



Greater Harris County 9-1-1 Emergency Network

FOR IMMEDIATE RELEASE

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LOCAL 9-1-1 PROFESSIONALS RECEIVE STATE OF TEXAS 9-1-1 AWARDS

Harris County Sheriff's Office Personnel Recognized as Texas 9-1-1 Telecommunicator of the Year and Team 9-1-1 Award

Harris County Sheriff's Office 9-1-1 professionals will be recognized with two awards at an event for 9-1-1 professionals across the State of Texas. The annual awards banquet will be at the Galveston Convention Center on Wednesday, April 9, 2014 at 11:30 a.m.

Harris County Sheriff's Office 9-1-1 telecommunicator **Stacey Frilot** will be honored as the 2014 **9-1-1 Telecommunicator of the Year Award** by the Texas Chapter of the National Emergency Number Association (NENA). Ms. Frilot is recognized for her exemplary handling of an incident on November 8, 2013, that involved a shooting at a house party where multiple victims received gunshot wounds and resulted in two deaths. Within minutes the Harris County 9-1-1 call center was flooded with frantic callers—51 emergency 9-1-1 calls within 4 minutes of the original call, stating there had been a shooting and there were people running and screaming in the streets and backyards of the neighborhood.

"Stacey maintained a calm professionalism that exemplifies her nature and demeanor," said 9-1-1 Coordinator Kathi Yost. "She was commended by her peers and supervisors for an outstanding job, and has truly set an example for all to follow."

Also, the Harris County Sheriff's Office Emergency Communications Division (16 individuals) will be presented the 2014 **Team 9-1-1 Award** for their quick action during a stabbing event that involved 11 victims at the campus of the Lone Star College on April 9, 2013. In the course of the chaos that ensued they were able to obtain the head-to-toe description of the suspect, his exact location, the type of weapons being used, the approximate number of victims, as well as the description of the willing citizen who took it upon himself to attempt to stop the suspect.

"This dynamic group of Telecommunicators band together on a daily basis, and collectively handle citizen's daily emergencies in a calm and professional manner. During this particular event, this team of individuals handled the panic of students at a college campus who had just either been a victim of a stabbing or a witness, and they jumped to the task of covering additional responsibilities and the influx of call volume without dropping a single phone call," said Yost.

Each of these individuals are compassionate while handling the caller's emergencies. They ascertain essential information in an effective and informative manner, while calming the callers down at the same time.

More -

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Harris County Sheriff's Office is the second largest 9-1-1 call center in the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1 territory) which provides 9-1-1 service for cities within Harris and Fort Bend Counties. GHC 9-1-1 is the largest 9-1-1 system in Texas and one of the largest in the country serving 49 cities and the unincorporated areas.

The 9-1-1 honorees will also be recognized at the GHC 9-1-1 Board of Managers Meeting April 23rd.

For more information on GHC 9-1-1 or the annual awards banquet contact Sonya Clauson, Public Information Officer (713) 806-9495 or check out www.911.org

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