

CONTACT
Duane Brodt
Coles Marketing Communications
317.571.0051 317.417.9322 cell
duane.brodt@colesmarketing.com

BRIGHT HOUSE NETWORKS LAUNCHES OPERATION BRIGHT EYES, A MOBILE CRIME WATCH PROGRAM, IN HENDRICKS COUNTY

AVON, Ind. (Thursday, June 28, 2007) – Nearly 20 Bright House Networks service technicians recently received special training to be extra sets of eyes, ears and helping hands for police departments, emergency response agencies and local residents, allowing Bright House Networks to launch Operation Bright Eyes in Hendricks County.

Bright House Networks' Operation Bright Eyes is a unique mobile crime watch and community service initiative. Training by local law enforcement personnel teaches Bright House Networks workers how to report potential crimes in progress, spot suspicious behavior, report an accident or lost child, provide help to injured or elderly residents and much more. Training also equips Bright House Networks workers to be key communicators in the event of a communitywide crisis or emergency.

Brownsburg Police Department staff led training at Bright House Networks' Avon offices on June 20. Following the training, during which service technicians were taught to follow certain procedures given certain scenarios, workers were equipped with an extensive list of local emergency contacts before beginning their shifts.

"Our service technicians are in touch with our local dispatcher at all times and now they're armed with a comprehensive list of local contacts, including police, fire, rescue and emergency management officials," said Lou Zimmerman, area manager who oversees Bright House Networks' operations in Hendricks, Hamilton and Boone counties. "One of our workers may witness an accident or come across an elderly homeowner who needs medical attention – thanks to their Operation Bright Eyes training, now our service technicians know the best practices and procedures to handle such situations and be more valuable assets to the Hendricks County communities they serve."

Service technicians must undergo Operation Bright Eyes refresher training once a year. Participation in Bright House Networks' new initiative is mandatory for all service technicians.

"The Operation Bright Eyes program enables all of our law enforcement agencies to utilize more resources to protect and aid local residents," said Brownsburg Police Department Chief Steve Carroll. "I believe this program – and the concept that it is a mobile crime watch and community service initiative – will make an immediate and lasting difference in the safety and well-being of Hendricks County residents. It is a win-win for everyone."

The first Indiana launch of Operation Bright Eyes occurred in March after Indianapolis Metro Police Department trained more than 130 service technicians who work in Indianapolis. Two weeks later, Operation Bright Eyes launched in Carmel after Carmel Police Department trained more than 25 local service technicians. Bright House Networks has plans to launch the program in Grant County in the near future.

Operation Bright Eyes originated in 2005 in Tampa, Fla. Since, the Bright House Networks initiative has grown into one of Florida's largest public safety programs. Service technicians have rescued young children who wandered from their homes, helped hit-and-run victims, reported house fires and residential break-ins and much more.

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Bright House Networks Indiana is one of central Indiana's leading digital video, high-speed Internet and digital phone service providers and has served the Indianapolis community for more than 24 years. Managed by Advance / Newhouse Communications, Bright House Networks is a privately held company. In Indiana, Bright House Networks has more than 450 Indiana employees and provides services to more than 120,000 customers in Indianapolis, Carmel, Zionsville, Avon, Pittsboro, Lizton, Fortville and Marion, Ind. For more, visit indiana.mybriighthouse.com.