



► Quality Assurance programs receive added emphasis and resources.

PAGE 2



► Scholarship winners attend Emergency Medical Dispatch Conference.

PAGE 3



know your location.

PAGE 3

► 9-1-1 Awareness Week media campaign emphasizes need to



expansion.

PAGE 4

► Save the date for Denco 9-1-1's Open House and tour of its building

the **DENCO 9-1-1**

**update**

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## NEWS WATCH



Interested in serving on the Denco 9-1-1 Board of Managers? Information on nomination for a Municipal appointee was sent to your city during May.

Harlan Jefferson, Town of Flower Mound City Manager, is the current appointee.

Board members are eligible for re-appointment.

## PAY-AS-YOU GO INTO THE FUTURE

*In budget year 2011, Denco 9-1-1 anticipates spending **2.5 million dollars of its reserve funds** to deploy a new generation of 9-1-1 equipment and services.*

The primary focus of the 2011 budget is the deployment of a new generation of 9-1-1 equipment and services. The new 9-1-1 system will add network and equipment that will position Denco 9-1-1 to receive elements of the "Next Generation 9-1-1" technology that are not yet available, but are anticipated in the not-to-distant future.

Industry standards and applications for sending text messaging, video and other forms of data to 9-1-1 are topics of high interest in the 9-1-1 and telecommunications industries. Texting is the preferred method of communication by persons who are Deaf or Hearing/Speech impaired. It is also helpful during emergency situations where speaking would endanger the caller.

Subject matter experts in telecommunications, network, geographic information systems, 9-1-1 call processing, support and administration evaluated proposals from multiple vendors to arrive at the most efficient and effective system within the District's resources. Denco has been in the planning and procurement mode for this deployment since September, 2009 and is currently involved in negotiations with a vendor to provide new generation ready equipment, network and services.

Denco 9-1-1 financial management philosophy combines visionary planning, forecasting and fiscal management that allows for financing this major project, without debt.

It is the District's intent to have the new system fully implemented by the end of the fiscal year 2011.



# DENCO 9-1-1 BOARD OF MANAGERS

As the governing body for the District, the County, participating cities and the Denton County Fire Chiefs Association appoint the board.

- COUNTY APPOINTEES**  
*Mr. Jack Miller, Chairman*  
*Mr. Bill Lawrence*
- CITY APPOINTEES**  
*Mr. Harlan Jefferson*  
*Mayor Olive Stephens, Vice Chairman*
- FIRE CHIEF ASSOC. APPOINTEE**  
*Chief Lonnie Tatum, Highland Vlg, Secretary*
- ADVISORY MEMBERS**  
*Keith Stephens, Verizon*  
*Leddie Taylor, Attorney*

Regular meetings of the Board of Managers are open to the public. They are held on the Second Thursday of Odd Months at 8:30 a.m. at the District offices.

Visit [www.denco.org](http://www.denco.org) or call for an agenda.



## Quality Assurance for EMD

Using the protocols of an Emergency Medical Dispatch program without having an active Quality Assurance program is like having a bowl of Jello - without the bowl! Since 1993, Denco has provided funding for training in Emergency Medical Dispatch (EMD), an invaluable program that has saved lives and reduced injuries to 9-1-1 callers across the County. For the past two years, Denco has enhanced its assistance with additional Quality Assurance resources.

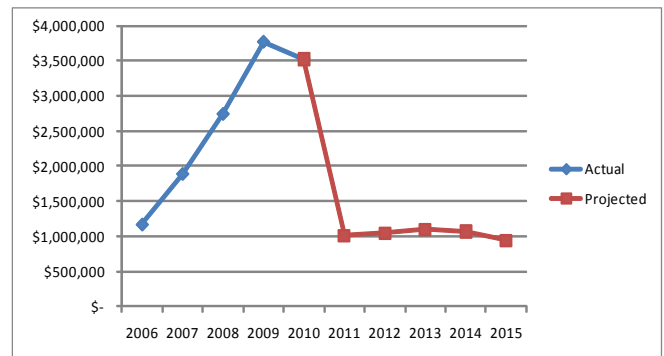
Here's a summary of the work that is going on across the District, and some of the resources Denco 9-1-1 has offered to nurture and grow Quality Assurance (QA) programs at the 9-1-1 Communication Centers it supports.



- Since 2008 Denco has contracted with EMD subject matter expert, Melissa Allen to provide support to all centers that dispatch for EMS. Melissa works 20 hours per week for Denco 9-1-1. She is also a Priority Dispatch instructor.
- Denco facilitated an EMD-QA Task Force, composed of management staff from the agencies it supports, to develop compliance standards and a plan for meeting those standards.
- Denco implemented and continues hosting an EMD-QA User's Group to improve the skills of personnel involved in Quality Assurance.
- Refresher training on all key components of EMD that may ultimately be evaluated during a QA audit is provided at no charge. Both day and evening classes are available. Additionally, the training is video taped for widespread distribution.
- Denco purchased software and provided training on AQUA software, which helps streamline the QA process, for all participating agencies - a savings of over \$6000 to each Communication Center.

## Denco's Financial Shape

Historically, Denco 9-1-1 has been able to avoid financing equipment and services by building sufficient reserves to offset the capital cost for growth and enhancements. In the coming year, Denco 9-1-1 will spend much of its reserve funds on its Next Generation project.



# 9-1-1 EDUCATION CAMPAIGN



During April's 9-1-1 Education Month, billboards and television ads stressed the importance of knowing your location when you call 9-1-1. Without this key information, 9-1-1 dispatchers cannot send police, fire or medical responders. Sound simple? It isn't always easy. Try this exercise: when you're driving, ask yourself how you would report your location to 9-1-1. Are you aware of cross streets? Are there any identifying landmarks you could report? If you have children, help them to become more aware of their location by making a game of this activity.

## Scholarships Awarded

Nancy Beckley, Carrollton 9-1-1 Telecommunicator and Corporal Bonnie Putnam of the Denton County Sheriff's Office (pictured here, L to R) were awarded the 2010 Dr. Allen Groff Emergency Medical Dispatch scholarship by Denco's Board of Managers.



The winners attended *Navigator*, the premier educational conference for 9-1-1 professionals who employ Priority Dispatch protocols when dispatching calls.

All Telecommunicators in the Denco 9-1-1 area, who dispatch for EMS, are trained as Emergency Medical Dispatchers (EMDs) using the nationally recognized and certified Priority Dispatch System.

When a 9-1-1 caller has a medical emergency, the EMD uses a medically proven flip-card system to ask detailed questions about the situation and provide pre-arrival instructions, when appropriate. Using the system, Telecommunicators can provide step-by-step instructions for performing CPR, the Heimlich maneuver, and even delivering a baby.

# 45 BUDGET APPROVAL PROCESS

Member jurisdictions, which include Denton County and all cities within the County have **45 days** to review and vote on the Denco 9-1-1 Budget. Key dates in the process are outlined below.

- | **MAY 13, 2010**  
*Board of Managers approves draft budget.*
  
- | **MAY 14 - JULY 7, 2010**  
*Draft budget sent to local jurisdictions for review and comment. All comments to be considered by Board of Managers at July 8th Regular Meeting.*
  
- | **JULY 8, 2010**  
*Board of Managers approve a final budget for Fiscal Year 2011.*

- | **OTHER DETAILS**  
*If the approved budget is the same as the draft, the district will notify members that the draft was approved.*

*If changes are made, the budget is sent to member jurisdictions with a letter outlining those changes.*

○ FLEXIBILITY | ○ HONESTY & INTEGRITY | ○ TEAM WORK | ○ DECISIVENESS

Your Local Coordinating Agency of 9-1-1 Emergency Service

[WWW.DENCO.ORG](http://WWW.DENCO.ORG)

WE WELCOME YOUR  
COMMENTS AND  
QUESTIONS



972.221.0911  
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[www.denco.org](http://www.denco.org)



invite  
coming  
soon

Nibbles, Demos & Tours

August, 2010

Denco 9-1-1 Open House  
Come see how we've expanded!



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