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Registration is now OPEN!!!

Texas NENA Annual Conference
August 21-24, 2011
Location: Corpus Christi, TX

For More Information: Click Here!

Register Now by
From the President—Sherry Decker, ENP

9-1-1 Goes to Austin

In March Texas NENA hosted the first 9-1-1 Goes to Austin Event. The 911GTA Committee worked for months planning and organizing the inaugural event. The 9-1-1 Educational Supersession welcomed attendees and NENA National Vice President Rick Galway. Patty Cross, Denco Area 9-1-1 District opened the floor with Grass Roots Education at a Local Level followed by Jim Coles, Coles Association Management Strategies for Successful Legislative Visits. An Overview of the 82nd Legislative Session was presented by Anya McInnis and Shayne Woodard, with the 9-1-1 Alliance. Trey Forgtey, NENA Legislative Affairs Director introduced upcoming events and expectations for 9-1-1 Goes to Washington then Ron Helterbrand, Intrado (sponsor) introduced THOR to attendees. Toni Dunne, Intrado and Co-Chair for 9-1-1GTA wrapped up the session with Organizing the Lift-Off.

Team Leaders; David Jones, Melissa Tutton, Patty Cross, Jack Miller, Michael Grossie, Gordon Lopez, Von Beals, Nelly Perez, Wayne Gilmore, and Toni Dunne gathered their team members in preparation for "Legislative Day".

To read more about 9-1-1 Goes to Austin, click here!
To see the 9-1-1 Goes to Austin After Action Report, click here!
Conference on Tuesday August 23, 2011 at 1pm-5pm 1st time members may attend free. Separate registration is required. To learn more about TNT and to register for our August meeting, visit their website at: http://texas911trainers.org/

9-1-1 Goes to Washington

View the 9-1-1 Goes to Austin Photo Gallery by clicking here!

9-1-1 Public Educator's of Texas

The next 9-1-1 PET's Meeting will be at the TX-NENA Conference on Sunday, August 21, 2011! The cost to attend this meeting is $45 (with lunch being served).

For more information, please visit their website at http://www.911pets.org/

Attending 9-1-1 Goes to Washington during Cherry Blossom Month proved not only educational, but breathtaking. Driving from the airport all you could see were white blankets of Cherry Blossoms along the banks of the Potomac. The shoreline approaching the Washington Monument looked like snow banks clouds of snow 20 feet tall taking center stage around the huge structure. Weather however, was quite chilly and my Texas coat was no match for the northern climate.

Steve O’Conor, NENA President along with Brian Fontes, NENA CEO welcomed attendees in a causal setting of table rounds, and a stage with a couch, chair and coffee table. The atmosphere was both relaxed and inviting. Trey Forgety, NENA Director of Government Affairs addressed the audience stating, "Over the next three days, you will have a special opportunity to help shape the future of 9-1-1 and our nation's emergency communications policies. This event is designed to educate you about the issues and help you to establish relationships with key lawmakers and policymakers." He encouraged us to continue and build on the information and contacts we developed in Washington when we returned home and use those contacts to push for improvement in our national 9-1-1 policy and emergency communications systems across the country.

Information sessions were discussed in panel form on the stage just like you had invited the group to your home for a conversation question/answer social. The audience was encouraged to participate and the subject matter panel experts addressed each
question in layman terms for all to follow. Panel topics included:

- The Big Picture for NG9-1-1: What is Washington Thinking?
- FCC Panel: NG9-1-1 In Context
- Congressional Staff Panel

To continue reading, click here!

Sherry Decker, ENP

Texas NENA President 2010-2011

From the Vice President-Cindy Bridges, ENP

Only a few more months until our conference in Corpus! I hope to see all of you there; it will be tons of fun!! Anyway, on to serious VP stuff...I am still encouraging you to recruit new members or renewals. Remember the One Number. One Purpose. One Passion- membership campaign that listed three simple goals? The first goal was to attend regional training and register to become a member. Unfortunately regional training has been cancelled due to budget cuts across the state. The second goal was offered to agencies that wanted to take advantage of the "group membership" rate. Every agency would be given a ticket into the drawing and if they went up a level, an additional ticket would be added. The last goal was to be able to take advantage of adding a coupon to agency newsletters and receive a ticket for every 4 issues of the newsletter with this feature. I have read a lot of newsletters and I have only seen this feature used in NCTCOG's newsletter so if you are doing it- make it known to me!!

To continue reading, click here!

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Mexico NENA's Visit to Houston
TX-NENA hosted, with several sponsors, Mexican delegates who were interested in touring a few of our great PSAP's. A special thank you to Sergio Castro, our new TX_NENA International liaison, Gordon Lopez, and Robert Gonzales who helped with translating during the tours. The Mexican delegates toured a few PSAP's in the Houston area and then CTECC in Austin and San Antonio PD. All of the coordination and effort made for a great education and learning experience. Most of all thank you to HiTech Systems, AT&T, Cassidian, and FRESS in sponsoring all of the meals for these delegates while they were here in Texas!

To view the photos from Mexico NENA's visit to Houston, click here!

~Cindy Bridges, ENP

North Region-Patti Davis

Here it is, only May and we've already seen temperatures over 100 degrees here in Abilene. Drought conditions, persistently strong winds, and an unusually warm spring has fueled colossal wildfires in many parts of Texas. In the past few months, the state has been battered by thousands of wildfires that have contributed to the loss of lives, the burning of over 2,000,000 acres and hundreds of homes, not to mention loss of livestock, wildlife, fences, equipment, etc. Our hearts go out to all those affected by the wildfires and those who are fighting the fires.
I have included several great stories from the North Region which include all of the agencies listed below:

- Texoma Council of Governments
- Wichita-Wilbarger 9-1-1 District
- Denco Area 9-1-1 District
- Farmer's Branch Police Department
- Tarrant County 9-1-1 District
- Arlington Dispatch Services
- Irving Police Communications
- Intrado
- Southwest Regional Communications Center

Please click here to read more!

~Patti Davis

Texas NENA ENP Study Group Update

By Sharon Nichol-Jost, ENP
We may be a few weeks into the study routine but it's not too late to join in the Texas NENA Emergency Number Professional Study Group! The ENP Study Group conducts weekly conference calls every Wednesday at 2:00 PM Central Standard Time that will continue through October. The purpose of these one hour meetings is to review subject matter, found within the resources recommended by NENA, in order to prepare for the Fall ENP exam. This year enhanced features have been implemented to bring data and resources in a timely fashion to those preparing to take the exam.

There's also a fantastic opportunity to apply for an ENP Scholarships for the ENP exam. The Texas NENA Board will be awarding 6 scholarships at the Texas NENA Conference. See the eligibility requirements and application on the Texas NENA website. http://www.texasnena.org/ The application deadline is July 29, 2011.

If you are polished in one of the ENP Body of Knowledge topics and enjoy public speaking, we'd like to hear from you! If you are able to address the study group please contact me at snjost@bexarmetro.org. The candidates appreciate all the efforts made by the speakers thus far.

C.S. Lewis said, “You are never too old to set a new goal or dream a new dream.” If you have had the interest to become an ENP, it isn't too late. Study groups work! I hope you join in the effort to advance Texas as the state with the greatest number of ENPs!

What is 112?

What is 112? Why when someone dials 112 from a wireless device do they receive 9-1-1?

112 is the emergency number used by the European Union. The European Union is made up of 27 nations in Europe. 112 was designated as the emergency number in this nation in 1990.

As wireless device manufactures began to produce phones that work all over the world and consumers traveled with their world phones, the networks were constructed to support all devices, and GSM networks were designed to recognize more than just the native emergency number.

More PSAP are receiving calls from GSM phones when the consumer is dialing 112 and the consumer does not have an emergency. Cases have been reported where the consumer dialed 112 while using an automated attendant menu.

In conclusion, as technology becomes more world friendly, the 9-1-1 industry will encounter more calls where the consumer dialed something else other than 9-1-1.

TX-NENA Remembers Joseph Pope

On March 1, 2011 TX-NENA lost a very active member of their
association. Joe Pope was an active member of Texas NENA, the Texas 9-1-1 Trainers Forum and the Tarrant County Texas TERT Coordinator. He was the Communications Manager for NETCOM (North East Texas Telecommunication Center) He will be missed.

To see more on Joe Pope, please click here.

9-1-1 National Public Educator's Forum (NPEF)

The 9-1-1 National Public Educators Forum (NPEF) Conference will take place August 1st-2nd at the Radisson Hotel Ft. Worth North -Fossil Creek. This conference is the first annual conference for the national public educators forum. 9-1-1 NPEF is a national group of public educators, administrators and other support professionals who conduct 9-1-1 public education outreach. To date this conference has members from over ten different states attending. A session schedule has been finalized. There will be social events and fun for everyone. If you haven't considered attending, please check us out on Facebook.

Find us on Facebook

TExAS CENTERS EMBRACE ENHANCED TRAINING

Public safety communication centers across Texas are embracing national best practices for the handling of calls reporting missing and exploited children. In partnership with the National Center for Missing and Exploited Children (NCMEC), the Texas 9-1-1 Trainers (TNT) organization launched a campaign, in honor of National Missing Children's Day on May 25th, to spread the word about best practices and challenge 9-1-1 centers to enhance their training programs and update their standard operating procedures. 9-1-1 centers in all areas of Texas have eagerly taken up the challenge.

9-1-1 call takers are usually the first point of contact when a child goes missing. Specialized training and the use of standard call handling procedures ensure that these time-sensitive incidents are handled effectively, helping to ensure every missing and sexually exploited child is given the best chance to be found alive and unharmed.

To read more please click here!

Thanks,

Patty Cross

NCMEC Texas Implementation Committee Chair

Promote Your Business!

Did you know that our TX-NENA Transfer reaches approximately 1500+ 9-1-1 Professionals every quarter?! Well, now that you know, why not have your company's name here...or maybe another hot spot on this page.

Price list below:
Company name only w/link to website $50
Company Logo only w/link to website $100
Company Logo w/up to 25 words $200

Placement will be on the right or left margin and is first come first serve

Priority Placement
- right or left margin - middle or bottom $50

Landscape (width of newsletter)
Company Logo w/up to 50 words $500

Hyperlinks will appear twice - in advertisement and at the end of the newsletter
"This newsletter was sponsored in part by Company A, Company B, Company C etc.

Non-profit organizations can list their link for $100, which will run their link for the entire year.

Companies may save when purchasing an entire year worth of advertising by paying for the year in full, where one quarter will be deducted from the final cost.
Example: Landscape per quarter $500, for the year $1500 ($500 savings)

If you are interested in learning more, please contact TX-NENA President, Sherry Decker at sdecker@nctcog.org or 817-695-9199.