

Advisory Committee for 9-1-1 Service Oversight

March 29, 2017 (1:00 p.m. – 3:00 p.m.)

Gasconade Camp Conference Room, Lewis and Clark State Office Building
1101 Riverside Dr., Jefferson City, MO 65102-0749

Webinar/Conference Call

Conference Call: Dial in number is (712) 770-4010 access code: 423-767-#

Webinar Address: <https://share.dhs.gov/nineoneone/>

Informational Meeting Notes

Approved by unanimous quorum vote February 22, 2018

Roll Call of Members

A roll call was made and the following members were present:

- Chair – Office of Homeland Security Director Mike Dierkes for DPS Director Juden
- Chief Mark Hasheider, Missouri Association of Fire Chiefs
- Sheriff Rodney Herring, Missouri Sheriffs' Association
- Chief Jim Person, Missouri Police Chiefs' Association
- Alan Wells, Public Member

Members attending via teleconference and/or webinar include:

- Danny Rowden, Missouri Association of Public-Safety Communications Officers

A Quorum was NOT achieved.

Approve Minutes and Meeting Notes

Due to the absence of a quorum approval of minutes and meeting notes were postponed until the next meeting in hopes that vacancies on this committee will be filled. No comments or revisions were requested.

Subcommittee Reports

Legislative Subcommittee Report – JR Webb

Mr. Webb is substituting for Steve Hoskins who was meeting with legislators throughout the day. Bills have been introduced in both the house and the senate, they are through the committee and the house bill is expected to be on the calendar next week. Senate passage is in question. Printed materials were furnished. This committee should be working toward getting Director Juden and Governor Greitens behind legislation.

On the federal level, a requirement for a 911 Coordinator for the state is needed to qualify for grant funding. Additional legislation is being proposed to have this committee designate a coordinator for the state.

Professional Standards – Recommend Training Requests - Jim Person

A list of 24 courses and 4 providers was presented for approval by the Subcommittee. Because a quorum vote is not possible, with the understanding that this group recommends approval by the DPS Director. It was suggested that Mike Dierkes, as OHS Director, would present the courses to Director Juden on the basis of subcommittee endorsement.

- Action Requested: Courses and providers would be presented for approval to Director Juden.
 - Resulting Determination: Director Juden has approved all courses and providers endorsed by the subcommittee on 3/29/17.

The question of the certification cycle will be tabled until after legislation is passed.

Technical Report

This sub-committee is still lacking membership and therefore has no report.

Education and Outreach - Dan Rowden

No Report

MOAPCO Report – JR Webb

New Officers have been elected: Steve Hoskins is President, JR Webb is Vice President, Emma Burnette is Secretary, and Danny Rowden is still to represent the organization on this committee.

MONENA Report – Alan Wells

The Joint Conference went very well. Legislation and next generation 911 were topics of focus.

Old Business

Membership Vacancies – Openings have been advertised to members and application procedures were provided to all attendees. Director Juden has expressed an interest in getting vacancies filled quickly. The legislature has contacted OHS directly to confirm the number of members and openings. There is a difficulty in finding out when an application is submitted as they do not at any time go through the homeland security office. A question was posed regarding applications carrying over from the last administration.

- Action requested: OHS staff will follow up with the Governor’s Boards and Commissions to find out what applications have been submitted and if applications from the last administration were kept or purged.
- Answer to Inquiry: Yes, we have a good number of applicants. Our office has begun reviewing their materials. Fortunately, we still have all applicant materials from the last administration. If the applicant applied a while back, such as before 2014, it would be great if they could e-mail our office to confirm they are still willing and able to serve on the board.

Additionally, it was noted that all members have volunteered to continue with the board now that terms have expired.

Roll-Over Report – Dave Bagge (SEMA)

A year ago, questions were asked regarding the roll-over procedures for Missouri’s PSAPs. Individual PSAPs were contacted and asked the following questions:

1. If there is no answer, what is your roll-over facility?
2. If your PSAP lines are all busy, what is your roll-over facility?
3. If your PSAP equipment fails, what is your roll-over facility?
4. Does your PSAP have a back-up location?

Answers were compiled into a database and a printed report provided to members.

The biggest issue is that the answers to these questions are changing as equipment and procedures are implemented at the local level. Any changes are not regularly reported to the state. Additionally, while PSAP directors may be thoroughly trained in the human components of their system, many do not have knowledge of the technological set-up of their PSAP. These factors make it difficult to collect answers and maintain reliable data. SEMA would like to remain involved in the coordination of PSAPs so that accurate information is available for emergency planning, exercises, and mitigation. As there is no state 911 coordinator, PSAPs have no one to contact with updated information. Mr. Bagge volunteers to continue coming to this board's meeting to help facilitate communication between 911 systems and emergency management.

It was asked if we now have a complete list of PSAPs in the state, however, since information is not collected at the state level, we can only say this was a complete list as of October 2016. SEMA sends out a letter to all emergency managers in the state to ensure accurate information. It was recommended that we do the same with PSAPs through MoNENA, MoAPCO, and the County Commissioner's Association. As consolidation is a recommended strategy at this time, the PSAP landscape will likely change significantly in the upcoming years.

It was noted that "consolidation" is a component of proposed legislation yet the term is not defined. It could be applied to physical consolidation as well as technological consolidation. Text of SB503 is:

190.450. By December 31, 2017, the department of public safety shall complete a study of the number of public safety answering points necessary to provide the best possible 911 technology and service to all areas of the state in the most efficient and economical manner possible, issue a state public safety answering point consolidation plan based on the study, and provide such plan to the Missouri 911 service board.

New Business

Technology Presentation by Siren GPS

Siren GPS is a Missouri company from St. Louis that provides emergency management software solutions for community notifications, enhanced 911, and tactical communications. The Enhanced 911 was developed for situational awareness and speed of communication. The system is not a replacement for what communities have, but is used to enhance the system. Their mobile application is used by the public to call 911. It allows the centers access to all the location services of mobile devices. With this platform, it does require citizen registration. Siren GPS maintains the database but agencies can access the information.

The city (or governing body) decides who will have access to the cloud based Administrator Portal. They can then share communication and resources. Information can be sent directly to the responder's phone in real time. The application identifies the call, not the nature of the emergency so it does not replace the PSAP. A pin showing location shows up on the map before the call is even routed through the call center.

Based on similar applications in Europe, it was suggested to vendors that battery life would also be useful information to PSAPs. It was also noted that in Europe, once the application was activated, PSAPs could use the phone's camera to listen or see a situation. The vendor responded that while the feature is possible, the privacy concerns of Americans led them to believe fewer citizens would sign up for the service with this feature.

The alert piece of the system is for mass communication to communities or specific grouped individuals.

Software usage is charged according to per capita annual subscription fees. The application is free to users.

Accidental 911 calls are limited because of the 2-step process of opening the application then dialing 911.

Open Discussion

Alan Wells noted the recent problems in Dallas/Ft. Worth due to a mobile vendor having a large number of false dialing issues that flooded call centers. When citizens die due to technological issues, it is a major concern.

Director Dierkes shared basic information regarding an Independence LEO who was shot responding to a call earlier that morning.

Next Meeting

The next meeting is scheduled for Wednesday, June 21, 2017 at 1:00 p.m. at the Public Safety Communication Conference in Branson. Details will be forwarded when available.

- In order to give the Boards and Commissions group the maximum time available to appoint members, the meeting was later rescheduled to June 28, 2017.

Adjournment

As there was no quorum, the meeting was informally adjourned.