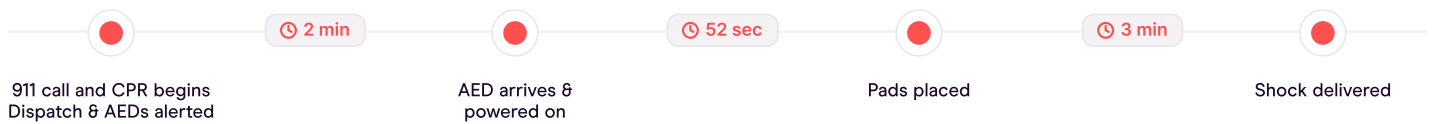




Save Story | Carrollton, TX

The Neighbors Who Got There First: How Carrollton's 4 Minute Community™ Program saved a life

Shortly after midnight in September 2025, a woman in Carrollton, TX watched her husband collapse beside her in bed. She called 911, got him onto the floor, and began chest compressions — guided by a 911 telecommunicator — delivering critical CPR for nearly three minutes. The moment that call connected, dispatch simultaneously alerted EMS, police, and every Avive Connect AED® within range. An integration made possible through Avive's 4 Minute Community™ Program. Twelve devices were alerted. Five people answered — getting out of bed in the middle of the night, grabbing their Avive Connect AEDs, and rushing to the scene. This is their story.



“We’re usually the first ones there and any firefighter will attest to usually the police are there first. It meant a lot to see somebody from the community there already helping out — that was the first time I saw the community care team respond with me. A lot of people haven’t experienced that moment where the magic words are that he has a pulse.”



Officer Brooks
Carrollton Police Department



“The support that Avive provides at every level, it’s encouraged us that we’ve made a wise choice to be so heavily invested with a company in a program that we want to be around for a long time. We’re going to measure the success of this program with certain metrics — how many times shocks were delivered and ultimately how many lives we save. One of the things that maybe we won’t measure, but we see in this story... there are a lot of people who are doing good in the world and who care for the people around them.”



Caleb Rosier
Firefighter and Paramedic, Carrollton TX Fire Rescue



Shortly after midnight on September 26, 2025, a woman in Carrollton, TX watched her husband collapse beside her in bed. She called 911, got him onto the floor, and began chest compressions — guided by a 911 telecommunicator — delivering critical CPR for nearly three minutes before help arrived. And help was already on its way.

The moment that 911 call connected, dispatch simultaneously alerted EMS, police, and every Avive Connect AED within range. Twelve devices were alerted. Five people answered. In the middle of the night, five strangers got out of bed, grabbed their Avive AEDs, and drove to the scene — navigating via map on the screens of their Avive devices.

Chris and Chandra Cralle, a married couple and members of Carrollton's 4 Minute Community CARE Team, arrived first. They swiftly assessed the scene, placed the AED pads on the patient, took over compressions, and held the line. Christine Callander, another CARE Team member, arrived next alongside a second Carrollton Police officer. David Depew, CARE Team member and crisis chaplain, arrived shortly after, carrying an additional Avive AED. Carrollton Police Officer Steven Brooks arrived shortly after Christine and David, having raced through the neighborhood to reach the scene.

A shock was delivered, and Christine stepped in to take over compressions. Moments later, Stephen Cutshaw arrived — the fifth and final CARE Team member on scene. Those not working on the patient cleared a path for the incoming EMS gurney. When the paramedics arrived, all five CARE Team volunteers and the responding officers had already delivered a critical shock, sustained high-quality CPR, and restored the patient's pulse. As EMS began transport, Chaplain Depew gathered the group, including the patient's wife, for a prayer — a moment of wrap-around support in a time of chaos. Stephen walked the couple's dog. Others helped collect medications and essentials so she could get to the hospital.

Their primary task was over. They stayed anyway — a symphony of care. The patient survived.

His survival was the result of an unbroken chain of survival: his wife's immediate action, a 911 telecommunicator's calm guidance, early defibrillation and CPR by trained CARE Team members, and continued care from EMS and hospital staff. Every link held.

Carrollton has deployed 200 Avive Connect AEDs across the city, an initiative championed by its city council. Mayor Steve Babick describes the vision plainly, "As you think about our fire department, they respond very quickly. But if we can add 30 seconds, a minute, two minutes to that, by administering that first shock, it's these unsung heroes that are there on the doorstep. They're willing, able to administer that shock and it is your neighbor truly helping you as a neighbor."

For Officer Brooks, that night marked something new, "We're usually the first ones there and any firefighter will attest to usually the police are there first. It meant a lot to see somebody from the community there already helping out — that was the first time I saw the community care team respond with me. A lot of people haven't experienced that moment where the magic words are that he has a pulse."

The Avive 4 Minute Community Program is a groundbreaking initiative that transforms communities into proactive cardiac emergency response networks. By using historical SCA data to strategically place Avive Connect AEDs with trained citizen volunteers — known as Cardiac Arrest Rapid Engagement (CARE) team members — the program creates a seamless bridge between bystander intervention and professional emergency response. The program and volunteer response has produced several saves across the country.

Carrollton is proof that it works. And a model for what's possible when a community decides that saving a life is everyone's responsibility.

"The Avive Four Minute Community Program was something that our council embraced. As you think about our fire department, they respond very quickly. But if we can add 30 seconds, a minute, two minutes to that, by administering that first shock, it's these unsung heroes that are there on the doorstep."

Steve Babick

Mayor of Carrollton, TX

