

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

Meeting In-Session – 10:04 a.m.
Attendees – 21 attendees (19 registrations)

Welcome & Introductions – Tina Chaffin

What is your biggest accomplishment of this summer?

Attendees accomplished a variety of personal and professional goals during the summer of 2018!
We are a group of high achieving individuals.

Treasurer's Report – Robbyn Hart

Balance \$7251.47

Motion to accept: Frances Garcia

2nd: Connie Chavarria

Approved

Discussion of adding a budget proposal to the October meeting – Robbyn, Kelle, and Charlesetta will have something ready. No scholarships applications as of yet; due October 1, 2018 for meetings during 2019; 4 awarded per year with a \$500 max each award; Tina will make the applications match the bylaws and email out again.

Discussion of emails not getting to everybody – Tina and Kelsey to meet to work on this in August, see more details further in to the meeting minutes.

July Meeting Minutes Approval – TNT Membership

Motion to accept: Samantha Baumgartner

2nd: Sarah Elder

Approved

Basic TC Licensing Committee – Tina Chaffin

Cultural Diversity module is currently being worked; aiming to have the final product to TCOLE by August 15th; it will then be put up for public comment, encourage TCs to comment, Tina will send a link to it when it is posted on the TCOLE website (at bottom in News area), committee will work on test questions next, 3-5 test questions for each learning objective, topics include: everything in the current class, cultural diversity, crisis, ethics, criminal law for TCs, and NCMEC.

Discussion: Streaming Meetings, Feasibility, Options – Tina Chaffin

Discussion raised the following questions:

How do we capture all of the conversation, how would the listeners be able to hear everybody, what type of mics could we use, what is the cost of those mics, what platform would we use (skype for business, FB live, live meeting with laptop, etc.), would it require college classroom type recording equipment like webcams and other pieces that

we cannot afford and do not have the capacity to support, how many would attend/listen, is it enough to be worth it

Decisions: test with FB live for a portion of a future meeting to see how many watch it (a feasibility study) and price mics

Discussion: Job Postings on TNT FB/Website, etc. – Tina Chaffin

Tina asked the group if we should post jobs, and the general consensus was that we would post training and Telecommunicator positions upon request. Kelsey will post requests “as is” to the TNT FB.

Committees that were discussed at the last meeting – Tina Chaffin

The group decided to move forward with the committees and assign Chairs to get started. See backside of agenda for details on each committee. Tina had sent out a request for volunteers for each committee and received very little response. Tina will put the chair name and contact info online and send out again to see if we get any new volunteers.

Regional Training Committee Chair – Brittany Davis with help from Katie Syber and Tina Chaffin

EEOC Committee Chair – Kelle Hall and Pam Frisk

SMH Committee Chair – Charlesetta Malone and Robin Malatesta

RRTC Committee Chair – Kelsey Dean and Connie Chavarria

Online Outreach Committee Chair – Tina Chaffin and Kelsey Dean

Kelle Hall motioned to purchase a group email system, Kelsey Dean seconded, and this motion passed. Tina will look into Constant Contact after brief discussion of various providers and possible costs. Tina will spot check next email that goes out to see if people got it.

Short discussion of the purpose/goal of the Regional Training Committee – bring cost effective training to each region.

Lunch – 11:30

Back In-Session – 12:18 pm

Open Discussion – TNT Membership

Pam wanted to bring to our attention a FB post from Panama City, FL that was shared on The Burnie Thompson Show FB page. Check it out if you wish.

Brittany – For TCIC Audit purposes, if a person doesn’t touch a terminal but took LTFA, do they have to recert? Yes, or take CJP class.

Email any future agenda items to Tina or Kelsey.

Connie – with guest speaker on the phone

Discussion of moving one meeting a year, discussion of we have voted on this multiple times and the vote always comes out the same – Dallas, discussion of why the meeting was separated from the conference, discussion of costs of flight to Dallas versus costs of flight to anywhere else in TX versus cost of sending a car with multiple people, discussion of some people’s costs going

down by moving the meeting to south TX but other's costs going up to move it to anywhere besides Dallas, discussion of how some people will attend no matter where it is so everybody should attend no matter where it is, discussion of how moving the meeting to San Antonio last year increased attendance at that one meeting but did not increase long term participation and that there is a difference between attending a meeting and being involved, discussion of how we discussed this at the last meeting and established a plan to implement some regional programs to increase participation and involvement that would thereby introduce new members who would probably vote to move it in the future, discussion of how a meeting at the conference is no longer feasible, discussion of moving to other locations like Amarillo (just not in January), discussion of how to get people more involved, discussion of how the set up at the San Antonio meeting wasn't conducive to the group environment and caused side conversations that detracted from the meeting purpose

Consensus (for the second meeting in a row): focus on getting our regional programs in place and seeing if that resolves this issue, but have to get the regional programs in place and up and running first; we set 2019 meeting dates/location at our next quarterly meeting in October

Tina asked Robbyn to compare income vs. expenses for the Dallas vs. San Antonio meetings

Discussion of bringing a learning portion back to each quarterly meeting. Possibly having a meeting training topic committee or hostesses (similar to PET) that set the training topic and/or theme for each meeting. This could help beef up the agenda and increase meeting attendance. We will add this as an agenda item for the October meeting to set for the year for 2019. Patti Davis will develop a training topic for our October meeting and coordinate an instructor.

Discussion of how to make a conference meeting feasible again. Contact APCO and NENA and work with them. Research other meeting spaces in Galveston – possibly a restaurant like Tortugas

Kelle Hall asked if anyone uses an online typing test. Roger Ochoa's agency uses typingtest.com where there is a 2 or 3-minute test that calculates words per minute and accuracy. His agency requires 55 wpm and 95% accuracy. They print the screen with the results, and the applicant signs and dates it.

Committee Breakouts and Reports – Tina Chaffin

Now that committee chairs have been established, break into committees and determine the goals your committee can have accomplished by the October meeting.

Brittany for the Regional Training Committee – will be able to make a contact list that includes the distance the trainer can travel, the trainer's hourly charge, the topics that trainer can teach; Tina can help provide info to this committee (item #1 for this committee on the handout)

Pam and Kelle for the EEOC Committee – will be able to provide the benefits of participating in TNT, update the TNT flyer (Tina can provide older version so don't start from scratch), and the database of agency administrators statewide (item #s 1-3 for this committee on the handout)

Charlesetta for the SMH Committee – Dynamite Training and TNT News & Resources posts and possibly a motivational video (Item #s 3 and 4 for this committee on the handout)

Kelsey and Connie for RRTC Committee – establish regions, assign trainers to represent each region, and build a kick-off meeting agenda (item #s 1-3 for this committee on the handout)

Tina and Kelsey for the Online Outreach Committee – creating a distribution email list, probably using constant contact (item #1 for this committee on the handout)

Open Discussion

Robbyn - the ability to pay by credit card is expensive. Others suggested other options like Venmo, FB pay, and pay pal. Robbyn will look into this.

Sarah – looking for CTO training classes that are not APCO.

Roger – need to train CTOs for more consistency among shifts but can't people away for training.

Kelle – CTO classes teach to score trainee's not talk to them like they're adults. Carl Smith teaches an 8-hour Remarkable Communicator class and will be at the fall conference. Need classes for CTOs about communication, leadership, and teaching adults.

Tina might have options.

Brittany brought up TLETS classes. Tina advised DPS is working on possibly combining TCIC and TLETS. Maybe we could have DPS come talk to us about the changes? TCOLE would have to change proficiency certificate since TLETS is required. No AT or TAC classes until 2019, so DPS is extending recert periods.

Joe – even with all the training we have, we're having people get through training and leave once on the job saying it's not for them. Discussion about having applicants observe in dispatch during the hiring process, it's not the theory but the application that drives them away, "eating our young," spending money to hire and the losing people, the need for trainer training, trainers scaring people off, trainer burnout, FTO different than CTO, the need for new ideas, methods, and tactics

Stephanie and Patti – they hold new supervisor training in conjunction with their PSAP manager meetings, Patti goes and works one on one with new supervisors so they know the requirements, they are offering regional training but everybody is so short-handed, want to offer more online training or online training subscriptions

Charlesetta – we pay for agencies to have online training subscriptions if they want it, just had Nathan and Adam, will be having Spanish, looking for something different, discussion of Active Shooter, Active Assailant, and Intruder Response for Telecommunicators

Carla – discussion between an agency and a vendor on who keeps recordings longer than 6 months, agency attorney should be involved in that decision, state retention is 30 days but says "tapes"

Pam – having Power Phone’s new supervisor class; as far as ADA is concerned, does discussing TTY count as refresh if they don’t get TCOE credit for it – Yes

Kelle – TX Public Safety Fall Conference is Oct 8-10 in Fredericksburg, having Carl Smith, Tony Harrison, and topics – wellness, PTSD, fitness, financial fitness, mindfulness, meditation, GIS, pub ed; if you’re going to National APCO check out TX Night Out

Betty – mental health/CIT pilot program with clinicians in the comm center in Harris Co and El Paso, need for PTSD training for TCs

Frances – NENA scholarships available, can bring TNT trainer list to NENA board

Connie – having Active Shooter train the trainer and Alert training, we use TEEX a lot, having CMCP in November, trying to get as many ENPs as possible

Susan – looking for verbal judo

Robbyn – training on call taker approach to hostage situation and TERT leader

Make sure you send your training in to be put on the TNT Calendar, especially if it’s free

Frances Garcia made a motion to adjourn, and Brittany Davis seconded.

Adjourned at 3:06 pm

*the nametags were left in Samantha’s van