

Advisory Committee for 9-1-1 Service Oversight

**December 11, 2012 Meeting
Jefferson City, MO**

Call to Order

Laurie Crawford chaired the committee at the request of Chris Pickering, who could not attend today.

Roll Call

A roll call was made and the following members were present: Laurie Crawford, Acting Chairperson, Alan Wells, Danny Rowden, Mark Hasheider & Nathan Preston. Jim Person, Elizabeth Pierson, Michael Hall, Rodney Herring, Debra Stenger and Terry Jarrett were connected by conference bridge. We do have a Quorum.

Introduction of Guests

The guests were asked to introduce themselves. Sonny Saxton is with Mercy EMS and Quinn Gardner is the new Operations Chief at SEMA.

Approval of Agenda

Alan Wells made a motion to approve the agenda. It was seconded by Dan Rowden and was **“APPROVED BY ALL.”**

Approval of Minutes

Dan Rowden made the motion to approve the September 25, 2012 minutes, was seconded by Alan Wells and was **“APPROVED BY ALL”**.

Professional Standards Subcommittee Report

- **Course Approval** - Jim Person reported 24 courses have been submitted for review. He recommended removing the six (6) courses from Police Legal Science's Inc as he is still waiting for additional information. He also recommended changing the Springfield/Greene County Emergency Communications course as both a 40 hr CTE and a 24 hr CTE as the course could go for either case. He recommended approving the (18) courses.

Dan Rowden made the motion to accept the courses as recommended. Motion was seconded by Alan Wells and was **“APPROVED BY ALL.”**

The 18 Approved Courses and 6 Denied Courses are listed below:

➤ **APPROVED - - 18 Courses**

Jefferson County 9-1-1 Dispatch:

- 1) Community Methamphetamine Awareness24 hr Refresher Training
- 2) JCFRTA Policies and SOGs24 hr Refresher Training

Mid America Regional Council:

- 3) 9-1-1 Customer Service24 hr Refresher Training
- 4) 9-1-1 Crisis Calls24 hr Refresher Training
- 5) 9-1-1 Stress Management24 hr Refresher Training
- 6) 9-1-1 Hazmat24 hr Refresher Training
- 7) 9-1-1 Liability24 hr Refresher Training
- 8) Advanced Fire Communications24 hr Refresher Training
- 9) Aircraft Emergencies24 hr Refresher Training
- 10) Basic Fire Communications.....16 hr Initial Training
- 11) Basic Telecommunicator Training.....40hr Joint Initial Training
- 12) Call Interrogation24 hr Refresher Training
- 13) Communications Training Officer (CTO)24hr Refresher Training

Missouri Professional Training Partnership:

- 14) 7 Deadly Mistakes.....24 hr Refresher Training
- 15) Distracted on Duty.....24 hr Biannual Refresher Training

Public Safety Group:

- 16) Communication Training OfficerRequest Provider Approval
- 17) Public Safety Group24 hr Refresher Training

Springfield/Greene County Emergency Communications:

- 18) Computer Aided Dispatch: An Introduction & Refresher40 hr Joint Initial Training or as
24 hr Refresher Training

➤ **Denied - - 6 Courses – need additional information**

Police Legal Sciences, Inc.:

- 1) PLS April 2012 Telecommunicator Training Lesson40 hr Joint Initial Training
- 2) PLS May 2012 Telecommunicator Training Lesson40 hr Joint Initial Training
- 3) PLS June 2012 Telecommunicator Training Lesson40 hr Joint Initial Training
- 4) PLS July 2012 Telecommunicator Training Lesson40 hr Joint Initial Training
- 5) PLS August 2012 Telecommunicator Training Lesson40 hr Joint Initial Training
- 6) PLS September 2012 Telecommunicator Training Lesson.....40 hr Joint Initial Training

- **Provider Approval** - We do not have the Provider Approval form on the HSIN site yet. It is currently being reviewed/verified. We did have one provider submit his request using the current individual course application and then attached the additional information needed for a provider.

Jim Person recommended approving the provider. Alan Wells made the motion to approve the provider, was seconded by Dan Rowden. A discussion followed. The provider name is Tony Harrison, and he has provided the necessary provider information. Laurie Crawford recommended waiting until January to add the form to HSIN as there is another HSIN migration update coming soon.

After no further questions, the motion to approve the Provider request for the Public Safety Group by Tony Harrison was “**APPROVED BY ALL**” as a provider.

Legislative Subcommittee Report

Information found in the following reports & updates

Technical Subcommittee Report

Sonny Saxton provided the update. They have met a couple of times since our last meeting and are working on networking capabilities for regional PSAPS and bringing on other partner agencies. The committee focus is to learn how to fill in the gaps for services throughout the state. They have worked with the Stone Carlie study group to try to define those gaps and hope to produce a report in a couple of months. They have met with the Stone Carlie study group and are very pleased with their work.

Alan Wells asked about the news that some providers have announced bringing texting into 911 centers by 2014. Sonny responded that the 911 organizations have been talking about it and think it is a good thing. There has been an article from the FCC the last few weeks about it. It will be a technical challenge to deliver it to the PSAPs as they will need additional equipment. They have talked to a small test group from Durham, South Carolina. Ultimately, most people still call 911 and only text if they can't call. It will be the technical future as so many of the younger generation text more than calling.

Jim Person mentioned he had also heard about voice texting, which is converting texting to voice.

The FCC news article on texting will be added to the HSIN portal and will be emailed to the committee members.

Education Outreach Subcommittee Report

Nathan Preston provided the update. He sees the subcommittee providing education and outreach to two entities: (1) the Missouri public and residents, and (2) the 911 community.

The MO Directors Association held their conference last month. WebEOC was not far enough along in the process to participate, but hope they can attend the Spring Conference. Steve Devine provided an update on MoSWIN.

We are working with the Penman & Winton lobbyist firm on the 911 Day at the Capitol sometime in January. We do not expect much advance notice, so we will be asking you to help us get the info out to as many stakeholders as possible. Both Laurie Crawford and Quinn Gardner offered to assist them. We are also planning to file legislation that day as well.

Elizabeth Pierson reported the MONENA conference will be held at TanTarA Resort on March 17-20.

Legislative Update

The Penman & Winton lobbyist firm is moving along.

911 Directors Association

The Stone Carlie group had about a 50% response to their survey. This was a better response than they expected. They are still calling counties that have basic 911 or no enhanced 911 as we really need their input.

We expect to draft legislation the next couple of weeks through Penman & Winton.

We are looking for a big year on 911. We have 17 counties without enhanced 911, which is more than any of our bordering states. We have finally agreed that the wireline surcharge and the sales tax is not enough. We are looking into creating a 3rd option of allowing a county by county vote on a flat fee for cell and wireline phones.

The 911 Coalition is working with Penman & Winton.

APCO Report

We will have a conference call later this week. We are working on the legislative process. We encourage everyone to participate in the joint MONENA/MOAPCO conference in March.

MONENA Report

We are working on the combined conference, and hope to include WebEOC as one of the breakout sessions.

We are working with MOAPCO and the 911 Directors Association on the legislative initiative.

Now that the 3 associations are working together, we are finally moving in the right direction.

New Business

WebEOC - Quinn Gardner, the new SEMA Operations Chief, provided an overview. She has been working closely with Laurie Crawford the last couple of months on this multi-agency project. The goal is information sharing and awareness to create a common operation picture for situational awareness. All of our neighboring states except Nebraska are using it. We want to make sure we have what the end users need. We hope they will use it on a daily basis. We received 500 responses to our survey and are taking feedback from our initial outreach stakeholder meetings and providing it to the vendor. We are now working on the position descriptions, including if they want to edit or just be able to view and read only. We hope to roll out before the spring storms.

If you have any questions, you can reach us at webeoc@dps.mo.gov

Set Next Meeting

Our next meeting will be held during the MONENA conference at TanTarA Resort on March 17-20. Elizabeth Pierson thought the 911 meeting would be on March 19. She will check and then let us know.

Adjournment

Laurie opened the floor for new items. Since there were none, the motion was made by Alan Wells to adjourn, was seconded by Dan Rowden, and was “**APPROVED BY ALL.**”