

# Courier

## Inside this issue...

- ◆ EAC Election - 2
- ◆ Pay for Performance Training - 4
- ◆ State of the County - 4
- ◆ People Like Us - 5
- ◆ Barbara Varon Nominations - 5
- ◆ Telework - 6
- ◆ Expanded Employee Assistance Services - 7
- ◆ Briefs - 7
- ◆ Tech Tip - 8
- ◆ Take Our Children to Work Day - 8

When viewing Courier online, use the marked links to get directly to stories, e-mail addresses and Web pages.

## Introducing I-Net Video

Fairfax County Government is making a change in the delivery of cable television services to 414 county locations during the next three months. The county's new Institutional Network (I-Net) video network is replacing cable provider service by Cox and Comcast within county facilities.

A collaborative effort between the county and Fairfax County Public Schools (FCPS), I-Net is a fiber optic network that will provide the cable television video, as well as voice and data network services, to most county and school facilities. I-Net is being implemented by the Department of Information Technology (DIT) with the

Department of Cable Communications and Consumer Protection (DCCCP).

The new video cable television services on the I-Net video network will remain similar to the existing cable television services currently provided to county locations. However, county and school training channels will replace certain entertainment and premium channels.

The I-Net video network will provide the following video services:

- ◆ A customized programming lineup from the Cox basic service tier that includes local network affiliates, news and

*I-Net, see page 2*

## DPSC Wins National Award

Several staff from the Department of Public Safety Communications (9-1-1 Call Center) were recipients of the 2007 Outstanding Call Taker/Dispatcher Honors Award from the E9-1-1 Institute at a ceremony on March 13 at Union Station in Washington, D.C. The staff were recognized for their quick and clear-headed actions on May 8, 2006 when a young man opened fire in the parking lot of the Sully District Station, mortally wounding Master Police Officer **Michael Garbarino** and killing Detective **Vicky Armel**.

"The tragic event of that day will be remembered always. The role of the seven call takers, dispatchers



*Pictured at the award presentation are (front row, left to right) Steve Marzoff, Virginia Information Technologies Agency Integrated Services Program, PSC Lisa Smith, PSC Necol Hill, PSC Deanna Head, U.S. Rep. Anna Eshoo (California), (back row, left to right) E9-1-1 Institute Executive Director Greg Rohde, PSC Adrian King, PSC Oscar Vasquez, Assistant Supervisor Joseph LoPreto and U.S. Rep. Jon Shimkus (Illinois). (Photo by Martin Simon from MHS Images, Inc.)*

*Award, see page 3*

I-Net, from page 1

information channels and local weather.

◆Fairfax County Government Channel 16.

#### The I-Net Implementation Team

##### DIT Staff:

Wanda Gibson, director  
Tony Cheatham  
Matt Dowd  
Jim Gestiehr  
Nettie Hawkins  
Karen McMeekin  
Skip Munster  
Michael Palacios,  
program manager  
Gary Quinn  
Jim Ritchey  
Dennis Talbert

##### DCCCP Staff:

Michael Liberman,  
acting director  
Mitsuko Herrera  
Praveen Tewari

##### FCPS Staff:

Maribeth Luftglass,  
CIO  
Rick Bell  
Todd Blakeman  
Tom Camody  
Donna Franklin  
Mark Hyer  
Kevin Lawton  
Jean McNeal  
Steve Newman  
Andrea Powell  
Scott Pratt  
Laura Romstedt  
Cathy Sells  
Rick Shenton  
Tom VanDenburg  
Nina Wilkening

◆Fairfax County Training Network (Channel 90).

◆FCPS cable channels including Red Apple 21, Community Classroom 25 and Teaching Channel 11.

According to **Michael Palacios**, I-Net program manager, employees should see little or no difference in their cable television delivery in county

buildings. The biggest change, he noted, will be that if there is a problem with the video service delivery, the employee or agency will no longer contact Cox, but call DIT's Technical Support Center (help desk) at 703-222-3535, TTY 711.

The first phase of the change to I-Net cable television services began on March 5 with 14 facilities piloting the service this month. The remaining facilities are scheduled to make the change over to the I-Net video network by the end of June. County staff and vendors are visiting each of the facilities to install and test the I-Net video network equipment. ■

## EAC Elections for Group 3

The Employees Advisory Council (EAC) is holding an election for Group 3, representing the Department of Public Works and Environmental Services (DPWES) and the Facilities Management Department. There are no contested elections for Groups 1, 6, 7 and 8, which had slots open for representatives. Representatives for those groups will be Group 1: 2nd Lt. **Timothy Field**; Group 6: **Matt Vaughan**; Group 7: **Randy R. Creller** and Group 8: **Linden Renner**. The winner of the Group 3 representative election will be published in an upcoming issue of Courier.

During the week of April 3, ballot packages are being mailed to Group 3 merit employees' home addresses. Packages contain a ballot and an addressed, stamped envelope for returning the completed ballot to the Department of Human Resources. Ballots must be returned by regular mail or interoffice mail by close of business April 26. If you have questions or need special accommodations, please contact **Margaret Savage** at 703-324-3357, TTY 711. For more information, visit the EAC Web site at [www.fceac.org](http://www.fceac.org).

### Campaign Statements for Group 3

#### Maureen Cleary, Division of Solid Waste

"Having been a Fairfax County employee with DPWES for 17 years, I know that we employees are hard working, care about our jobs and have a strong work ethic. I believe each employee with DPWES has a voice and should be heard. I want to represent DPWES employees in all matters pertaining to performance standards, Market Rate Adjustments and other matters. If selected to represent your interests as your EAC representative, I will do my best to maintain the work ethic that you have built with integrity and honesty. Please select me to be your next EAC representative."

#### Judy Schambach, Division of Solid Waste Collection and Recycling

"I have been employed with DPWES for more than 17 years in the Stormwater Management Division, Wastewater Collection Division and am currently with DSWCR and it would be an honor to serve as your EAC representative. Your vote, to elect me, would be greatly valued and if elected I will represent you with integrity/honesty and promote and support open lines of communications in an effort to improve employee benefits, compensation and fair and equitable workplace environments. I have represented employees' interests as a member of DPWES Partners Group and Leadership Council. I am currently representing employee interests as a member of the county's Employee Benefits Advisory Council." ■



Visit [www.fceac.org](http://www.fceac.org)

*Award, from page 1*

and supervisors recognized by this award is a classic example of the behind-the-scene role DPSC personnel have on many occasions and is why they are referred to as the '1st of the first responders'," said DPSC Director **Steve Souder**.

The award announcement noted, "In the midst of an emotionally charged and confusing situation, the team of call takers at Fairfax County relayed coordinating information in calm voices to the police officers under fire. Their teamwork helped the police on the scene put an end to a tragic and dangerous situation that would only take more lives had it lasted longer."

The following are the award winners and a summary of their nominations.

PSC **Lisa Smith** received the original carjacking entry that was entered into the Computer Aided Dispatch system by a 9-1-1 call taker and quickly dispatched units to that event. Smith relayed additional information to responding units and notified officers of the conflicting information that was coming into DPSC. She remained calm and professional, efficiently answering questions from officers and field supervisors.

In the midst of a chaotic situation, Smith's priorities remained focused on the most important task at hand, getting help to the two wounded officers.

PSC **Necol Hill** immediately plugged in to assist with this incident. She remained with Smith during the entire event and became a second set of ears listening to the radio traffic. Of particular importance was her quick assessment and subsequent action in controlling the escalating emotions in the police dispatch area. Nearly everyone involved in the center was beginning to show signs of emotional stress. She reminded everyone they were trained to handle emergencies. Hill used her training, self-confidence and faith to control the emotions around her.

While dispatchers Hill and Smith handled the event, assistant supervisors **Joseph LoPreto** and **Terry McClain** provided overall supervision and management. LoPreto immediately initiated the "active shooter"

notification as soon as "shots fired" came over the radio. Both supervisors initiated callbacks for off-duty DPSC personnel. Throughout the incident, they maintained up-to-the-minute status boards for all concerned. They also continuously circulated throughout the center "supporting the troops" and monitoring the highly charged emotional state of squad personnel.

PSC **Adrian King** and PSC **Oscar Vasquez** worked the police service desk, normally a one-person position, during the event. King assisted Vasquez due to the high volume of tasks necessitated by the event. Together they played a vital role in keeping surrounding jurisdictions informed via the Police Mutual Aid Radio System. They readily assisted dispatchers Smith and Hill with any tasks requested, lessening their workload.

PSC **Deanna Head** serving as a 9-1-1 call taker, received a call from an officer on the scene. The officer did not have a portable radio so he had no idea of the carjacking reports or the fact that Garbarino had transmitted information over the police radio. He subsequently told the call taker that he needed to engage the assailant and he hung up his cell phone. Head immediately and accurately summarized this vital information and relayed it to Sully District dispatcher Smith for dissemination. Her calm, professional actions provided essential information when it was most needed.

The E9-1-1 Institute is a nonprofit organization that supports the Congressional E9-1-1 Caucus and was established to educate policy makers, the media and the general public about enhanced 9-1-1 and emergency communications issues. The Institute serves as an information clearinghouse and forum for policy discussions related to implementing E9-1-1 throughout the nation. ■

## Pay for Performance Training

The Department of Human Resources is offering informational sessions in April and May on the FY 2008 revisions to the Pay for Performance Management System for supervisors and employees.

The revisions are based on recommendations from the compensation study group. Mandatory training sessions for all managers and supervisors will be held at the Government Center, 12000 Government Center Parkway, Fairfax. Three training sessions are scheduled on each on these dates: April 2, 3, 6, 9 and 13 and May 1, 4, 7, 10 and 11.

Non-supervisory employees are encouraged to attend one of the informational sessions scheduled twice a day on April 23 and May 4, 16 and 18. Those employees unable to attend are responsible for reviewing the information on the Pay for Performance changes to ensure understanding of the revisions. Both a video and printed version of the informational session will be made available to departments for

employee use.

With supervisor approval, employees will be able to register for training using the online Learning Management Systems registration process. Instructions can be found on the Infoweb at <http://infoweb/hr/training/SelfEnroll-ProcforClassesbyDHR.pdf>. Employees who do not have access to the Infoweb should contact their agency training coordinator. Class registration will be conducted on a first-come, first-registered process. It is anticipated that some of the larger agencies may use a "train the trainer" approach and conduct some training internally.

For additional information about the Pay for Performance training, contact your agency training coordinator. For questions about the class or to arrange for reasonable ADA accommodations, contact **Margaret Savage**, 703-324-3357, or **Leia Huggins-Ellis**, 703-324-3307; TTY 703-722-7314. ■

**Information about other recommendations from the compensation study may be found at <http://infoweb/cex/comptaskforce>.**

## 2007 State of the County

Board of Supervisors Chairman **Gerald B.E. Connolly** delivered his 2007 State of the County address on Thursday, March 15, via Channel 16. The highlight of the address was Connolly's announcement of a "Cool Counties" initiative. Fairfax County is partnering with a select group of counties across the United States and the Sierra Club to create a template for local governments to reduce their greenhouse gas emissions in favor of more environmentally friendly practices.

In partnership with the Sierra Club, the "Cool Counties" initiative will identify specific strategies and actions for the nation's 3,000 counties to adopt as part of the regional, national and global effort to pursue smarter, cleaner energy solutions.

"Fairfax County has been recognized as a leader for its environmental stewardship, and with this new initiative we hope to share our lessons and experiences with our colleagues across the nation as we work toward the shared goal of preserving our natural envi-

ronment for our children and generations to come," Connolly said.

The State of the County address also included an overview of issues and priorities identified by the Board of Supervisors, including transportation, the Tysons Tunnel initiative, affordable housing, tax relief and gang prevention, among others.

"We in Fairfax County can be thankful. We enjoy unprecedented prosperity and a continuing high quality of life. Prudent planning, forward thinking policies and a robust, proactive partnership among government and business, civic, human service and faith organizations have put Fairfax County in an enviable position. We enjoy a vibrant economy with low unemployment and low office vacancy rates, a school system that is the envy of the nation and one of the lowest crime rates of comparable jurisdictions anywhere," noted Connolly.

The text of the speech may be found at [www.fairfaxcounty.gov/chairman](http://www.fairfaxcounty.gov/chairman). ■

## Meet Eddy Azcarate

# People Like Us...

**E**duardo "Eddy" Azcarate is a member of the Police Department. A bilingual police officer, Azcarate has a great rapport with the Hispanic community, according to Detective **John Farrell**.

### **What I do:**

...I am a public information officer for the Police Department. We notify the media and the public about police activities in the county, as well as crime.

### **I began working for the Police Department:**

...In September 1999. I have been with the Public Information Office for just over a month. I'm also a detective with the Language Skills Support Unit [one of the inaugural members of the unit]. Previously, I was a detective with the Gang Unit, and I worked patrol at both the Mason and Fair Oaks District Stations.

### **Favorite part of my job:**

...I enjoy working with and for the community. I grew up here the oldest in my family with three younger sisters. I still live in Fairfax County with my wife and four children.

### **Favorite spot in Fairfax County:**

...All the bike trails throughout the county. It's a wonderful way to see the sights.

### **Favorite food:**

...Pizza – tomatoes and extra cheese.



### **Work colleagues may be surprised to learn:**

...I am a black belt in karate.

### **If I could be a superhero or cartoon character, I would be:**

...Does Yoda count? If not, Aquaman.

### **When I was a child, I thought I would grow up to be:**

...A Fairfax County police officer. (I was seven.)

### **Who has had the biggest influence in your career with the county:**

...My wife – she is there to encourage and redirect me as necessary.

### **Words of wisdom:**

...Be ready to work. The daily challenge is to perform your best and be prepared for the worst.

People Like Us is a recurring feature in Courier about some of the interesting people with interesting jobs who work for Fairfax County. Know someone who fits this description? Send your nomination for People Like Us to [courier@fairfaxcounty.gov](mailto:courier@fairfaxcounty.gov). ■

## Barbara Varon Award Nominations

**N**ominations are being accepted until June 15 for the Barbara Varon Volunteer Award, which recognizes a county resident whose dedication to improving the community through volunteer service honors the memory of Varon, former chair of the county's Electoral Board. Nominees must:

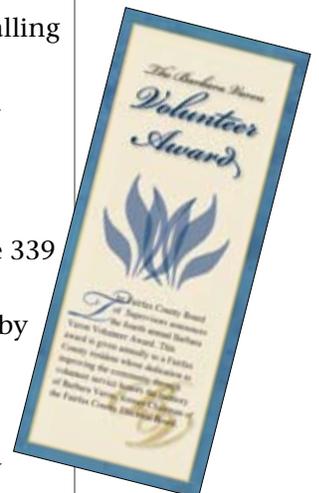
- ♦ Live in Fairfax County.
- ♦ Demonstrate an appreciation for the diversity of the community's population.
- ♦ Exhibit patriotism.
- ♦ Show evidence of having a positive effect on the community.
- ♦ Be known for encouraging others to do the same.

Applications are available at [www.fairfax-county.gov/oeq/barbaravaron07.pdf](http://www.fairfax-county.gov/oeq/barbaravaron07.pdf), or by calling the Office of Equity Programs at 703-324-2207, TTY 703-222-5494. Send completed applications to:

The Barbara Varon Volunteer Award  
Office of Equity Programs  
12000 Government Center Parkway, Suite 339  
Fairfax, VA 22035-0041

The award will be presented in October by the Board of Supervisors.

For more information regarding this award, contact **Jeannie Dickson**, Office of Equity Programs, at 703-324-2207, TTY 703-222-5494. ■



## Focus on OD&T



HR Central  
has benefit  
information.  
703-324-4900,  
TTY 703-222-7314

# Fairfax Teleworks Initiative

Telework, also known as telecommuting, is one way Fairfax County Government is working to improve traffic and air quality. The county began a telework program for government employees in 1995, which continues to grow.

The county defines telework as allowing employees to work from a home-based office or local work center during normal work hours, instead of commuting. More than 1,100 county employees telework an average of two to four days a month.

In 2000, the Metropolitan Washington Council of Governments (MWCOG) asked local jurisdictions to increase the level of teleworking to 20 percent of the eligible work force by 2005. Telework expansion reflects the Fairfax County Board of Supervisors' support of the regional goal. Fairfax County Government was the first local jurisdiction to meet the goal.

Benefits include reducing commuter traffic, noise, emissions and stress. According to one Environmental Protection Agency (EPA) estimate, if 10 percent of the nation's work force teleworked one day a week, the country would avoid the frustration of driving 24.4 million miles, breathe air with 12,963 tons less air pollution and conserve more than 1.2 million gallons of fuel each week.

Telework is also a good business decision. It has been shown to increase productivity and job satisfaction, and it offers a way to maintain business functions if a disruption prevents workers from coming to the main work site.

The Fairfax Teleworks Initiative is supported by the Office of the County Executive and the Organizational Development and Training (OD&T) Division. The program's parameters are defined as follows:

- ♦ Telework means working from home or another location during your regular work hours. County employees who can telework, may telework one or more days a week, biweekly, monthly. Or, telework may occur on a variable

schedule for special projects and for periods of recuperation or family and medical leave.

- ♦ Telework is voluntary on the part of the manager and teleworker and requires management approval.

- ♦ Telework is structured and there is a work agreement signed by the teleworker and manager.

- ♦ Telework is not for everyone and doesn't fit every job. Eligibility for telework is deter-

mined at the department level based on the suitability of the work, the worker and the work unit (branch, section).

The question to ask is: are there eight or more hours of work that can be done effectively from another location once a week, biweekly, monthly or on a variable schedule?

- ♦ The Department of Information Technology provides secure and dependable remote access to the county's network. Teleworkers can assess the applications they use at the office.

For more information about teleworking, call **Sharon Hackett**, OD&T, 703-324-3394, TTY 711, or go to <http://infoweb/telework>.

To find out more about the resources available through OD&T go to <http://infoweb/hr/training>. ■

A Great Way to Work  
FAIRFAX TELEWORKS

## OPAs in Next Issue

Look for the winners of the Outstanding Performance Awards announced on March 23 in the next issue of Courier on April 13.

## Briefs

## Courier Photo Contest Discontinued

The Office of Public Affairs has made the difficult decision to discontinue the annual Courier photo contest. Several factors were taken into consideration including the relatively small percentage of county employees who participated in the contest and OPA's expanded workload considerations.

"We have done a workload assessment in this agency and are now making the tough decisions necessary to be able to staff the work that is mission critical and mandated. Unfortunately, that means this program will no longer be supported," explained OPA Director **Merni Fitzgerald**.

"We appreciate the interest and participation of employees over the contest's 25 years and encourage everyone to continue supporting the arts in other venues."

Employees who enjoy photography may want to consider entering the numerous local and regional

## Briefs

photo contests available for amateur photographers. There are also opportunities to enter contests and exhibit work through the Arts Council of Fairfax County. To learn more, contact the Arts Council of Fairfax County at [www.artsfairfax.org](http://www.artsfairfax.org). You can also contact **Lisa Connors**, Courier editor, at 703-324-3197, TTY 711, or at [courier@fairfaxcounty.gov](mailto:courier@fairfaxcounty.gov).

## Volunteers Needed

Volunteer Home Services, a program of the Department of Family Services' Area Agency on Aging immediately needs volunteers in the Annandale, Falls Church, Reston, Springfield and Route 1 areas to provide a variety of services including transportation to medical appointments, grocery shopping, yard work, light housekeeping and other tasks that help older adults remain independent.

Individual and group volunteers are both welcome! The program is extremely flexible and rewarding. For more information on how you can help, call 703- 324-5438, TTY

## Briefs

711, or e-mail **Christie Elliott** at [christie.elliott@fairfaxcounty.gov](mailto:christie.elliott@fairfaxcounty.gov).

## Register for Summer Camps

Camp registration for Fairfax County Park Authority (FCPA) summer camps is underway. Register early and save \$10.

Children will enjoy the variety of activities and parents will love the convenient locations. FCPA camps are held at RECenters, parks, nature centers and schools throughout the county. Different camp offerings mean something for everyone, from traditional fun and sports camps to nature or adventure camps. Half- or full-day camps are available.

Look for information in the Park-takes magazine, visit [http://www.fairfaxcounty.gov/parks/rec/rec\\_camps.htm](http://www.fairfaxcounty.gov/parks/rec/rec_camps.htm), or call the registration hotline during business hours, 703-222-4664, TTY 703-803-3354.



# Inova Employee Assistance Expands Services

Inova Employee Assistance (IEA) has recently expanded its services to employees and their families. IEA continues to offer confidential counseling and referral to covered individuals who are experiencing a variety of personal problems. In addition, effective immediately, IEA can provide information and referrals regarding child and elder care service providers, adoption resources, health and wellness resources such as exercise programs, nutritional counseling, personal trainers and self-help groups.

Assistance is also available to help locate services such as grocery shopping, house cleaning, lawn maintenance and home repairs. They can assist you with locating pet related services such as veterinarians, boarding facilities, pet sitters or obedience trainers. When services can be licensed, bonded or insured, IEA will provide that information for each of your referrals.

The county understands that balancing the demands of life and work can be challenging for employees. Expanding services to assist with these day-to-day

issues is one way the county is working to be a work/life friendly employer.

For additional information or assistance, contact IEA at 1-800-346-0110. You may also visit [www.inovaeap.com](http://www.inovaeap.com).

For direct access to the Work Life Referral resources, visit [www.inovaworklife.com](http://www.inovaworklife.com). Your logins are "Fairfax" as the user name and "County1" for the password. ■

# Keyboard Efficiency

Shortcut key strokes can be faster than using the mouse especially, when you are already on the keyboard. There are many useful shortcut keystrokes that will save you time. Here are some good tricks.

## Learning Windows Keyboard Shortcuts:

- ♦ Alt + Tab: goes through your applications in forward order.
- ♦ Alt + Shift + Tab: goes through your applications in reverse order.
- ♦ In MS Internet Explorer: Alt + d: takes you to the address bar.
- ♦ In MS Internet Explorer: Ctrl + n: creates a new Web page, keeping the original.

## Using the Windows Key on the Keyboard:

Located between the Ctrl and Alt keys on the left and right sides of keyboard

- ♦ Windows Key + f: opens the Search window.
- ♦ Windows Key + e: opens Windows Explorer.

- ♦ Windows Key + d: minimizes all opened windows.
- ♦ Windows Key + l(lower case L): locks your PC for information protection.

## Assigning Keyboard Shortcuts to Your Desktop Applications:

When on your desktop (the main window with all the icons) right-click on the application icon of choice and go to Properties and click on the Shortcut Key Field and press the key on the keyboard you would like to assign. The required keystrokes will be displayed. Click on Apply and then OK. Test your shortcut by pressing the required keystrokes.

## Get Back to Your Desktop Quickly:

Ever tried to get back to the desktop when you have several windows open? It's quite a task minimizing all of those windows one by one. That's why Windows has a Show Desktop button conveniently located

## Tech Tip # 111

Department of Information Technology  
Technology Infrastructure Division  
Technical Support Center  
Fairfax County Government Center  
12000 Government Center Parkway  
Fairfax, VA 22035  
Tel: 703-222-3535, option 1  
Fax: 703-222-3396  
TTY: 711

ed on the taskbar at the bottom of your screen. No matter how many windows are open, you can click this button to minimize all windows at once. Try it out! If you change your mind and don't want to use the desktop, you can click the Show Desktop button again to restore all of your windows. ■

# Take Your Kids to Work!

County employees and their children ages 9 through 15 are invited to participate in Take Our Children to Work Day on Thursday, April 26 at the Government Center. The half-day event, sponsored by the Office of the County Executive, begins with sign-in at 8:30 a.m. and runs until noon. Children must be pre-registered to participate in the program. A registration form may be found at <http://infoweb/cex> (click on Programs). Highlights include:

- ♦ Keynote address from KidsPost, The Washington Post's kids page.
- ♦ A display of public safety vehicles including the police helicopter, fire trucks, police cars, SWAT vehicles, medical vehicles.
- ♦ "Big Truck Day" hosted by Ve-

hicle Services with a display of the county's large vehicles.

- ♦ Demonstrations of the life-saving AED units by the Risk Management Division.
  - ♦ Exhibits by several agencies.
  - ♦ Conversation Café discussions with the kids on career plans and how to achieve them.
  - ♦ A demonstration by the Fire and Rescue Department's accelerant sniffing dog.
  - ♦ A mock trial will be held at the Juvenile and Domestic Relations District Court House located on Chain Bridge Road in Fairfax.
- For more information, contact **Cathy Maynard** at 703-324-3239, TTY 711, or [cathy.maynard@fairfax-county.gov](mailto:cathy.maynard@fairfax-county.gov). ■

**Courier** is published most payday Fridays. The deadline for articles and information is two weeks before publication.



Lisa Connors, editor  
703-324-3197, TTY 711  
E-mail:  
[lisa.connors@fairfaxcounty.gov](mailto:lisa.connors@fairfaxcounty.gov), or  
[courier@fairfaxcounty.gov](mailto:courier@fairfaxcounty.gov)

See *Courier* online at <http://infoweb/courier>.

Office of Public Affairs  
12000 Government Center Pkwy.,  
Suite 551, Fairfax, VA 22035-0065  
Phone 703-324-3187, TTY 711  
Fax 703-324-2010,



Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. To request this publication in an alternate format, call the Office of Public Affairs at 703-324-3197, TTY 711.