

# ★ The TENA Transfer ★

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Winter, 1996

## *WIP - Stellar Cellular News*

Texas is making the news with recent work in progress demonstrations of the first successful delivery of location technology for cellular callers, which meets Federal Communications Commission (FCC) requirements, well in advance of the 2001 deadline.

Three rounds of demonstrations were held at the offices of Greater Harris Co. 9-1-1 Emergency Network, Houston. Executive Director, Laverne Hogan, welcomed guests and identified the WIP (Wireless Integration Project) team members and their unique contributions. To set the background for a discussion of the new technology, Carey Spence, Director, Program Services for the AC-SEC, used a matrix to help define the levels of service that exist today and configure the possibilities for the future.

John Melcher, Project Co-Director, compared the new technology to those mind-boggling word problems your third grade teacher, Miss Frumpot, tried to get you to solve. You know the ones we mean....If a train left Hoeboken at 12:46 traveling West at 87.4 mph, the conductor sporting a red bow-tie and another train left Puyallup at 2:13 traveling East at 97 mph, wherein the conductor refused to be caught dead in a bow tie, when and where will the two trains collide? Lucky for you, a device known as TruePosition™ Wireless Location System, a.k.a. "The Black Box," is doing your third grade math for you! Lucky for cellular callers to 9-1-1, there's hope of being located by their emergency service providers.

## **PARTNERS IN THE WIRELESS INTEGRATION PROJECT:**



**GREATER HARRIS CO. 9-1-1 EMERGENCY NETWORK**

**TARRANT CO. 9-1-1 DISTRICT**

**ACSEC**

**NORTHERN TELECOM**

**SOUTHWESTERN BELL**

**GTE TELOPS & LABS**

**SCC COMMUNICATIONS GROUP**

**ASSOCIATED GROUP, INC.**

**HOUSTON CELLULAR**

**THE VILLAGE POLICE & FIRE DEPARTMENTS**

**GTE MOBILNET**

The True Position™ technology, provided by Associated Group, Inc. uses Time Difference of Arrival (TDOA) (Miss Frumpot's torture) to determine the location of cellular phones using latitude/longitude coordinates. Combine this with other technology such as SCC's SR/ALI selective router, electronic mapping, and VISIT ENR intelligent workstations and guests had a real look into the future.

Unmodified cell phones were used to make the test calls. The calls arrived at equipment set up at GHC bringing a map with cursor at x/y coordinates for the caller's location. True 10 digit ANI, rather than the pseudo ANI of the cell tower, was delivered with the call and map. Accuracy of the information was then measured by the telecommunicator. Results of test calls at the December 5th demo varied from right on target to within a few hundred feet.

"True ANI" with area code would be an advantage for making call backs to those reporting trouble over 9-1-1 who need to be redialed. Even if the caller has a New York area code, Texas dispatchers would be able to call back. Communication may be hampered, however, if the caller has a Brooklyn accent!

Grant money for the proof of concept came from the ACSEC.

### *A look inside...*

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## *From the President...*



### ***Happy Anniversary TENA!***

This year marks the 10th since our organization was established and I am honored to assume the role as your President. I want to thank you for the support you've shown me through this transition and I look forward to the work we can accomplish. The first thing I would like to report is the result of our Fall election. Congratulations to Ben Goodloe, Greg Petrey, Marsha Reed, Hilda Arredondo, Brenda Pope, and Percy Green. Each are introduced to you in this issue. I truly believe that every person on our ballot would serve TENA well and I thank each candidate for the willingness to run for office. And thanks to Ross Sherohman for his work in making sure we had a wonderful slate and an efficient process.

The 1996 Fall Conference, held in November at South Padre Island, will long be remembered as one of the best! The 1995-96 Board did an excellent job of bringing together a well-rounded offering of educational sessions. The exhibit hall was superb. Our corporate sponsors provided us with sustenance throughout the day and exceptional social opportunities. We missed those of you who were unable to attend, but hopefully will see you soon. Plans are already underway for the Spring Conference. We are looking for your suggestions for topics and presenters.

Congratulations Texas for taking a giant step and becoming the FIRST in the nation to adopt an amendment to the Constitution and Bylaws (C&Bs) that changes the election process to occur in the Spring of each year. This change becomes effective Spring of '98 and will put the election of state leadership more in line with National.

At the Conference, five new committees were established to better support our Chapter needs. Each will have a Board

liaison to provide for continuity. They are: Legislative, Constitution & Bylaws, Communications, Historian, Conference Planning, and Membership. More information about each committee can be found in this issue. As you can see, opportunities abound for YOU to become actively involved in TENA!

The Board's immediate task is to develop a strategic plan for our Chapter. Our first step was to understand where we came from. The first Past President's meeting was held at our Fall Conference. These individuals' input is invaluable and we want to keep them involved in this process. Our Chapter maintains a healthy balance in our account, but we need to look at ways to better use our funds. The Board will be meeting to discuss these and many more issues in January. If you have thoughts on this subject, please contact your Regional Rep.

Please call me with any concern you have for NENA-TX, and let me know how I may serve you better.

## ***Calendar of Events***

February 3	APCO Telecommunicator Instructor School, San Antonio. Contact APCO, 800-949-2726 for registration.
February 12-14	Government Technology Conference, Austin
March 26-28	NENA-TX Chapter Spring Conference, Lake Conroe
April 21-23	APCO-TX Spring Conference, Ft. Worth Radisson Plaza
May 18-23	Interagency Emergency Communications Instructors School, Austin. Contact Toni Dunne, 512-305-6918
June 15-19	NENA National Conference, Baltimore, MD
August 11-15	APCO National Conference, Charlotte, NC

## *Meet the Press - Newly elected Board says their "Hello"*

### **Vice President - Ben Goodloe**

Thank you for your show of support in electing me as your new Vice President. Service as your representative on the TENA Board is a position in which I take a great deal of pride and responsibility.

Hopefully most of you know me by now, but in case you don't, here's a brief introduction.

I am Executive Director of the Lubbock Emergency Communications District, and have been employed by the District for almost 10 years. During my tenure, I have performed duties as the Database Manager, and Operations Manager, before

being promoted to the ED position three years ago. I have been an active NENA member since the beginning of my employment, now serving my fourth term on the Texas Chapter Board. Since June, 1996, I have served on the NENA Institute Board, which has been busily preparing the first ENP (Emergency Number Professional) Certification examinations. On a more personal note, I have been happily married for 18 years. My wife, Sharla, and I enjoy many activities together including riding horses and cycling.

As your new Vice President, I am very excited about the future of NENA and will endeavor to represent Texas interests both at the chapter and national levels. After my last term as regional representative, I share many of the same goals as your President, and together with the newly elected board, we will become a strong team for 1997!

### **Secretary-Treasurer - Greg Petrey**

*"Working together is essential for success; even freckles would make a nice tan if they would get together!"*

***Take a look  
at the  
individuals who  
will guide  
NENA - TX  
into the  
New Year.***

My primary goal for NENA-TX will be to assist the President and other officers in keeping Texas as the number one chapter in the country. Another goal will be to continue to streamline the registration process as a service to the membership.

For the past 4 years I have been Director of the Brazos County Emergency Communications District. I've worked a number of years as a police officer, volunteer firefighter, and training officer. I'm a certified Paramedic as well. As a member of APCO, I serve as secretary to Region 49 technical review committee for 800 mhz licensing. I'm also vice-chair of our local Emergency Planning Committee.

Away from the office, I enjoy spending my time with family, church, doing woodworking and just general "tinkering." I am pleased to serve as secretary-treasurer for NENA-TX.

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

I'm Marsha Reed, coordinator of the North region of the TX chapter of NENA, and I would like to take this opportunity to introduce myself. I've been employed with Young County for 10 years. I have worked in many different areas of county government in my tenure with Young County. I'm a certified peace officer, jailer, dispatcher, and the assistant Emergency Management Coordinator for the county. I'm a member of NENA, APCO, and the 9-1-1 Public Educators of Texas. I assumed the duties of the Director of 9-1-1 Services in Young County three years ago, initiated the computerized mapping and rural addressing for the county and have been very active in the development of

*Meet the Press continued...*

9-1-1 systems in Texas. Little did I know what I was getting myself into!

My hobbies are GOLF and running after my two daughters. I am an avid sports fan and both daughters are active in several sports. Leslie is 21 and attends Tarleton State University in Stephenville. Ashley is 13 and in the 8th grade. My husband Mike and I have been married for 24 years.

I am both thrilled and challenged as 9-1-1 Coordinator for Young Co., and I've set very high goals for myself as your North Regional Coordinator. I would like to increase training opportunities for 9-1-1 professionals, including technical information, as well as assist with the public education challenges we all face. I eagerly seek feedback from all members of our region to let me know what information you are needing, but not receiving. With your guidance I hope to find the resources we need to help us better perform our jobs. Please let me know what you perceive to be our challenges.

**East Coordinator - Brenda Pope**

By the time you get this newsletter we will be into a New Year. I'd like to start the New Year by sharing with you an introduction of myself and to encourage your input of any ideas or suggestions you may have to offer. First the intros. I have been working at Galveston County 9-1-1 District for seven years. I do the data base, electronic mapping, MSAG mail, public education, TTY issues, and some administrative duties as well.

But in case that's not enough, I have a 13 year old daughter, Danette, that will surely come up with some project for us to conquer. She is in the 7th grade, plays sports, and is preoccupied with a lamb we call "Precious" that she is raising for the County Fair in April. Some of you may already know that I recently became a bride. Curtiss and I were married August 31st at our 'little ranch.'

He is an undercover narcotics officer and has been working in this field for 19 years.

Again, I'd like to encourage any old or new ideas you'd like to share for our next newsletter, or any input on upcoming conferences. Please call me at (409)935-3911 or use my e-mail address: [bpope@phoenix.net](mailto:bpope@phoenix.net). Let's make this a 9-1-1-derful year!

**South Coordinator - Hilda Arredondo**

~~Greetings from Southwest Texas.~~ Here's hoping that everyone had a wonderful and joyful holiday and that everyone will have a prosperous New Year.

For the past 7 1/2 years I have been working with the Concho Valley Council of Governments as the Emergency Communications Director and before this was a summer counselor for the JTPA program while teaching elementary school. I am a member of NENA, APCO, past TARC 9-1-1 Coordinators Association Chairman, and currently hold a TCLEOSE Instructor's License.

My interests include spending time with my family, church activities, which include working with the high school youth group, volunteering in the public schools with their mentoring program, and traveling.

Thank you for allowing me to be your South Texas Regional Coordinator. I would like to be your resource person for any questions you may have pertaining to NENA/TENA and increasing educational opportunities in our 9-1-1 profession.

We've come a long way from wondering who ANI and ALI were to where we are today! Currently many of the areas are upgrading their equipment and working on addressing. Tandems, cellular access, mapped ALI, training, and public

*Continued on page 6...*

***"We've come a long way from wondering who ANI and ALI were to where we are today!"***

*News from*

***THE LEGAL EAGLE -  
Woody Glover, Legislative Coordinator***

***“This docket is still open and awaiting final approval... much remains for us to do at the local level...”***

I have been appointed by Toni Dunne to the position of Legislative Coordinator for the Texas Chapter of NENA. Toni has charged me with the responsibility of keeping our membership informed on pending governmental issues which may impact us as 9-1-1 professionals. This could be local, state, or national in scope, and will include regulatory as well as legislative issues of note.

On the national scene the big issue is FCC Docket 94-102 concerning wireless telephones and 9-1-1. Perhaps you are aware that the FCC has tentatively approved the requirement

of ANI within 18 months, and location within five years. However, many people may not realize this docket is still open and awaiting final approval. Much has been filed with the FCC on this subject, including input from the wireless telephone industry, equipment manufacturers, and emergency response organizations such as NENA and APCO. Much remains for us to do at the local level to see the actual implementation of these services as they become available. Perhaps this can be covered more thoroughly in a future article.

Although not as well known, Docket 94-102 also impacts how PBX systems must interact with 9-1-1. Texas has been a pacesetter in this field with our PS/ALI legislation now in effect. It is anticipated the FCC will mandate ANI/ALI for all residential complexes nationwide, and perhaps some business campuses. This issue is still open, with attorneys for the parties currently working on a general consensus of opinion to present to the FCC. It is felt that the FCC will closely follow the consensus, if one can be reached. More on this issue as it continues to develop. At press time there are several bills for the Texas legislature be-

ing prepared, but have not yet been filed and assigned numbers. These are sure to include issues related to cellular 9-1-1 billing, and the industry proposal to adopt a statewide fee, with perhaps a single remittance point.

We also expect a bill to clean up many small issues in Health & Safety Code 771, and perhaps a request from the home rule cities to clarify their position in regards to 9-1-1 issues. The COGs have received much scrutiny this year, and we expect to see some action proposing to regulate their activity. Also, expect Senator Driver to file a bill relating the the state recognition of the status of Emergency Medical Dispatch and its future in Texas.

I know I am vague at this point about Texas activity, but I do not want to be more specific until the actual bills are filed; there is typically much change in what is proposed and the actual filings. I expect to be much more detailed in the next report. TENA will put up-to-date information on our homepage, under the Legislative Committee, as it becomes available.

*Continued from  
page 4...*



**To reach  
Woody  
Glover,  
Executive Director of the 9-1-1 Network  
of East TX, with your questions/com-  
ments:**

**1121 E. S.E. Loop 323, Ste. 220  
Tyler, Texas 75701-9660**

education are some of the many areas

which we get to contend with and by working together we will become proficient.

I'll leave you with the words I found on my calendar this morning, "Don't refuse to accept criticism; get all the help you can." (Proverbs 23:12)

### West Coordinator - Percy Greene

Hello, I am Percy Greene, the Coordinator for the Western Region. I have been with the Rio Grande Council of Governments for nine years and have been a part of the Statewide 9-1-1 initiative since 1988. During my watch I hope to maintain effective communication with all of the 9-1-1 activities, both COG and District, within my Region. I am very interested in what the various agencies are doing and how they are interacting with the numerous TELCOs operating within this Region. There are several communications issues impacting the State, and the western region must make their position known to the powers that be. For example: Although the State is talking of the requirements for how wireless communications will be handled, the issue in much of West Texas is not how they will be handled, but when will wireless communications be available to all the citizens throughout Texas. Anyway...

Here are a few updates...

Addressing in Hudspeth and Culberson Counties is complete. GTE will install new PSAP equipment in February. Addressing in Jeff Davis and Presidio Counties has started.

El Paso's 9-1-1 network made a significant advancement, installing 13 TDD detectors capable of communicating with computers, to better serve the County's speech and hearing impaired population. Almost 1,000 students in El Paso and Fabens ISDs received **bilingual** information on the "Dos and DON'Ts" of accessing 9-1-1 services.

South Plains Association of Governments marks its 5th anniversary for 9-1-

1 service. They are in the process of implementing tandem routing to the systems and upgrading some to automatic location identification (ALI). Each county within the SPAG region is in the completion phase of addressing.

This year PBRPC is planning a new approach to public education utilizing PEP Squads. PEP (Public Education Providers) programs will recruit and train volunteers for presentations at local schools, clubs, etc. They will even publish a PEP Talk newsletter periodically.

This is an overview of the Western Region. I will strive to keep you informed of the ideas, activities, and changes in our region. More news from more agencies next time.

## Your 1996-97 NENA - TX Board

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<b>President:</b>	Toni Dunne, 512-305-6918 toni.dunne@mail.capnet.state.tx.us
<b>Vice-President:</b>	Ben Goodloe, 806-747-1917 bgoodloe@mail.911.lubbock.tx.us
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<b>South Region:</b>	Hilda Arredondo, 915-955-9666 cvcog911@webstar.net
<b>East Region:</b>	Brenda Pope, 409-935-3911 bpope@phoenix.net
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## The TENA Transfer

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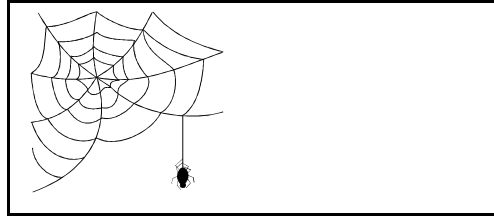
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we're getting there!)

*Permission is granted to re-  
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credit is given to the source.*



Have you logged on to the TENA Internet homepage lately? Our page is changing weekly and we've added features that we think you'll like.

We've included the date of changes near the top so you can quickly see when it's time to browse for what's new. We can also notify you by e-mail when the page has been updated! Just fill in the form provided on screen.

We've had word from Peggy Smith, Communications Manager in Plano, about a weekly on-line forum for public safety personnel. It can be found Monday evenings, 7pm-9pm CST, on America On Line. If you're an AOL user, join in at GRYEYES911@AOL.COM. Each week there's one hour of predetermined topic development followed by a second hour of "free-for-all" comment. Usually there are about 40-50 people joining in. "Greyeyes" is a veteran dispatcher, supervisor, comm center manager from central California.

This is the kind of input we're looking for from the readers of this newsletter. If you have information to add, a question to pose, or a comment to make contact your regional rep, or

Chris Pikulinski, The Webmaster, at [chrisp.@nctcog.dst.tx.us](mailto:chrisp.@nctcog.dst.tx.us) or phone 817-695-9202, or

Ronny Talamantez, Communications Committee, at [e911@ix.netcom.com](mailto:e911@ix.netcom.com) or phone 210-278-2527, or

Mark Payne, Communications Committee, at [mpayne@mail.911.lubbock.tx.us](mailto:mpayne@mail.911.lubbock.tx.us) or phone 806-747-6911.

## On the Job

As the chapter grows, so grow our needs to better keep in touch and keep on top of current issues. In the interests of serving our Texas chapter membership, several new committees have been formed. Take a look:

**Legislative Committee** - Woody Glover will keep us informed on state and national issues. See his first column in this issue of the TENA Transfer.

**Constitution & Bylaws Committee** - Since the chapter was formed in 1986 only a few changes have been made to the C&Bs. It's time to re-look at the documents in their entirety. Mary LaDore will chair this project.

**Communications Committee** - This committee is charged with the task of keeping the membership informed in print and on-line. Patty Cross has been drafted to edit this newsletter which appears four times a year. Chris Pikulinski has agreed to maintain our homepage. Ronny Talamantez and Mark Payne will provide additional on-line expertise.

**Historian Committee** - Joanna Oliver and Doug Clough will lead the team who will tackle the task of archiving TENA records and mementos.

**Conference Planning Committee** - As our conferences continue to get bigger and better every year, more volunteers are needed to make each event a success. Sherri Sevey has stepped forward to chair this committee.

**Membership Committee** - We're looking for a chair for this one! Our current roster puts Texas just 43 members shy of being the NUMBER ONE Chapter in the Nation. We're hoping to announce a new membership drive in the near future.

