

TNT Meeting Minutes
April 3, 2016
Galveston Convention Center Galleon III
Galveston, TX

Meeting in Session – 13:13
Attendees – 28 (registrations)

Welcome & Introductions—Yvonne Krumm

What was the last class that you taught or attended?

Treasurer’s Report—Robbyn Hart

Balance - \$2,178.09, pending charges for meeting and meeting deposit.

January TNT Minutes
Frances – Motioned
Charlesetta – Second

L2 and L3 conversation – TCOLE has been doing audits of agencies that are sending students to the Basic Telecommunicator Licensing class. In their audits they are finding many agencies who are not completing the proper background on their employees. Some haven’t even had a fingerprint check. If a TC is found not eligible to be in their position, they will not be allowed to work.

2017 Legislation - Now is the time to start working towards what we want to do with legislation. There is a new group of legislators. US DOJ is looking at the classification of Telecommunicators.

Definition of Telecommunicator. Currently does not include people that are call takers and don’t talk on the radio. TCOLE says call takers are not required to be licensed. Need to be sure it is clear so secretaries don’t have to license.

We need to get a committee together to work on laws. Look at other certifications and what is required. Possibly look at making the proficiencies require certain class.

Kari’s Law, contact PET person. There will be a website up and running in June. If agency is contacted by a business that cannot meet requirements you can direct them to that website for a waiver. Can apply for a waiver for up to 4 years, then they have to meet the requirement.

Nathan Lee and Ryan Chambers with Denise Amber Lee Foundation. What are CTOs training? Are they training SOPs or are they training “their way.” Well policy says, but this is what we do. This will cause systemic problems. If you have 3 people training and they are all teaching the way THEY like to do it, eventually 6-7 years or sooner, they will be training 3 different ways. You will lose control of your trainer program. Stick to general guidelines in training, training is objective not your opinion. When a new employee comes into an environment they are fresh, they don’t know any different. They care going to feed off of CTO. Rudeness, talking about frustrations, being complacent. The weeding out process is happening in the training process not in the hiring process. Better to weed them out in the hiring process will keep CTOs from being burned out. “Predictable is Preventable”

Gordan Graham. When is the last time the training program was revamped? Do the dispatchers in your area know the difference between Phase 1 and Phase 2 calls? How often are you looking at your powerpoint or outline? How can you do this better? Always trying to improve the training. Biggest struggle is figuring out what tools you are using to enhance training? Teach 8 hour class that starts with Denise's story and goes into many topics. Teaching Leave Your Ego at the door. Training officer develops initial relationship with new employees. Start the building of morale, teamwork, first person they are comfortable with. Don't forget why you do this job and the importance of what you do.

9-1-1 Cell Phone Apps, lots of apps claiming they can contact 911, they can give better accuracy. Some use scare tactics and bullying, some are just an app, some are selling other services. RapidSOS has been very active. Set up test account. Bill and Yvonne went out on Friday and did a couple of test calls. Knew what PSAP testing at, but in their address as one of the address. Went to PSAP, made the call worked great in the PSAP, when driving at the PSAP we got an automated call, didn't identify itself just gave address and customer name. In addition to automated call, fired a voice call over the wireless call that looked like a 911 call that was answered by another agency. Received email from RapidSOS (only available for Iphone, available under Haven). Looks like something that would entice children. Greater Harris County never got automated voice, did go to the wrong agency. They can SWAT/SPOOF agencies with the app. Request results of testing to be put on website. The app allows you to verify the location on the map. Bill found that it just moved on without him answering questions. Will show RSOS in the class of service.

Online course update. 2 courses were submitted to TCOLE 2 months ago. Formatted correctly, ready to go, but TCOLE advised they have been busy and it will be at least another 2 months. Continue with our agenda with creating online training, including liability. Send it to TCOLE let them backlog it.

APP for conference, had to search Event Board the app says Events XD. Under tabs, TCOLE credit classes will show up on the phone. Schedule for the conference. Gives bios for the speakers, links to Facebook.

We have received numerous registrations for NNTF. Our opening speaker will be JT Taylor from Teambuilding USA. We are also going to have a session from Tony Harrison with Public Safety Training Group, and Adam Timm is slated to be our closing speaker. To register or see the agenda go to: [NNTF 911nntf.org](http://NNTF911nntf.org)

Charlesetta Malone is looking for something different. Looking for someone to teach Human Trafficking. Rescue Innocence out of Missouri, will be teaching in Texas in June. Wants to do a mental health class for Telecommunicators.

Gene Smith is reasonable and gets great reviews.

Jamie Hudson 911(in Roman Numerals), out of California, did Advanced Telecommunicator Training Officer. Hostage Negotiations for Telecommunicator, Crisis Negotiations. Reasonable, Communication Supervisor.

Joe Serio is doing a retreat in July. Come in noon on Monday and noon on Friday. Supervisors, leadership.

TNT Meeting closure: 15:19