

# ★ The TENA Transfer ★

Volume 3, Issue 3

Summer, 1997

**W**ith the Telecommunications Act of 1996 came the rapid advance of technologies and entrepreneurship that will rewrite the book on communication services. In Texas, more than 90 new service providers have been certified by the PUC to provide telecommunications service! The implications for the 9-1-1 environment quickly became apparent: working within a relatively short timespan several issues had to be resolved to maintain quality 9-1-1 services.

ALECs (Alternate Local Exchange Companies) were equally interested in understanding the important connection to emergency service and providing excellent service for their customers.

Pressing questions included: How can all partners best work together? How will routing and default routing be accomplished? How are areas of coverage defined? Is there a danger of NPA/NXX exhaustion at tandems across Texas? Should a 9-1-1 test plan for ALECs be developed and, if so, can it be standardized? Can service contracts be standardized to reduce administrative overhead? Which costs should be born by the 9-1-1 entity and which by the ALECs?

To make sure both the 9-1-1 industry and telcos were on the same page, a working group with representation from both industries has been hard at work since mid April.

A workshop planned for July 30 in Austin will bring the work of the six subcommittees to a close according to Carey Spence, Steering Committee chair and Director of Program Services of the

ACSEC (Advisory Commission on State

## TEXAS 9-1-1 AND LOCAL SERVICE PROVIDERS

### WORKING GROUP



### PROGRESS THROUGH PARTNERSHIP

#### COMMITTEES:

STEERING

DATABASE

BILLING/FINANCE

NETWORK

COMMUNICATIONS

LEGAL

Emergency Communications).

For a peek at the progress of working group committees, read on.

**LEGAL** - Sample agreements for Facilities and Resale are being fine tuned and will be mailed by July 13. A matrix of responsibilities will be attached for review and comment.

- *Marilyn Haroutunian, Chair*

**COMMUNICATION** - A website for dissemination of working group progress is being developed. - *Steve Barbre & Ben Goodloe, Co-Chairs*

**DATABASE** - Several issues have been discussed, highlights include: ALECs must meet the same level of service currently in place with ILECs. The committee supports the NENA recommended formats and protocols for data exchange, street abbreviations, and measurements for data quality.

- *David Connel, Chair*

**BILLING/FINANCE** - Billing for services should take place on an individual 9-1-1 entity basis. The ACSEC is looking into modifying current service fee database to include TAR codes.

- *Carl Dorton, Chair*

**NETWORK** - Working on uniform terminology and the definition of "test plan" sufficiently adequate to comply with the Draft Franchise Agreement.

- *Fritz Schellenberg, Chair*

All committees agree that much progress

### *A look inside...*

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## From the President...

**Toni Dunne**

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



Greetings Friends! I have great news! Congratulations goes to our Texas Chapter! Our "Rustle Up a New Member" campaign really paid off. We are now the NUMBER ONE chapter in terms of overall membership. Illinois trails by only a few members so don't stop now. We need each of you to sign up at least one new member in order to maintain our status. While this is truly exciting, the real rewards come from having new talents to join our 9-1-1 family. A sincere and warm welcome to all new members!

The past few months have been a blur, with legislative issues occupying everyone's time. Read the "Legal Eagle" column and Woody will fill you in on the results. These results reflect many efforts made by TENA members and our colleagues.

Many of you attended the NENA National Conference in Baltimore and it was an especially exciting time as we saw our own Bill Munn installed as President of our organization. Dr. Munn is the third national president that Texas has provided, with past president Mary Boyd (1986) and Beth Ozanich (1992). Good luck Bill, we know you will represent us well. Now, if you can just teach 'em to "talk Texan"!

I hope you are gearing up for the biggest and best 9-1-1 Appreciation Day Celebration in the country! Much planning and change is occurring as we prepare to take an increasing role in the recognition of our Telecommunicators of the Year. This has traditionally been an ACSEC sponsored event in September. However, our NENA chapter assumes responsibility for this event, with the recognition ceremonies occurring in conjunction with our Spring '98 Conference. This is our opportunity to salute the achievements of some very special people. And don't miss participating in a very unique Bun Run with Red E. Fox! All festivities are scheduled for August 3

& 4th. Call ACSEC for more information.

Soon we will be returning to the "birthplace" of the Texas Communications and Criminal Justice Joint Conference - Corpus Christi. Members from TENA, APCO and TCJIUG will gather to hold another sensational conference, November 10-13 at the Omni Bayfront. Please note that there is also an Omni Marina, which is a "sister" hotel. To avoid confusion, remember we will be "on the Bay." This will be our third year together and attendance will soar up towards 700 people - so remember to register early. Look for more information coming soon.

Traditionally the Fall conference has been our major conference of the year, however, with our recent success this past spring of offering three days of educational sessions, and with the addition of the Telecommunicator of the Year awards, this is rapidly changing. Your Board was asked to assess the desire of continuing to hold a Fall Conference and if so, if it should be held jointly with APCO and TCJIUG or limited to NENA. We are in the process of evaluating the responses from our "Conference Survey" and will let you know the results in our next issue.

Your Board recognizes the importance of offering training and, as promised, will be

*(Continued on page 6)*

### Calendar of Events

|              |   |
|--------------|---|
| July 30      | TX 9-1-1 and LSP Working Group Workshop, Austin   |
| August 3-4   | 9-1-1 Appreciation Day, Marriott at the Capitol, Austin<br>1997 Public Safety Telecommunicator Awards |
| August 11-15 | National APCO Conference, Charlotte, N.C.   |
| September 11 | "9-1-1 Day" - Local celebrations across the nation.   |
| Nov. 10-12   | APCO/NENA/TCJIUG Joint State Conference,<br>Corpus Christi, TX  |

## *Across Texas - News from Your Regional Coordinators*

### **North Coordinator - Marsha Reed**

Greetings from the North! North Texas, that is. I thought maybe that would make it sound cooler, but it didn't. It's still hot. There's lots going on around the state, exciting educational sessions, and we are already working on the fall conference (bigger and better than ever!)



Our first Regional Training Session is scheduled for Sept. 25 at the new Denco office in Lewisville. The topic, stress management (always timely), will be presented in a unique and fascinating way by Sherry Decker of T.E.A.M. Builders. This presentation is geared toward our telecommunicators, but certainly will be helpful for us all. Mark your calendars to attend, and call me to reserve your space. The cost is only \$10 per person. Hope to see you there!

Extend a big welcome to Larry Beeman as the new Executive Director of the Henderson Co. 9-1-1 District. Larry is new to the job, but not new to 9-1-1, having been a board member of the district since its creation in 1987. Also, Peggy Smith is still wearing her 9-1-1 hat, but it now says "GTE" rather than "Plano." Peggy recently left her position as E-911 Coordinator with the City of Plano and joined the 9-1-1 products division of GTE Telephone Operations. We wish both of them much success in their new positions.

Finally, please help us set the direction for future TENA conferences. Do you like having joint conferences with APCO and/or TCJIUG? Do we need two full conferences each year? If so, should both be joint? Remember, starting next Spring we will recognize the TCs of the Year, as well as installing new chapter officers.

Please let your coordinator know your

opinions!

### **East Coordinator - Brenda Pope**

Well, it's that time again to report on all the happenings of the East Region.

Harris Co. 9-1-1 Public Educator, Sonya Lopez, has been busy coordinating with Goodwill Industries putting together packages with Red E. Fox materials and other items such as colors, rulers and folders. This seems to be easier to gather when someone requests materials for clubs, schools, or other events.

The Capital Area Planning Council (CAPCO) 9-1-1 Emergency Services Division is in the process of implementing a Local Area Network (LAN) that will be housed in its Austin offices. Suzanne Matjeka heads up the GIS team as CAPCO's Database/GIS Manager. Team players are Scott Stanford, Matt Morgan, Richard Kelly, Jesse Saletan, Don Stence, and Carol Williams.

The CAPCO LAN will allow the results of a ten county regionwide aerial photography project to be managed and maintained for integrating a digital map along with ANI/ALI on the screens at the 36 PSAPs that CAPCO 9-1-1 serves. In order to get the detailed maps to the PSAPs efficiently and effectively, a digital network will be established to allow for timely delivery of maps and updates to PSAPs, as well as to facilitate communications between CAPCO and its local governments.

Through September of this year CAPCO will be upgrading computers used by each county coordinator and addressing staff at the local appraisal district's office to allow direct access to a variety of information to include the CAPCO web page and digitized maps.

CAPCO will offer training on Windows NT, the Internet, mapping programs and

*(Continued on page 6)*

# *Regional 9-1-1 Training Offered*

Those less fortunate folks who live outside the state of Texas, may be unaware of just how big this state of ours happens to be! With a breadth of more than 700 miles, travel from one spot to another requires a good vehicle, preferably a pickup, with a good sized gas tank (and a bladder to match!).

Taking into account the vast distances of the Texas terrain, the NENA-Texas chapter is bringing training to the four "corners" of the State.

"Life or Death for Calltakers: Dealing with a Stressful Environment," is a 6 hour course developed especially for 9-1-1 Calltakers. It teaches how to recognize burnout caused by stress, the impact stress has on our health, work environment and family life, while providing management techniques.

The workshops will be conducted by T.E.A.M Builders, Telecommunicator Education and Management of Fort Worth. Instructors Janet Cowart and Sherry Decker have worked in the 9-1-1 environment for a combined total of more than 40 years. Their personal experiences plus additional training, certification, and study, add a dimension to the training which will benefit both new and veteran telecommunicators.

The course has been TCLEOSE certified to encourage participation and management support.

NENA-Texas is underwriting most of the cost of training as a service to their membership. The registration fee is a low, low \$10! Deadlines for registering for the class is one week prior to course date. Space is limited.

Call your NENA - Texas regional representative for details or to register for the workshop.

## **LIFE OR DEATH FOR CALLTAKERS: DEALING WITH A STRESSFUL ENVIRONMENT**

*South Region - San Angelo*  
**July 23, 9 am - 4 pm**  
*Contact: Hilda Arredondo*  
915-944-9666

*North Region - Lewisville*  
**September 25, 9 am-4 pm**  
*Contact: Marsha Reed*  
940-549-7911

*East Region - Bryan/ College  
Station*  
**August 13, 9 am-4 pm**  
*Contact: Brenda Pope*  
409-935-3911

*West Region - El Paso*  
**Sept. 11, 9 am-4 pm**  
*Contact: Percy Greene*  
915-533-0998



## ***THE LEGAL EAGLE -***

### *Woody Glover, Legislative Coordinator*

As I am sure you realize, a lot has happened since the last issue. The 75<sup>th</sup> Legislature is now history, with several things impacting 9-1-1 in Texas. At the time I am writing this column there are several bills that have been approved by the Legislature and are on the Governor's desk awaiting action. If approved, they will become effective on September 1, 1997. The bills currently on his desk are as follows:

***“Several bills that have been approved by the Legislature are on the Governor’s desk...”***

HB 1324 H&S Code 771 & 772 “cleanup” bill, pertaining to administration and financing.

HB 1668 Give the PUC a review and comment role over the ACSEC, and authorize audits of public agencies receiving Chapter 771 9-1-1 funds.

HB 2129 Wireless 9-1-1 fee, 50 cents state wide, distributed on population basis.

HB 2295 Pertaining to “Call Before You Dig” plan for excavations.

SB 102 Modified H&S 771 to allow trauma systems to receive \$4 million from the 9-1-1 equalization surcharge fund.

The only bill pertaining to 9-1-1 that has already been signed into law is SB 388, allowing the Texas Poison Center Network Services to be contracted to other entities.

The following bills did not pass and will not become law at this time:

HB 980/SB 1055 Pertaining to the operation and oversight of regional planning commissions.

HB 1437 Emergency telephone call box system. (although a scaled down, unfunded, version was approved as a part of SB 370, the TxDot Sunset Bill.)

SB 989 Would have given the telephone companies responsibility to implement private switch 9-1-1 telephone systems.

SB 1675 Pertaining to the creation of regional communications districts.

For details about any of the above legislation, whether passed or not, I again refer you to the Texas Legislature On-Line internet site, <http://www.capitol.state.tx.us/>. You may download full text copies of the bills and any amendments, as well as review its history as it went through the legislative process.

Many thanks to Jim Goerke, Executive Director of the ACSEC (Advisory Commission on State Emergency Communications), who contributed much information to this article and monitored all of the legislation as the session unfolded.



To reach  
Woody  
Glover,  
Executive Director of the 9-1-1 Network  
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*(continued from page 3, Across Texas)*

other new software that is provided for the counties. This will enable them to make the most of this new equipment and understand the new technology that will become part of every 9-1-1 call in the CAPCO region.

Keep your eyes on the mail for upcoming Regional 9-1-1 Training information. And don't forget 9-1-1 Appreciation Day, August 3rd and 4th in Austin.

*(Continued from page 2, From the President)*

hosting Regional Training opportunities throughout the year. The first of our series is titled "Life or Death for Calltakers: Dealing with a Stressful Environment." Locations and more information can be received from your Regional Coordinators.

I hope your summer activities include an opportunity to relax and enjoy the weather that Texas is known for AND to participate in an abundance of educational opportunities at national and local levels. Let me know if there are issues or concerns you would like to discuss. Don't be a stranger. I await your call.

Toni D. Dunne

## PICTURE THIS -

*A motorist was unknowingly caught in an automated speed trap that measured his speed using radar and photographed his car. He later received in the mail a ticket for \$40 and a photo of his car.*

*Instead of payment, he sent the police department a photo of \$40. Several days later, he received another letter from the PD that contained another picture - of handcuffs!*

## SENIOR NEWS

Following up on a successful campaign to introduce Red E. Fox and teach kids about 9-1-1, the state of Texas is turning its attention to another group of "kids" - those over 60! Working within the approved budget set for the project by the State 9-1-1 Commission, Sherry Matthews advertising and public relations group of Austin will bring together all elements of the campaign designed to inform seniors about the correct use of 9-1-1. Many seniors are currently reluctant to use 9-1-1 for a variety of reasons.

Janet Lea, Public Education Manager of the ACSEC, says the campaign will address the concerns of this unique market. Janet is an integral part of the 9-1-1 Public Educators of Texas. This group meets quarterly to plan, discuss, and network. The next meeting will be July 17 at Dallas' Love Field. For information call host Christy Williams at 817-695-9204.

### Your 1996-97 NENA - TX Board

|                                     |  |
|-------------------------------------|--|
| <b>Past President:</b>              | Joanna Oliver, 512-916-6018<br>joanna.oliver@mail.capnet.state.tx.us |
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| <b>West Region:</b>                 | Percy Green, 915-533-0998<br>csriocog@huntel.com                     |

## The TENA Transfer

The newsletter of the Texas Chapter of NENA is published quarterly:

### **Winter**

Submissions by  
December 1

Mailout:  
January 5

### **Spring**

Submissions by  
March 1

Mailout:  
April 5

### **Summer**

Submissions by  
June 1

Mailout:  
July 5

### **Fall**

Submissions by  
September 1

Mailout:  
October 5

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SMTP and POP are the workhorse protocols of the Internet, at least I think so. Sure, there's HTTP, FTP and others that help us pull information down from servers across the Net, but no other protocols put us in touch with our family, friends, co-workers and colleagues more than SMTP and POP. Through these protocols we share the information that keeps us in touch with those with whom we live and work.

You will recall from my last column that a protocol can be thought of loosely as a language. I know, I can hear the experts out there saying, "a protocol is not a language." However, for the sake of simplicity I will call it a language. SMTP, or Simple Mail Transport Protocol is yet another TCP/IP protocol that makes "life" on the Internet possible. SMTP defines how electronic mail is exchanged between computers and how a system is to construct a mail message and transfer it across the Internet. SMTP is designed as a server to server protocol, which as you might imagine, is a problem for anyone who doesn't have a permanent connection to the Internet. We will talk more about SMTP in a minute.

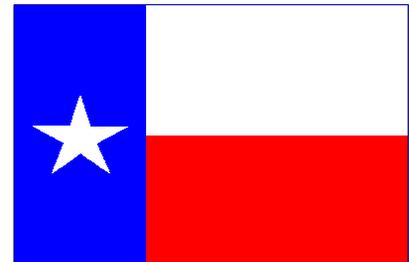
So how do millions of PC and mobile users send and receive email? That can be answered in a snap, or more like a POP. POP3, or Post Office Protocol version 3 allows computers that do not have a permanent connection to the Internet to retrieve email once they establish a temporary connection to their POP server. This server remains connected to the Internet every hour of every day (in a perfect world computers don't fail). Your POP server will receive email on your behalf and hold it for you until you connect to retrieve it. Your Internet Ser-

vice Provider (ISP) or Online Service Provider is the keeper of the POP server and consequently, your email. It may be, however, that you only have an email account on the Internet which, in that case, may be your email provider. POP is only one side of the email transaction equation. We know how to retrieve email, but how can we send it? Not with POP, but with the aforementioned SMTP. There are other protocols that can send email, but in the PC world this is one of the more common methods used.

One other interesting piece of the email pie worth mentioning is MIME. Multipurpose Internet Mail Extensions provide an improvement over the plain, unformatted text we would have to endure otherwise. MIME enables the formatting of text and the transfer of color pictures, sound and even video, which is what has made the Internet the intriguing, evolving creation that it is today.

So fire up your SMTP compliant email package, drop me a note and I'll pull it down from my POP3 server, and silently we can thank all the clever people that developed this great technology.

mpayne@mail.911.lubbock.tx.us



### *Editor's note -*

Have you tuned in to the NENA-TX homepage lately? Pagemaster Chris Pikulinski has been busy! You're sure to notice the new red-white-and-blue, true Texan look and a simplified format, to boot!

The discussion forum is available for all to use, no matter what issue is on your mind. On-line registration for 9-1-1 Appreciation Day is being offered as well, at your suggestion. Let Chris know what else you'd like to see on the page.

# The TENA Transfer

c/o Editor  
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In This Issue...

*Regional Training Schedule set - See details and calendar on page 4.*



For additional information and registration forms call the ACSEC: 512-305-6911 or register on-line at [www.nena9-1-1.org/texas/index.htm](http://www.nena9-1-1.org/texas/index.htm)

**Meet some of the most extraordinary people in Texas -**

## **Winners of the 1997 Public Safety Telecommunicator Awards!**

Join the ACSEC and NENA - Texas as we celebrate the success of the 9-1-1 emergency communications program in Texas and salute the professionals who make the Lone Star State's 9-1-1 program one of the best in the nation.

### **PROGRAM HIGHLIGHTS Sunday, August 3**

**Winners' Ball, 8 - 11 pm**

### **Monday, August 4**

**Red E. Fox Bun Run, 8 - 9 am**

**Keynote Address - Adventures of the Spirit, 9 - 10:30 am**

**9-1-1 in the Future, 11 am - Noon**

**Telecommunicator Awards Luncheon, Noon - 2 pm.**