



9-1-1 Public Educators of Texas Meeting
The Frontiers of Flight Museum – Dallas, Texas
May 20, 2008

Minutes submitted by Charlesetta Malone, Secretary

The meeting was called to order by Patti Davis.

Introductions & Welcome (Name, Organization)

Alejandro, Vangie	Middle Rio Grande Development Council
Arias, Pam	Richardson PD
Banner-Tunis, Willima	City of Dallas
Borunda, Armida	Rio Grande Council of Governments
Bridges, Cindy	Central Texas Council of Governments
Caldera, Patricia	El Paso County 9-1-1 District
Chaffin, Tina	City of McKinney
Clauson, Sonya	Greater Harris County 9-1-1 District
Crittenden, Gail	South Plains Association of Governments
Davis, Patti	West Central Texas Council of Governments
Dujka, Sarah	Heart of Texas Council of Governments
Ebel, Pat	Henderson County Communications 9-1-1
English, Beth	City of Longview
Eskew, Christie	North Central Texas Council of Governments
Floyd, Sara	Cedar Park PD
Gabrillo, Bea	Coastal Bend Council of Governments
Gonzales, Robert	Commission on State Emergency Communications
Hanon, Pattie	East Texas Council of Governments
Hardee, Cindy	Midland 9-1-1 Emergency Communications District
Howell, Heather	Texoma Council of Governments
Koch, Vereda	Wichita-Wilbarger 9-1-1 District
Malone, Charlesetta	Deep East Texas Council of Governments
Noe, Elaine	Tarrant County 9-1-1 District
Rodriguez, Susan	City of Plano
Seiple, Lydia	Middle Rio Grande Development Council
Shelley Peggy	Texoma Council of Governments
Simmons, Alisa	Tarrant County 9-1-1 District
Wilson, Renee	Potter Randall 9-1-1 District

Welcome to all new guests, we are happy to have you.

Approval of Minutes (Patti Davis)

- Patti asked if there were any changes to the minutes from the last meeting held on January 22, 2008. There were no comments made or changes suggested.
- Patti asked for a motion to approve the minutes. Susan motioned to approve. Vereda seconded. All were in favor. The minutes were approved.

Approval Treasurer's Report (Beth English)

- Beth advised that payments were made for a table and electricity for the PETS booth at the national NENA conference for June.
- Beth also advised that a payment was made for the website start up fee. In addition, she would also pay for rental of the room for today's meeting. She asked for questions. There were none.
- Patti did advise that no monetary amounts of the budget will be disclosed in the minutes. PET members could view the treasurer's report online with their password.

Meeting Hosts/Location for November (Patti Davis)

- The next PET meeting will be held in conjunction with the TENA conference to be held in Austin at the Doubletree Hotel, Sunday, August 24, 2008 from 12noon – 5pm. This meeting will be hosted by the PET officers.

- After discussion, the group stated that they were pleased with the new Frontiers of Flight Museum and wanted to meet here again for the November meeting if the room was available. Patti advised Charlesetta to contact Mr. Gil Geddes to reserve the room for November 18, 2008.
- Lydia Seiple and Pat Ebel volunteered to host the November meeting. Renee stated that she will send the catering information to them. She also stated that video and audio can be provided by Mr. Geddes, if needed.

NENA Annual Conference Booth (Patti Davis)

- This year at the national NENA conference in Tampa Bay in June, the PETs will have a booth in the Exhibit Hall.
- The booth is a 10' x 10', at a cost of \$850.00, which was graciously donated by NENA (via Christy Williams).
- Patti requested volunteers to man the booth at different shifts during the conference. A sign-up Sheet was passed around the room.
- There are approximately 2,500 attendees expected at the conference this year. The purpose of the booth is not to promote the PET group in particular, but rather 9-1-1 public education as a whole. The theme for the booth will be "*Don't Take A Vacation On 9-1-1 Public Education.*"
- Various items will be available to handout at the conference with the help of various agency and vendor contributions:
 - PlantCML has sponsored us and will give 2500 lip balms with the slogan "PlantCML supports 9-1-1 public education."
 - Verizon has provided 500 ball point pens.
 - Intrado is giving a check for \$250 and it will cover some expenses for items purchased.
 - Positron will donate 2500 flying discs.
 - Embarq was contacted to donate beach chair cell phone holders for the booth. Beth will follow up with Byron Howard.
 - Cellophane bags will be handed out to administrators and other public educators containing squishy flip flops, drink umbrellas, confetti, and cardstock toppers that advertises the PETS website with the theme slogan.
 - Magic magnetic lapel pins were ordered to give to other public educators.
 - Beth has ordered a 6' x 23" personalized banner for the booth with the theme slogan imprinted.
 - Patti is purchasing a 10' vertical banner for the booth and Robert has created the artwork. It will have the PET mission statement and a Texas flag with an LCD project image looping a PET slideshow in the white space on the flag.
 - Fran Randall and Cami Goldspink with the Alamo Area COG have provided a PET table throw with the PET logo in the bottom corner with the imprint: "*Alamo Area Council of Governments supports 9-1-1 Public Education.*"
- Patti extended a special thank you to all who contributed to the public education efforts for the NENA conference.

National Public Education Forum (Robert Gonzalez, Susan Rodriguez, Patti Davis, Willima Banner-Tunis)

- The first ever National public education forum will also be held at the NENA conference as a brainstorming session.
- The purpose of the public education forum is to provide resources and share information on 9-1-1 public education. The national group purpose is not meant to diminish any other groups or their activities, but rather to enhance and get the word out.
- Patti stated that the National public education forum is not meant to replace any group. It will be more of a support network and serve as a mentor for other public educators in the nation. The forum will introduce others to this effort and let them know that there are various resources available for their use. As a group we have a lot of buying power to lower our prices in providing public education materials. If someone has an idea, shares it with other public educators, and buys something as a group purchase, then our individual agency cost reduces drastically and yet

we increase our public education message. We can be supplements to each other instead of having our own separate efforts.

- Susan thinks it was a good idea to have at least one national public education forum each year to discuss and implement the ideas of many talented people throughout the 50 states.

NENA Public Education/Training Group (Sonya Clauson)

- Sonya stated that Christy Williams of North Central Texas COG has lead this group for the last several years and recently resigned. Sonya has been appointed to serve as the chair of this committee. Sonya spoke of the fabulous job Christy has done in increasing the industry's awareness and need for 9-1-1 public education.
- The group began as a best practices committee, but is now a part of NENA's Operations Committee. The committee members have an opportunity to meet as a working group in conjunction with the NENA ODC conference, as well as participate in conference calls throughout the year.
- The Operations Committee works with the PSAPs on SOP's, ADA, human resources, next generation 9-1-1, and other issues. Sonya emphasized that the working group does not write white papers, but rather serves as a resource clearinghouse.
- Sonya stated that the group functions like our PETS group by breaking up into smaller subcommittees to work on various issues and projects. Basically, the National NENA group serves as an extension of the Texas PETS group. NENA has a clearinghouse for resources available.
- One of the group's project included working with the E9-1-1 institute on the National Public Education month. Sonya stated the group talks with people from all over the nation on special events planning, wireless, media, VoIP, and whatever else may be going on in the 9-1-1 industry.
- If anyone is interested in joining the NENA public education committee, you can sign up on NENA website (www.nena.org).

New Mexico Report/Legalities of Sharing (Robert Gonzalez, Patti Davis)

- Robert stated that he and Patti were contacted by Bill Range, New Mexico's E9-1-1 Director, and asked to come to New Mexico and provide information on implementation of a 9-1-1 public education program.
- A group of 12-15 people met with Robert and Patti. They expressed their interest in wanting to get the ball rolling with a public education program. Patti and Robert gave a 1 ½ hour presentation. They discussed funding sources, the use of specialty items, target audiences and the use of certain items for each group, the use of logos, traveling trunks, media campaign, and the use of *The Great 9-1-1 Adventure* video created by *9-1-1 for Kids*. The group was not aware of the NENA Operations Committee and the vast resources available.
- Patti and Robert advised that many elements contributed to 9-1-1 public education – not just one approach. The information provided will not only help New Mexico implement their program, but also continue to increase 9-1-1 use and awareness.
- New Mexico is currently working on legislation to change funding to provide more for their public education efforts.
- Vereda asked if we provided a resource manual CD? Patti stated yes, but that she also informed the New Mexico group to contact the originator of that item prior to doing anything with it. Renee said that the meeting was an opportunity to provide and exchange information and have exposure to other cultures and races. There are different needs for all areas of society, even with 9-1-1 public education.
- Robert stated that the meeting in New Mexico and participation in the National Public Education Committee was a grassroots effort to help people who may not have the money or manpower to get out and educate others. It's a building bridge in which to grow. People are uniformed and just need support and encouragement.
- Cindy stated that the state of Illinois has created a commercial, as a result of attending the NENA ODC conference. Sonya stated that she will send email to Charlesetta to distribute to the group on participating on the National Public Education Committee. Susan stated that this was a great opportunity to get others involved.

TENA Conference Booth (Patti Davis)

- The PETs will have a booth again this year at the TENA conference in August (compliments of Texas-NENA).
- Telecommunicators, administrators, and other public educators will be notified. A sign up sheet for volunteers to man the booth was passed around.
- If you are interested in volunteering to work or want to serve on the planning committee, please contact Vereda Koch.

Historian Request (Cindy Bridges)

- Cindy stated that she wanted to collect pictures from the PET members of any 9-1-1 events, including 9-1-1 day (September 11), National TC week (second full week of April), and/or any other 9-1-1 public education events (*i.e. health fairs, school presentations, civic/community events, etc.*).
- She will scan the items to have as a part of the PETS history. She stated that she will continue to send emails out every month requesting pictures.
- She will use same software that's used for the resource manual: in flip album CD format.
- She sent an email out in March and has not received any pictures. Please send your pictures to Cindy Bridges!

PET Website Update (Vereda Koch)

- Vereda stated that PET website (www.911pets.org) was making headway and looked pretty good.
- Brad Wetherbee of Wetherbeeweb Design has been more than willing to work with the group and make whatever changes are necessary.
- Vereda stated that over the next couple of months we'll see more changes. Currently you can see the agenda and register for the PET meetings on the website.
- Vereda extended a special thanks to Sonya for helping to set the website in motion and to the committee members who were involved in the process.
- The group has paid the annual costs upfront for all the updates, which will be done once a month.
- Each time you refresh the page or go a different part of the website, the pictures will change.
- Vereda encouraged the group to send their photos to Cindy.

CSEC Report (Robert Gonzalez)

- Robert stated that the spring orders are arriving in the warehouse at this time. The deliveries will be filled and shipped out by the first or second week in June.
- One item manufactured in China, charms for the wrists and cell phones, was delayed but should be received by mid-June. He passed around the Red E. Fox cell phone charm and stated that a Cell Phone Sally charm was also available.
- He anticipates having extra items in inventory after the spring orders are filled. Some of the items available include comic books, multiplication charts, help us help you flyer, bigger litter bags with a message, 9-1-1 hand fans, exercise bands, wrist charms, flashlight for the cell phone, bilingual pocket folders, 9-1-1 glow cube, inflatable kite, light changing noise makers, drawstring backpacks, the brochure created by Cindy Bridges: *Can We Find You In An Emergency?*, the brochure *Know How To Use 9-1-1 With The Phone Your Own* created by Tarrant County 9-1-1 District, North Central Texas COG, and the DENCO Area 9-1-1 District. A list of these and other items will be sent to Charlesetta for email distribution.
- He reminded the group that the Telecommunicator of the Year, Silent Hero, and 9-1-1 Team Merit awards deadline is May 22, 2008, at 5:00 p.m. Nominations can be submitted online – with a narrative and a photo of the nominee as a JPEG file. This deadline will not be extended. At the present time, he only had a few nominations and advised the PETS to contact their respective PSAP's and remind them to submit nominations.
- Robert said if anyone had questions or needed more information to send him an email.

Statewide PSA Media Campaign Report (Robert Gonzalez)

- Robert extended many thanks to all the PETs and their respective agencies for their support and financial contribution in making this statewide campaign happen.
- The initial cost for the Texas Association of Broadcasters (TAB) to implement this campaign was \$80,000, with an estimated value of \$240,000 of guaranteed airtime.
- For the period of late November 2007 up until an extended time of April 12, 2008, the TAB was able to provide \$1,410,000 of airtime, with 32,000 spots aired.
- Currently, the campaign is still being aired by some stations.
- Craig Bean with TAB, will provide a more in-depth presentation on the statewide campaign during the Texas NENA conference in August.
- Robert stated that we can contact the stations in our local area and ask if they will continue to air these spots. **He strongly emphasized the importance of not paying for any airtime for these spots. It will invalidate any future contracts with the TAB.**
- Broadcast quality tapes can be obtained from Robert and he can advise as to how to get the feed to get the tapes duplicated. He thinks the cost to obtain this is about \$100.

Cell Phone Sally Project (Robert Gonzalez)

- Robert stated that the Cell Phone Sally (CPS) video project was underway. He is working with Christy W. and Patty C. on the fund raising aspects of the project.
- A script has been written with lots of information and new characters, but in the near future it will be tweaked to improve its quality and message content.
- He is researching more foundations to request additional monies. He acknowledged that a lot of work was involved in writing proposals and each entity had its own specific requirements for eligibility, submission, and approval. In an effort to try and ensure that the efforts of the CSEC and PETs were well represented, he approached his supervisor and then the Director about hiring a grant writer for the massive project. With their approval, a grant writer was hired from the LBJ School of Public Affairs graduate program at the University of Texas (UT) in Austin. Robert stated that the proposal will also be submitted various foundations and others funding sources. He's also in the process of coordinating with the graduate program in television, radio, and film to review and ensure that the message intended is clearly received by the target audience.
- The Red E. Fox program still has a license to use for the next 9 to 10 years. After that point, CSEC will not pay \$100,000 for the license again. We need to find the money for CPS videos and new cast of characters. If there is interest in other people wanting to use them, we will need to discuss that issue. We have that license and flexibility to do this at a nominal fee. We can also make packets available. Robert stated that the Red E. Fox video was at least a \$1 million project. From review of the past project, there were many people – lawyers, vendors, other states, PETs, focus groups, discussion groups, meetings, memos, faxes, etc that were involved. It's to our advantage to own these rights for this project, but not produce another video.
- Alisa asked if we were getting rid of Red E. Fox? Robert responded no, not for at least 9 years. She stated that everyone knows who McGruff is and he delivers various messages about strangers, bike safety, 9-1-1, drugs, etc. She was curious to know if we were going to have some consistency in having a mascot for 9-1-1? He stated that CPS will be our mascot forever at no charge to us. The new video will include messages related to VoIP, wireless, landline, and payphones.
- Renee asked what organizations had the proposal been submitted to? Robert said only the PSFA, but that the CPS committee had identified at least 9 other foundations for funding. Again, because of specific eligibility guidelines, we would have to see if we would be eligible to apply. We also have to take into consideration that different agencies have different submission dates, award dates, and award amounts. He will hold our hand during this initial process, but afterwards the PETs will take over. He asked for other questions or comments. There were none.

Special Presentation to Renee' Wilson (Patti Davis)

- A special presentation was made to Renee' Wilson. Renee' has been with the PET group since its inception, and since she is retiring, this was her last official meeting as a PET. In recognition

of her efforts, hard work, and commitment to the group and its mission, she was presented her with a watch that had the 9-1-1 PET logo on the face. Renee thanked the group.

Ford Motor Company's Sync 9-1-1 Assist (Sonya Clauson)

- Sonya stated that a working group of the NENA Public Education committee is working with Ford on its new Sync 9-1-1 Assist product. The working group consists of representatives from NENA, APCO, and the PETS.
- The committee is working on developing a training package for the PSAPs to train their call takers. In addition, the committee is also working to prepare a short deliverable for the NENA conference in June.
- Sync is a feature on Ford vehicles that uses hands-free bluetooth enabled technology for communication and entertainment. The Sync system is a next generation device that will not go away.
- One of the new Sync features, available in Fall 2008, is the 9-1-1 Assist. If an emergency occurs and there is an airbag deployment, then the Sync system will use your Bluetooth enabled phone to attempt a direct call to 9-1-1.
- The Sync system can synchronize with 8 different phones. If activated, an automated announcement will be made stating that a 9-1-1 call is being made and routed to a PSAP with WPH2 technology. It will not go to a call center. The occupant has the opportunity to cancel the call. This is not an automatic dialing device, but rather an assisted dialing device.
- At this time, the 9-1-1 assist will not be based on GPS technology for the vehicle, but rather it is based on whatever location technology is available for the area. The committee and Ford are working on a reference guide, an animated graphics presentation, and a nice cover letter for the PSAPs. The second phase of the Sync product will be GPS technology in the vehicle.
- For more information on the Sync 9-1-1 Assist, visit www.syncmyride.com.

National Center for Missing and Exploited Children's Update (Sonya Clauson)

- Sonya stated that the Greater Harris County 9-1-1 District held two one-day classes for the National Center for Missing and Exploited Children's (NCMEC) Chief Executive Officer (CEO) Seminar. The training was for Chiefs, Sheriff's, and 9-1-1 Call Center Managers/Supervisors. There were approximately 55 people in attendance for both classes.
- Sonya encouraged those who had not attended the training at the NCMEC center in Alexandria, Virginia to attend or at least notify your respective PSAPs about attending. There's a new one day course. There's also a Train the Trainer course and the development of call taking materials for PSAPs. The NCMEC has a great website with a lot of useful information.
- The website address is www.missingkids.com. Sonya also mentioned that she would forward any information about internet safety to Charlesetta for distribution to the PET group.

Password Protection Program (Vereda Koch)

- Vereda stated that the password protection program was a prevention method that she had implemented as part of her 9-1-1 presentations. As a parent, she implemented a password with her daughter that only was known by the parents and child.
- She stressed the importance of not only setting this up with your own children, but also informing others, including children during various 9-1-1 public awareness events. It is another protective layer to help children stay safe.
- Additional information about child safety and implementing a password can be found on the NCMEC website, www.missingkids.com

Committee Break-Outs/Reports (Committee Chairs)

- **Resource - Cindy Bridges**
 - Robert had so many nice new products and we should limit any new items to add. The spring order was great. We would collect ideas and pass any new info in the fall.
 - We may put together an activity book with various activities on coloring book paper. We want something that's all 9-1-1 instead of just safety.

- Patti found some boot jar grips in a different shape. We may include with a boot and a catchy slogan.
- Cell phone mint container provided by Patti with some tips to include. We can come up with a slogan or use a cell phone stress reliever. We cannot buy things with food in it. Received from a 211/United Way luncheon.
- Cindy attended a festival and picked up a soda can topper that changes it to a soda bottle that can be covered. She'll look into pricing and availability.
- Cindy had a couple of resource CD's available for 2008. The new CD will be provided during the August meeting. A pub ed survival CD is available with: 1) how to start a pub ed program, 2) how to justify your program funding, 3) presenter's toolkit, 4) HUHYP logo artwork, 5) photos of items – pillbox – seniors, coloring books – children, blanket – general audience, 6) brochure – we speak your language. A disclaimer will be included with the CD. We are not selling the information.
- **TC Recognition – Patty Cross, chaired by Alisa Simmons today**
 - Alisa stated the group discussed various ways to recognize TCs with no budget, low budget, and a good budget.
 - Patti briefly spoke about contacting your software/equipment vendors to help recognize your TC's.
 - The group also discussed the declaration of April as the National 9-1-1 Education Month. What a great milestone for 9-1-1 public education. Alisa stated that Tarrant County does a press conference in September for 9-1-1 day, but she will no longer have activities for 9-1-1 day after this year. She will discuss implementing all of her 9-1-1 activities in the month of April from now on.
 - There were no other issues discussed.
- **Public Information – Willima Banner-Tunis**
 - She discussed the City of Dallas's new CAD system and some of the bad news coverage received. The City had to do a lot of media control; however, their agency has a special events/mock room for police, fire, 9-1-1 to show the media how things really work with the 9-1-1 system. She stated that with any type of media event to just be truthful without all of the details and they will begin to trust you.
- **Mentoring – Sonya Lopez-Clauson**
 - Sonya stated that she paired up the new PETs with some seasoned veterans. Vangie was paired up with Lydia. Christie Eskew was paired up with Alisa, Susan, and Patty C. since they were in her respective area. She also stated that they were directed to visit the PETs website (www.911pets.org) and to get with Cindy about the Resource Manual CD.

Share Time

- Susan partnered with Tarrant County, Denton County, Southwest Regional Communications Centers, City of Addison, North Central Texas COG, and did a TC appreciation event at the ballpark. The TC's received t-shirts with the Help Us Help You slogan on the shirts. They had barbecue, face painting, bounce houses, live band, and Red E. Fox threw out the first pitch. Susan Rodriguez and Christi Eskew went on the field and were recognized. They received a lot of positive feedback for this event. Currently, Susan is doing damage control for a lack of siren activation for the April storms and is working on implementing changes in the outdoor warning system policy and public education.
- Pat Ebel – provided shirts to TCs. Their sheriff may use the shirts as part of the TC uniforms.
- Christie Eskew – duplicate of Susan. They also had a tag team meeting and she is working on a website to list every event that is going on in all the cities in her region. There will be a registration page to register for events going on. She wants to have 100 percent tag team membership from all 42 PSAPs.
- Willima – duplicate of Susan. She also gave her TC's multi-task openers, back packs.

- Beth – No TC week event this year. It was passed on to the younger people. There were so few people who attended the TC event that her agency will not do it again next year. They will just do daily events. She finally raised 2/3rds of the money for her Red E. Fox robot and the city gave her the rest of the money. He's been visiting daycares and the children love him. She contacted the media and pictures were taken. She will forward her picture to Cindy of a 4-year old talking to him.
- Lydia – ordered chairs and t-shirts. The Cell Phone Sally logo was placed on the back of the chairs.
- Elaine – Her office has moved into a new building and will have an open house in September. Invitations will be mailed in the near future.
- Bea – Backpacks were given to the TCs, along with a 9-1-1 gold lapel pin. The TC's were very appreciative.
- Vereda – Since April was declared National 9-1-1 Public Education Month, she had different items each week. Most of the items were donated by various local businesses. The first week she had long stem red roses donated from a local florist. During week 2, pizza was delivered for one shift and biscuits and sausage were delivered for the other shift. During week 3, 9-1-1 charms were handed out. During week 4, a local business donated brownies. At the end of the month, she gave out t-shirts.
- Patricia – Her TC week activity was held on Wednesday. Food was catered – sandwiches, side dishes, and cakes. All PSAPs, all shifts were given the opportunity to have a chair massage. The TC's also received low-rider mugs.
- Pattie Hanon – The TCs in her region received stadium seats with the East Texas COG logo on them.
- Alisa – duplicate of Susan. She stated they received 2600 RSVP's for the ballpark activity. The ranger said that about 2,000 showed up and 500 tickets were not scanned. It was a tremendous amount of work - Willima, Christi, (online registration and evaluation), Susan with script, ticket distribution, and Denco provided the shuttle buses. The cost to park at the ballpark was \$12.00. To avoid the expense for the TCs and their families, Sandy Issel with Denco hired approximately five shuttle buses, that ran every 15 minutes to take the TCs to the ballpark. All of the tickets had to be separated by section, rows, seats and delivered to PSAPs. The entire event was a massive undertaking, but because of effective collaboration the event was successful. Also, there was a Seniors and Law Enforcement Together (SALT) Conference held with approximately 500 to 600 people in attendance. They received shredder scissors.
- Sonya – Greater Harris County 9-1-1 District Office (GHC) is constructing a new building and they are consumed with this activity. They held a groundbreaking event for the new building with staff and board members. She ordered ceremonial shovels, made chocolate bulldozers and tractors and she ordered souvenir letter openers in the shape of a shovel. She passed around the shovel and gave a brief overview of an incident involving the shovels at the airport. For those who were interested in ordering ceremonial shovels, visit www.ceremonialshovels.com or www.ribboncutting.com.
- Cindy Bridges- She created a billboard from the statewide PSAs that said: If they can't find you, can 9-1-1? Display your address clearly. The billboard campaign should be up during the months of April and May. She ordered placemats, bee pens, mechanical pencils, lip balm, eyeglass repair kit, pillbox key chains, chami cloths with the 9-1-1 logo, camp chairs to hand out as door prizes that say PETS on them, java plugs to plug coffee cups, and flying discs/fans. For TC week, the Central Texas COG did a baseball game and Red E. Fox did the first pitch. She had 174 RSVPs and only 25 people to show up. 15 of the 25 were staff people. She sent an email to the PSAPs informing them of her disappointment. She did not receive any calls or emails notifying her of the no shows. On top of the no shows, her vendor representative also came to the game and asked where the TCs were. She stated that she may not hold an event like this in the future.
- Sarah – Tote bags with the Help Us Help You slogan, pens, travel kits.
- Peggy and Heather – The TCs received 9-1-1 all stars shirts, lanyards with the slogan – Dispatcher, do not cross. They also had an agency contest to decorate the dispatch door. Only

2-3 agencies had their department do the door. These agencies will get a pen with their name and 9-1-1.

- Charlesetta – Her TCs received the All Stars 9-1-1 baseball jersey shirts, along with a copy of the Governor's proclamation.
- Patti – grill kit containing: apron, mitt, and spatula (along with the Governor's proclamation).

Other Business

- Patti stated that another order will be placed for the Texas polo shirts. Let Susan know what style – men or women's, quantity, and the size needed. Please give Beth the money for the shirt.
- Patti asked for additional comments or questions. There were none and the meeting was adjourned.