

**TNT Meeting Minutes  
October 26, 2015  
Frontier of Flight Museum  
Dallas, TX**

Meeting in Session – 10:07 a.m.  
Attendees – 28 (39 registrations)

**Welcome & Introductions—Yvonne Krumm**

What is your favorite Halloween tradition?  
Water bottles were handed out

**Treasurer's Report—Robbyn Hart**

Balance – 2629.85  
Less today's catering and room rental  
Plus today's membership fees

**Update on accepting credit cards – Robbyn Hart**

Got rid of the cube and now people will need to pay with check or cash  
Eventbrite was considered but there is a charge for everyone whether they pay through that or not so could have just one person use it and have to pay for everyone so would lose money

**Announce/Introduce new board officers – Yvonne Krumm**

Yvonne suggested we look at what other associations say/do when swearing in their board  
Couldn't find anything in the TNT files about swearing in new board officers  
Sherry Decker said had not had a swearing in ceremony the past  
Introductions of new board

**Food discussed – Pam Frisk**

Small amount of food on wall last time was cleaned up  
Will only eat inside the meeting room from now on  
Looked into the new conference and meeting room prices at Southwest  
Will find out prices for this meeting area  
Wilford Davis said downtown Dallas could get free rooms for the meetings  
Transportation was a concern  
Cindy Moorhead will check with Southwestern Airlines HQ for meeting rooms and fees

**Meeting with TCOLE – Tina Chaffin and Yvonne Krumm**

Tina and Yvonne had meeting with Mr. Vickers regarding online classes  
They asked when would be the review cycle and if TNT could be involved and they could not answer due to varying schedules and being short staffed  
TNT offered to help in any way we could  
They advised they only have one curriculum officer and need 5 or 6 classes every legislative cycle  
Sherry Decker advised they are using additional personnel for School marshal, jailers, etc.

**TCOLE Conference – Tina Chaffin**

Does Telecommunicator have to have FTO training reported? Yes they do. Because it is a license every Telecommunicator has to report their FTO training. Training manuals and a checklist must be kept at the agency and time has to be submitted for the license. There is currently no requirement for a CTO to have any particular TCOLE training. Kim Vickers thinks that will change in the future and that you will have to have some type of adult

learning and training classes. FTO online is for Police with nothing currently online for Telecommunicators. Agencies must keep documents for training to show to TCOLE for audit. Tina will send an email clarifying that. Remedial training discussed and the max hours are 160 to submit for training submission. In less than 2 years there may be problems with people continuing on with their license. Can report any training class twice as long as not a licensing class and not in the same training cycle.

#### **Discussion on pass rates on state licensing exam – Yvonne Krumm**

Students barely passing if taking TEEEX – questions on test are not covered in TEEEX  
Academies are being required to have minimum of 10 students  
People using Tina's study guide are doing very well on the exam. Tina will be happy to share the presentation. Tina requested that we get people to share lesson plans to assist in teaching.  
Sherry Decker said that we need to get together as a group and create a lesson plan that can be used across the state and Tina agreed.  
Class is 40 to 80 hours  
250 questions on the test  
Revamping TEEEX was discussed TEEEX needs to revamp and be held more accountable for what they are teaching.  
79% pass rate for TEEEX last year  
TEEEX is the only online basic course approved for TCOLE for now - APCO is online but not approved by TCOLE

#### **Discussion on next class for TCOLE online (Sign Up) – Tina Chaffin**

Liability for Telecommunicators - no TCOLE lesson plan for it – please share with Tina any items that need to be covered. Tina passed around her lesson plan. Tina would like to present something to TCOLE at the first of the year.

#### **NNTF Update – Tina Chaffin**

##### **Training conference days in conjunction with NPEF (National Public Educator Forum) 2016 in Frisco**

National 9-1-1 Trainer forum modeling after NPEF forum  
NNTF is going to tag onto the end of their conference in August of next year  
Registration info and website ready to go but haven't released it yet. The website is: [www.911NNTF.org](http://www.911NNTF.org)  
registration is online  
Tina advised there is a webinar about getting grants  
Not setting sponsorship levels, but might do that in the future  
Same motel rates as NPEF - \$145 a night  
Registration \$100 NPEF ends August 3 at noon and NNTF picks up that Wed/Thurs/Fri

#### **Telecommunicator Pool for OT**

TCC 9-1-1 was approached about an OT pool and are not set up for it  
Discussed for it to be an offshoot of TERT  
Will check with Wise County as they have a pool of TCs

#### **Certificate of Appreciation – Sandy Pippi**

#### **October 2016 Meeting Location Discussion – Tina Chaffin**

Discussed having it in conjunction with the TCOLE Conference in October 2nd – 6<sup>th</sup> in Corpus Christi  
Could possibly get TCOLE to come to the meeting  
Would have to verify prices of hotel and lunch  
Would like member feedback  
Will release to the rest of the group and get a vote

## **2016 Meeting Dates – Tina Chaffin**

January 25

April 3 at Joint Conference on Sunday - PETS in the morning and TNT in the afternoon – includes networking luncheon

July 11

October 24, if we don't move the meeting to TCOLE conference

## **Training Share – Stephanie Whiteley**

Reinforcing training and she uses a lot of different activities and ideas

Recent ones that have been successful for her centered on a troubled trainee

In classroom she is a big believer of practical examples

In the NCIC classroom she uses real world examples of entry; cancellation etc. to nail down concepts of different forms everyone has problems with

Daily quizzes and what if questions

Big believer in why – not just because our agency does it this way

Scenarios

Cheat sheets – especially on NCIC

Self-evaluation for trainee to do

Send email to [swhiteley@friscotexas.org](mailto:swhiteley@friscotexas.org) if you want a copy of the cheat sheets

Sandy Pippi discussed CADNorth a training product that DFW Airport is getting (add contact information)

## **Open Discussion:**

Tina Chaffin discussed the website and a virus that was on it

Go-daddy charges paid for automatic updates to the website and virus protection. She paid \$60 for two years and saved a years' worth of fees. She said a managed website is the most cost effective way to go.

Tina Chaffin advised they are still working on the website

Sherry Decker discussed Regional Telecommunicator Academy

June 1<sup>st</sup> the 9-1-1 advisory board approved a 9-1-1 academy

Courses were decided on by supervisors

January 18<sup>th</sup> the 1<sup>st</sup> academy starts. There will be a 2 hour orientation prior to beginning of academy and a graduation at the end.

Class is 8-5 M-F

Texas is the only state that is licensed

Academy is free and anyone in the state can attend

NCTCOG is a training provider and license test will be included

Health and wellness portion is done every day

LEO funds are what is given to Law Enforcement for police officer training but now that Telecommunicators are licensed they are included in that. It's a state grant

Powerphone has a class called rewind

Tina Chaffin discussed Stress classes and how no one signs up for the classes even though the class is very useful.

Call taking Protocol scripts discussed

Language line does not go along with the scripts

There will be issues – have to be assertive with the caller to stay on script

Open carry was discussed and questions were asked how agencies will be handling

One agency advised will be screening for behavioral

Campus carry is not open carry

TCOLE standpoint – if it was illegal to do it with a concealed handgun can't do it with open carry – per state law  
have to have a sign that says can't open/concealed carry with specific standards

Code Red discussed

One agency switched to NIXEL

Dallas ISD wants information on programs for high school students. Houston ISD has a program where they have  
mock 9-1-1 centers and they work part-time at PSAPS so when they graduate they can go straight to work in  
dispatch

Tina advised the ultimate goal of TNT is to network. Ask on TNT forum questions that you have

Dallas PD asked about whether Electronic devices were allowed on the floor or not

Value of social media was discussed

One agency has it on supervisor consoles only

One agency has it where the supervisor can override filters if need to access

One agency allows use of it during their downtime

Subpoenas during incidents were discussed - all messages etc. subpoenaed.

Meeting adjourned