

RESPONSIVE

A News Brief of Tarrant County 9-1-1 District



Ingrid Massengill, Arlington 9-1-1 calltaker, Triniti Hawkins, six-year old 9-1-1 Kid Hero, Greg Petrey, TC9-1-1 Executive Director, Alisa Simmons, TC9-1-1 Public Relations Manager, Jamonica Miller, nine-year old 9-1-1 Kid Hero, Carissa Katekaru, North Richland Hills dispatcher at National 9-1-1 Education Month news conference at the Arlington Emergency Operations Center.

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Advertising Campaign



“9-1-1 Needs to Know Where to Go: Know Your Location” was the message on billboards and in television advertising during National 9-1-1 Education Month. With approximately 70% of 9-1-1 calls originating from cell phones the need remains to increase public awareness about the challenges of location determination technology. To view the television spot, visit our website at www.tc911.org.



Tarrant County 9-1-1 District
2600 Airport Freeway
Fort Worth, Texas 76111

RESPONSIVE is a publication of the Tarrant County 9-1-1 District. Its purpose is to inform and educate those who are served by the district. Any contribution in the form of articles, comments or questions may be submitted to the editor, Alisa Simmons.

To receive future **RESPONSIVE** News Briefs, please contact Alisa Simmons, Manager of Public Marketing at (817) 820-1189 or asimmons@tc911-org.

News Briefs are also available electronically in Adobe Acrobat PDF format.

A Message From The Executive Director



Honoring Our Calltakers

by Greg Petrey, Executive Director

Each spring, we pause to honor the men and women that answer our 9-1-1 call for help. More than 800 calltakers stand ready twenty-four hours a day, seven days a week to help the citizens within the Tarrant County 9-1-1 District in their time of need. These calltakers are more than just dedicated public servants, they are heroes.

Calltakers must be able to adapt to an environment that is constantly changing. They might be “twitting their thumbs” one minute and taking a call involving a house fire with trapped victims seconds later – while working 12 hour shifts. They rarely get to observe all holidays for at least the first five years of their career. They work evenings and nights, and must be willing to accept last minute schedule changes. But, I can’t think of a job more rewarding.

Calltakers must handle stress well including insults and name calling. They must console victims, even when they may need consoling themselves. They may even be the last person someone ever speaks with because they might answer the last call an individual ever makes. Calltakers must really love their job, the people they work with and even the caller who called five-hundred times tonight because they are lonely.

To each of these calltakers, I want to salute you and express my personal THANK YOU for all that you do. Thank you for allowing us to be your partner as we all provide the citizens of the Tarrant County 9-1-1 District the best possible service in their time of need.

PSAP Public Education



More than ever, Tarrant County 9-1-1 Center managers and dispatchers are eager to educate their communities about 9-1-1. One example is Irving 9-1-1. With 9-1-1 mascots Cell Phone Sally and Red E. Fox in tow, the Irving 9-1-1 public education team spent the month of April and part of May educating second graders about 9-1-1 at the city’s 26 elementary schools.

Right: Irving 9-1-1 Dispatcher Shakita Purifoy and communications manager Lisa Atkins teach 2nd graders about 9-1-1.



Telecommunicator Appreciation Event



Throughout April, dispatch centers nationwide recognize their own telecommunicators, with gifts, treats, fun activities, during city council meetings and similar ceremonies. The Tarrant County 9-1-1 District also takes pride in showing appreciation to the nearly 800 9-1-1 calltakers and dispatchers that work at the district's 50 public safety answering points.

This year, Tarrant County telecommunicators were treated to dinner and casino night at Cowboys Stadium. Nearly 700 telecommunicators and their guests attended the event which featured stadium tours, dinner, casino fun, a comedian and live music from Fort Worth band, Latin Express.



To see more photos or order prints, go to www.creative-expressphoto.com and click on the gallery named TC911 Event April 2010. Enjoy!

Tarrant County 9-1-1 Participates in National 9-1-1 Education Month

Every effort to educate citizens about 9-1-1 makes a difference! That's why the Tarrant County 9-1-1 District supports and joins the effort of the United States Congress and 9-1-1 industry professional associations each year in observing April as NATIONAL 9-1-1 EDUCATION MONTH.

April 2010 was filled with activities and efforts to observe National 9-1-1 Education Month in Tarrant County. A news conference recognizing two children, ages six and ten, kicked-off the district's concerted efforts to enhance the agency's awareness efforts. The month's activities included an advertising campaign and culminated with a Telecommunicator Appreciation event designed to thank 9-1-1 telecommunicators from throughout Tarrant County for their dedication to public safety.

News Conference

Tarrant county 9-1-1 District collaborated with the city of Dallas 9-1-1 system, Denco 9-1-1 District, North Central Texas Council of Governments and the city of Plano 9-1-1 to kick-off National 9-1-1 Education Month locally with a news conference. During the event, held at Arlington's state-of-the-art Emergency Operations Center, this coalition of north Texas 9-1-1 administrative entities unveiled its new advertising campaign and recognized eight-year old Triniti Hawkins and nine-year old Jamonica Miller for their live-saving calls to 9-1-1.

Tarrant County 9-1-1 Participates in National 9-1-1 Education Month

Kid Heroes

Triniti Hawkins - Six-year-old Triniti Hawkins spent the night with her grandmother. The next morning Triniti noticed that her grandma wasn't answering her phone, which rang on several occasions. Triniti attempted to wake her grandmother, but wasn't able to do so. At approximately 9:00 a.m. on October 10, 2009, Triniti realized the difficulty she was having waking her grandmother was unusual. After attempting to call both of her parents, Triniti dialed 9-1-1. She reached tenured 9-1-1 calltaker Ingrid Massengill. Ingrid worked with Triniti to confirm the address of the emergency. Triniti advised the calltaker that she was being babysat by her grandmother and couldn't wake her. According to medical personnel, if Triniti had not been there, her grandmother would not have gotten the help she needed to stay alive. For her quick thinking and life-saving call, Triniti Hawkins was recognized as a 9-1-1 Kid Hero.

Jamonica Miller - Nine-year-old Jamonica Miller's call to 9-1-1 highlights the challenges inherent with wireless technology and the 9-1-1 network. Jamonica and her father Jerry were driving on Loop 820 in the North Richland Hills area on March 7, 2010 when something went terribly wrong. Mr. Miller suffered a seizure while driving...which resulted in an automobile accident. Jamonica immediately dialed 9-1-1 from her cell phone and reached North Richland Hills dispatcher Carissa Katekaru. Using landmarks and a variety of other methods Dispatcher Katekaru and Jamonica worked together to determine the location of the emergency and get help to her dad. Upon hearing Jamonica's harrowing call to 9-1-1; you will understand why this brave, quick-thinking youngster is being honored as a 9-1-1 Kid Hero. To hear both calls visit our website at www.tc911.org.



Left: Kid Hero Jamonica Miller is interviewed by the media; Right: Kid Heroes Triniti Hawkins and Jamonica Miller display their 9-1-1 Kid Hero plaques.

Fort Worth Police Communications Receives Congressional Honors

The E9-1-1 Institute, in conjunction with National Emergency Number Association (NENA), the Association of Public-Safety Communications Officials (APCO), the National Association of State 9-1-1 Administrators (NASNA), the 9-1-1 Industry Alliance ("9IA") and the Congressional E9-1-1 Caucus, presented the Fort Worth Police Communications Call Center, with the Outstanding 9-1-1 Call Center Award as part of the 7th annual "9-1-1 Honors Gala" in Washington D.C. this past spring.

The Outstanding 9-1-1 Call Center Award honors a specific Public Safety Answering Point (PSAP) for its excellence in key emergency communications areas ranging from the handling of emergency situations reported to 9-1-1 to the deployment and management of new technology. The Institute recognized Fort Worth 9-1-1 for its implementation of a series of positive changes to the Call Center in 2009 to not only provide a better atmosphere for employees but better service to 9-1-1 callers as well.

One of the most helpful additions was the Spanish Que, created to assist with the Spanish speaking citizens and reduce the wait time for callers. When a Spanish speaking employee is on another call, the Language Line can be accessed. Additionally working towards assisting Spanish speaking customers, the call center purchased Rosetta Stone for Spanish and installed the software on a computer that allows all employees to improve their Spanish speaking skills.

"The goal of the E9-1-1 Institute 9-1-1 Honor Awards is to honor individuals and teams who have demonstrated heroism and leadership with respect to 9-1-1 services and emergency communications", said Carla Anderson, Deputy Executive Director of the E9-1-1 Institute. "The Fort Worth 9-1-1 center impressed the awards committee as an operation that employ a team of extraordinary people who have risen to the call to save lives, educate others, and improve emergency services for everyone", she added.

The E9-1-1 Institute (www.e911institute.org) is a not-for-profit organization which provides administrative and policy support to the Congressional E9-1-1 Caucus. The purpose of the E9-1-1 Institute is to promote public education and awareness of E9-1-1 and emergency communications issues and serve the Congressional E9-1-1 Caucus as a clearinghouse of information on E9-1-1 and emergency communications issues.

The Congressional E9-1-1 Caucus is co-chaired by Senators Richard Burr (R-NC) and Amy Klobuchar (D-MN), and Representatives John Shimkus (R-IL), and Anna Eshoo (D-CA).



Pictured left to right at the E9-1-1 Awards Gala:
U.S. Representative John Shimkus (R-IL), Jhonnie Ortiz, FW Police Communications Manager, Shirley Coe, FW Public Safety Communicator II, Cary Beckrich, FW Public Safety Communicator I, Abdul Pridgen, FWPD Police Deputy Chief and Arthur Prest, E911 Institute board member.
