

TNT Meeting Minutes
April 30, 2018
Frontiers of Flight Museum
Dallas, TX

Meeting In-Session – 10:04 a.m.
Attendees – 27 attendees (21 registrations)

Welcome & Introductions – Tina Chaffin

What super power would you like to have?

No surprise here: We want to do it all! Time travel, know the future, mind reading, flying...you name it, we want to be able to do it!

Treasurer's Report – Robbyn Hart

Balance \$6634.10

Motion to accept Treasurer's Report

Kelle Hall motion to accept

Charlesetta Malone seconded the motion

The Instant Pot payment will still be coming out.

Motion to accept January Meeting minutes – TNT Membership

Mandi Jones motion

Carolyn Van Tassel seconded the motion

Minutes for this meeting will be posted within a week

Conference Booth Update – Robbyn Hart

We had to run to Walmart for any decorations because we had nothing. PET had cool retro stuff for the 50th anniversary. We had very few volunteers, very little participation. We need to step it up for next year. Tina mentioned she has all the files for the group, and there aren't many pictures.

Tina asked Andrea if there was any update on the situation with PSTC. No update, that situation is over, and no further action is necessary. No money was recovered or received from Kevin Willett with PSTC.

Kelle and Pam did a TNT/PET session at conference. 12+ attendees, positive feedback.

Regional Training Follow Up – Charlesetta Malone

At a previous meeting, the group discussed implementing some form of regional training to help further the mission of getting TNT out to the whole state and growing the membership.

Charlesetta brainstormed ideas, and came up with the following action items:

1. Create list of TNT Trainers, their geographical area, and their area of expertise
2. Create list of ways that TNT can assist (pay for travel, trainer pay, sponsor food, etc.)
3. Re-implement Train the Trainer sessions at TNT Meetings

Tina will send Charlesetta the list of folks that volunteered to be on this committee.

Basic TC Licensing Committee Update – Tina Chaffin

The jailer update has been posted. You can take a look at that to see the TCOLE preferred format. Every time the committee members meet with TCOLE, they change the requirements or ask for different formats: outline vs. facilitator guide vs. full curriculum. There was further discussion on how long the new class will be, what all will be included in the curriculum, and how far along the committee is with development. Chapter 1 is the only section that has been officially approved by TCOLE. There was some concern about there being too much added to the curriculum, how it was decided what to include, and who all was working on the process.

TNT Committee Brainstorm – Tina Chaffin

We're stale and lacking in accomplishments. It's hard to get existing members to submit agenda items and participate much less attract new members willing to get involved and contribute. SO, let's try something new. Charlesetta is working on the plan to provide training across the state, especially to underserved areas. Let's brainstorm ideas for 4 or 5 more goals to help further our mission. Once we have the goals, we'll break into groups, and each group will discuss a plan to make that goal happen. First, there was a short discussion on the scholarship to attend a meeting and how it hasn't been used even once. Tina will determine where the application is on the TNT page, and we can go from there planning how to get that out to folks. Kelle's agency even reimburses her PSAPs to send someone to out of region training. We still get feedback that agencies can't send people to training due to lack of staffing. Short discussion of staffing as an industry wide problem, but TC training is now mandatory, just like officers who are still getting to go to training. Officers still given priority. This is why we can't grow. Maybe we need to start speaking to the powers that be about who we are, what we do, why TCs are important. We could present/speak at/send direct letters to CSEC meetings, Alliance meetings, Chiefs Assoc Conference, Sheriffs Assoc Conference, Supervisor meetings at the COGs, TCOLE meetings, TCOLE Consortium meetings, etc. It may be in our best interest to get a TC on the TCOLE Commission. We need to be more proactive and get the word out, not reactive. The question was asked if any TCs were out of compliance for training at the end of the training cycle. One agency had a TC have to pay for their license to be reinstated after they got the correct training. Tina talked about the need for us to step up our social media presence. Some of the suggestions included weekly training tips, promoting TC award winners. Another suggestion of something to work on revolved around increasing the communication between TNT and higher ups like Chiefs and Sheriffs, between TNT and TCs like the social media examples from above, and between TNT members like maintaining the email list better. Tina mentioned needing someone to take that project over. Another idea was having some sort of publicity chairperson or committee. Someone suggested having one TNT meeting a year serve as a working meeting where we all work on one project to make a large dent in that project. Another suggestion was to get back to having breakout sessions at every meeting. Another topic of discussion centered around establishing Regional TNT Reps who would be responsible for coordinating trainer meetings in their region and bringing that info back to the bigger TNT meetings. We talked about the Liability class that a TNT committee built for TCOLE to put online and why that got stalled (needs to be recorded). We talked about online training, like we originally intended that Liability class to be, versus regional in person training. Maybe our first regional training could be the Liability class that is already built. We talked about the Basic Telecommunicator class possibly including things like liability, diversity, ethics, NCMEC, etc., so there may not be a need for

these extra classes. We discussed the possibility of making a list of available trainers and what each one teaches and letting the individual decide what they would teach in the regional training. A TNT Training Blast on social media was suggested.

Lunch break – 11:27 am

Meeting resumed – 12-35 pm

TNT Committee Brainstorm cont. – Tina Chaffin

We identified the following Organizational Goals:

1. Regional Training
2. Getting our purpose/message out to more people
3. Social Media
4. Regional Representative/Regional Training Meeting
5. Online Training

Next we'll break into 4 groups (Charlesetta has already done this process for 1. Regional Training). When we break into smaller groups, choose which one you want to work on and, as a group, establish these 3 things:

1. The name of the group/Committee
2. The mission of the Committee
3. At least 3 action items that the Committee can do to further the mission

Groups met and worked.

Break – 1:15 pm to 1:29 pm

Breakout Reports – Group

2. Getting our purpose/message out to more people

Kelle Hall led this group

Members in attendance: Kelle Hall, Susana Cardona, Pam Frisk, Robbyn Hart, Pattie Davis, Maria Lemonds

Name: EEOC Committee (Educate, Encourage, Outreach, & Communication)

Mission: Provide outreach and education to agency administrators and TCs around the state about the Texas 9-1-1 trainers by encouraging participation and attendance.

Action Items:

- Compile database of agency administrators throughout the state to include contacting CSEC, MECDA cities & the alliance; SAT, Chief's Association, Fire Chiefs, University PDs, EME directors, City Managers & County Judges, Chief Deputies Association, Office of Emergency Managers, State DPS Offices, Texas APCO & Texas NENA
 - Patti Davis – CSEC
 - Robbyn – Alliance and “the book”
 - Maria – Fire Chiefs
 - Susanna Cardona (PBRPC) – EMS directors
 - Pam Frisk – County Judges
 - Kelle – MECDA agencies & Kevin Starbuck for OEM
- Create a list of the benefits for participating in the TNT group
 - Create a flyer to send (Tina has one)

- Update flyer
- List of benefits of membership
 - Networking
- Educate and promote the Texas 9-1-1 trainers mission and communicate training opportunities throughout the state
 - Email
 - Letters
 - Regional reps to meet with the departmental leaders
 - Phone calls
 - Booths at state conferences
 - Speak at agency workshops
 - Get organizations to send out an email blast about TNT
- Communicate training opportunities throughout the state
 - Emails
 - Flyers
- Encourage participation by telecommunicators

3. Social Media

Robin Young led this group

Members in attendance: Robin Young, Tracy Pulley, Stephanie Rocha, Roger Ochoa, Ayanna Hingle, Charlesetta Malone

Name: SMH – Social Media Hotspot

Mission: Encourage Texas Trainers to engage, interact, and inspire each other through Social Media

Actions Items:

- TNT Blast (2-3 minute training) Goal: 1 per week
 - Routine isn't routine – Tracy
 - Location, location, location – Stephanie
 - Taking Control – Robin
 - Beat the Burnout – Roger
 - CTO resources – Ayanna
 - Motivational Madness – Charlesetta
- Getting to know your Texas Trainer (1 per week) Wednesday
 - Ask all members to answer spotlight questions and send in pics of trainers from their area
- Dynamite Training – Trainers will send in kudos, accomplishments, ear marks their trainees have met (Every first Friday)
- TNT News & Resources – information about TCOLE updates, Texas TELCOMs in the news
 - Monday – Robin
 - Tuesday – Ayanna
 - Wednesday – Roger
 - Thursday – Stephanie
 - Friday - Tracy

4. Regional Representative/Regional Training Meeting

Kelsey Dean led this group

Members in attendance: Kelsey Dean, Connie Chavarria, Jennifer Garner, Wilford Davis, and Mandi Jones

Name: RRTC – Regional Rep & Trainer Coordinator Committee

Mission: Facilitate opportunities for trainers to share solutions

Action Items:

- Establish regions – possibly by COGs and Districts
- Assign trainers to represent each region
- Build kick-off meeting agenda
 - What is TNT
 - Now that you know what TNT is and what they do, how can TNT help you
 - How you can participate if you can't attend the quarterly meetings
- Establish how to advertise/attract trainers to attend
- Reps hold 1st meeting
- Reps report back at quarterly TNT meeting

Other ideas discussed but not finalized: Trainer FB group, FB Live the regional meetings, allow trainers to attend regional meeting through conference call

5. Online Training

Jessica Reyna led this group

Members in attendance: Jessica Reyna, Carolyn VanTassel, Sarah Elder, Samantha Baumgartner, Jennifer Ochoa, Jacqueline Castillo

Name: Online Outreach Committee

Mission: To achieve ongoing training for Public Safety Professionals

Action Items:

- Get a distribution email list going
- Find out the wants and needs of our audience (survey/poll)
- Get participation from group, instructors for training blasts

Let Tina know if you would like to chair one of these committees going forward. More to come!

Open Discussion

There was feedback from a few people at conference that weren't happy that the meeting was separated from the conference. The consensus from the group was that it worked better being separate.

Discussion about changing the July meeting date from the 23rd to the 30th, so if you're attending NPEF and NNTF, you wouldn't have to be gone for a week and a half to attend everything. This also brought up the recurring idea to move the location of the meeting. That has been tabled until later in the year in the hopes that we can get the new committees up and running to garner more widespread support for moving the location in the future. Will plan 2019 dates and locations at October meeting. Industry related conferences are posted on the TNT calendar, search using keyword conference.

Kelsey Dean motioned to change the date of the July meeting to the 30th, dependent upon PET approval as well.

Jennifer Garner seconded

Motion passed – next meeting July 30th (Update: PET approved as well)

Lots of key people in our industry around the state will be retiring over the next 5 years. It's important that we follow through on our initiatives to get more people involved in the group who want to participate and work on moving the group forward!

Fall TX Public Safety Conference in Fredericksburg October 8-10, 20 hours of training, registration is free

National NENA Nashville June 16-21

National APCO Vegas August 4-8

Mandi Jones motioned to adjourn the meeting.

Maria Lemonds seconded the motion.

Adjourned 2:15 pm