

**TNT Meeting Minutes
July 10, 2017
Frontier of Flight Museum
Dallas, TX**

Meeting in Session – 10:04

Welcome & Introductions—Yvonne Krumm

What is the one piece of advice you would give new trainers?

Treasurer's Report—Robbyn Hart

Balance -\$6,839.99 – questions on money ask Robbyn

Plus checks and money received today

Tina Chaffin mentioned t-shirts left over from the conference if anyone wants to purchase
She will probably go back to polos and will start orders the first of 2018

Motion to accept April Meeting Minutes - TNT Membership

Kelley Hall motion

Maria Lemonds seconded the motion

TRILAP – Status and Vetting Committee – Yvonne Krumm

Working on the Liability course and need a vetting committee. Need volunteers to check errors
and make sure resources are good.

People that volunteered:

Cindy Moorhead

Tommy Buschek

Carolyn Van Tassel

Jennifer Garner

Robbyn Hart

Robin Malatesta

Once tested will add voice to it and working for it to be online as well. Once tested will submit to
TCOLE for approval. Need it done relatively quickly as have been working on it for a while.

Once the liability course is done will start with the Customer Service class. Had a list of volunteers
but Robin Malatesta is the only one that got back to Tina.

Tina advised can do recordings through PowerPoint and that is probably what Austin requires.

Basic TC Licensing Committee Update – Tina Chaffin

Moving along well - TCOLE wants it done by September. What has been done to date: incorporated
Crisis in with basic, which is something that had been discussed and ultimately something TCOLE
wanted done. Those that teach the Basic need to be aware of this. Also helps by taking out the
repetitiveness. Almost a whole day of Crisis is a repeat on the final 2 units. Currently working on
the resource guide. There is a link for legislation where you can find the definition of
Telecommunicator. The student will be able to define the roles of the Telecommunicator, find
appendix of resources, definitions, and many other sources of information. Kept them very vague

because may be different for different agencies. There won't be any reason why instructors won't know what to teach as all the information is available. Ultimately, don't want it to be as subjective as it currently is. This will give instructors the websites that questions were pulled from and phonetic alphabet as well as traits of a Telecommunicator. This will require more work on the instructor's part. Currently moving along on it and working on resource guides. Also, creating a statewide study guide that can be printed out for students. Probably won't provide the study guide answer keys as people are showing up to classes with the answer keys and that defeats the whole purpose.

Hours of the course will ultimately be decided by TCOLE.

TCOLE recently assigned a new Commissioner (UTA chief of police.) She came from dispatch originally. Tina works for UTA part time and will meet with her representing TNT and this might help having someone that knows something about dispatch that is on the commission.

2018 Meeting Dates Discussion - TNT Membership

Tina has January 22 for the Dallas meeting.

April 8 conference meeting – need to discuss if that will be a PETs joint meeting

July 23 also in Dallas.

Need to discuss Oct 22. It looks like PETs is going to San Antonio again. Need to have an in-depth conversation about that. PETs is not set on that location though the meeting won't be in Dallas. The October meeting will not coincide with the TCOLE conference or the 9-1-1 cruise. Possible dates for the cruise include November 4th or December 4th.

NNTF Conference is the week before TNT in July 2018, the location will be Charleston, SC.

Andrea advised she believes PETs will want to do a joint meeting. The big issue is to get hotel rooms for Saturday night for the meeting to be held on Sunday. An option to be considered might be to have the meeting after the conference instead of before.

Pamela Frisk suggested might want to stay in beach houses as you can get them cheap for one night usually.

Tina said the meeting seems really scattered as people were going in and out for committee business and there were a lot of interruptions. There is a real need to make the meeting more effective. The conference usually ends around 1 p.m. Andrea said can get an increase in room blocks easier on Wednesday night rather than the weekend. Pam Frisk advised the only problem would be the party after the awards banquet and everyone is ready to go at the end of the banquet. Due to this might not get as many new people. Tina said separate registration would probably be better because people pay to go and are more likely to go if they pay separately. Tina said it can't hurt to try it and see if it works better. Robbyn Hart advised that there could do an online survey getting input. Tina advised historically no one answers the surveys. For now, this is the last year the conference will be held in Galveston. Andrea advised 5 locations are being considered for future conferences. Amarillo was discussed and Andrea advised it was very nice there and they are putting in new buildings.

Tina advised Wednesday wouldn't conflict with prom like a Saturday does. If the banquet is over at 1 p.m. and typically goes a little past 1 p.m. might could set the time from 3p.m. to 7p.m. for the

meeting. The date is Wednesday the 11th Tina will try to find a speaker that would be beneficial to both groups.

Offsite meeting in October – Amarillo was discussed – TRPC would be the place to have it per Pam Frisk. Embassy Suites is a conference site hotel and will be ready in August per Andrea. Embassy Suites has places you can walk to but the rest of the Amarillo area is very spread out. Tina said needs to be beneficial to TNT and the membership. Pam Frisk said about 5 years ago when TNT was thinking about doing this she was against it as Dallas is very easy to get to. However, Pam said when a TNT meeting was held in San Antonio there was a lot of people there. Pam said, hypothetically we could go to Amarillo and what will happen to that is that about 200 people that are dispatchers in the Texas Panhandle that they could not come to Dallas but could attend a one-day meeting in Amarillo. There are people there that are already members that can't come to Dallas. Potter/Randal area also has approximately 160 dispatchers. Everyone would not come but this would allow a different group of people to come. If had some new blood, people could get better insight and different information. In Amarillo for instance there are a lot of rural people that do training for rural areas. Some agencies work 8 to 5 and flip the switch to another agency. There are benefits to a change of place; i.e., networking and new people. Pam does see a benefit to having meetings in other locations. Kelly Hall advises people come to the TNT booth at the conference and have never heard of TNT, but moving the meetings around might bring more exposure.

One suggestion was that TNT might could have the TCOLE person for that region come to the meeting and might have the same curriculum for that meeting and Andrea said might mirror that for the conference meeting. That way everyone gets the same information.

Tina said while the San Antonio meeting had more people than we ever had before we did not get any more nominations, input, help with committees, etc. Tina said we need to have representation for the different areas. In Dallas, we have PETs and also have TAG team and they meet quarterly. People from this area come and some of it filters into PETs. Need to have training groups in the area so that we have representation in that area. For example, Pam is a representative for that meeting. Pam has input for them that she can bring. Regional representation could possibly help with information being passed along.

Andrea said did we follow up after the meeting – she didn't for PET? Tina said she didn't follow up. Maybe regional person could follow up and then we might get more assistance from other areas.

Pam said is a great idea. But takes a while for someone to realize how they can help. Tina said mentoring would be good.

Andrea said PETs would like to do a meeting somewhere else.

Andrea said Pets is dividing into regions and still working on it. They do this by focusing on the education part of it and putting in booths at conferences such as at the Sheriffs association conference. Andrea will share information on how this is being handled now. Andrea said focus on bill that passed that will have a focus group and study on PTSD for public safety people. Andreas amendment 1794 for 9-1-1 folks did not make it in on time Gong to start next year while they are off session. Multiple opportunities to discuss how 9-1-1 should be included with public safety.

COG districts are a good place to start for the regional breakdown. COGS have all the contacts, i.e., Charlesetta Malone to the East, Pam Frisk and Robin Malatesta to the North, Patti Davis to the West.

Need to come up with a good plan. Tina suggested talking about it after the meeting or through email and making a presentation after information is gathered.

Will work with PETs to see where there meeting is being held. Amarillo, Austin and San Antonio were all mentioned. Might consider one year go north, one year go south, one year go west. Need to make sure we have a strong core group to the area we are going to help with the meeting. (meeting details, venue locations, etc.) Kelly Hall said have a core group for Amarillo that usually come so might be a good location for 2018.

Andrea said will throw out ideas for meeting location at PETs tomorrow.

Lunch at 11:15 a.m.

Speaker – Ellen Rodrigues (goes by EJ) with Policy Priority (incidentcode.com)

Power point – Delivering Actionable Intelligence (view codes 1025 to 1064 to look at different cameras examples. Some are blank as they are adding videos to cameras).

Video information – takes a few minutes to get information from monitoring company.

Screen comes up incidentcode.com and alarm company can share the screen they want the police department to see. They call the PD and give them the code to get to the videos.

Google map shows where all the cameras are at the location. Can put the code in your CAD call and the officers can look up the videos if they have internet connection.

A lot of PD's are asking citizens to register their cameras with the city. A lot of city PD's give free alarm permits if citizens have cameras they register.

With this program can download every video and attach it to CAD. Incident code keeps the video for 30 days.

This is a free program for the agency. Their money comes from the alarm company or hospitals, etc.

5 core fundamentals –

1 officer safety

2 meaningful response

3 public safety efficiency

4 community peace of mind

5 industry recognized standard

Ring doorbell company is going to possibly work with incident code.

This is a simple web interface - no username or password required

Code expires in 1 hour for security reasons, no software to download or install.

Approximately 15 large alarm companies participate, and it is also in Canada.

Training part is done on the alarm side because the dispatch side is through the website only so if someone can use a browser their website is easy to use.

One thing officers like is there no court order required to get the video

FREE for law enforcement: Camera kits that include 3 IP cameras, a control panel and a keypad that are loaned out to law enforcement for special programs for 90 days and monitoring through incidentcode.com. It is programed by incident code and shipped out to them. For instance, the City of Frisco used for some arsonists they were trying to catch.

Incident code takes 5% of every dollar and put it back to law enforcement programs. One time they did it for K9 unit bullet proof vests. Just found out about NENA friends of 9-1-1 and involved with APCO so will be assisting dispatchers as well.

Alarm company signs on and passes the cost on to the customers – free to law enforcement

Main Office is in Charlotte, NC.

Their server is Military encrypted and is very secure. Just released version 2.0 which will hit the market this Friday. The only thing different for dispatcher on 2.0 is it will show a timer on the right side of the screen which will show the last camera that reported time and a timer.

2 large alarm companies in town are laying off in their call centers so might be good for recruiting for 9-1-1 hiring. Protection One just merged with ADT and Monitronics in Farmers Branch. She suggested they call their HR Departments and they will work with agencies that might want to hire someone that worked in their call center.

Police priority.com is the business side website.

They are working on a video for 9-1-1 and first responders.

No app for it right now but they are working on coming up with one. Working on the security side of it now.

Officer.com going to do an article soon regarding their company. The interview was last week

EJRodrigues@policepriority.com is her email address
Cell 940-231-6342

Welcome 9-1-1 Delegates from Mexico - Sergio Castro

Mexico is transitioning to 9-1-1 for all emergencies and was in the area to learn about 9-1-1 systems so they could implement into their country. The representatives went to McKinney PD this morning. They will be at Pets meeting tomorrow. Also checking into emergency management as well and all the administrative functions involved. State level coordinator introduced Directors of the PSAP's were introduced. Discussions have been held about training and how to run the PSAP technology, culture, population, etc.

Personnel are currently in the process of creating a standard for how to operate in the PSAP. They follow what the state requires and do require state certifications for the individuals working in their

centers. ISO standards and procedures are followed. When hiring they put them through a lie detector test. They have developed several training classes on their CAD system, operating protocols and call handling processes. The students take 90 hours of classes and each of the cities give additional training after that. As far as technology the state has obtained 150 million dollars. They used this to get 2000 video surveillance cameras and a lot of PSAP remodeling is being done with this funding. They have installed fiber optic lines have and license plates readers (122 throughout the state). Panic buttons were distributed to commercial entities using some of this funding. All agencies use the same CAD system and radio system which are E25 phase 2 radios. Mexico also has had difficulties with hiring and salaries are not that great

Some features they offer in addition to 9-1-1. 089 anonymous caller reporting line. They have a special domestic violence line. They have a mental health and crisis help.

NNTF Update - Tina Chaffin

It is next week in Vancouver. There are approximately 46 attendees including a number from Texas, Las Vegas Washington and Oregon. We were able to obtain some great speakers doing it on their own and again only one sponsor this year.

Funding includes \$600 made off the cruise raffle .

Survey for future direction of TNT - Tina Chaffin

Meeting locations - need to talk to board to see where meetings will be held.

As we switch presidents and boards:

Need to be looking at legislation: including working on the definition of Telecommunicator - it leaves a lot open in the occupations code now. Andrea knows the system well and we are looking to her for assistance. In 2019, when 9-1-1 goes to Austin it would be good to have a large group to attend. Reminder: TNT has scholarships that might could be used for this type of thing. Tina does a Telecommunicator update class for legislation she teaches and then sends it to the TNT Dropbox. Any suggestions for things to ask in that survey send to Tina.

Nominations and procedures for 2018/2019 TNT Board - Yvonne

Tina said have some nominations - 1 for each position. It was mentioned that multiple people are not receiving the emails for surveys, etc. Tina advised Icontact is where the emails come from to keep it from showing as SPAM. Email address the emails show to be coming from is:

YKrumm@tc911.org

Tina asked that people might check their spam folder. Tina will see if can send info through the website since so many people are not getting it.

Position of treasurer is open - Robbyn Hart was nominated.

Hospitality chair currently Pam Frisk - Carolyn Van Tassel was nominated and she has accepted.

Secretary Kelsey Dean nominated (whoever is elected will serve at the next meeting).

President elect serves two years and then serves as President Tommy Buschek was nominated.

Accepting nominations for any of those positions. Tina advised she needs nominations today or at least by the end of the week so it can go out next week. New board will be announced and switch over at the next meeting

Cindy Moorhead – Recognition

Certificate of appreciation given to Cindy Moorhead for her service as secretary.

Open Discussion

New iPhone 7 and IOS 10 can be used as a TDD. To turn the feature on go into settings and accessibility and turn on TDD. Silent TDD testing was done by Tina and 22 out of 28 agencies hung up on Tina when she did the testing. This feature can be used on phones that have 9-1-1 service only as long as the setting is turned on.

Indigent and elderly are really the only people that have TDD machines now per Pam Frisk after talking to a girl from the deaf school in her area.

Study guide and exam for TEKS was brought up - need to use both Tina's and TEKS study guide for the state test. Documents Christy Sprague with Garland created are on the TNT website resource page and there are Cram.com search (search basic Telecommunicator licensing) links on website. This allows people to play games and repetition helps people learn the material. The password is TNT2017 (until January when it changes). Can only take the test three times and then are required to retake the course again. Some agencies require someone to go back to class and study if they fail before retaking.

Pass rate for TEKS is about 60% - this information is on the TCOLE website. TCOLE puts the pass/fail information on the website for each academy every year.

If you fail to get someone licensed within one year they aren't allowed to have a license for one year after and can't get a temporary license to go to another agency for that year.

National APCO Texas 9-1-1 Monday night out is free to APCO members and will be held in Denver, it is a Murder Mystery Dinner.

Motion to adjourn meeting 2:04 p.m.

Patti Davis motioned
Robbyn Hart seconded

- 1.1- The student will be able to define Terrorism.
- 2.1 - The student will be able to differentiate the motives of Active Shooters.
- 3.1. - The student will be able to discuss the San Bernardino shooting details.
- 4.1 – The student will be able to recite information regarding the Orlando Pulse Shooting.

5.1 – The student will be able to explain the importance of tactical medics.

6.1 – The student will be able to list social media sites which may lead to information about the suspect.

7.1 – The student will be able to determine other resources available to assist responders during an Active Shooter call.

8.1 – The student will be able to relate instructions to callers once officers have arrived on scene.