

TNT Meeting Minutes  
January 22, 2018  
Frontiers of Flight Museum  
Dallas, TX

Meeting In-Session – 10:07 a.m.  
Attendees – 28 attendees (27 registrations)

**Welcome & Introductions – Tina Chaffin**

What did you accomplish in 2017 that you are most proud of?

From professional accomplishments that included (but were not limited to) completing ENP, RPL, or TC license; promotions; beginning college; and being fully staffed for any amount of time to personal accomplishments that included (but were not limited to) losing weight; successfully prioritizing family; and surviving any number of life's challenges, we accomplished SO MUCH in 2017! But we're all MOVING ON to 2018!

**Treasurer's Report – Robbyn Hart**

Balance \$6406.72  
Motion to accept Treasurer's Report  
Kelle Hall motion to accept  
Charlesetta Malone seconded the motion

**Motion to accept October Meeting minutes – TNT Membership**

Kelle Hall motion  
Charlesetta Malone seconded the motion  
Minutes for this meeting will be posted within the week

**Recognition of Service – Tina Chaffin**

The Board recognized Pam Frisk for her service to TNT from 2011 (estimate) to current

**TRILAP Status – Tina Chaffin**

Having to find new videos for links that don't work any longer. Tina has purchased the Articulate program and it came with a professional microphone, so we should be able to provide the class and the audio.

The next class we planned to work on developing is a customer service class, but only 1 person from the original list is still able to work on it. No further updates at this time.

**Basic TC Licensing Committee Update – Tina Chaffin**

Sherry Decker presented the class to TCOLE. TCOLE has changed the requirements for the class, learning objectives only, learning objectives with facilitator guide, or actual curriculum. Chapter 1 is finished, including test questions. Currently vetting Chapter 2 and 3. Roxie Dodd is heading up the test question part. Chapter 9 and 12 are possibly also complete. TCOLE prefers books as resources, but there aren't very many books on our topics. The few that do exist are outdated. Working on finding current, relevant sources that TCOLE will accept, and getting the

citations in the correct format. Also, TCOLE will not approve test questions with all of the above or none of the above. They want specific answer choices. This update process is long and time consuming. The committee is making progress, but it is still a work in progress. The changes will combine 40-hour Basic and Crisis Communications, so expect an increase in the duration of the class.

People are still reporting having issues with getting all the prerequisites to be credited properly, so that folks can sign in to take the license exam. TCOLE is aware of the issue.

### **TCOLE Tour of Texas – Tina Chaffin**

Every couple of years TCOLE tours through the state having informal Town Hall type meetings where they want to hear from licensees. We need Telecommunicator representation at these meetings. Tour dates listed below. There are also TCOLE Trainer Consortium Meetings and Quarterly TCOLE Meetings in Austin. Please attend any and all that you are able to. TCOLE also publishes a quarterly newsletter on their website.

#### **Tour Meetings**

Jan 30	San Angelo	1 pm	Concho Valley RLEA
Jan 31	Amarillo	9:30 am	Randall County FD
Jan 31	Arlington	3 pm	NCTCOG
Feb 1	Tyler	2 pm	Tyler Junior College
Feb 5	Laredo	11 am	Laredo Public Library
Feb 5	McAllen	2:30 pm	South Texas College Pecan Campus Library
Feb 6	Pasadena	1 pm	San Jacinto College

TCOLE is currently working on putting a TTY Refresh class online where TCs can get the required training and appropriate credit every 6 months. Two of the 7 modules are done. Kelsey Dean is recording the remaining 5 modules. It is unclear whether TCOLE will put those 2 modules online by February. There was some discussion/question about whether the refresh class will be 1 module each time you need to refresh or if you'll have to take all 7 modules each time. We do not know what TCOLE will require/accept. TTY training is a Department of Justice requirement, and there is a reference document on the TNT Resources page.

### **DPS AT Expirations – Tina Chaffin**

The TCIC/TLETS Training department at DPS is focusing on the migration to OpenFox Desktop Messenger this year. They will not be having AT recert classes. If you will expire this year, they will extend your certification, but you must email [Melissa.Walker@dps.texas.gov](mailto:Melissa.Walker@dps.texas.gov) to request the extension. Pass that extension information on to other ATs that you know. There will possibly be an AT online recertification process in the future. During this year, while DPS focuses on the migration, TCIC and TLETS instructors are in high demand. If you are available to travel to teach either of those classes, let Tina know.

### **TNT Website password changing today – Tina Chaffin**

### **Conference Meeting Discussion – Tina Chaffin**

Discussion centered around competing interests during the TNT/PET meeting on the Sunday before the TX Public Safety Conference in Galveston in April. Most attendees are also working the conference in some way, shape, form, or fashion, so they are in and out of the meeting. In addition to that (which is growing every year), this year the pre-conference sessions are the Denise Amber Lee Foundation, Adam Timm, and Buster Brown. In light of this, it might be better to separate the meeting from the conference. A better way to get our message out to conference attendees may be to host a TNT/PET session where members speak about what we do.

Kelsey Dean made a motion to separate the second quarter meeting from the conference, pending the decision of the PET group.

Kelly Halle seconded.

Members voted, and the motion passed unanimously.

UPDATE: PET also voted to separate the meeting from the conference. Andrea Wilson checked available dates with the museum, and the second quarter meeting has been confirmed for Monday, April 30<sup>th</sup> with the PET meeting the following day, Tuesday, May 1<sup>st</sup>. Both meetings will be held from 10 am to 3 pm.

**Lunch break – 11:15 am**

**Meeting resumed – 12:01 pm**

**Guest Speaker – Ben Patterson, DPS Alert Program**

Mr. Patterson is the new Alert Program Trainer with DPS. He has an extensive background in Emergency Management. The Alert Program includes:

Amber Alerts – issued for a child 17 yrs or younger who disappeared unwillingly or a child 13 yrs or younger who disappeared willingly or unwillingly

Blue Alerts – issued for a law enforcement officer who is injured or killed

Silver Alerts – issued for a person 65 yrs or older who has Alzheimer's or dementia

Endangered/Missing Alerts – issued usually for people with Autism (who are possibly triggered by loud noise and bright lights, so might need to ask responders not to use lights/sirens in these cases)

85<sup>th</sup> Legislative Update brought about the following changes:

Blue – SB 1138 codified this into legislation, previously was Executive Order issued by former Gov Perry

Silver – can now include people younger than 65 yrs (due to early onset) with doctor's note

All Alerts have their own criteria. Visit the DPS website for more information. You can fill out and submit the form to request an alert from their website. They give you the ability to create a flyer with victim and suspect information, including photos. DPS partners with several other agencies to get the word out on these alerts. Ex: TxDOT, TX Lottery Commission, TLETS, Independent Bankers Association of TX, and Twitter. Possibly looking to partner with the TX Alzheimer's Association and local HOAs to assist with preventing, locating, and returning people involved in Silver Alerts. CPS might also make use of the Alert Program, but the situation has to be investigated by local law enforcement (one of the criteria for issue). There are regional Alert programs as well, that may have other limits and requirements. The DPS website has a map of all the regional programs, but it is in need of an update. If there is no regional program in your

area, then you would go straight to the state level to request an Alert. Amber Alerts go out statewide. If a person is on foot, the Alert is issued for a 30-mile radius. If a person is in a vehicle, the Alert is issued for a 200-mile radius.

Mr. Patterson provided some interesting stats on each Alert.

Amber Alerts – began in 2002, 178 activations and 179 people found\*, discrepancy due to sibling activations

Silver Alerts – began in 2007, 809 activations, 763 found\*

Blue Alerts – began in 2008, 5 activations, 2 found\*

Endangered/Missing Alerts – began in 2011, 21 activations, 17 found\*

\*found includes only those found while the activation was active

From the Book of Ben: “Requests for alerts come from law enforcement, but I know dispatchers do the paperwork... You ensure continuity. You are artists.” See referenced quote below.

“He who works with his hands is a laborer. He who works with his hands and his head is a craftsman. He who works with his hands and his head and his heart is an artist.”

-Saint Francis of Assisi

Mr. Patterson is traveling around the state providing Alert Training. Contact him if you'd like him to come to your area, and if he's already scheduled at one place in your area, he might be calling you. He partners with 911 coordinators, COGs and Districts, Emergency Management people, and Homeland Security people to get the word out about this training. The training is free, and he does the planning, registration (through the Preparing Texas website), paperwork, and TCOLE reporting. All you have to do is provide the space.

Contact info: [Ben.Patterson@dps.texas.gov](mailto:Ben.Patterson@dps.texas.gov) (512) 424-2445

Question: How long does the approval process take, from request to alert sent?

Answer: It varies, of course. Possibly as little as 45 minutes or up to 2 to 3 hours. If the request is sent with all the information and good quality photos the first time, it is more likely to be approved quicker. Blue and Amber Alert requests are forwarded to the TX Joint Crime Information Center (DPS uses this as their fusion center), and those analysts are in contact with the local jurisdiction and provide a recommendation to DPS to issue or not issue the alert. DPS usually goes with their recommendations.

Question: Who/Where is the person that heads up the TxDOT signs? Who would I go to if I wanted to put some 9-1-1 public information/education stuff up there:

Answer: It's in San Antonio, and Mr. Patterson will get you (Pam) the contact info.

**Break – 12:53 to 1 pm**

**Raffle for 7 giveaways**

**Conference Booth Discussion – Tina Chaffin**

We need a theme and someone to coordinate the booth. Do we want to give away luggage tags again? Will need to reorder. Remember everything in storage was lost during Harvey. Need volunteers to work our booth during the conference. If you work the booth, try to recruit people

as they come by. Educate them on what we do, how they could get involved. Possibly revamp the flyer, possibly have laptop there to register, possibly signup by dropping business card.

### **Website Changes – Tina Chaffin**

The calendar has changed a bit. An old plug in was removed. There is now a list view and a month view. In the month view, if there are too many in one day, you won't be able to see all of them. You can search for keywords, but the results depend on how the class was worded in the posting, may need to search several key terms. If you have anything to add to the calendar (that is open to folks outside your jurisdiction/agency/region, submit them to Tina Chaffin. Tina has created a TNT Training Blast with a 5-minute training called Beyond Where. She is still working on formatting as it cuts off part of the title. Check it out and provide any other feedback you may have.

### **Open Discussion**

Request for CTO Expectations. Discussion ensued about creating consistency and establishing some minimums in the CTO program, non-monetary incentives for trainers (time off, etc.), feedback forms after someone is released from training (APCO recommends 6 months after release), trainer meetings, trainer retreats. Tina has a CTO class she is willing to share.

Discussion to ensure everyone received the TX APCO/TX NENA letter regarding the dissolution of the partnership between those entities and Kevin Willett. Direct any questions to Kim, APCO President, or Andrea, NENA President.

TX NENA/TX APCO other fundraisers and partnerships are still intact.

Both those entities have a fund to help TCs in need. APCO has the Sunshine Fund, and NENA has the Juan Gomez Legacy Fund. There is an application process. Those funds raise money through fundraisers like the silent auction at conference.

Request for Training Coordinator/PSAP Specialist/Whatever Title your agency gives the trainer job descriptions, especially from COGs and Districts. Send to [kdean@capcog.org](mailto:kdean@capcog.org)

Charlesetta will have more info at the next meeting from the committee that's working on how to use our extra funds to further our mission around the state

Kelly Halle volunteers to speak about TNT at a conference session

Tommy Bushek motioned to adjourn the meeting.

Kelsey Dean seconded the motion.

Adjourned 1:50 pm