



Texas 9-1-1 Public Educators of Texas Meeting  
Frontier of Flight Museum, Dallas TX  
July 31, 2018

**Call to Order, Welcome, Introductions (Pam Frisk)**

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

Aguilar, Lisa	Midland Emergency Communications District
Allen, Chad	Denison Police Department
Campbell, Penny	Denton County Sheriff's Office
Cardona, Susana	PBRPC
Chavarria, Connie	City of Laredo
Craig, Consuelo	Denison Police Department
Crockom, Melinda	CSEC
Davis, Patti	West Central Texas Council of Governments
Dean, Kelsey	Capital Area Emergency Communication District
Dudek, Abigail	Tarrant County 9-1-1 District
Eggar, Beth	Texoma Council of Governments
Frisk, Pamela	PRPC 9-1-1
Garcia, Frances	EL Paso 9-1-1 District
Garcia, Jose	Cameron County 9-1-1 District
Hanon, Pattie	East Texas Council of Governments
Malone, Charlesetta	Deep East Texas Council of Governments
Martinez, Jessica	Amarillo Emergency Communications
Martinez, Tifney	Denco 9-1-1 District
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

**Northern 9-1-1 (Pam Frisk)**

Pam asked if anyone has heard of Northern 9-1-1, one of her PSAP's received a call from this organization. It's a 3<sup>rd</sup> party agency that 9-1-1 call goes through first. Citizen would subscribe, VoIP call. Northern 9-1-1 dispatch. [www.northern911.com](http://www.northern911.com) for more info

**Approval of Minutes (Lisa Aguilar)**

Approval of minutes for May, Charlesetta made a motion to approve minutes. Pattie Hannon seconded the motion, motion passed.

**Treasure's report (Connie Chavarria)**

Connie gave copy of bank statement and intuit quick books statement  
PETS paid 9-1-1 shop reimbursement for t shirts

**By laws (Pam Frisk)**

Bylaws were sent out before meeting for group to review. The only change was added the volunteer secretary co-chair. Charlesetta made a motion to accept the changes to the bylaws, Leticia seconded, motion passed

**President Elect nominations (Pam Frisk)**

There are currently 3 nominees for president elect Today 7/31/18 is the deadline to submit a nominee  
A survey will be sent out for votes and winner will be announced October 2018 meeting

**CSEC Update (Melinda Crockom)**

CSEC was previously working on running its own NG 911 center, now AT&T will be running. CSEC contract provider for COG's and any entity can get on. NG911 service offering, coming out in Newsletter this week. TX School for deaf created PSA for us to use, YouTube numbers spiked, PETS can use PSA, share link 1,200 views of PSA. Contact Melinda for non-YouTube link. Text to 9-1-1 PSA on CSEC website and Facebook.

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

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

**NENA Update (Pam Frisk)**

Send out safety news to Sonya to send out.

**Website update (Lisa Aguilar)**

Website now has a PayPal link as a form to pay for registration. Kelsey now on website as the Volunteer Secretary Co-Chair and the picture rotation is updated.

Pam spoke with Brian with Team 911 about using them as our website provider. Frances stated Team 9-1-1 is less expensive than anyone else for TX conference. It would be a separate website not on team 911. We do not have a contract with Patrick, we pay about \$200 a year. Patrick charges by what we have him do. Pam would like to vote on website decision once she gets pricing info from Team 911. What do we want on our new website-ideas. Frances will send what TX conference has created for their website. RFP, update and submit in October.

**NPEF Post conference report (Patti Davis)**

Had 85 attendees's-42 new people  
2019 will be in Virginia Beach, VA  
Met Trooper Bob from SC-invited for conference next year. Uses emoji for his social media.  
Adam Timm gave great workshop.  
What others took away from conference  
Abby-Social media  
Newsletter coming out soon and needs speakers for 2019/PSA

**Co-op Orders (Stephanie Rocha)**

Update from flat flashlights/slap bands will be in next week  
Fall co-op September 7<sup>th</sup>?  
Items  
Lunch totes  
Fans  
Cell phone holders  
Stress relievers  
Ear pods  
Zipper pouches  
Case with ruler and pencil  
Magic nail file-folds

Gadget bags  
Erasers

My911shop items we are getting at their price, book marks, pencils pencil sharpener, classroom kit  
Stickers, rulers' highlighters, dispatcher pens. Add on books. Stephanie will send out to Lisa to send to group.  
Can still order items from the previous co-op order, may not be at previous price, get with Stephanie. Group  
would like an item with text slogan. Will verify if activity book says you can't text 911.

Once product is received Stephanie sends invoice [cogstephr@gmail.com](mailto:cogstephr@gmail.com) Let Stephanie know if anyone is  
interested in other products.

Melinda-if you want updated DVD with texting taken out let her know and she will send you a DVD  
[Melinda.crockom@csec.texas.gov](mailto:Melinda.crockom@csec.texas.gov)

### **Goals page Where are we now (Pam Frisk)**

Already discussed updating website

Committee together for a strategic plan

**Improved payment registration process-** (PayPal) added to PETS website

**Create an app-back burner,** PETS cost a lot of money to create/maintain use social media

**More co-op orders-**done

**Page of slogan's in the Drop box-**More pub ed message

**Online pub ed webinars-**Abigail has YouTube videos. Look into for the future. A lot of people available to  
help someone out. Abby offered to help

**Live presentations during meetings-**done, try to do a presentation every meeting

**Snap chat filters/GIF-**Can create your own meme's and can share with each other. SC filters are designed by  
area. Can pay \$3-5 for your event. Leticia will research snap chap filter for 911

**Age appropriate Curriculum-**On drop box and will be discussed in presentations

**PDF of education material-** On drop box. Send old info to Pam

**Continue to have committee's/Alumni**

**Create toolkit-** On drop box

**Social media expansion**

**Recruit/maintain membership**

**Education for older school kids-**working on

**COG/Districts/Home Rule-**Discuss at future meeting

**Database of members for specific educator skills**

### **Committee Break Outs Discussion (Pam)**

Sonya to be NENA update and Kelsey to be Public Information Chair and Social Media. Duties were updated  
for resource chair, take out resource book only change that was made.

### **Committee Break Out/Reports**

#### **Mentor-Francis**

3 new attendees', went through website, went through drop box and newcomer's guide. Email Stephanie for  
911shop to negotiate prices. Explained how co-op orders work

#### **TC Recognition-Leticia**

Talked about Potter Randall 911 TC family cookout, Big Texan in Amarillo, starlight Ranch, partnered with  
them, had first responder's night. District wanted their own for dispatch, free buffet, zip line tickets, maze, band  
and open to the public. T-shirts, photo booth. Started up TC spotlight, do it every month. Entails how long been  
with agency, what's most important, and puts on social media. Raffles for those on duty during events.

#### **Resource-Abigail**

Talked about what could be added to co-op orders. Popular item (uploaded to team 911). Media stands, sharing  
different designs with my911shop.

### **Public information-Kelsey**

We brainstormed possible ideas for many social media avenues. Kelsey will draft an email to all of PETs, for Lisa to send out, asking for committed volunteers for the committee. Once she has a complete list of the committee members, she will create an email group for the committee. Kelsey will look into/research all the ideas and suggestions from the brainstorming committee session at the meeting, and then email the group with a plan of action.

### **911 Presentations**

#### **Susan-kids**

What to take-different learning styles. Interactive, emergency not quite an emergency flash cards game. Cell phone sally video, activity pages, special item/gift for teachers. Bring special items for kids who volunteer. Baby wipes, or hand sanitizers.

What to do-get to school early to check in. Time to set up. Be flexible

Teach 9-1-1 app.

Know the difference between a story and a question. Give handouts to teachers

#### **Frances-Teens**

85% presentation are high school students

A lot of law enforcement in El Paso

Do not treat them like children, treat them with respect. Thank them for inviting you there. Make friends with teachers. Uses modified version she uses for adults. Has pictures of dispatchers, uses local statistics. Tells teens, she's not here to tell you what 911 is, you guys know. TCOLE slide talk about job to be a dispatcher, and how run a background check to be a TC. Link to website for employment. Must know your stuff, make eye contact, walk around. Be yourself

Have slide printed as a reference incase AV not working

Dress comfortably

#### **Charlesetta-Adults**

Be lively, dress for crowd, and give agency, establish credibility

Speak about-911 is for emergencies. Adults are the biggest abusers of 911. How many of you still have landlines phones? Leads into discussion about wireless phones. What is the address of where you are right now? May have a new person who doesn't know name of a place. Frontiers of Flight of Museum, go into staying calm, asking questions and explain why all questions are asked. Make sure phone is locked and talk about accidental calls, are calls are recorded. Know your location, driving home. What's the street before yours. Uninitialized phone. Learn non-emergency numbers. Discussion about teaching their children about knowing their address, and address of grandma's house, go look at mail. Posting address. Always have goodies to give away.

#### **Abigail-Seniors**

Bring tote bags-bring extra and put the same items in every bag

Seniors love to hear about new technology with 911

Talk about landlines-they are afraid of landlines going away.

She gives magnets for non-emergency numbers

Non-Emergency transport

Talk about any news to clear up confusion/negativity

### **Share Time**

**Charlesetta**-Various events for children/adults ordering for 911shop

**Patti D**-APCO in Vegas, Texas night out, Hawaiian shirt will be on website, doing co-op order

**Stephanie**-Nothing

**Joe**-Prepping for NNO starting in August invitation to work with high schools

**Kelsey**-nothing

**Beth**-Designed text to 911 education material

**Chad**-nothing

**Lisa**-Doing 50<sup>th</sup> anniversary for September 11<sup>th</sup>. Ordered shirt from 911 shop and getting pins passed out at TX conference.

**Pam**-NNO in October, XIT parade

**Connie**-Back to school events, ordering school supplies

**Francis**-TX 911 implementation, worked on media kit English/Spanish brochure. Community events

**Susan**-back to school, fire truck pull, NNO text to 911

**Leticia**-Block parties, TC family night, NNO

**Jessica**-nothing

**Abby**-Back to school roundup 10,000 school supplies. Safety rally, 2x a month for 8 months, NNO

**Susana**-Back to school events, public notification of text to 911 ordering pub ed material, looking into trunk or treat, red ribbon week with one County with 3,200 students

**Pattie H**-Ordering Cups for TC week, Yeti style cups 50<sup>th</sup> anniversary of 911. Will send cup info to group. Going back to director need to order stuff and needs to get in on the co-op order for fall.

### **Other Business**

October 23<sup>rd</sup> Leticia and Audrey hostess

### **Adjourn**

Francis made a motion to end meeting, Susan seconded, meeting adjourned