

9-1-1 Public Educators of Texas



2nd quarter meeting
Tuesday May 4th, 2021
10:00 am

Call to Order - Welcome, Introductions (Audrey Wilbourn) Discussion while waiting for the meeting to call to order: NIOA National Information Officers Association introduced by Sonya Clauson - made up of PIOs from various agencies and sectors. Consider joining. TAMIO Texas Area Municipal Information Officers which allows her to meet other PIOs from the community - doing a lot of webinars, they have an annual meeting/conference. The meeting was called to order at 1011 by Audrey, and she welcomed everyone.

The following people were in attendance:

Attendee / Agency

Andrea Wilson / Montgomery County 9-1-1

Audrey Wilbourn / RC Sheriff

Becky Cooley / Central Texas Council of Governments

Carla Hebert / West Central Texas Council of Governments

Charlesetta Malone / Deep East Texas Council of Governments

Doug Burks / West Central Texas Council of Governments

Joe Garcia / Cameron County 9-1-1

Jennifer Smith/ Permian Basin RPC

Laura Richardson / Alamo Area Council of Governments

Patti Davis / West Central Texas Council of Governments

Pattie Hanon / East Texas Council of Governments

Samantha Martin / ATCOG

Sharon Brown / City of Houston

Sonya Clauson / Harris County 9-1-1

Susan Rodriguez / Plano 9-1-1

Vangie Dovalina/ AACOG

Approval of Minutes (Sharon Brown) Susan Rodriguez made motion to approve minutes and it was seconded by Leticia Truex. Approval of minutes for 1st quarter minutes February 02, 2021. Minutes sent out for approval.

Treasurer's Report (Leticia Truex) Leticia gave the treasurer's report. The balance as of today is \$5061.95.

APCO Booth Update – August 2021 Previous debate about the cost of the booth. The price is \$27/per sq ft., August 16-17th. Listed amenities for booth rentals. Carpeting is not included but required for all renters. Estimated cost over \$2700. Andrea Wilson inquired what would our goal or focus be for renting a booth. Leticia Truex proposed a dinner for PET attendees at APCO Conference. Discussed the cost of the booth versus the benefit to potentially acquire a few members. Not much ROI for the money. No tax break for us. Doug Burks proposed putting PET signage in his booth 911 Shop. Will do survey for making additional keys and will check with Steve Jones / Cindy Bridges about who has the keys, access to PET materials. UPDATE: Steve does not have the keys but proposed asking Maria Lemonds.

Is it cheaper to get new keys made? Possibly ordering a new free-standing sign. Doug Burks is willing to ship the sign to where it needs to go after the conference. Vote to buy a new sign proposed and seconded.

Mentoring Chair vacancy Frances no longer here which created a vacancy. Audrey Wilbourn presented the responsibilities for the chair and requested nominations or volunteers for the chair. Maybe next meeting we can break out into groups. Susan Rodriguez advised she might be interested but unsure if she will be available for the next meeting. Sonya Clauson inquired if it is a chair that could be covered by one of the other officers, to match new educators with more senior ones. Leticia proposed making it the responsibility of the immediate past president and rolling them into the role following their tenure as president. Will see if there are any volunteers before the next meeting.

CSEC updates (Melinda Crockom - Not in attendance). Sonya covered the update/report on Melinda's behalf. Working on updating Cell Phone Sally activity book - it is in final stages of review. Laura Torres is assisting with the Spanish translations and edits. Current book is outdated. New one will be out soon. 86-89% of calls from cell phones, added verbiage for cellular devices. Any images or activity sheets welcomed, looking to offer new sheets. Updated colors and shape of Sally.

PET Educator of the Quarter (Melinda Crockom - Not in attendance) Covered by Sonya. Announced Leticia Truex as the PET Educator of the Quarter.

NPEF Update (Melinda Crockom - Not in attendance) Covered by Sonya. Conference will be virtual, and registration will open this week. **Dates July 13-14th. Call for sessions went out yesterday, due by May 28th.**

Co-op Order / My 9-1-1 Shop (Doug Burks) Sending Leticia a first responders' mug in honor of being chosen as Educator of the Quarter. 911 Shop will have booth at NENA and APCO conferences. New items on website will be featured on call today at 2pm. Shirts have been selling well. Trying to use local vendors in and around Texas. On co-op ordering, anything on website, Doug will work with anyone that needs a bulk order to get the best price for everyone. Ideas or suggestions for new items? Drawstring backpacks with school supplies - for event in June - to hand things out.

NENA Update (Sonya Clauson) Would like to know who all is going, possibly meeting with all attendees. Working with committees to promote what they are doing. Sending documents to communications then Chris Nussman. On Peer support document that just came out.

NOTE: Next meeting date in July coincides with NENA Conference conflicted with meeting. TNT will hold their meeting on the 19th and PET will meet on July 20th instead of the 27th. CHANGE THE DATE on your calendars.

WIN (Sonya Clauson) Women In 911 had a great webinar in March. Recorded messages available on the website. 300-400 attendees. Next webinar will be June 10th @ 12pm CST - "Finding your voice in NENA" featuring a panel of speakers and topic of getting more involved. Making plans for session featuring high profile women in the industry with a reception following. Educator for Loveland, Colorado - Sammie - has a podcast that comes highly recommended - "How to 911". Features two dispatchers on doing new style community outreach. NG911 Institute Kate Smead also has a podcast. Sonya will send links. Erica Mays interviewing people. On community page adding resources for members. Will add presentations. Bi-monthly happy hours. Agencies that are not recognized. Getting other PSAPs sponsorship. Possible blog article on ways to recognize telecommunicators. Making others more aware of legislative issues.

Legislative Update (Andrea Wilson) Into tail end of legislative season, regular sessions about to end. Will email list of bills to Secretary Sharon Brown. Bills are highlighted with hyperlinks for direct access. Some bills did not go pass the committee. Bill 1864 to change the labor code (reclassification) for telecommunicators but will not go anywhere, just referred to district at the end of March. House Bill 746 may be voted on soon, will require CPR training for all telecommunicators as a TCOLE requirement. A law enforcement dispatcher should be able to start CPR before completing transfer (to EMS). Alternate work schedule for police dispatchers < more pertinent to smaller municipalities (see Bill 792). House Bill 2911 will give districts in Texas to set their own wireless service fee up to a cap of .75 to help cover the cost of upgrading to NG911. Claims for benefits and compensations including telecommunicators.

October PETS meeting update (Laura Richardson) ACOG has moved locations, unsure if the board room will be ready - in the middle of remodeling. Booked public safety room to accommodate an in-person meeting of no more than 50 attendees. Will have a location and place for everyone. TUES, October 26th meeting. No other conflicts at this time.

Presentation (Susan Rodriguez) Presented "Zoom, Zoom" about presentations for virtual 9-1-1 education opportunities. Maintain relationships with teachers. Small groups accommodate the free Zoom account. For larger groups, may need to pay for an account to accommodate group meetings. Consider that your agency may or may not be willing to cover the cost.

Make sure everyone mutes their mic. Utilize thumbs up for YES and thumbs down for NO. Allow teachers to help facilitate question and answer time. Dealing with technology issues. Lots of videos! Ensure adequate planning and preparation.

Share Time – 2 minutes

Leticia Truex shared the pins and bags that her agency gave to their telecommunicators. April campaign turned into 3 PSAs: Know your location / Speak calm and clearly / ... Radio PSAs through Cumulus. Created virtual classrooms on website. March of Dimes sponsorship with purple capes. Student Citizens Academy presentation. First Responders night. Varsity Sports has t-shirts they offer to Fire Dept. Potter

County sells ad space on the back so they agency does not have to actually pay for the shirts. Sold Pink out shirts with five area high schools. "Let's Talk Tuesday" - featuring 30 second videos of dispatchers asking for three things they would want the community to know.

Susan Rodriguez agency did Survivor themed bags with water bottles, fire emojis, know what team you're on buff cloth, hat for protection from jungle, immunity idol = challenge coin, candies. Had to participate in different challenges to win immunity. Sent pictures to document their participation. At the end of the week, fire personnel sent single line shirts for the team. Gearing up for citizens academy. Most recent one was completely virtual. Drive through in person events only in 30-minute time frames. Balloon festival will be scaled down.

Becky Cooley did cups for agency and pop sockets. Was not able to do as much this year.

Patti Davis did (5) - 15 second PSAs. Using CANVA.com, designed items for TC Week ordered through My 911 shop: custom aprons with small BBQ set(s). Decals. Visited all 18 PSAPs over 5 days. Doing a behind the scenes video and how telecommunicators handle calls in small, rural agencies. (Leticia suggested using Tik Tok to make the videos.) Class by local non-profit, the Neurology of Trauma Calls, and using a journal - a positivity log - making one for all the PSAPs. A tool to jot down good encounters that happen during their shift to share with other shifts and the rest of the team to boost morale.

Sonya Clauson shared social media campaign, will do annual campaign at the end of May. This year, based on feedback, will feature news releases regarding preparedness tips. "Plumbing isn't a reason to call" - "Power outage alone isn't a reason to call" - received negative feedback. Messages shared from Centerpoint. GHC passed out a tumbler. About to start agency advertising campaign featuring social media and digital ads. A series of upcoming presentations on Facebook with various topics that may be beneficial. Summer series of government workshops featuring best practices for Instagram, etc. Changing security and two-step authentication. May join Instagram soon. GHC Director Laverne S. is retiring on May 31st - received Laverne Hogan award. Board announced replacement is Stan Vernon, he will be appointed at the beginning of next month.

Laura Richardson did gift bags for telecommunicators, featuring see through, clear cups, desk frame set and RFD credit card holders. Each PSAP got a big gift basket. Last year they got massage chairs. New equipment in PSAPs.

Audrey Wilbourn announced Melinda will not be able to continue on as Communications Chair. Responsible for overseeing maintenance of website, accurate record of PET, updating membership, and maintaining historical data. Leticia volunteered to maintain the website on WIX. She does not want to chair the committee, but will handle the website. Will discuss again at the next meeting and send the posting via email to the PET group. Is the president able to appoint someone? We can ask for volunteers to allow someone not here to be involved.

Adjourn

Motion to adjourn made at 1153. The motion was accepted and the meeting was adjourned.