

## **County of Orange RACES**

## NetControl

October 1999



Newsletter of the County of Orange Radio Amateur Civil Emergency Service

## **Top Story**

#### CITY/COUNTY Drill Update By: Lt. Mike Krueger, N6MIK

I am extremely pleased to report that every RACES organization in Orange County has responded to our request for participation in the upcoming 1999 Countywide RACES Drill. With the exception of Buena Park RACES, who will be activated for their City's Silverado Days Festival, every city RACES group will be participating along with out-of-county groups and HDSCS, 28 groups in all!!

As Ken mentioned at the meeting Monday, we REALLY need 100% participation from each member to make this drill work. We will be handling an outrageous amount of voice traffic on up to 12 channels

for 4 hours. OCRACES is the cornerstone of this event, and it will break down quickly if we are not able to handle our responsibilities. We could easily find ourselves supporting 300 personnel or more!!

That said, I'm am asking that each lieutenant make a commit to support this event and strongly encourage each and every member in their squad to do the same. The drill will start promptly at 0800 and I'd like all OCRACES members to be at Loma Ridge by 0730 at the latest. There will be a quick briefing prior to the start of the drill.

Uniforms will be required, as HDSCS will be sending staff to the RACES Room. Class-B Uniforms are preferred, since we will be working outside for a portion of the event. We will also be taking photographs during

## Oct. Meeting

San Bernardino County RACES Chief Radio Officer, Ron McGuire, KN6NB, will be our guest speaker for the October 4<sup>th</sup> meeting. Ron will be talking about how the San Bernardino County RACES organization is structured and operates, and will share with us pictures of the Forest Falls flood and the recent wild land fires in their area.

The meeting is open to the public and will start at 7:30 PM at our normal meeting location, OCSD Communications, 840 N. Eckhoff St. Suite 104, Orange. All are welcome.

the drill for an upcoming CQ and/or CQ-VHF magazine article that will feature OCRACES and this drill.

Questions concerning the drill can be directed to Lt. Mike Krueger, N6MIK.

## **Upcoming Events**

| Oct. 1,2,3 | ARRL Regional Convention, Long Beach    |
|------------|---|
| Oct. 4     | General Meeting, Alternate EOC          |
| Oct. 16    | City/County RACES Drill                 |
| Oct. 22    | Deadline for <b>NetControl</b>          |
| Oct. 27    | Songs Exercise, Loma Ridge              |
| Nov. 1     | General Meeting, Alternate EOC          |
| Nov. 8     | OCRACES Officer Meeting, Alternate. EOC |
| Nov. 10    | Mass Casualty Drill, Fulleton           |
| Dec. 6     | General Meeting, Alternate EOC          |

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Visit the OCRACES Web Page @ http://www.ocraces.org (Back issues of NetControl now available on the OCRACES Web Page)

## Captain's Corner By Ray Grimes

I have been following the Florida hurricanes (Floyd and Gert) with great interest, from an emergency responder's viewpoint. A few Florida residents were recently interviewed on television and asked what they were doing to prepare for the hurricanes. Some people were leaving the area, which made a lot of sense, considering the size of the potential threat. Others though, were going to stay and do little or nothing to prepare. I heard statements such as "we went through Hugo and made it, so it's no big deal". Some people were ordered to leave by local police, with threat of arrest. Others had to be arrested and physically removed from their homes. There is a definite parallel to these hurricanes and the earthquake and wildfire threats we face regularly in Southern California. If you had noticed, there are very few people selling retail earthquake supplies anymore. In 1994 and 1995 there were literally hundreds of small companies selling first aid equipment, packaged water, generators, food supplies, etc. Some disaster services experts believe that regularly reminding the public that earthquake threats or wildfire dangers exist has the opposite effect than desired. The public simply tunes out what they don't want to hear or believe, or consider important at the moment.

As RACES disaster workers, we too can become complacent, particularly as we have had an unusually quiet year in Orange County. We need to regularly remind ourselves that every drill and exercise is critical to effective performance during a real disaster, and must be taken seriously. This brings me to the October 16 Cities/Counties RACES Drill. This

annual event is a rare opportunity to work with neighboring agencies in handling realistic emergency communications in various improvised field conditions. You can expect that if we ever have a widespread disaster in Southern California, your training will payoff in improved technical and procedural skills, having done all of this before. This emphasizes the necessity that all OCRACES members must participate in the October 16 drill. You will need to be in uniform, at the Loma Ridge EOC prior to 08:00 AM, and ready to participate. This exercise only occurs once a year, requiring only 4 hours of your time. I urge you to take this seriously and to treat this training session as though it was the real thing. Every time we train, we learn something new. This exercise promises to keep you challenged.

## ECC News and Views by Robert Stoffel

The month of October reminds me of an annual event. Perhaps you are thinking of Halloween, but I'm thinking about our annual County/City RACES drill! Mike Krueger has done an excellent job in putting this drill together, and we have a record number of City and County participants this year. We need 100% OC-RACES support for this drill, and I look forward to seeing you at Loma Ridge at 0730 on Saturday, October 16, 1999.

It has been another busy month for OC-RACES, and I'd like to thank some of our members who have been busy with various projects and activities. Dave Wilson is working on the user interface and feature list of the OCRACES computer aided dispatch system. His system will include the ability to automatically synchronize with other CAD terminals via LAN and RF (packet) connections. This may be a long-term project, but Dave hopes to have a limited test version available by the October 16<sup>th</sup> drill.

Harold Robinson has completed most of what he can do in preparing the EDIS

computer system. We are waiting for a County network connection. The EDIS server is running the latest release of the Linux operating system and has been configured and tested to send and receive Internet e-mails and allow remote log-in for administrative purposes. The next step involves compiling the actual EDIS software and connecting the OASIS receiver to monitor traffic. This can't be done until the County network connection is in place.

Two recent drills involved Loma Ridge and OCRACES. Thanks to Harvey Packard for staffing our radio room during the Hospital Y2K drill on September 16<sup>th</sup> and to Al Baird and Harvey Packard for staffing the radio room during the SONGS dress rehearsal on September 22<sup>nd</sup>. Jack Barth participated in a drill with Riverside County Mountain District RACES on September 18<sup>th</sup>. Mike Krueger and Ken Mirabella were wearing their "tour guide" hats when they provided a Loma Ridge tour for IDEC on Thursday evening, September 23<sup>rd</sup>. During this last month Ray Grimes, Ken Mirabella and Mike Krueger

assembled information regarding a communications response vehicle. Thanks to everyone who provided comments and ideas, we are moving forward with developing a formal proposal for the Sheriff's Department.

Upcoming OCRACES activities include a Mass Casualty Incident drill on October 7<sup>th</sup>, Loma Ridge tour for SOARA on October 18<sup>th</sup>, SONGS graded exercise on October 27<sup>th</sup> and a small County election on November 2<sup>nd</sup>. More information on these activities will be presented at our October OCRACES meeting. This meeting will feature San Bernardino County RACES who will share an overview of their organization and talk about their recent activation for the wildland fires in their County. This is an open meeting on October 4<sup>th</sup> at 1930 hours at the usual Eckhoff Street meeting location.

In closing I would like to acknowledge Laguna Beach RACES for their efforts in updating their RACES plan and reorganization efforts. I also want to let

(Continued on page 6)

## Training By: Lt. Mike Krueger

This month, we continue with the glossary of commonly used Incident Command System (ICS) definition, starting with "D" to "J".GLOSSARY OF TERMS supplied by Bill Pennington, WA6SLA, OES Inland Region Assistant Radio Officer, OES Region IV Radio Officer, DEC.

**Dispatch** - The implementation of a command decision to move a resource or resources from one place to another.

**Dispatch Center** - A facility from which resources are directly assigned to an incident.

**Division** - That organization level having responsibility for operations within a defined geographical area or with functional responsibility. It is the level just below a branch.

**Dozer Company** - Any dozer with a minimum complement of two persons.

**Engine** - Any ground vehicle providing specified levels of pumping, water and hose capacity but with less than the specified level of personnel.

**Engine Company** - Any ground vehicle providing specified levels of pumping, water, hose capacity and personnel.

**FIREMOD** - A computer program which, with given information, will predict an hourly rate of spread from a point.

**Flycrew** - A hand crew of predetermined size transported to an incident via helicopter.

**Food Dispenser** - Any vehicle capable of dispensing food to incident personnel.

**Fuel Tender** - Any vehicle capable of supplying fuel to ground or airborne equipment.

**General Staff** - The group of incident management personnel comprised of the:

Incident Commander,

Operations Chief,

Planning Chief, Logistics Chief and Finance Chief

**Group** - A functional Division (e.g. Air Support, Salvage Structure Protections, etc.).

**Hand Crew** - Predetermined individuals that are supervised, organized, and trained principally for clearing brush as a fire suppression measure.

**Heavy Equipment Transport** - Any ground vehicle capable of transporting a dozer.

**Helibase** - A location within the general incident area for parking, fueling, maintaining and loading helicopters.

**Helicopter Tender** - A ground vehicle capable of supplying fuel and support equipment to helicopters.

**Helispot** - A location where a helicopter can take off and land.

**Helitack** - The initial attack phase of fire suppression using helicopters and trained airborne teams to achieve immediate control of wind driven fires.

**Helitack Crew** - A crew of three or more individuals who may be assigned to operations or to support helicopter operations.

**Helitack Foreman** - A firefighter Trained in the Tactical and logistical use of helicopters for fire suppression.

**Helitanker** - A helicopter equipped with a fixed tank or suspended bucket type container that is used for aerial delivery of water or retardant.

**Incident** - An occurrence or event, either human-caused or natural phenomena, that requires action by emergency service personnel to prevent or minimize loss of life or damage to property or natural resources.

**Incident Action Plan** - The plan, which is initially prepared at the first meeting, contains general control objectives reflecting the overall incident strategy, and specific action plans for the next operational period.

Incident Base - That location at which the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base".) The Incident Command Post may be collocated with the Base. There is only one Base per incident.

**Incident Commander** - The individual responsible for the management of all incident operations.

**Incident Command Post (ICP)** - The location at which the primary command functions are executed and usually collocated with the incident base.

#### Incident Command System (ICS) -

The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to the incident.

**Infrared (IR)** - A heat detection system used for fire detection, mapping, and hot spot detection.

**IR Groundlink** - A capability through the use of a special mobile ground station to receive air to ground infrared imagery for interpretation.

**Initial Attack** - Resources initially committed to an incident.

**Jurisdictional Agency** - The agency having jurisdiction and responsibility for a specific geographical area.

### **Technical Interest**

# High-Technically Speaking

by: Ray Grimes, W6RYS

Chief Radio Officer, OCRACES

The cops are getting laptop vehicular computers which will allow them to broadcast photos of missing children or file reports electronically, right from the patrol car. Police agencies are also testing a new palm size wireless mobile data terminal called CyberFORCE. The Cyber-FORCE is a little larger than a pager and includes a keyboard and back-lit display. This device will allow police to run serial numbers and VIN (Vehicle Identification Numbers) almost anywhere in a metropolitan coverage area. Police will have almost instant access to national and local law enforcement databases. Use of personal data terminals will also free-up dispatchers from having to run numerous daily information checks. The field officer will be able to manage his paperwork and call-up information from the same portable device. The CyberFORCE will display vital information for the field officer but the entire query would be displayed at the dispatcher's console. The dispatcher would also receive a visual and

audible alarm if the information returns as "stolen", "wanted", or "missing". Information security is of major concern to police departments who are considering use of public and private systems. The Cyber-FORCE requires an individual ID and password to allow data access. The Memphis Police Department is participating in a pilot program, using the CyberFORCE which is supported by Bell South Wireless Data, CyberFORCE, and Research in Motion, Ltd. Memphis was selected for the pilot program because its police department deploys officers through vehicle patrols, foot patrols, horse patrols, and on bicycles. Twenty of these two-way pagers are being tested by Memphis Police for a 60 day period. Time will tell as to how much information is enough, and is it costjustified? The fire departments have vehicular moving map displays and laptop computers with business site maps and HAZMAT inventories. They also have infrared imaging cameras which can display people in a smoke-filled building. Most fire departments in the large cities and counties have the latest voice and data radio systems with multiple sites and voting receivers, trunked dynamic regrouped talk channels, and mobile terminals.

Not to be outdone, the "bad guys" have

also adopted high tech. The Internet has become the target of numerous cyberfraud schemes, a medium to sell unlawful merchandise, and a hunting grounds for those who would prey on children, the elderly, and the gullible. These crimes reach a global market, have few witnesses, and are often untraceable. There have been several notorious cases regarding illegal interception of cable and satellite television, software piracy, telephone toll bypass schemes, and cellular telephone fraud. The "bad guys" use digital cellular telephones which are secure from casual eavesdropping. Undoubtedly the computer is also widely used to manage removable and destructible records of shady transactions. There are those who have made money by illegally selling two-way radios programmed to receive digital "'secure" police systems. You can guess who buys such systems. Last year, the federal government under the Clinton administration formed the FBI's National Infrastructure Protection Center (NIPC) as an agency charged with protecting national computer systems. One of the fastest growing global startup businesses are companies who specialize in high-tech systems security protection.

**ESP** 

Oct '99



The warm, dry climate that has attracted millions of people to California brings with it the potential for disaster each summer and fall.

Almost every year since 1982, wildfires in California have resulted in either gubernatorial proclamations of a state of emergency or presidential declarations of a major disaster.

Among the worst years in state history was 1993. Twenty-one separate fires raged in Los Angeles, Orange, Riverside, San Bernardino, San Diego and Ventura counties. Between October 26 and November 7, the blazes caused four deaths and 162 injuries, destroyed more than 1,200 structures

and consumed almost 200,000 acres.

To bring the blazes under control and prevent additional losses, more than 15,000 firefighters were deployed in the largest mutual-aid call-out in California history.

Wherever you live, work or play, use the Wildfire *Focus Sheet* on page 5 to help you reduce your risk to wildfires.

## Wildfires

That dry brush is waiting to burn!

The Los Angeles County Office of Emergency Management has a program called ESP which stands for Earthquake Survival Program. As part of that program they supply a set of articles which focus on a different hazard each month. *NetControl* will publish each month's hazard through the end of the year.

### Wildfire Focus Sheet

#### Make Your Environment Safer

Reduce your risk of fire-related death injury or property damage by conducting a fire hazard hunt. Take the following steps to make the environment outside and inside your home safer:

#### **Outside Your Home**

- [] Clear dry grass, brush and leaves as required by local regulation. Use ice plants and other fireresistant plants to landscape.
- [] Clear all debris from the roof, gutters and spouts.
- [] Remove dead limbs located over roofs and all limbs within 10 feet of chimneys.
- [] Prune the lower limbs within six feet of the ground on all trees 18 feet high or taller to keep ground fires from spreading to trees.
- [] Thin out heavily wooded areas.
- [] Remove weak, dead and leaning trees.
- [] Vary the heights of plants, shrubs and trees and provide adequate spacing between them.
- [] Relocate firewood at least 30 feet from all structures and 10 feet from vegetation.
- [] Keep plants, shrubs and trees away from power lines.
- [] Keep gas and propane tanks at least 30 feet from all structures and 10 feet from hazards.
- [] Replace wood shake and other combustible roofing materials with noncombustible materials.
- [] Cover chimneys and stovepipes with non-flammable screens with mesh 1/2 inch or less.
- [] Box and enclose roof eaves that extend beyond the exterior walls.
- [] Cover all attic and ridge vents with nonflammable 1/2-inch mesh screens.
- [] Make sure the number of your house is clearly visible at the curb side.

#### **Inside Your Home**

#### Smoke detector.

- [] Make sure smoke detectors are made and certified by an approved lab.
- [] Install smoke detectors on ceilings inside each bedroom and in the hallway on every level.
- Test detectors at least once per month.
- [] Change batteries every six months.

#### Fire Extinguishers

- [] Ensure that fire extinguishers are approved by an independent testing lab.
- [] Place fire extinguishers in easily accessible locations.
- [] Teach responsible family members where they

are located and how to use them.

- [] Remember, the word **P-A-S-S** when using the extinguisher:
  - [] Pull the pin.
  - [] Aim the nozzle at the base of the fire.
  - [] **S**queeze the trigger.
  - [] **S**weep the chemical side-to-side to extinguish the fire.

#### **Plan for Evacuation**

- [] Develop and practice an evacuation plan for your home. Your plan should include:
  - [] A floor plan with all escape routes.
  - [] Easily accessible exits for young children, seniors and persons with disabilities. (Locate their rooms as close to exits as possible).
  - [] A list of valuables to take in an emergency. (Store them together in one location if possible.)
  - [] A place to reunite after evacuation.
  - [] The location of animal shelters or other sites that house pets.
  - [] Practice drills.
- [] Work with neighbors to assist:
  - [] People with special needs.
  - [] People who need transportation to other sites.
- [] Work with local emergency officials to identify:
- [] Several mutes out of your neighborhood.
  - [] Likely evacuation sites.

#### What to Do When a Fire Occurs

If a fire occurs while you're inside, remember the following:

- [] Call 9-1-1; tell the dispatcher where you are.
- [] Feel the top and bottom of the door with the back of your hand before exiting. Cautiously open the door if it's cool. Do not exit if the door is hot. Try your alternate exit instead. Repeat this step at every closed door.
- [] Close doors behind you when evacuating to slow down flames, smoke and heat.
- [] Help young children, seniors and persons with disabilities evacuate.
- [] Close the door and stay in the room if fire, smoke or heat are blocking both escape routes.
- [] Keep smoke and fumes out by stuffing cracks around doors and vents with sheets, blankets, etc.
- [] Open a window if no smoke is entering the room; place a sheet or cloth outside to signal for help.

Sources included the California Department of Fire Protection publication "Fire Sale--Inside and Out."

## **Committee Reports**

## Visual



## **Communications**

Coordinator: Jim Carter (WB6HAG) Web page:

http://www.qsl.net/wb6hag/

Tri-Agency - We conducted frequency tests on 2.4 GHz by using two different frequencies to identify potential interference to coordinated ATV frequency users. We found no identifiable interference to present repeater sites. Our next step is to obtain another commercial grade receiver and to conduct linking tests between Signal Hill and Loma Ridge. In the meantime, the Tri-Agency program remains on hold.

Loma Ridge Antenna Party - Jack Barth (AB6VC), put a lot of hard work and time in accomplishing the following with support from Jim Henderson (OCC Technician) last month. He was successful in:

- 1. Raising the 10 meter antenna. The radials are now 8'8" above the roof. This was a safety hazard;
- 2. Moved the WWV antenna;

- 3. Installed a 2m ATV coordination antenna; and
- 4. Installed coax connectors on the new coax.

Great job Jack and a special thanks to Jim Henderson for helping with the coax pull and installing the connectors!

Buena Park RACES - Jack Barth (AB6VC) and Jim Carter (WB6HAG) provided ATV training to BP RACES. Jack and Jim reviewed the equipment used, techniques for operating and using ATV, and communication protocol. After the training, a field transmission test was conducted from the City's four corners back to their EOC. Picture quality (P4+ to P5) was better than expected. This demonstrated that field antenna height is a key factor for success.

October Drill - The ATV portion of the October 16<sup>th</sup> drill was canceled. This was because Buena Park is using the ATV simplex frequency for their Silverado Days parade. Their use of ATV will be monitored by their City officials for per-

formance and we want them to be free from any interfering signals. Our ATV drill will be rescheduled at a later date.

<u>ATV Presentation</u> - Anaheim RACES invited us to provide an ATV presentation to their group. Ray Grimes, Jack Barth, Robert Stoffel and Jim Carter will provide this on November 6, 1999, at their EOC.

ATV Aircraft Antenna - We have received many questions regarding what type of antenna can be used for ATV on aircraft. After many months searching for a source, it was learned that a local company manufactures FAA approved amateur radio antennas that will work for ATV. If anyone is interested knowing more about this, please contact me and request the information sheet.

<u>CPRA Loma Ridge Tour</u> - Jack Barth (AB6VC) provided an overview of ATV and APRS operations to the CPRA group who toured Loma Ridge last month.

## City Watch

#### Laguna Beach

Laguna Beach ARES has had a name change. They are now called Laguna Beach Auxiliary Communications Team (LBACT).

Nets are held at 7:45 p.m. on Tuesdays (SOARA repeater 147.645- PL 110.9).

Laguna Beach PD thanks the LBACT membership with a special thanks to their Chief Radio Officer Ted Brunner.

"I wanted to thank all of you for joining the LB ACT and for those of you that have participated in one or more of the training events, THANKS from the LB Police and Fire Departments!

I am very glad to see that your ranks have grown to a viable sized organization that can be of great assistance to the emergency and routine activities of the City.

I would like to publicly thank Ted for all of his hard work at organizing LBACT! It has taken a lot of his time and the City does appreciate all Professor Brunner's efforts.

I look forward to working with all of you during the future, particularly on New Years Eve for Y2K!

Sincerely,

Lt. Dwight Henninger LBPD"

(News and Views from page 2)
everyone know that the City of Laguna
Woods has submitted the first draft of a
RACES plan for Orange County's newest
city! We hope to have them on board in
the near future. Lastly, many of you may
remember Don Bourne, KB6TVK, former OCRACES member and the son of
Ken Bourne. Don recently married Sarah
Stinson in Redwood City. Congratulations to the newlyweds!

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#### Meetings:

**General:** First Monday of Month (open to public) @ 1930 hr

#### **Meeting Location:**

OCSD/Communications 840 N. Eckhoff St. , Suite 104 Orange, Ca. 92868-1021

#### **County RACES Frequencies**

6 m: 52.62 MHz output, 52.12 MHz input, 103.5 Hz PL

2 m: 146.895 MHz output, 146.295 MHz input, 136.5 PL; (primary net Mondays, 1900 hrs.)

2 m Packet: 145.07 MHz (1830 – 1900 hours)

1.25 m: 223.76 MHz output, 222.16 MHz input, 110.9 Hz PI

70 cm: 449.180 MHz output, 444.180 MHz input, 107.2 Hz PL (private)

#### **OCRACES Web Page:**

http://www.ocraces.org

#### OCSD/Comm's Staff:

Emergency Comm's Coord. Robert Stoffel, KD6DAQ (714) 704-7919

Chief Telecomm. Engineer Gary Gray, W6DOE (714) 704-7911

OCRACES Chief Radio Officer Ray Grimes, W6RYS (562) 594-0065

Assistant Chief Radio Officer Ken Mirabella, KM6YH (714) 990-6656

Assistant Radio Officers Jim Carter, WB6HAG Mike Krueger, N6MIK Joe Selikov, KB6EID Steve Sobodos, KN6UX

#### Sergeants

Al Baird, KC6TWI David Boehm, N6DSB John Roberts, W6JOR David Wilson, KE6AFR

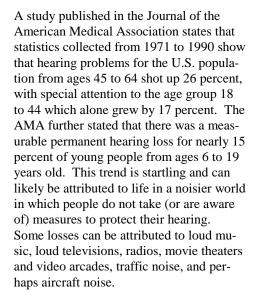
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### Did You Know?

#### **HAC/VC Is Coming**

By: Capt. Ray Grimes, W6RYS



This increasing hearing loss and higher background noise in public places and work locations has prompted the formulation of the Hearing-Aid Compatibility Act of 1988, 47 U.S.C. 610 under which the FCC has released various requirements for locations such as workplaces, hospitals, nursing homes, and hotels to install Hearing Aid Compatible(HAC) / Volume Control(VC) telephone sets. This is further underlined by the FCC's recognition that people with hearing abilities may be isolated in places such as in an elevators, tunnels, highways, and workplaces and needing an emergency telephone. All "essential telephones" which are defined as coinoperated telephones, telephones provided for emergency use, and other telephones frequently used by persons using hearingaids are required to be hearing-aid compatible. Secure telephones are exempt.

The VC telephone specification requires that a range of 12 dB Receive Objective Loudness Rating (ROLR) minimum gain to up to 18 dB ROLR of maximum gain be



provided. At this time, all HAC telephones are not VC capable (variable volume control). As of August 16, 1989, all telephones manufactured or imported for US market use must be hearing-aid compatible (HAC). Manufacturers offering telephones to the US market will also have to provide VC capability after January 1, 2000. Some employers may wonder what their obligation is to replace work telephones with HAC capable units? All non-common area workplace telephones must be HAC upgraded by January 1, 2000 except that employers who purchased new telephone systems between January 1, 1985 and December 31, 1989 will have until January 1, 2005 to replace those telephone with HAC types. The VC feature is not required until the telephones go through their natural life cycle and are eventually replaced. Telephone headset equipment is generally exempt from the HAC/VC requirements except that if a hearing-impaired employee requires a HAC capable headset, then it must be provided by the employer. These rules also extend to universities and prison employee telephones. Generally, telephones provided for prison inmate use are not covered under the HAC/VC requirement though they may after all be required under the Americans With Disabilities ACT (ADA) Title II. No one said this was simple!

This information is definitely important and beneficial for those with a hearing disability and will help all of us understand accessibility and usage limitations with all emergency help access systems.

source: Compliance Engineering, HAC/VC, Aug. 99, P.24, Dunn, T.

toni.dunne@acsec.state.tx.us

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