



9-1-1 Public Educators of Texas Meeting

Frontiers of Flights Museum – Dallas, Texas

February 10, 2009

Call to Order, Welcome, Introductions (Patti Davis)

The meeting was called to order by Patti Davis. Welcome and introductions were done with the following attendees present:

Alejandro, Vangie	Middle Rio Grande Development Council
Arias, Pam	City of Richardson Police Department
Borunda, Armida	Rio Grande Council of Governments
Bissett, Betsy	Midland 9-1-1 District
Bridges, Cindy	Central Texas Council of Governments
Brown, Michelle	Friendswood PD
Caldera, Patricia	El Paso County 9-1-1 District
Clauson, Sonya	Greater Harris County 9-1-1 Emergency Network
Coe, Shirley	Fort Worth Police Department
Cole, Kimberley	Dallas Police Department
Corona-Hunter, Monica	Corpus Christi Police Department
Crittenden, Gail	South Plains Association of Governments
Cross, Patty	Denco Area 9-1-1 District
Davis, Patti	West Central Texas Council of Governments
English, Beth	City of Longview
Eskew, Christi	North Central Texas Council of Governments
Flores, Clarissa	Corpus Christi Police Department
Frisk, Pamela	Panhandle Regional Planning Commission
Gilliam, Joanne	McClennan County 9-1-1 District
Goldspink, Cami	Alamo Area Council of Governments
Gonzales, Robert	Commission on State Emergency Communications
Grahamm, Jamie	Golden Crescent Regional Planning Commission
Wesson-Grimes, Bettie	Frisco Fire Safety Town (Retired)
Howell, Heather	Texoma Council of Governments
Issel, Sandy	Denco Area 9-1-1 District
Jones, Kevin	Ector County 9-1-1 District
Koch, Vereda	Wichita Wilbarger 9-1-1 District
Mack, Darla	Dallas Police Department
Malone, Charlesetta	Deep East Texas Council of Governments
Martin, Mandy	Midland 9-1-1 District
Moya, Dorina	Lower Rio Grande Valley Development Council
Noe, Elaine	Tarrant County 9-1-1 District
Reyna, Jessica	Lower Rio Grande Valley Development Council
Rodriguez, Susan	City of Plano
Salazar, Maria	Dallas 9-1-1 Communications Center
Seiple, Lydia	Middle Rio Grande Development Council
Shelley, Peggy	Texoma Council of Governments
Simmons, Alisa	Tarrant County 9-1-1 District
Truex, Leticia	Potter-Randall 9-1-1 District
Ward, Kim	Houston-Galveston Area Council
Wines, Sarah	Heart of Texas Council of Governments

Approval of Minutes (Patti Davis)

Patti asked for any changes to the minutes from the last meeting held on November 18, 2008. There were none. She asked for a motion. Susan made a motion to approve, seconded by Alisa. All were in favor and the minutes were approved.

Treasurer's Report (Beth English)

Beth distributed a copy of transactions made since the last meeting held in November. She advised that the balance excluded the cost of renting the meeting room, meals, and some member's registration fees. A copy of the report is attached. Robert made a motion to accept the treasurer's report, seconded by Susan. All were in favor and the treasurer's report was approved.

On a side note, Patti Davis advised that the meeting today was being broadcast via a web conference with Jamie Gramham and Patricia Caldera in attendance. This was a "test run" to check feasibility and reliability of members being able to "attend" the meeting via webcam and internet connection.

Guest Speaker: Frisco Fire Safety Town (Bettie Grimes)

Patti introduced Bettie, who served as the Past President of the PETS group. She worked with Susan Rodriguez at the City of Plano prior to becoming the Frisco Fire Safety Town Coordinator. She is now retired. Bettie thanked Patti for the introduction. Prior to Frisco's Fire Safety Town inception, she visited the National Fire Academy in Hagersville, Maryland and saw their safety town and said that it was amazing. She came back to Frisco and contacted some people who were interested in starting a safety town, which resulted in the beginning of Frisco's Safety Town and her employment as the Coordinator. She originally intended to just volunteer. The Safety Town broke ground in November 2004 and officially opened its doors on January 8, 2007. The Safety Town, since it opened, has seen an estimated 85,000 people. The Safety Town provides various interactive safety education programs for children in grades K – 5. The programs include:

- Kindergarten – Introduction to 9-1-1 & Emergency Responders
- First Grade – School Bus, Motor Vehicle & Pedestrian Safety
- Second Grade – Fire Safety & Burn Prevention
- Third Grade – Bicycle & Wheel Safety
- Fourth Grade – Severe Weather & Disaster Preparation
- Fifth Grade – Internet Safety

The Safety Town also offers a program everyday throughout the summer on various topics including outdoor safety, home and life safety, electrical safety, and others.

After Bettie's presentation, she showed the group a video of the Frisco Fire Safety Town. Peggy asked if the PETS could get a copy of the DVD and Bettie replied yes. She'll provide Charlesetta with the contact information to request a copy. Peggy asked if the curriculum for the Introduction to Emergency Services was the same one used for The Great 9-1-1 Adventure? Bettie stated yes, but she has updated it to adjust to the massive use of cell phones, which the video does not discuss. The Safety Town has an

exclusive curriculum, but they share with others. Each Safety Town in the various communities develops their own curriculum. Bettie stated that she is searching to find a 9-1-1 cell phone simulator to use during presentations since these calls are different. Sonya asked if the curriculum meets the TEKS guidelines as set by TEA? Bettie replied yes. Alisa asked how did they ensure that the curriculum corresponded with TEKS requirements based on grade level and subject matter? Bettie gave examples of various - Kindergarten meets the music requirement with the song in the video. To comply with the math requirement, fifth grader must calculate how much time had passed since their last log in on the computer. Bettie informed the group that each grade level meets the TEKS requirements. The teachers are provided a resource guide/curriculum prior to their scheduled classroom time which provides information on the facility and program, pre-tests, objectives, key words to be covered, classroom instruction and hands-on interaction, a lesson plan, and each grade levels TEKS requirements for various subject matters. Vereda asked how long were the presentations? Bettie stated that the Kindergarten program lasts one hour and grades one to five last for one hour and thirty minutes. The tours of Safety Town begin at 2pm.

Alisa asked how many schools were in Frisco? Bettie stated that currently there were 27 elementary, 6 junior high, and 3 high schools. Frisco is growing rapidly and has increased its initial population over 200 percent. The reason for so many schools is that Frisco won't go above being a 4-A school district. She stated that there is no charge for the children to participate in Safety Town programs, however, the schools have to pay for their own bus transportation and study group trips have to pay for the mileage. Kindergarten, first, and fifth grade students require mandatory participation in Safety Town programs. Participation in the program for students in grades two and four is optional, not required. The Safety Town has had visitors from 164 Texas towns, 14 countries, and 38 other states. Armida asked how the Town is funded? Bettie stated that half of the funding comes from a bond package and then they recruit sponsors for the rest of the funding. Each sponsor has to pay for their own building, which is an approximate cost of \$35,000 - \$40,000 to build. She has a couple of companies, Lee Lewis Construction and Core Construction, who built a lot of the buildings for them. The approximate cost of 12' x 18' building is \$85,000 without paint or decorations. Peggy asked who staffed the building for walk-in visitors? Bettie stated they had one full-time employee, who is the lead teacher, one part-time person who manages volunteers, and the rest of the staff consists of 24 volunteers. There are no retired teachers on staff at the facility. Bettie asked for additional questions or comments. There were none. She encouraged the PETS to look at the website for further detailed information about the Frisco Fire Safety Town. The website address is <http://www.friscotexas.gov/safetytown>. To request a copy of the DVD contact:

Chief Ryan Wolford
8601 Gary Burns Drive
Frisco, Texas 75034
972-292-6311
Email: rwolford@friscofire.com

Ways to Measure Your Pub Ed Program Efforts (Susan Rodriguez)

Susan began first by stating that as PETS we need to measure our public education programs. Because of major budget cuts for the City of Plano, the 9-1-1 public education program (and her position) may be eliminated. She must find a way to have measurable results for public education by Wednesday, February 11, 2009. The City wants to know what impact the programs had, not just providing contact numbers (i.e. you saw 30,000 people last year). Is there a reduction in the number of prank calls? Is the call processing time shorter? Is there proof/evidence to say that people are calling for real emergencies, instead of bogus, non-emergency calls? What about quantifiable, measurable results on a persistent basis? She has gathered call data to see the number of calls for service and number of calls. What can we track?

Kevin stated that the first question to be asked was what is the purpose of 9-1-1? The purpose is to provide a memorable, short number to dial for emergencies instead of citizens having to dial their local agency's telephone number. Although a majority of the citizens now own cell phones, most people don't program their phones with the direct number to the sheriff's or police department, but instead just dial 9-1-1. 9-1-1 is the most used and recognized number throughout the nation. There were various suggestions and comments made, which included:

- Justify the 9-1-1 calls being made. The telecommunicators (TCs) need to provide information on calls, such as major accidents. Were 50 calls made to report one major accident? This justifies a need for public education.
- Some TCs are EMD certified and they must ask the caller questions to gather pertinent information. The biggest complaint made by the caller is that the telecommunicator is asking stupid questions. From the dispatcher's perspective, these are relevant questions in providing emergency services. This is yet another means in which to justify public education programs, by educating the public on EMS.
- The public needs to know how to use 9-1-1 properly instead of calling 9-1-1 for any and everything other than a real emergency situation. Provide telecommunicators with specific questions to determine if the 9-1-1 caller had a true emergency. A question was posed as to how any TC would be able to keep up with this type information, due to various tasks they already have to do on a daily basis? This may be a means in which to justify that public education is working.

Sandy stated that it was horrible advice to tell the public to dial the sheriff's office or the police department directly instead of calling 9-1-1. The public needs to know how to use 9-1-1, so they are ensured that their call for emergency assistance is answered. To have to public call a direct number could mean that the secretary/receptionist answers their call for help. This is not feasible.

Sonya was asked if her call volume had increased or decreased since her public education program last year. Sonya stated that she had a decrease in the number of

non-emergency calls after her program, but she cannot validate directly that the decrease in calls was as a result of the campaign. She was optimistic that her campaign was a success. Sonya stated that maybe the TCs could be polled to find out what the callers are saying to see if the calls are more informational rather than conversational and to review the call volume after a presentation.

Bettie stated that Christy Williams talked about educating your agencies. She strongly emphasized that it was extremely difficult to quantify a preventative measure. She stated that an evaluation would show if the participants learned anything as a result of the presentation. She stated to ask specific questions and provide an opportunity for participants to write comments. Parents and teachers are going to be the cheerleader for you. Cindy stated that whenever she schedules a program she makes sure that an evaluation form is completed, in addition to providing post tests. The overall goal of providing 9-1-1 services is to provide a quick response time once the call was received.

Alisa suggested to immediately check the stats after a presentation.

Sandy suggested to approach it from a safety standpoint from the children's perspective.

Pamela stated to use the videos recognizing and honoring 9-1-1 kid hero.

Robert stated to develop your evaluation form to make sure comments are written.

Bettie suggested to inform and show the City from a statewide perspective and as a result of 9-1-1 public education adult's and children's were saved by calling 9-1-1. How much does a life cost? Email teachers and ask them to send a response to the statement: when the 9-1-1 educators taught my class, my students and I learned _____? They're going to use 9-1-1 in their lifetime.

Peggy stated to identify the new technologies available and what is expected in the very near future and what the cost savings to people are on these. The adult population needs to be educated.

Vereda stated that you can't predict how many 9-1-1 calls you're going to receive two months for now.

Bettie stated that the best predictor of future behavior is to review past behaviors. When we were trying to prepare for wireless, we were not aware of the vast impact it would have on 9-1-1, but over 60 percent of 9-1-1 calls are now wireless. The adult and children's population are still in desperate need of public education programs on how to use the phone they own. With the new technologies that are available, who is going to provide education on how to properly use when dialing 9-1-1 for emergency services.

Sonya added that the challenges that lie ahead for 9-1-1 are going to have a major impact on the PSAPs. At this current time, people are getting rid of their landline phones, cable phones use is on the rise, VoIP phone service, femtocells, and in the very near future the complete onset of next generation 9-1-1 being able to receive text messages, video, and other technologies. Emphasis needed to be placed on the fact that this is going to hit all of us and someone needs to be prepared to provide the correct information and message to public. The 9-1-1 Public Educator is the advocate on behalf of the PSAP and the city, county, or district.

Kevin stated that unfortunately because of these new technologies, 9-1-1 has crossed over jurisdictional boundaries. Also, "swatting" has become a major issue that the PSAPs will have to deal with. Swatting is a new kind of telephone fraud that exploits a weakness in the way the 9-1-1 system handles calls from Internet-based phone services. The attacks are called "swatting" because armed police SWAT teams usually respond. The calls are virtually unstoppable. An Associated Press investigation found that budget-strapped 9-1-1 centers are essentially defenseless without an overhaul of their computer systems.

Alisa suggested to send out email to teachers and to educate adults and students about the future of 9-1-1 and the new technologies.

Susan stated that the city of Plano is looking for a \$15 million shortfall and they are looking at reducing or eliminating all public education programs. She plans on providing her supervisor with an abundance of information from the evaluation forms from the program presentations, call statistics, and testimonials from the police chief, fire chief, schools, etc. Susan stated that she does have the support of her director, who definitely knows the value of the program.

Bettie emphasized that the citizens of Plano and the people in the school district are the constant taxpayers. It doesn't necessarily mean that your elected officials will always be in their respective positions. It was important to realize the benefit of 9-1-1 and the taxpayers will support it. Kevin emphasized using Bettie's suggestions on presenting comments/responses from the parents. For example, the Safety Town program teaches first graders about motor vehicle safety and where the safest place for children to sit in a car. Bettie stated that due to feedback she's received on her presentation, she was amazed at how many children actually sit in the front seat of the car. The parents are not teaching their children. Kevin emphasized that even adults/parents using cell phones to call 9-1-1 don't understand that 9-1-1 can't locate them. Kevin told Susan that as a public educator, you're the expert.

Robert stated that measuring your public education efforts are not new ideas and eventually we all may have to do submit something. He is going to revamp the evaluation form in the classroom kit as a result of this situation. Patty Cross suggested revamping the form to have a statement that reads, I learned _____, so the adult/student/teacher can write in their comment.

A suggestion was made to set up a committee to develop something of this magnitude. Robert, Kevin, Alisa, Armida, Vereda, Susan, Sonya volunteered to serve on this committee. Kevin will serve as the chair. The purpose of the committee will be to develop some mechanism in which to measure the success/failure of 9-1-1 public education.

Cindy stated that she has an evaluation form that she emails and it includes opportunities to make comments by the students and teachers. It also includes the amount of materials, the number of people reached, and what promotional items were distributed. She also uses pre and post-tests, which is a great tool for measuring participants knowledge before and after a 9-1-1 presentation. Kevin asked Cindy to send him a copy of her evaluation form and evaluation forms used by others. Kevin's email address is Kevin@ector911.org.

Shirley Coe stated that the question that should be asked was what are we going to do without 9-1-1 public education. Create a fact sheet to include Plano as a leader in 9-1-1 public education, the accomplishments of 9-1-1 public education statewide, show what we could be doing and the plans for the future.

Patti stated that if there were any additional ideas or suggestions to call or email Susan.

NENA/TENA Conferences

Alisa stated that the National NENA Conference would be in Fort Worth in June 6-11, 2009. Christi and Alisa are chairing and co-chairing the local events/activities. They're currently working on off-site tours to go visit museums, stockyards, PSAP Tours at Fort Worth PD, Fire Communications, Tarrant County 9-1-1, and others. She stated that there would be a huge need for volunteers. Cindy Bridges and Shirley Coe are working diligently to gather volunteers to assist with the conference. Cindy stated that nothing happens without the volunteers. The national conference is five times the size of the TENA conference. She has a packet available, which includes job descriptions for those interested in volunteering. Volunteers are needed for the registration desk, exhibit hall, PSAP tours, banquet, conference sessions, and many other activities. Each activity has a certain number of people needed. An e-mail will be sent out across the state requesting volunteers. She wanted to give the PETS and the TNT (Texas 9-1-1 Trainers) members the first opportunity to sign up. She passed around a volunteer form for the the PETS to sign up and volunteer. Visit the NENA website (www.nena.org) to see what sessions will be presented. Shirley stated for every 4 hours you volunteer you receive 4 hours for a session. You cannot use the comp time for a ticketed event. You will also get a lovely t-shirt.

Patti stated that several education sessions for the PETS would be available at the NENA conference. One is the public education forum to be held on Monday, June 8th, in which we brainstorm on a national level. The PETS will have a booth again at both

the NENA and TENA conference. Sonya stated that various tracks would be available for public education, training, and PSAPs at the NENA conference.

PET Website Report (Vereda Koch)

Vereda stated that Mark Payne was doing a fantastic job with the website. Since he began working on the website, we've had almost no issues with it operating properly. Vereda made a motion to eliminate the PET Website Liaison position and have any website matters go through the President. Patty C. made a motion to eliminate the position of PET Liaison to the Webmaster in the upcoming election of officers. Cindy seconded the motion. All were in favor and the motion passed. Patti Davis thanked Vereda for serving as the PET Liaison to the webmaster.

Guest Speaker: NextGen 9-1-1 (Christy Williams)

Patti introduced Christy Williams. Christy is the 9-1-1 Program Manager for the North Central Texas Council of Governments (NCTCOG) Regional 9-1-1 Program. She served as the President of the PETS group and is deeply involved in various projects with the NENA. Christy thanked Patti for the introduction and began her presentation on NextGen 9-1-1. She did not have handouts of her presentation available, but would send a copy of her presentation to anyone who was interested. She advised the group that at this time, no PSAP in the nation is a fully functional IP3 PSAP. In other words, there is no PSAP that is capable of receiving IP-based signaling for delivery of emergency calls.

She gave the NENA definition of NextGen 9-1-1 as follows:

NG9-1-1 is the next evolutionary step in the development of the 9-1-1 emergency communications system known as E9-1-1 since the 1970s. NG9-1-1 is a system comprised of managed IP-based networks and elements that augment present-day E9-1-1 features and functions and add new capabilities. NG9-1-1 will eventually replace the present E9-1-1 system. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide multimedia data capabilities for PSAPs and other emergency service organizations.

She stated that the ultimate goal of NextGen 9-1-1 is have a regional, state, national, and international network. This will be the ultimate public safety network. From a public education perspective, the terminology will change from call 9-1-1 to contact 9-1-1. Christy reviewed various aspects of NextGen 9-1-1 and its impact on 9-1-1 as a whole. She thanked the group for inviting her to attend. For anyone interested in receiving a copy of the presentation, contact Charlesetta at cmalone@detcog.org or contact Christy directly at cwilliams@nctcog.org.

CSEC Report (Robert Gonzales)

The Telecommunicator of the Year Awards luncheon is the highlight of the TENA conference. Nomination brochures will be sent out by the end of February to all the PETS and PSAPs. Robert encouraged all the PETS to spread the news. The deadline

to submit nominations is Thursday, May 7, 2009. This gives the honorees more time to make hotel reservations and travel arrangements.

The creation of a Cell Phone Sally video is an ongoing project. Robert originally planned for the funding to come from grant monies from different foundations, however, as of today we have not received any letters of acceptance for the project. The next plan of action (Plan B) is to use monies available from the public education program. He received a letter from the Governor's office to cut his public education budget by two percent. The project proposal will cost from \$200,000 - \$600,000. Robert will ask the various entities for a contribution using the same method as the Help Us Help You statewide media campaign. It's not a final answer, but he is using other sources for sponsors. Red E. Fox is outdated, we hold the license which will expire in 10 years. There is drastic need to update. Robert is very optimistic that he may have the funds available later in the year. We may have to change some of the specifications for the new DVD and maybe rewrite the script, but whatever the issue may be he will let the PETS know.

Sandy asked if the 9-1-1 For Kids, Inc. were included in the project? Robert stated it is not and that this would be our (a CSEC/PET) project only. Patty C. stated that she was anxious to hear any proposal that would raise money for this video. It is essential. We must have something new. She stated that if Robert wanted the various entities to dedicate funds to the project, then a request needs to be made as quickly as possible. A lot of new budget begin October 1, 2009, but any budget requests from the various program must be submitted in April in order to be submitted to appropriate authorities for consideration, review, and approval.

Sandy asked if we had approached celebrities such as Jay Leno for financial support, since he plays silly 9-1-1 calls on his show? Robert stated that celebrities have organizations that they are currently involved in such as Athletes & Entertainers for Kids. Peggy asked if any of the previous requests for funding were submitted to the wireless service providers? Robert stated that we have a good proposal prepared to submit to various agencies and he wants to approach entities that are privately funded. There are numerous foundations out there and we have approached a limited number of them. He will continue to submit proposals to foundations and many other resources such as insurance companies, and more.

Cindy asked when was the next order period? Robert stated that he will send out the catalog the first full week of April for the spring order period. Patti asked for additional comments or questions. There were none.

TC Appreciation Week 2009/9-1-1 Public Education Month (Ideas)

Cindy Bridges – T-shirts with a beach theme: "Relax...We're on Duty!", sunglasses, flip-flop key chains, beach balls, sand pails. She will also include media releases and an advertising campaign. She also passed around a 9-1-1 flyer created by a teenager that

she will use in the future. She also stated that with the flyer she will provide teens with post it notes/flags, and highlighters.

Peggy will have a regional TC awards banquet. A room has been reserved at the local college, dinner will be catered. The keynote speaker will be Tony Harrison of the Public Safety Group. Heather has been working diligently on this. The banquet will be on Thursday, April 16, and they will give out various items during the week to the PSAPs. She also did their annual calendars.

Sarah ordered deluxe lunch bags.

Christi – NCTCOG, Denco Area 9-1-1 District, Tarrant County, City of Plano, City of Dallas, SWRCC, University Park, and the City of Addison will host an event at the Omni for April 4, 2009. The theme of the event will be Dancing with the Stars night and a commercial starring the TCs similar to the one done by Illinois TCs and will be shown all month. They will also educate different target groups throughout the month. They've also done a media buy through Alisa for TV and radio.

Patty C - purchased 175 copies of the CD – **I Thank God for You** which was played during the 2008 CSEC awards luncheon. They'll also buy CD holder visors. Denco is promoting itself to an audience that doesn't know about them or what goes on behind the scenes of 9-1-1 including city, county, and elected officials. Postcards will be sent specifically to them. Mugs will also be given as an invite to the brunch.

Gail - t-shirts and they'll add something to that. She will make a big effort to go to small cities and promote public education. Patty said to try the libraries.

Pam F. - is in the process of buying new equipment for 24 PSAPs. Her idea is to have an Amarillo Dusters TC night providing free tickets to the TCs and at halftime give away a flat screen television. She hopes that AT&T is going to give her a lot of money. She is keeping her fingers crossed.

Leticia - will provide coolers and water bottles. She will also give each TC a pet rock with the slogan, "TCs Rock"

Charlesetta - t-shirts, send out the Governor's Proclamation, and maybe a poem. She wants to increase her public education efforts during the month as well.

Susan - will participate in the Dancing with the Stars themed event with Christie Eskew and other entities. She'll be doing something every week of the month. The TAG team has worked on something for the tweens. A little card was created about the size of a cell phone with a 9-1-1 similar text message using text language.

Patti D. - will distribute some kind of t-shirt. She's working on the graphics for it. She'll also provide water bottles with a water tight seal.

Alisa - will participate in the Dancing With the Stars themed events with Christi Eskew and the other agencies. She is providing 1,000 battery operated fans, with a 9-1-1 message on it for her TCs. She sent out the Senate resolution proclaiming April as National 9-1-1 Month. She is doing public education programs targeting kids, tweens, adult, seniors, and TCs. The 9-1-1 Baby Billboards are still up throughout the metroplex area.

Sonya - will piggyback off of ideas gathered from this meeting. She is currently promoting 25 years of the Greater Harris County Emergency Network, since initial legislation was signed. They did an open house after 5 years, but it snowed, so she is planning 10 months in advance for a ribbon-cutting ceremony for their new office facility.

Michelle - will have a meal every shift, every day of the week to include desserts, cheese and crackers. One of the local grocery stores donated a fruit platter. She gives a gift. The girls will get scrunchies and guys will get key chains.

Mandy - has nothing definite planned for TC week. Betsy just started and soaking up tons of information about the program. She has talked about having softball activity for the TCs, but nothing is definite as of yet. She wants to do t-shirts, but does not have a theme yet.

Miscellaneous

Cindy gave resource CDs to the new public educators and advised that an updated Resource Manual CD will be distributed to the group at the meeting in August 2009.

Patti asked the group if online registration was working out for everyone. They stated yes.

Patti stated that the webcam/internet portion of the meeting went well. It was being broadcast using a free web service, www.oovoo.com.

Patti stated that the PETS 2008/2009 goals and accomplishments were available on the PETS website (www.911pets.org).

Patti asked for additional questions or comments. The next meeting will be held May 19 at the Frontiers of Flight Museum in Dallas. She thanked everyone for coming and the meeting was adjourned.