

# PRESS RELEASE



**Phil Dyer**  
Mayor

**Harry LaRosiliere**  
Mayor Pro Tem

**Lee Dunlap**  
Deputy Mayor Pro Tem

**Pat Miner**  
Place 1

**Ben Harris**  
Place 2

**Vacant**  
Place 3

**Lissa Smith**  
Place 4

**Jean Callison**  
Place 7

**Thomas H. Muehlenbeck**  
City Manager

FOR IMMEDIATE RELEASE

April 1, 2010

CONTACT:

Susan Rodriguez  
PSC Education Representative  
972-941-7943

## City of Plano PSC Recognizes April as National 9-1-1 Education Month

*Joins with national public safety leaders to promote  
9-1-1 awareness and proper usage*

Today, City of Plano Public Safety Communications begins a month-long campaign in recognition of **April as National 9-1-1 Education Month**. The department joins the United States Congress and the National Emergency Number Association (NENA) in bringing attention to the role they play in ensuring effective and efficient emergency response in times of crisis. The media, the 9-1-1 community, the wireless industry, and public information providers are encouraged to promote 9-1-1 awareness and education activities this month.

“For 40 years, 9-1-1 has served as the vital link between the public and emergency services,” said NENA CEO Brian Fontes. “Public education and awareness initiatives over the years have contributed in large measure to the incredible success of the emergency communications system as a whole. It is our hope that all groups interested in promoting and enhancing the safety and welfare of the public will help deliver critical 9-1-1 messages this month.”

As consumers utilize new communications technologies and devices, 9-1-1 education takes on an increased importance for everyone, but especially for children, teens, and parents. Susan Rodriguez, 9-1-1 Public Education Representative advises, “It’s no longer important to just know to call 9-1-1. Wireless devices have made the location of emergencies the most vital piece of information for 9-1-1 call takers. Location technology is not exact, so help us help you...know your location when calling 9-1-1.”

The City of Plano Public Safety Communications department is partnering with Tarrant County 9-1-1 District, DENCO 9-1-1 and North Central Texas Council of Governments to educate citizens this month. Please see the City of Plano website for more information regarding 9-1-1 education:

<http://plano.gov/Departments/PublicSafetyCommunications/Pages/9-1-1Education.aspx>.

NENA has also made a number of public safety educational resources available via its **National 9-1-1 Education Month** webpage, [www.nena.org/education/911-education-month](http://www.nena.org/education/911-education-month), including an e-Brochure entitled *Making 9-1-1 Work for YOU!*, which is designed to provide essential information about the 9-1-1 system and emergency response.