

PRESS RELEASE

P.O. Box 860358 Plano, Texas 75086-0358
972-941-7000 www.plano.gov



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Captain Peggy Harrell
Fire Department
Ph. (972) 941-7421
peggyha@plano.gov

Plano Fire Crews Rescue Woman from Burning Home

Plano Fire crews rescued a 61-year-old woman from her burning home Tuesday morning. The woman was home alone and called 9-1-1 herself, but was unable to give her address or make her way from the home.

When the first fire engine from Plano's Fire Station 12 arrived at the home in the 3800 block of San Mateo Drive, firefighters entered the home to find fire in a bedroom and heavy smoke throughout the house. The woman was carried from the home and transported by ambulance to The Medical Center of Plano.

Despite the woman's inability to state her address, the 9-1-1 operator quickly dispatched fire crews to the home after hearing the victim coughing and smoke alarms sounding in the background. Soon after dispatching fire crews, Plano dispatchers received a call transferred from Dallas 9-1-1 from the woman's husband stating his wife had called him reporting the house on fire and giving her location in the home. This information was relayed to responding fire crews and aided in their locating the victim in the home within six minutes of the start of the call to 9-1-1.

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