

# Advisory Committee for 9-1-1 Service Oversight

June 28, 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
- Mike Hall, MONENA via teleconference
- Sheriff Rodney Herring, Missouri Sheriffs' Association
- Chief Jim Person, Missouri Police Chiefs' Association
- Elizabeth Pierson, Second, Third, and Fourth Class Counties
- Alan Wells, Public Member

Members unavailable for this meeting:

- Chief Mark Hasheider, Missouri Fire Chiefs Association
- 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 – Mike Dierkes**

The governor, at this time, has not indicated his thoughts on Senate Bill 503. As this bill would assign duties to this committee to be completed by December 31, 2017, DPS has made sure the Governor's Boards and Commissions Office understands the inability to reach a quorum due to membership will make that deadline impossible to meet unless vacancies are filled quickly.

It is possible for the governor to appoint an interim member so that business can continue while we wait for Senate approval of the appointment. We understand, interim appointments may not be confirmed, but this would allow the committee to complete assignments mandated in the legislation.

A copy of the [Senate Bill](#), as well as handouts comparing current and potential membership demographics and committee duties, was distributed and broadcast for those participating in the webinar.

It was clarified that while Alan Wells' position as public member would not continue under SB503 terms, he would qualify as the first class county representative and 911 Directors Association.

### **Professional Standards – Recommend Training Requests - Jim Person**

Chief Person has reviewed and recommended approval of all courses.

- Action Requested: Courses would be presented for approval to Director Juden.
  - Resulting Determination: Director Juden has approved all courses endorsed by the sub-committee

### **Technical Report**

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

### **Education and Outreach - Mike Hall**

All 3 professional organizations were reaching out to membership to staff the State Fair booth between August 10<sup>th</sup> and 20<sup>th</sup>. Members can register to work the booth on-line.

### **MONENA Report – Mike Hall**

The Fall Public Safety Communications Conference is at Tan-Tar-A from September 20-22, 2017. Registration is available on-line. The conference is hosted by MONENA, MOAPCO, the 911 Directors' Association, and the Missouri Interoperability Center.

## *Old Business*

None

## *New Business*

### **FCC Annual Collection of Information**

The completed survey was presented to members for review and additions or corrections. It was agreed that the answers given on the report, while painting a “weak” impression of 911 at the state level for Missouri, is an accurate depiction of our status. If the state of Missouri has no one to track information from PSAPs in our state, the information is simply not going to be available for report. It is our hope that with an appointment of a quorum for the committee and the potential appointment of a 911 coordinator, our 2018 report will be better.

## *Open Discussion*

Question: Will DPS only do the study of PSAPs if the Governor signs SB 503 or will the study be conducted anyway?

Response: It is our impression that the study will be done regardless of the Governor's assignment. We have put a “request for clarity” in to specify who will be tasked with the study – DPS or the committee.

Question: The primary purpose of the study is to ask the number of PSAPs and look at possible consolidation. Are there any other topics that will be included in the study?

Response: Very little direction has been given.

Two topics of concern were mentioned. The first is that no source of funding for the study was included in the mandate established by SB503. The second concern is that no definition of “consolidation” was provided by the legislation. Is the goal to close smaller PSAPs and

physically consolidate within an area? Would they consider the type of electronic consolidation being used in various parts of the state as consolidated?

Mid-America Regional Council (MARC) out of the Kansas City area is willing to assist with the study, but they need to know exactly what is meant by consolidation. As the PSAPs have been responsible for independently establishing methods, some have physically consolidated; some participate in systems like MARC has that route 911 calls through a central program that then sends the call to the closest PSAP to that caller; other centers answer 911 calls at various locations but they dispatch through an electronically consolidated system. Will this be considered “consolidated” or is the ultimate goal reducing the number of PSAPs in the state? What is it we are trying to accomplish? Will this save anyone money? Dispatchers often perform duties outside of the 911 answering scope of work. Those employees will still be necessary, so it will save individual agencies nothing to send PSAP duties elsewhere.

Question: Who needs to clarify “consolidation?” The Legislature? The Governor? DPS? This Committee?

Response: Legislative committees left that definition open because one answer will not fit all situations in the state. The intent was that consolidation could be either “full” or “virtual.”

It was noted that a study is different than a survey. A survey just asks the information and a study should draw conclusions and make judgements based upon the data.

Comment: In other states, there is limited immunity for 911 service providers. Missouri provides this protection to telecommunications companies, but not other 911 service providers. It would be beneficial in drawing other technologies to Missouri if we had those protections.

Comments: In the State Statute 650:30, the committee is charged to “develop a plan and timeline of target dates for the testing, implementation, and operation of a next-generation 911 system throughout Missouri. The next-generation 911 system shall allow for the processing of electronic messages including, but not limited to, electronic messages containing, text, images, video, or data. What would that capability timeline look like? A more reasonable approach would be to set deadlines for alternate technologies as a goal rather than mandates as most of these communications forms are not things that could be used effectively in a call center at this time. Having the ability to locate a cell phone is an admirable goal, however mandating other technologies as a standard by which the program is measured may be too aggressive considering out current capabilities. Callaway County has faced the issues of text and streaming video due to the large deaf community associated with the Missouri School for the Deaf. However they continue to be challenged to process the information after it is received. For example, a streaming video of sign language does not help if you have no telecommunicators or technology to can translate that video.

### **Next Meeting**

We will try to coordinate the meeting with the September Communications Conference for convenience.

### **Adjournment**

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