



9-1-1 Public Educators of Texas
2nd Quarterly Meeting
April 6, 2014
Galveston Convention Center – Galveston, Texas

Meeting called to order at 1:01pm

Approval of minutes and Website Report – Sandy Issel

Sandy asked if there were any questions, comments, or changes needed for the January minutes. There were none. A motion was made by Maria Salazar and seconded by Frances Jimenez.

Treasurer's Report – Leticia Truex

Leticia distributed a copy of the treasurer's report. She advised that there were expenses (various supplies) incurred for setting up the PET booth in the exhibit hall for the conference. Various PET members donated items to give away at the booth, so this was not an expense for the group. She asked for any questions, there were none.

Installation of the new PET Board – Susan Rodriguez

Cindy provided each board member who served during her tenure as a President with a token of appreciation and certificate. Cindy was also presented with a plaque for her leadership and service as President.

The new PET Board was sworn in by Susan Rodriguez.

President – Charlesetta Malone

President-Elect – Sandy Issel

Secretary – Pamela Frisk

Treasurer – Leticia Truex

The new committee chair positions were also recognized:

Resource – Andrea Wilson

TC Recognition- Joanne Gilliam

Public Information – Melinda Crockom

Mentoring – Susan Rodriguez

Communications – Cindy Bridges

Share Time -

Leticia – working on having a booth set up at the Child Abuse conference, planning for the TC week event, and was happy to announce that her nomination for the Kid Hero was selected as the recipient of the TX-NENA Kid Hero award.

Sandy – in the process of revamping a measurement tool for justification of public education. She was also looking into a story book.

Chalesetta – ordering public education materials, implementing the use of Poll Daddy (an app on her iPad) to use for surveying purposes at various health fairs and community events; ordered t-shirts and mugs for TC week.

Maria – working on a Citizen’s Academy

Cindy – just starting with public education efforts for Williamson County. She’s looking into various ways to fund it, but will come up with some innovative ideas.

LeighAnn- working on PSAP tours for TC week

Katherine Yost – planning for justice league tours (jail, courtroom, communications); working on ideas to enhance TC morale

Sheryl Hughes – planning for her TC week activities, which included having a logo contest to order t-shirts; she’s collected money from administration to have grilled hamburgers, purchase a mug with the logo “the heartbeat of Harris County.” Each police district will feed each shift for the week.

Gail - ordered t-shirts and mugs for TC week. She also created bowls filled with 9-1-1 stuff for each of her PSAPs.

Kelly – held a public education bootcamp with 12 in attendance, and Melinda Crockom recorded the event. She has additional PSAPS that will implement text to 9-1-1 and will announce it in the deaf community; for TC week – she will host a picnic and distribute 600 shirts to the TCs; she continues to meet with her TAG team and their next focus will be on educating those with special needs

Sonya – for 9-1-1 public education month, she will promote her public awareness campaign in various movie theaters; working on sign-up notification system; using social media to increase public awareness; working with the Hotel Association and local hotels to educate and implement change with dialing 9-1-1 for emergency services and providing proper instructions for their consumers; provide portfolio bags for TC week

Frances – participated in training for the Southwest Key program and providing 9-1-1 information for central American kids; participated in various programs such as Girl Scouts, Fire and Safety Fairs, deaf community; for TC week she will host a BBQ for 23 agencies, work with El Paso Chihuahuas a minor league baseball team in her area to have a 9-1-1 night.

Beth – received a grant from Walmart for \$1,000. Her city has purchased Smart 9-1-1 and working on getting people to register for it and their mass notification system; and setting up elderly programs by creating a Senior’s Advisory Committee to develop messages to send out, participate in various program and health fairs for the elderly; submitted articles, participating in the Citizen’s Police Academy and talking to them about 9-1-1. Used 9-1-1 calls as an educational tool by having the students in the class play the role of the dispatcher and someone serving as the caller.

Jessica (LRGVDC) – for TC week, the dispatchers will receive t-shirts and mugs. Public education efforts in RV parks and retirement facilities.

Melissa Aguirre – For TC week, dispatchers will have movies (did they purchase tickets to a theater) and snacks. Also participating in senior health fairs.

Joanne – for TC week, the dispatchers will receive t-shirts. The shirts have What is Angels with 3rd graders' answers on it. Their office has moved to a new facility.

Susan – for TC week, the dispatchers will receive mugs and a t-shirt; her agency has a new communications center manager; a new city website which will host Facebook and Twitter; setting up tours for the PSAP; the local high school now has an emergency calltaker's class; working with the Marketing department to create a separate 9-1-1 Facebook page.

Patti – for TC week, dispatchers will receive mugs and t-shirts, articles will be published in the local newspapers.

CSEC report - Melinda Crockom

Videos are available for the PSA's developed the students on You Tube. A PSAP PSA contest is in the works and currently she's only received a couple of entries. The Cedar Park entry is on You Tube as well.

She's working on redesigning the Cell Phone Sally costume, since it's not user-friendly. Patti Davis is working on something new and will update later. The CSEC Pub Ed Committee (Leticia, Pam, Kelly, Patti, Susan, Melinda) is working on a Cell Phone Sally app and requests any input or ideas from the group.

CSEC has a new Public Educator of the Month recognition program. Andrea Wilson was selected as the first recipient of this new program.

NENA Pub Ed/Training Update (Sonya Clauson)

Sonya – gave an update on the changes to the NENA website with inclusion of information on Text to 9-1-1. Some media information and tips were added to include the message, "Call if you can, text if you can't. Voice is the best way."

During the 9-1-1 Goes to Washington event, legislators received an updated on MLTS and Kari's Law, which would eliminate hotels from having to dial 9 before they can access 9-1-1 services. Andrea noted that the education of legislators went well and enhanced their knowledge of 9-1-1.

Sonya showed video clips of Vermont's 30 second texting video and North Central Texas COG's home invasion video and texting using 9-1-1. She also showed a video of Fort Bend County 9-1-1 dispatchers.

National Public Educator Forum Conference (Susan Rodriguez)

Susan encouraged those who have not to visit the NPEF website and register for the upcoming conference, July 19-24, 2014 in Naperville, Illinois. Patti Davis will continue to send out email notifications about the conference. This year's conference will host a presentation from the Lewisville Fireclowns.

Items from the floor

Susan requested volunteers to set up and man the booth for the conference. Katherine Yost asked questions regarding uninitialized phones. No additional items from the floor.

Adjourn

A motion was made by Leigh Ann to adjourn the meeting, seconded by Cheryl. All were in favor and the motion passed.

Those in attendance:

Lisa Boss, Midland 9-1-1
LeighAnn Bluntzer, Amarillo Emergency Communications
Cindy Bridges, Williamson County 9-1-1
Sonya L. Clauson, Greater Harris County 9-1-1 District
Gail Crittenden, South Plains Association of Governments
Melinda Crockom, CSEC
Patti Davis, West Central Texas COG
Beth English, City of Rowlett
Pamela Frisk, Panhandle Regional 9-1-1 Network
Joanne Gilliam, McClennan County 9-1-1
Kellie Gurley, South Plains Association of Governments
Sheryl Hughes, Harris County SO
Sandy Issel, Denco Area 9-1-1 District
Frances Jimenez, El Paso County 9-1-1
Raquel Lopez, GHC 9-1-1
Charlesetta Malone, Deep East Texas COG
Susan Rodriguez, City of Plano 9-1-1
Leticia Truex, Potter-Randall Emergency Communications District
Kelly Williams, NCTCOG
Andrea Wilson, Montgomery County 9-1-1
Kathi Yost, Harris County SO