

Advisory Committee for 9-1-1 Service Oversight

September 25, 2012 Meeting

**Held in conjunction with the APCO International Missouri Chapter
Branson, MO**

(Revised 3/19/13 – see page 6)

Call to Order

Chris Pickering, Chair of the Committee, thanked everyone for attending the APCO conference this week.

Introduction of New Members

We have been working very hard to add new members. Today I am introducing you our three new members: Danny Rowden is with the St. Charles County Department of Dispatch & Alarm, Mark Hasheider is with the Cape Girardeau Fire Department, and Nathan Preston is with Ray County 911. The new members then introduced themselves.

Roll Call

A roll call was made and the following members were present: Chairperson Chris Pickering, Alan Wells, Jim Person, Elizabeth Pierson, Michael Hall, Nathan Preston, Danny Rowden, Rodney Herring and Mark Hasheider. Debra Stenger and Terry Jarrett were connected by conference bridge. All of our appointed members are participating today. Five positions are still vacant. We do have a Quorum for today's meeting.

Approval of Agenda

Jim Person made a motion to approve the agenda. It was seconded by Alan Wells and was **APPROVED BY ALL.**

Approval of Minutes

Since our June meeting was cancelled, and our March meeting did not have a quorum, we will be approving the December 13, 2011 meeting minutes. Elizabeth Pierson made the motion to approve the December 13, 2011 minutes, was seconded by Rodney Herring and was **APPROVED BY ALL.**

Legislative Subcommittee Report

Mike Hall is the chairperson. Since he has been the only person on the committee, he has talked to the committee members and Jim Person, Elizabeth Pierson and Alan Wells have agreed to serve on the subcommittee. There is not a limit on the subcommittee, so if anyone else is interested, please contact Mike.

Professional Standards Subcommittee Report

Jim Person is the chairperson. The training courses should be reviewed and approved by at least two committee members. Since the other committee person has resigned, he has been working with Sara Buyak in the Department of Public Safety.

- Courses Submitted for approval for June 26, 2012 – Thirty-seven (37) courses were submitted for approval on June 26, 2012. Since that meeting was cancelled, we are recommending those be approved today. Elizabeth Pierson made the motion to approve the 37 courses submitted for approval for the June 26, 2012 date. The motion was seconded by Alan Wells, and was **APPROVED BY ALL**. The approved courses are listed below.

➤ **APPROVED - 37 Courses - Submitted for approval for June 26, 2012**

Springfield Greene County Emergency Communications:

1. Behavior-Based Interviews 16 hr Biannual Refresher Training
2. Burnout 16 hr Biannual Refresher Training
3. Challenging Callers 16hr Biannual Refresher Training
4. Customer Service 16 hr Biannual Refresher Training
5. Gas & Electric Emergencies 16 hr Biannual Refresher Training
6. Jaded Dispatcher 16 hr Biannual Refresher Training
7. Large Scale Incidents 16 hr Biannual Refresher Training
8. Mentally Ill Callers 16 hr Biannual Refresher Training
9. Responder Safety 16 hr Biannual Refresher Training
10. Shots Fired 16 hr Biannual Refresher Training
11. Springfield and Green County Geography 16 hr Biannual Refresher Training
12. Structure Fires 16 hr Biannual Refresher Training
13. Thunderstorms, Tornados, and Severe Weather 16 hr Biannual Refresher Training

Jefferson County 9-1-1 Dispatch:

14. Crisis Intervention Suicide Callers 16 hr Biannual Refresher Training
15. Crisis in the Communication Center 16 hr Biannual Refresher Training
16. Performance Appraisals, It’s That Time Again 16 hr Biannual Refresher Training
17. Stress Management 16 hr Biannual Refresher Training

Missouri Professional Training Partnership:

18. Active Shooter for Telecommunicators 24 hr Biannual Refresher Training
19. Amber Alert Mo: Comms Role 16 hr Biannual Refresher Training
20. APCO PST-1 6th Edition 40 hr Biannual Refresher Training
21. Are You a Posiholic 24 hr Biannual Refresher Training
22. Are You Ready for the Big One 24 hr Biannual Refresher Training
23. Bullying – The Big Bad Wolf of the Comms Center 24 hr Biannual Refresher Training
24. Communications Center Leadership 24 hr Biannual Refresher Training
25. Communicating in Communications & Coping 24 hr Biannual Refresher Training
26. Conducting Continuing Educations 24 hr Biannual Refresher Training
27. Customer Service in Emergency Communications 16 hr Biannual Refresher Training
28. Email for Better or for Worse 24 hr Biannual Refresher Training
29. Five Steps to Effective Training 24 hr Biannual Refresher Training
30. Handling Suicide Callers 16 hr Biannual Refresher Training
31. Handling Domestic Violence Calls 16 hr Biannual Refresher Training
32. Help! My Car is Sinking 24 hr Biannual Refresher Training
33. Proactive Leadership Strategies 24 hr Biannual Refresher Training
34. Team Building 16 hr Biannual Refresher Training

Carroll County 9-1-1:

- 35. Cultivating a Deep Bench-Professional Development
in Your Workplace..... 16 hr Biannual Refresher Training
- 36. Mo-TERT Explained 16 hr Biannual Refresher Training

Dade County Emergency Services:

- 37. Surviving The Job 16 hr Biannual Refresher Training

- Courses Submitted for approval for September 25, 2012 – We have 15 courses for approval today. Six have been sent back for clarification. Motion was made by Danny Rowden to approve the (15) courses and to send back the (6) for clarification. Motion was seconded by Rodney Herring, and was **APPROVED BY ALL**. The Approved and Denied courses are listed below.

➤ **APPROVED - - 15 Courses – Submitted for approval September 25, 2012**

Creative Management Consultants:

- 1. The 911 Training Standards Act 16 hr Refresher Training

Jefferson County 9-1-1 Dispatch:

- 2. Active Listening 16 hr Refresher Training

Missouri Professional Training Partnership:

- 3. 7 Habits of Highly Effective People 24 hr Refresher Training
- 4. Aircraft Down 24 hr Refresher Training
- 5. From Call Taking to Intelligence Gathering..... 24 hr Refresher Training
- 6. Train Derailment 24 hr Refresher Training
- 7. Water Rescue..... 24 hr Refresher Training

Missouri State Highway Patrol:

- 8. Communications Training Officer (CTO) 24 hr Refresher Training
- 9. From Training to Teaching 24 hr Refresher Training

Monett Police Department:

- 10. VOIP & 911 Services 16 hr Refresher Training

Springfield Greene County Emergency Communications:

- 11. Call Taking Do’s & Don’ts 16 hr Refresher Training
- 12. Fire Department FEMS/FAMBA Response to Medical Em 24 hr Refresher Training
- 13. Geography for 911: Greene County 101 24 hr Refresher Training
- 14. Geography for 911: Springfield 101 24 hr Refresher Training
- 15. Springfield/Greene County 911 New Employee Orientation 24 hr Refresher Training

➤ **“NOT” Approved – 6 Courses - Need Additional Information - Submitted for approval Sept 25, 2012**

Police Legal Sciences, Inc.:

- 1. PLS April 2012 Telecommunicator Training Lesson 16 hr Refresher Training
- 2. PLS May 2012 Telecommunicator Training Lesson 16 hr Refresher Training
- 3. PLS June 2012 Telecommunicator Training Lesson 16 hr Refresher Training
- 4. PLS July 2012 Telecommunicator Training Lesson 16 hr Refresher Training
- 5. PLS August 2012 Telecommunicator Training Lesson 16 hr Refresher Training
- 6. PLS September 2012 Telecommunicator Training Lesson 16 hr Refresher Training

The training rules this committee have been working on since August of 2008 were finally approved as of August of 2012. Jim will be giving a presentation at 4 p.m. today at the APCO

conference. The biggest changes are changing the report period from 2 years 16 hours to 3 years 24 hours, and provider approval instead of submitting each course for approval. Sara is working on HSIN for the new provider submissions and approvals. Everything will be done electronically and should be a much smoother process.

Technical Subcommittee Report

The chair position is vacant.

Education Outreach Subcommittee Report

Mike Hall is the chair for the subcommittee. There are no other members at this time. Outreach activities included a booth at the State Fair and a Day at the Capitol. Dan Rowden and Nathan Preston have agreed to serve on the subcommittee.

Legislative Update

Mike Hall reported that on August 6, a 911 stakeholder meeting was held in Jefferson City with approximately 20 stakeholder groups participating. The meeting was sponsored by APCO. A facilitator helped the meeting stay focused and moving along. Each association appointed a point of contact representative for future meetings, and established a 911 Coalition Working Group. Two items have been identified to focus on for the upcoming legislative session.

They will look for local options for the counties suffering without a tariff. One option is for each individual county to reach out to their citizens and request support for a fee for “all” devices accessing 911.

They will also look for a statewide strategy to re-coop funds that are not being collected by anyone for the pre-paid wireless phones.

The Coalition would like someone at a state level to oversee those funds. The funds would go to the counties in the form of grants for the 911 infrastructure.

This was the first time all the stakeholders have worked together. We feel we are moving in the correct direction.

911 Directors Association

The 911 Directors Association applied for and received \$98,200 from the MO Foundation of Health to fund a statewide assessment survey project. The survey will provide two answers to the legislature’s questions: (1) exactly what do we need, and (2) what will it cost. A consulting company will formulate the survey in the very near future for all the PSAPs, dispatch centers and 911 jurisdictions. We may ask for your assistance if we have any areas that have not responded. It is essential for all to participate so that we can provide accurate data for the legislature. Chris offered to push out the survey to the RHSOCs.

They also conducted a RFP for a lobbyist service to represent the 911 Consortium. After interviewing many firms, they selected a Jefferson City firm. MONENA, MOAPCO and the 911 Directors Association have agreed to help fund the \$30,000 amount for the firm. We are working with other associations for the remaining amount. We now feel much better going into the next legislative session.

APCO Report

Dan Rowden reported that they will be hosting the second training symposium. They are also working with a training partnership to educate CEU hours to the telecommunicators. They continue to work with other associations.

MONENA Report

Mike Hall reported that the joint MONENA/MOAPCO Conference will be March 17-20, 2013. He invited the 911 Advisory Committee to hold their meeting during the conference. MONENA again provided 911 information at the State Fair this year. State Farm Insurance helped provide a great 911 simulator awareness tool for children at the Fair. They are planning on the 3rd Annual 911 day at the Capitol in January. It will probably be the most successful one now that we have the lobbyist firm helping us coordinate it. We will have more details at our next meeting.

New Business

Sub-Committees - Some of our sub-committees are down to only one member, so we need to find more people, either with 911 committee members or from the 911 community. We have at least one sub-committee needing a chair person.

- ***Legislative Sub-Committee*** - A question was asked about what the committee can actually do. Chris Pickering referred to the strategic plan, which says we are here to assist and “advise” key policy makers on current trends. We do not create legislation. As the chair of the committee, he brings information back to the Department of Public Safety and the Governor’s Office. He can also provide updates to our HSAC and RHSOC committees.

Since Mike Hall is already involved in the legislative committee in the 911 Coalition, the suggestion was for him to be a liaison and to report their activities to this group.

Motion was made for Mike Hall to be our legislative representative to the 911 Coalition, and to bring that information back to our Legislative Sub-Committee and the 911 Advisory Committee. Motion was seconded and **APPROVED BY ALL.**

NOTE: Motion was made at the 3/19/2013 meeting to correct the members of the Professional Standards Sub-Committee. The corrections are listed below:

- **Professional Standards Sub-Committee** – Jim Person, the current chair of the sub-committee, would like to continue as the Chair.

Motion was made for Jim Person to be the Chair of the sub-Committee. The motion was seconded and was **APPROVED BY ALL**. Elizabeth Pierson and Dan Rowden will also be on the sub-committee.

- **Technical Sub-Committee** – We do not have a chair at this time. We would like someone to brief this committee on next generation 911 information. Elizabeth Pierson offered to be a liaison to report back to this group from the Joint Technical Group.

Motion was made for Elizabeth Pierson to be the liaison to the joint technical group and to report back to this committee. Motion was seconded and was **APPROVED BY ALL**. Elizabeth will continue to Chair the Technical Sub-Committee.

- **Outreach Sub-Committee** – Nathan Preston offered to be the Chair of the sub-committee.

Motion was made for Nathan Preston to be the Chair of the sub-Committee. The motion was seconded and was **APPROVED BY ALL**. Nathan reported that Danny Rowden and Mike Hall have offered to be on the sub-committee.

WebEOC – We are working on a state WebEOC. This is a crisis management tool that was purchased by SEMA. We are working now on the details of what we want to do with it. We will be reaching out for stakeholders for their input. Let me know after this meeting of who can represent your interest. We want this to be an effective tool for the state. We will initially convene a large meeting with the interested parties.

Statewide MOSWIN – 63 towers are now being tested throughout the state with the “can you hear me now” test. The system is still on track to go statewide on January 1, 2013.

MOSCAP – This is a radio grant program. Last year 300 and some radios were given to the Tier 2 agencies. We are trying to find funding to continue the MOSACP program. As we close out our previous year grants, we are hoping we can find money we can use for radios.

Mike Hall asked to include dispatch centers for consideration if additional radio funding is located. Chris will look in to it.

Miscellaneous Questions & Comments

- There was a question about the MIAC and if they could provide assistance to the 911 centers when they cannot find carriers from their own resources. Chris will clarify with the MIAC and let you know if that is their capability.
- There was a question about why the Training and Standards sub-committee approves training while the 911 Advisory Committee is only an “advisory” entity. It was

explained that the 911 Advisory Committee only makes “recommendations” which are then forwarded to the Director of the Department of Public Safety for approval. This is a legal statutory requirement covered in a CSR.

- The 911 Advisory Committee is here to report information to the DPS director and the Governor’s office. The committee members asked Chris to carry back the message that they consider it a two way communication and that they are here and willing to answer questions from the Governor or the Director of Public Safety. Chris will forward on that information.

Open Discussion

Chris introduced Scott Davis, the new critical infrastructure person in the Office of Homeland Security. He is predominantly working on the THIRA requirement and WebEOC. THIRA is a risk assessment tool for gaps found in 31 different categories. It is a requirement for receiving any of our homeland security grant funds. Your input is important. Make sure you have a voice in your region.

Set Next Meeting

Out next meeting will be December 11. Motion was made by Elizabeth Pierson, seconded by Rodney Herring and was **APPROVED BY ALL**. The meeting will be held at 1 p.m. in Jefferson City.

Adjournment

Motion was made, seconded and approved by all to Adjourn. Chris thanked everyone for attending and thanked APCO for hosting the meeting.