



**9-1-1 Public Educators of Texas 1st Quarterly Meeting
Sunday, April 1, 2012**

Call to Order, Welcome, Introductions by Cindy Bridges

The meeting was called to order by Cindy Bridges. She welcomed and thanked everyone for attending. The following were in attendance:

Bridges, Cindy	Central Texas Council of Governments
Patti Davis	West Central TX Council of Governments
Rodriguez, Susan	City of Plano PSC
Leticia Truex	Potter Randall 9-1-1
Pamela Frisk	Potter Randall 9-1-1
Sherry Decker	North Central TX Council of Gov.
Cross, Patty	Denco Area 9-1-1 District
Crittenden, Gail	South Plains Association of Governments
Sandra Pippi	DFW International Airport
Maria Salazar	City of Dallas 9-1-1
Joahanna Bradfield	Sherman PD
Rochelle Dodd	Greater Harris County 9-1-1
Kevin Jones	Ector County 9-1-1
Sergio Castro	Lower Rio Grande Development Council
Jessica Reyna	Lower Rio Grande Development Council
Juan Gomez	Lower Rio Grande Development Council
Joel Davila	
Raquel Hultquist	City of Dallas 9-1-1
Santos Flores	City of Dallas 9-1-1
Shanni Jones	City of Dallas 9-1-1
Bekki McQuay	Amarillo
Lisa Tijenna	Amarillo
Carolyn Wakefield	University of Texas Police Dept.
Robbyn Hart	Potter Randall 9-1-1
Sarah Wines	Heart of Texas Council of Governments
Christina Noyola	DFW International Airport
Rose Taylor	DFW International Airport
Robert Gonzales	Commission on State Emergency Communications (CSEC)
Jeanna Olberts	Ector County 9-1-1
Patricia Roberts	
Suzanne Kaletta	Frisco
Roxanna Johnson	Frisco
Charlesetta Malone	Deep East Texas Council of Governments
Pattie Hanon	East Texas Council of Governments
Alisa Simmons	Tarrant County 9-1-1 District
Sandy Issel	Denco Area 9-1-1 District
Sonya Clausen	Harris County 9-1-1 District

The next PET meeting will be in conjunction with the National Public Educator Forum, being held in San Antonio, Texas, July 22nd. The PET meeting will be from 9am – 12pm. This will be a short meeting, so share-time will not be scheduled as part of the meeting agenda. There will be share-time during the conference.

Last Meeting Follow-Up

Alisa Simmons is working on the Non-Service, Non-Initialized phones committee (NSI)

Approval of Minutes and Website Report - Sandy Issel

Patty Cross motioned to approve the minutes from January meeting, Charlesetta seconded, all in favor, motion passed. If anyone has any issues/suggestions for the website, please don't hesitate to contact Sandy.

Treasurer's Report – Leticia Truex

Leticia passed out the statements. Balance shown is before any conference costs are applied. Pam Frisk made a motion to approve the Treasurer's report, Susan Rodriguez seconded, all in favor, motion passed.

President Minute – Cindy Bridges

Cindy sent out goals and accomplishments to everyone and wants to know if anyone has comments, changes, etc. Motion to accept the goals and accomplishments by Sergio Castro, Joanna Olberts seconded, all in favor, motion passed.

The new Logo has been passed around. The state of Texas is a little bit "stretched." Cindy explained that is from the printing. She will send out a final version for an email vote to approve. The group can order the same polos and long-sleeved denim shirts as before. The cost is \$17.00 for polo and \$22 for denim. \$2.00 upcharge for any size over XL.

When Cindy became President of the PET group, one of the goals she wanted to accomplish was to implement by-laws. Thank you to Patty Cross, for her presentation of the by-laws to the alliance group. The group seems happy with them, as they are written. One of the most important sections to notice in the by-laws is article 3B. It states: *"All members of the PET group are understood to be an advocate for their respective agency and encouraged to discuss PET items of interest with their agency. Participation in any proposed Public Education venture by PET is strictly voluntary. Members cannot commit funds for such projects without the express permission of their agency's Director or other authorized person."*

Patty Cross noticed an edit that needs to be made to section B, under "Purpose." She suggests a change to this paragraph, which states: *"9-1-1 Public Educators of Texas purpose is to enhance and harvest the creative flow of ideas regarding 9-1-1 Public Education through the professionalism of the 9-1-1 Telecommunicator (Operator, Dispatcher, Public Safety Communicator) in the State of Texas."* Her suggestion is to omit the words which are highlighted in red font.

Sonya Clausen asked a question, under "Eligibility." If there are five members of PET from the same organization, does that mean that five votes are allowed? The answer is Yes.

Any other suggestions, edits, etc. will need to be made before the July meeting. The group will vote on the final draft at the July 22 meeting. Please take the by-laws back to your agency and show them to your Director or authorized manager, to receive their approval.

Janelle _____ is now the owner of the National TC Week 911.com website. She is a retired Telecommunicator and a former Silent Hero. There is now a “Texan” running that website.
www.ntw.911.com

TX APCO / TX NENA Awards & Session

If there are no nominations next year for a Kid Hero, it may be taken away. Cindy will try to persuade the group to keep the Kid Hero category.

PET Booth & Volunteers

We will have a motorcycle at the booth. Pictures can be taken by people’s cell phones. This will be a great opportunity to let people know who the PET group is, what we do, etc. We still need volunteers to help man the booth. We have koozies, tattoos and various other items for people who come by.

CSEC Report – Robert Gonzalez

The on-line store is available 24/7 for orders to be placed. You will typically receive your materials a week later. He is considering the option of providing materials in smaller quantities. The Cell Phone Sally costume is not in stock. You must order the costume directly from the costume vendor.

Newcomer’s Packet Update – Jeanna Olberts

Jeanna did not get a great deal of response from the email sent out asking for contributions to the newcomers packet. Jeanna would like some advice on how to put all the information she has gathered, together. Cindy Bridges will share a packet that the Washington Public Educators use. The Washington group will be doing a session at the upcoming NPEF.

National Public Educator Forum Conference – Patti Davis

Patti sent around some registration forms for the conference, and she explained to those persons who are not aware, the purpose of the group and the upcoming conference, July 22 – 25. She discussed the early-bird rate of \$130.00, and the great deal the hotel has given with some meals included. Susie Humphries will be the opening speaker and will also have a session on how to get along with co-workers. Sandy Issel and Patty Cross from the Denco Area 9-1-1 District are doing a session on “FUNDamentals of recognition.” They will share some pictures of Patty, for comic relief! Additional sessions are how to utilize mascots, community messages and how to best spread them. Keep in mind that the Public Educators of Texas meeting on July 22nd in San Antonio, being held in conjunction with the NPEF, is FREE if you are staying at the Drury Hotel, starting July 21st.

Items from the Floor

Sonya Clausen from Harris County 9-1-1 District discussed the NENA Public Education Committee which she is actively involved in. Some of the recent topics of discussion are, latest technology for best uses of 9-1-1, challenges that call centers face with new technology, what should the public know?, what should the public be aware of?, etc. The purpose of the NENA Public Education Committee group is the same as the PET group – try to implement suggested practices including developing a resource list from subject matter experts.

Alisa Simmons from Tarrant County 9-1-1 District represents the Public Educators on the Public Education Committee for the 9-1-1 Coalition. The coalition was started two years ago, with the purpose of coming up with ideas for public education awareness month. The website is www.know911.org On this site, you will see a lot of resources. The universal theme for 2012 is “location.” Help 911 Help You, Know Your Location. This group is always looking for and appreciates participation from Public Educators. Alisa wanted to be sure everyone was aware that April is National 9-1-1 Education Month.

Share Time – If you like, please share what you will be doing for TC Appreciation week

Sergio Castro, Lower Rio Grande Valley Dev. Council – Because of budget cuts, they will not be making a lot of purchases. Soon, they will have the ability to make stickers and banners in-house. They will be providing goodies to their telecommunicators with pre-ordered gifts and will give gifts based on service years.

Sonya Clausen, Greater Harris Co. 9-1-1 – They want to recognize those persons who go way above and beyond. They will be giving Starbucks travel coffee mugs.

Maria Salazar, City of Dallas 9-1-1 - they are giving coolers as the gift this year.

Joahanna Bradfield, Sherman PD – A 9-1-1 Education program will be started soon for the City of Sherman.

Christina Noyola, DFW Airport – They are bringing in CareFlight and MedStar to show their Telecommunicators, (no ride-alongs). They will provide lunch, door prizes, etc.

Gail Crittenden, Southplains Council of Gov. – Tshirts, coffee mugs and bags. They will set out a candy jar, filled with goodies.

Patty Cross and Sandy Issel, Denco Area 9-1-1 District – TC Week theme is “Family Reunion.” Patty will dress up as “Hamburger Patty,” and give out jars of specialty barbecue sauce with a designed appreciation label, along with a silicone brush. On April 22nd, the annual picnic will be held. This year, Denco is giving out frames to each person who attends the picnic, and it will provide a place to put a 4X6 photo, which will be run from a photo station, featuring a Big Red Chair. The End of School Summer Safety Message will be a bookmark with a little seed packet the child can plant and nurture.

Sherry Decker, North Central TX Council of Gov. – They will be giving out new keychains as the gift this year.

Pam Frisk and Leticia Truex, Potter-Randall 9-1-1 Emergency Comm. District – Purchased the purple hot/cold cups and will fill them with candy. They will use month that they make selling maps, to cover the cost of the candy. There is a different theme for each day, and they will have an awards ceremony.

Susan Rodriguez, City of Plano – Very limited budget. With generous donations from other Districts, this year, she will be giving bags, filled with thank-you cards designed by school-aged kids, and the proclamation. She will also make cupcakes out of her own money.

Patti Davis, West Central TX Council of Gov. – Has no budget, but she will be fixing up goodie bags, along with the proclamation.

Cindy Bridges, Central TX Council of Gov. – pre-purchased coffee mugs and made tshirts that say, “you can have it your way, as long as you want it fast!”

Alisa Simmons, Tarrant County 9-1-1 District – Will be giving out briefcase bags with the Harris County 9-1-1 logo on them. She is planning her annual dispatcher appreciation event and it will be held at the Renaissance hotel in Ft. Worth and will be a casino night. She normally has 800 – 1000 people in attendance. Denim and Diamonds is the theme. National 9-1-1 Education month is being planned, and at the news conference, we will recognize a “citizen hero,” instead of a kid hero. All advertising will start next Tuesday, and the billboards will be launched tomorrow!

Pattie Hanon, East Tx. Council of Gov. - They are putting on a free Telecommunicator conference April 18 – 21st. They are renting a speedboat for rides and then will have lunch and door prizes.

Charlesetta Malone, Deep East Texas Council of Gov. - Giving out the proclamation and wings blankets.

Suzanne Kaletta and Roxanna Johnson, Frisco - They will bring in breakfast for the TCs and the supervisors are encouraged to bring gifts.

Sarah Wines, Heart of Tx. Council of Gov. – Will be giving out new bags for the gift

Joahanna Bradfield, Sherman PD - They are having a huge party at the park. It is their 25th year. Nylon back packs will be given out to the first 300 people. M&M / Mars Candy Corporation donated candy and mugs with the Sherman PD logo and 25th year anniversary will be given in addition to tshirts. TX Rangers donated some tickets.

Jeanna Olberts, Ector County 9-1-1 – tshirts were ordered for all. They purchased a book about the area, from a local author and will be giving those out, as well. On the weekend, they will host a TC night at the ballpark, and more people signed up this year, than last.

Juan Gomez, Lower Rio Grande Development Council – they will be giving out beach bags this year.

Other Discussion

Sonya Clausen - Would the Public Educators of Texas group be interested in being included in the program at the NENA conference? Putting information in the program would simply recognize all the things that the PET group has done, (accomplishments, etc.). If there are any PET members that are not currently NENA members, they will get a discount on their membership. Alisa Simmons made a motion that the PETs insert an ad or a Logo in the NENA program, seconded by Maria Salazar, all in favor and motion passed.

Juan Gomez – We always focus on the “good public education.” Are we ever going to focus on the not so good information? For example, when we meet with the public, and there is technology out there that causes problems in getting 9-1-1 help, are we going to address that? It is seldom ever given out to the public. Cindy believes there will be another 9-1-1 goes to Austin event. Alisa recently returned from 9-1-1 Goes to Washington and she is all for promoting proper education. Patty Cross suggests that this is one issue where you would seek permission from your Director, before you comment negatively on products and 9-1-1 service. We all need to find a conduit, to get these discussions going. Check with your agency before you go educating public on the negative aspects of different types of technology, such as APPs, etc.

Susan Rodriguez – There are scholarships available for the NPEF conference. Please contact Susan directly, to inquire about those.

Susan Rodriguez makes a motion to adjourn, and Patti Davis seconded, all in favor and motion passed.

Meeting adjourned at 3:35pm.