



Texas 9-1-1 Public Educators of Texas Meeting  
Frontier of Flight Museum, Dallas TX  
January 23, 2018

**Call to Order, Welcome, Introductions (Andrea Wilson)**

The meeting was called to order by Andrea and she welcomed everyone. The following people were in attendance:

Aguilar, Lisa	Midland Emergency Communications District
Alsip, Audrey	City of University Park
Ballentine, Greg	Denco 9-1-1 District
Chavaria, Connie	City of Laredo
Clauson, Sonya	Great Harris County 9-1-1 District
Crockom, Melinda	CSEC
Davis, Patti	West Central Texas Council of Governments
Dean, Kelsey	CAPCOG
Dudek, Abigail	Tarrant County 9-1-1 District
Frisk, Pamela	PRPC 9-1-1
Garcia, Jose	Cameron County 9-1-1 District
Gillam, Joanne	Mclennan County 9-1-1 District
Hanon, Pattie	East Texas Council of Governments
Jimenez, Frances	El Paso County 9-1-1 District
Malone, Charlesetta	Deep East Texas Council of Governments
Martinez, Jessica	Amarillo Emergency Communications
Martinez, Tifney	Denco 9-1-1 District
Reyna, Jessica	Lower Rio Grande Valley Development Council
Rocha, Stephanie	West Central Texas Council of Governments
Rodriguez, Susan	City of Plano Public Safety Communications
Truex, Leticia	Potter-Randall
Wilbourn, Audrey	Randall County Sheriff's Office
Wilson, Andrea	Montgomery County Emergency Communications

**Introduction of New PET Board Members (Andrea Wilson)**

President-Pam Frisk, stepped up to fill the Presidential role due to Kelly Williams stepping down  
Vice President-Joanne Gilliam  
Treasurer-Connie Chavaria  
Secretary-Lisa Aguilar

**Public Educator of the Quarter (Melinda Crockom)**

Congratulations, Abigail Dudek on being named the Public Educator of the Quarter. Submissions can be made online. Link: <https://www.team911.com/default.asp?page=PETsEQN>

## **Share Time**

**Joanne**-Ordered yoyos for 2017 National Night Out, rained out. Looking for t-shirt ideas for TC week and giving out movie passes.

**Leticia**-Every home game they have a booth, with First Responders night, recognition, TC's were the Hero of the night, past year. Looking for TC week ideas. Going the events to pick quality of quantity.

**Connie**-Doing school presentations, texting & driving presentations with simulators, and virtual reality goggles. Annual TC week luncheon, give out mini awards and gifts.

**Lisa**-Did quarterly breakfast with police, fire Christmas theme with Santa. District working on building a new office building.

**Frances**-Ribbon cutting, groundbreaking of their new building, main PSAP have been doing 9-1-1 tours, presentations, also working on TC week, thinking of doing "Taco's on a Tuesday" theme. "Talk about Telecommunicators"

**Susan**-Working on TC week, leaning towards a super hero theme and their display at Municipal Center. Been doing fairs, engaging her Pub Ed committee.

**Melinda**-Working with Texas School for the deaf and help with CAPCOG on a text to 9-1-1 PSA, coming soon and anyone in Texas can use.

**Patti**- Gave out Ornaments for Christmas for their PSAP's from 9-1-1 Promo's. Ordered enamel insulated mugs for TC week.

**Stephanie**-Working on Cell Phone Sally plush doll coming out this spring

**Beth**-Working on awards & gifts to gift out for their TC celebration. "Life Saver" award. Get donations from the community to help fund event.

**Patty**-Looking for ideas for TC week

**Charlesetta**-Ordered a Cell Phone Sally costume, made her debut at MLK event 01/15/18. Looking for Tshirt ideas. Busy with health fairs and regional events.

**Greg**-For TC week event at a private ranch with a country music concert with bbq.

**Tifney**-Working Health fairs. Two Kiosks in the mall set up with promotional items people can get. They do go periodically interacting with public using Spin wheel. They rent it, pay monthly fee.

**Abigail**-Going to Stock shows, games with Radio Disney has incorporated 9-1-1 into them. TC week theme "Greatness in Gold" Giving away 4 "thin gold line" flags as a special prize.

**Audrey**-Doing Citizen & Student academies with Sheriff's Office. Starting to go into schools.

**Kelsey**-Career fair, ordered signs, table drapes will allow for her to do more fairs, and more schools Ordered department shirts. Ordered flash drives to put classroom material on. For TC week ordered Yeti cups, no design yet.

**Joe**-Held end of the year "Dispatcher of the Year" award, invited all PSAP's, theme thin gold line. Looking for ideas for TC week, maybe lunchbox with Tupperware, shirts. Discussion on how everyone educated their regions about Kari's law. Looking into mail outs for text to 911

**Sonya**-Set up a twitter account for GHC. Getting ready for school distribution trying to kick start again. Have poem giving out for TC week. 9-1-1 day always do 9-1-1 with the Astro's. Campaign for last year was "Lock it before you pocket" utilized social media, promotional items. Looking into Next door app, sending information to different communities through app.

**Andrea**-Notification system, to encourage citizens to sign up.

**Pam**-Has Pub Ed workshop coming up. National Night Out-3 counties, wanting them to spread word to other counties. Wanting to do Batman theme PSAP's.

**Jessica**-Transitioning with a new Director. They are pushing campaign's text to 9-1-1, Kari's Law & know your location. PSA's with Cinemark. Working on TC leisure travel kit with professional windbreaker, blanket, pillow mini padfolio, challenge coin, using "Texas Strong" design

### **Approval of Minutes (Pam Frisk)**

Approval of minutes for October. Frances made a motion to approve the minutes, Audrey seconded the motion. Motion passed.

### **Treasurer's Report (Leticia Truex)**

Leticia gave the treasurer's report.

### **Adobe Spark Presentation (Frances Jimenez)**

Free graphic design application. Frances walked through and showed us examples of how to create flyers or social media posts.

Login through a google account or Facebook

Have 4 elements or less to catch audience attention

Can add logo separate in paint

Social media sizes templates if logged in through Facebook

### **TX Public Safety Conference Update (Andrea)**

Going well, still looking for people to do sessions. Most of Hotels are booked, may have to add a block at another hotel. Opening Speaker-Elizabeth Smart. Working on posting award nominations online.

Pre-Conference Courses. Behind scene's tour of NASA control center. TX NENA changed requirements for Silent Hero to 1 nominee per agency. Agency must cover cost of meal.

TC of year no longer must be on the job for 2 years

PET/TNT Booth-Décor from last year lost in Hurricane. Theme 50 years of 9-1-1. Leticia & Sonya will put booth together. Our volunteer list will be separate than conference volunteers.

Luggage tags.

### **NPEF Conference (Patti & Melinda)**

Charleston SC will be July 15-18, registration will open today. Changing up the way the sessions are done. NPEF is a nonprofit, any public safety educator can attend.

### **NENA Update (Sonya)**

Just came back from NENA best practices conference. Text to 9-1-1 add new information for resources for agencies to use. Social media usage during disasters for PSAPS. Talk about PSAP's having to monitor social media. Finishing NG 9-1-1 guide for 9-1-1 authorities.

### **Committee Chairs (Pam)**

Discussion of committee chairs. Joanne is currently resource chair, Joanne is now President Elect, so we reassigned chairs. Abigail volunteered for the Resource Chair. Susan made a motion to make Abigail the chair, Charlesetta seconded. Motion passed.

Mentor Chair-Frances Jimenez, agreed to stay on. Charlesetta made a motion for Frances to remain the Mentor chair, Susan seconded, motion passed.

Public Information Chair-Sonya Clauson, agreed to stay on. Charlesetta made a motion to keep Sonya as the Public Information Chair, Patty Hannon Seconded, motion passed

TC Recognition Leticia Truex. Charlesetta made a motion to make Leticia the TC Recognition Chair, Susan seconded, motion passed.

Communications Chair, was Cindy Bridges is no longer part of PETS. It was discussed in the previous meeting for the Secretary to take on Communications chair duties. Discussion of removing the

Communications chair and add duties under Secretary in the Bylaws. Charlesetta made a motion to move communications chair under the Secretary duties, Francis seconded, motion passed. Bylaws will be sent out and discussed at next meeting. Pam stated that all committee chairs need to make all the meetings.

### **Other Business**

#### **April Meeting (Andrea Wilson)**

Discussion about moving the meeting and possibly making sessions at the conference explaining what both Groups do and why join. At the TNT meeting yesterday, if PETS agreed TNT voted to make the April meeting in conjunction with the Texas Public Safety Conference separate allowing more focus on the Conference and PET/TNT Meetings. Kelsey Dean made motion to make the April meeting separate from the conference, Susan Rodriguez seconded, motion passed.

TNT 4/30/18

PET 5/1/18

Discussion was also had on meeting start time, 9AM or 10AM. Charlesetta Malone made a motion to change the PETS meeting to 10AM, Connie Chavaria seconded the motion, motion passed.

#### **ENP Scholarship (Melinda Crockom)**

CSEC has collaborated with TX NENA & Avia to offer 2 ENP scholarships to take the ENP test. Test must be taken in April, for Texas only. Applications are due by January 26<sup>th</sup>, 2018.

#### **2018 Hosts**

Discussion made about staying with ordering Jason's Deli online or the hosts ordering food.

May 1<sup>st</sup>-Patti Davis & Stephanie Rocha

July 24<sup>th</sup>-Susan Rodriguez & Melinda Crockom

October 23<sup>rd</sup>-Leticia Truex & Audrey Wilbourn

#### **Team 9-1-1**

We are not fully transitioned yet. Pam & Joanne will get together and bring it to our next meeting.

#### **9-1-1 Logo (Sonya)**

Round 9-1-1 logo no longer requires the Registered R logo on it. Sonya has new logo she will send out. Can't use the other logo anymore.

Connie brought up discussion about co-op orders some agencies require you to get 3 quotes, asking for more time because individual would personally need to reach out for 2 more quotes to get approval from their respective agencies. Will look at co-op ordered that Kelly created and go from there.

**9-1-1 App (Jessica Reyna)**- Due to the management changes with LRGDVC the app has been put on hold

#### **President Elect/President Term**

Pam & Joanne presented to the group of making the President Elect/President a 3-year commitment. It is currently a 4-year term. That would be 1 year as President Elect, 1 year as President and 1 year as Past President (mentor). The group discussed, need to add verbiage as to what the past president will

do and the duties. All other Board positions will stay 2 years. This will be an amendment to the bylaws, adding a past President. Every year will be voting for President. Look at bylaws to make sure everything is in order before May.

Leticia Truex made a motion that we have a 3-year term, President Elect, President, and Past President, Audrey Wilbourn seconded, motion passed.

### **Committee Breakouts/Reports**

#### **Resource Chair-Abigail**

Talked about using Team 9-1-1 website and having link on PET Website

#### **Public Info-Sonya**

News stories shared with Secretary. If members see anything that is newsworthy, send to Sonya. Look out for the Emergency Apps that are coming out to be informed and aware of, what is our response to these apps.

Text to 9-1-1, slogan “Call if you can, text if you can’t” Sonya can send out where resources can be found. Real time text good for the speech impaired community. Hoping to upload stories to the team 9-1-1 site.

#### **Mentoring-Frances**

Went over the PET website, showing dropbox, membership directory CSEC PUB ED website.

My911shop.org

Group discussed good that we did breakout’s some members have never been apart of it.

#### **TC Recognition-Melinda**

This year is 50<sup>th</sup> anniversary of 9-1-1, historic 50<sup>th</sup> anniversary t-shirt. Ideas, 50 years of seconds, professionalism, dedication, other words from dispatcher perspective. Patti will work on shirts and share with group to get order going, possible black shirt with gold writing. Melinda & Sonya will work together for a news release for the 50<sup>th</sup> and add with the governor proclamation for TC week.

#### **Strategic Plan Review-Pam**

Pam & Joanne will look over and send it out and discuss where we want PETs to go. Anyone can send any ideas to Pam.

#### **Goals for the next year-Pam**

Work on consistent messages as a group that everyone can use, collaborate with CSEC.

Creating a media tool kit for National Public Education Month, at the beginning of the year with face book banners, etc.

Collaboration across Texas with other Public Education groups, like Amber Alert, TX DOT signs. Pam will check who oversees these that we can use during Pub Ed month, maybe with regional coordinators that oversees the road signs. Melinda will check the state level. Possible messages, know your location, call 9-1-1 in an emergency, distracted driving messages. Text to 9-1-1 messages as agencies are starting to release texting in their areas. “Location with texting may not be the same as location with a voice call”

2019 is a legislative year. Get information to provide for management but for our representatives in Austin/Washington, committee of public educators.

#### **Adjourn**

Meeting was adjourned at 1:35pm