few of the factors that can slow down your modem.

Overall, your computer has less to do with your Web browsing than your modem does. However, ample amounts of RAM can always help with whatever you are doing. Graphic cards are also a nice addition to your Web browsing experience. Look for cards that have at least 2 Meg of RAM, preferably 4 Meg.

If you plan to do much downloading, try to plan it for off-peak times. You will find that it comes across the wire much faster after dinner than at 2:30 p.m. when everyone is coming back from lunch and not in

the mood to work. Do your downloading and browsing first thing in the morning or later in the evening to get the most out of your download and browsing time.

What useful software is out there on the Net that is shareware/free?

There is a lot of shareware and freeware on the Net, but be careful out there. There are also a lot of ugly viruses waiting for you and they tend to collect around the bulletin boards and free-ware sites. A few good, and probably safe jumping of points are www.shareware.com, www.tucows.com, www.jumbo.com and www.happypuppy.com. There are also sites dedicated to clipart like www.andyart.com and <http://www.thedesigntshoppe.com>. There is even a site full of Windows 95 Plus Pack desktop themes, which can be found at www.desktopthemes.com. Visit any of these sites and inevitably you will find similar sites to visit from there. As always, when you bring anything in from outside your network or home computer, especially the Internet, **scan for viruses.**

When someone gives me their address - does it matter if I use caps or lower case?

Typically, when it comes to email address they are all lower case. However, when you do encounter an email address that has upper and lower case characters it is a good idea to type it exactly as it appears. The user portion of an email address (mpayne@mail.911.lubbock.tx.us) in this case, *mpayne*, is nearly always lowercase. Where you want to be more careful is in the domain name, or *mail.911.lubbock.tx.us*. Often this is where it will make a difference. If there are capitals, use them. But again, the best policy is type it exactly the same way you received it.

The same thing applies to URLs. If they include capitals, use them. In the UNIX world, which is the operating system the Internet was built on, case sensitivity is recognized and often used. However, most web designers try to stick to lower case naming to reduce confusion and keep things simple.

BFN (Bye for now), Mark

The TENA Transfer

c/o Editor
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In This Issue...

Recapping the 9th annual Telecommunicator Awards for the State of Texas...



*Additional information, conference agenda
and registration forms will be mailed soon.*

Questions?

Call Donna Naylor

City of Plano

972-516-2411

FAX: 972-461-7355

⚓ Network with more than 600 members of APCO, NENA, and TCJIUG! Thirty educational breakout sessions plus an exhibit hall featuring the latest innovations in the fields of communications and criminal justice!

⚓ Register early and save! Full Conference Registration - \$80, Spouse Registration - \$50, Single Day Rate - \$45/day. (Registration during the conference is an additional \$15)

⚓ For hotel reservations call 1-800-874-4585. Special room rates of \$64-Single, \$84-Double, and \$94-Triple are guaranteed if reservations are made by October 16.

⚓ For airline reservations, call Southwest Airlines, the official conference carrier, at 800-433-5368. Rate code: R3947.

⚓ For car rental: Dollar Rent-A-Car is offering special group rates. Call 800-800-0044. Mention Rate code: TC5001.