



9-1-1 Public Educators of Texas
2nd Quarterly Meeting
May 19, 2013
Hyatt Regency Downtown
Houston, Texas

Call to Order, Welcome & Introductions (Cindy)

The meeting was called to order by Cindy Bridges. The introductory theme was the best conference SWAG ever. Welcome and Introductions were done and those in attendance were:

Kitty Aguilar	Central Texas COG
Greg Ballentine	Denco Area 9-1-1 District
Lisa Boss	Midland Emergency Communications District
Cindy Bridges	Williamson County
Kathie Burke	Richardson PD
Carla Burris (Guest)	
Jennifer Brown	University Park PD
Sergio Castro	Lower Rio Grande Valley Development Council
Judy Cervenka (Trainer)	Greater Harris County 9-1-1 Emergency Network
Juan Chapa	Lower Rio Grande Valley Development Council
Connie Chavarria	City of Laredo
Naomi Chavez	South Plains Association of Governments
Liz Cole	Richardson PD
Gail Crittenden	South Plains Association of Governments
Patty Cross	Denco Area 9-1-1 District
Patti Davis	West Central TX COG
Sherry Decker	North Central Texas Council of Governments
Roxie Dodd	Greater Harris County 9-1-1 Emergency Network
Beth English	Rowlett PD
Pamela Frisk	Panhandle Regional Planning Commission
Jose A. Garcia (Joe)	Lower Rio Grande Valley Development Council
Maggie Garza	Lower Rio Grande Valley Development Council
Oscar (Hector) Garza	Lower Rio Grande Valley Development Council
Desiree Gautier	Harris County Sheriff's Office
Joanne Gilliam	McLennan County 9-1-1 District
Juan Gomez	Lower Rio Grande Valley Development Council
Robert Gonzalez	Commission on State Emergency Communications
Kelle Hall	Highland Park DPS
Pattie Hanon	East Texas COG
Scott Hendrix	AngelGuard – Guardity Technologies, Inc.
Deveda Hughes	Greater Harris County 9-1-1 Emergency Network
Carolyn Humphrey	Houston Emergency Center
Raquel Lopez	Greater Harris County 9-1-1 Emergency Network

Joe Mader	AngelGuard - Guardity Technologies, Inc.
Charlesetta Malone	Deep East Texas COG
Russell McKown	AngelGuard - Guardity Technologies, Inc.
David Myers	AngelGuard - Guardity Technologies, Inc.
Kari Perez	East Texas COG
Lettie Preston	Houston Emergency Center
Charissa Price	Humble PD
Susan Rodriguez	City of Plano Public Safety Communications
Alisa Simmons	Tarrant County 9-1-1 District
Monica C. Simon	Houston Emergency Center
Jessica Smith	Williamson County
Kelli Steffek	Williamson County
Leticia Truex	Potter- Randall 9-1-1 Emergency Communications District

Approval of Minutes & Website Report

Sandy emailed the minutes and posted them on the PETS website for review. Cindy requested comments for changes. There were none. Charlesetta made a motion to accept the minutes and Susan seconded. All were in favor and the minutes were approved.

Website report – Sandy updated the membership directory. She corrected email addresses, business addresses, telephone numbers, etc. Also, pictures were added to each member’s profile. She encouraged all to check out the PETS website.

Treasurer’s Report (Leticia Truex)

Leticia distributed a copy of the reconciled report from the past month and the bank statement. She gave kudos to the leadership team for the lunch at Benihana’s. The cost for this meeting was only \$20. She advised that a refund could be issued for those who may have paid for the membership on an annual basis or overpaid for this meeting. Get with Leticia to resolve any overages. She asked for questions, comments, or changes. There were none.

Angel Guard Presentation – Joe Mader

A presentation was made by Joe Mader, a representative of Guardity Technologies, Inc. The **AngelGuard product was originally developed as a result of a project for distracted driving.** AngelGuard is a device that simply clicks in the under-dash diagnostic port (OBDII) of any 1996 and newer model vehicle, that immediately calls and transmits critical crash details **directly** to 9-1-1/local PSAP. The occupants involved in a serious accident can hear the voice of the emergency dispatcher through the device’s integrated speakerphone – even if they cannot respond. It works via an integrated wireless network and has a built in battery backup system, supporting up to 15 minutes of contact with 9-1-1. The representative advised that the device does not call 9-1-1 until the car stops and the data is sent via TTY tones. The device costs less than \$400 and does not impose any service charges or fees.

Various questions were asked about the product, especially about testing with the PSAPs, public education efforts, and training of PSAP personnel. The representatives stated the device has not been launched and is currently in its testing phase. The company is also waiting to receive various certifications from the FCC and other agencies. They will also test with the PSAP prior to making the device available to the public. The company is also working on providing training materials for the PSAPs. A suggestion was made to work with NENA/APCO representatives to develop training materials for PSAPs, which was previously done with products offered by emFinders and Ford Sync. A kit was made available to PSAPs which included letters, a FAQ sheet, and a DVD. The representatives thanked the group for allowing them to make the presentation and for the suggestions/recommendations.

For more information about AngelGuard, please contact via:

Website: www.angelguard.net
Facebook: GuardityTechnologies
Phone: 1-855-699-4647

Twitter: AngelGuard@Guardity
You Tube: Angel Guard

President's Minute (Cindy Bridges)

Newcomer's Packet Follow-Up

Connie is the chair for the Mentoring committee. For newcomers to the group, a letter will be sent out, along with the PETS website and password information.

Cindy thanked the decorating committee for the PET/TNT booth – Leticia, Kari, Claudia, and Mindy. The theme was everyday heroes. The Training and Public Education Professionals of the year award recipients and nominees will be displayed as the everyday heroes. She encouraged members to volunteer at the booth.

CSEC Report (Robert Gonzalez)

Robert stated that due to an incident on a social media (SM) site, CSEC had to implement a policy. All SM interactions were put on hold (bloggers, You Tube, Facebook, Twitter, etc.). The sites will resume accessibility in a couple of months. He encouraged members to subscribe to the Blogger for Cell Phone Sally.

The www.911safety.org store will close in early June. If there are items you need to purchase, please do so immediately. COGs can contact Robert only for the purchase of items. Artwork will be available for continued use even after the store closes.

On February 1, 2013, Robert was promoted to Program Director at CSEC. Melinda Crockom has been selected as the new Public Education Coordinator for CSEC. She was an in-house employee of CSEC whose responsibilities already including 9-1-1 public education efforts, such as the blog post and e-blast.

NENA Pub Ed/Training Committee Update (Sonya Lopez-Clauson)

The NENA NDC conference will be in October 2013, in conjunction with the development committee. If you're interested in joining, please let Sonya know. Sherri Powell is the chair of the NG Training and working group.

Decision Maker Campaign for NG – a powerpoint has been produced and available to help 9-1-1 authorities educate their public officials and citizens about NG 9-1-1 and the importance of funding. A brochure was also created modeling the one developed by North Central Texas COG (NCTCOG). A PSAP checklist is available providing information about the interim texting solution on different options related to texting and if the PSAP want to accept 9-1-1 text messages. A frequent asked questions (FAQ) sheet will also be provided.

Texting to 9-1-1 Awareness Campaign – A meeting was hosted in Arlington at the NCTCOG with representatives from the deaf community and wireless carriers. The FCC and wireless carriers have agreed on a bounce back message. The message will vary slightly from carrier to carrier, but will state that you cannot text message 9-1-1 in this area and the user needs to make a voice or relay call. Some areas do receive text messages, but it may not be implemented with all carriers. Verizon is in use in the NCTCOG area, but not any other carriers. A slogan has been created, *“Call if you can, text if you can’t.”*

An apps working group is working with the PSAP Operations group on SOPs, public education and training. An information packet has also been put together for app developers.

For Deaf and Hard of Hearing awareness a train the trainer packet is also available.

The Greater Harris County implemented a texting plan in March 2013, focused on primary, target audiences. A brochure tip sheet was also created. You have to register – it's not a 9-1-1 to text site. You can contact Sonya via email, sonya@911.org for more information.

Eric Parry is also starting a training module for those doing the interim texting solution, so please join the working group if you can.

NPEF Conference (Susan Rodriguez)

The National Public Educator Forum (NPEF) group started in 2008. Forms were distributed with information about NPEF on one side and registration to the NPEF conference on the other side. The deadline to register for the conference was extended to May 25, 2013, for PET members only. The NPEF conference will be in Austin, July 21-24, 2013, at the Hilton Garden Inn. Sulduon Alaska, two representatives from Mexico, and 16 states will be represented during this year's conference. Ben Bills will provide a simulator session. Kevin Willett, PSTC will be the keynote speaker and will do a breakout session. Complimentary valet parking is the only parking option available and will only be provided for those staying with the hotel.

9-1-1 Institute Update (Alisa Simmons)

Alisa encouraged everyone to visit the NG 9-1-1 Institute's website, www.ng911institute.org for more information. The NG 9-1-1 Institute, formed in 2003, works in conjunction with the Congressional NG 9-1-1 Caucus. It is the only bi-partisan committee on Capitol Hill dedicated exclusively to emergency communications. It's Bi-canal – both houses of the senate. The Caucus is supported by the NG 9-1-1institute. It's a small organization that has a staff of about 2.5 people.

She encouraged everyone to become a member of the Institute. She discussed some of the accomplishment of the Institute since its inception, including:

- Successful legislation was passed for the NG 9-1-1 Advancement Act of 2012
- The 9-1-1 Honors Awards with several PET members nominated and recognized
- The formation of the Education Coalition and enactment of April as National 9-1-1 Education month. This Coalition is comprised of various organizations (NASNA, NENA, APCO, etc.) The Coalition developed a resource portal, www.know911.org . The website has a variety of downloadable resources for public education to use in any area any time of the year. You have to register on the website. One of the goals is to have a national effort for public education and increase media relations and obtaining air time for messages. A small coalition has been formed to address these various issues and creating/developing a national marketing campaign. Talks are beginning with media outlets such as Good Morning America, Today show, CBS this Morning. The Coalition will meet monthly and April 2014 should show the results of their efforts.

Special Tribute (Cindy Bridges)

Cindy made a presentation to Patty Cross for her many years of service with the PET group. Patty will retire from Denco Area 9-1-1 District on May 31, 2013.

Committee Breakouts & Reports

Due to the limited time remaining, the committee breakouts and reports were not held and will resume in future meetings.

Items from the floor

There were no items from the floor or any other business.

The meeting was adjourned.