

# 9-1-1 Service Board

December 13, 2017 (1:00 p.m. – 3:00 p.m.)  
Chicot Island / Teleconference, Lewis and Clark State Office Building  
1101 Riverside Dr., Jefferson City, MO 65102-0749

## Webinar/Conference Call

Conference Call: Dial in number is (712) 770-4010 access code: 423-767-#

Webinar Address: <https://share.dhs.gov/nineoneone/>

## *Informational Meeting Notes*

Approved by Unanimous Quorum Vote February 22, 2018

### **Roll Call of Members**

A roll call was made and the following members were present:

- Chair – Office of Homeland Security Director Mike Dierkes for DPS Director Juden
- Sonny Saxton, MONENA, Designee for Mike Hall
- Chief Mark Hasheider, MOFCA
- JR Webb, MOAPCO, Designee for Dan Rowden
- Chief Jim Person, Missouri Police Chiefs' Association

Members unavailable for this meeting:

- Sheriff Rodney Herring
- Elizabeth Pierson, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Class Counties
- Alan Wells, 1<sup>st</sup> Class Counties
- Vacant, Emergency Medical Services and Physicians
- Vacant, Telecommunications Service Providers
- Vacant, Wireless Telecommunications Service Providers
- Vacant, 911 Directors Association
- Vacant, Voice-Over-Internet-Protocol Service Providers
- Vacant, Governor's Council on Disability

**A Quorum was NOT achieved.**

### **Approve Minutes and Meeting Notes**

Due to the absence of a quorum approval of minutes and meeting notes were postponed until the next meeting in hopes that vacancies on this committee will be filled. Prior to the meeting spelling of a participant's name was amended.

## *Subcommittee Reports*

### **Professional Standards – Recommend Training Requests –Chief Person**

The continuing education courses are recommended for approval. Director Juden reviewed the courses and has approved them based on the subcommittee's report prior to the meeting.

## Courses Submitted for Approval

Agency	Course Name	Legal Studies	Interpersonal Perspectives	Technical Studies	Skill Development	Requested Credit Category
Police Legal Sciences, Inc. – 12	PLS July 2017 Telecommunicator Training Lesson – Police – Someone tried to throw a child in front of a train & Caller reporting that she shot her husband #1213201701	0	1	0	0	24 hr CTE
	PLS July 2017 Telecommunicator Training Lesson – Someone tried to throw a child in front of a train & Caller reporting that she shot her husband #1213201702	0	1	0	0	24 hr CTE
	PLS August 2017 Telecommunicator Training Lesson – Police – Caller Reporting man in school threatening to shoot if police officers don't back off. #1213201703	0	1	0	0	24 hr CTE
	PLS August 2017 Telecommunicator Training Lesson – Caller Reporting man in school threatening to shoot if police officers don't back off. #1213201704	0	1	0	0	24 hr CTE
	PLS September 2017 Telecommunicator Training Lesson – Police – Caller reporting a bus hit a car & Caller reporting someone hit and a bus out of control. #1213201705	0	1	0	0	24 hr CTE
	PLS September 2017 Telecommunicator Training Lesson – Caller reporting a bus hit a car & Caller reporting someone hit and a bus out of control. #1213201706	0	1	0	0	24 hr CTE
	PLS October 2017 Telecommunicator Training Lesson – Caller reporting someone stabbed her baby & Caller reporting dog biting his friend #1213201707	0	1	0	0	24 CTE
Police Legal Sciences, Inc. – (cont.)	PLS October 2017 Telecommunicator Training Lesson – Police - Caller reporting someone stabbed her baby & Caller reporting dog biting his friend #1213201708	0	1	0	0	24 CTE
	PLS November 2017 Telecommunicator Training Lesson – Officer Safety part 1 #1213201709	0	1	0	0	24 CTE
	PLS November 2017 Telecommunicator Training Lesson –	0	1	0	0	24 CTE

<b>PowerPhone Inc.</b>  <b>Rolla Police Department/NAMI St. Louis</b>	Police - Officer Safety part 1 #1213201710					
	PLS December 2017 Telecommunicator Training Lesson – Officer Safety part 2 #1213201711	0	1	0	0	24 CTE
	PLS December 2017 Telecommunicator Training Lesson – Police - Officer Safety part 2 #1213201712	0	1	0	0	24 CTE
	The End of the Line: Your Role in Suicide Intervention #1213201713	2	4	1	1	24 CTE
	Crisis Intervention for Police Dispatchers #1213201714	0	15	0	1	24 CTE

**Education and Outreach**

No report

**Technical Report**

This sub-committee is still lacking membership and therefore has no report.

**MOAPCO Report – JR Webb**

The three professional organizations have been working cooperatively to help produce the 911 study as mandated by 2017 legislation.

**MONENA Report – Sonny Saxton/April Tarrant-Ford**

They appreciate the ability to have input on the 911 study. They are also working on the March 4-7 Public Safety Communications Conference. It was suggested that we communicate with April Tarrant-Ford regarding completing missing information on our contact lists. DPS will communicate what information is needed to coordinate.

*Old Business*

**2017 PSAP Study – Mike Dierkes / Ann Harris**

Though the study data window has closed, DPS will leave the survey open to continue collecting PSAP contact information. A complete list of those who participated in the survey was presented.

<b>Agency</b>	
American Medical Response - Independence	Branson Police Department
Atchison County 911	Bridgeton Police Department
Audrain County Joint Communications E-911	Camden County Sheriff's Office
Barry County Emergency Services E911	Cameron Police Department
Barton County Sheriff's Office	Cape Girardeau County 911
Bates County Sheriff's Office	Cape Girardeau County Sheriff's Office
Belton Police Department	Carroll County E911
Benton County Central Dispatch	Cass County Sheriff's Office
Blue Springs Police Department	Central County Emergency 911
Boone County Joint Communications	Central Dispatch For Emergency Services

	Of Daviess County
Centralia Police Department	Laclede Sheriff's Office
Chariton County E 911 Services	Ladue Police Department
Charleston Department Of Public Safety	Lake Saint Louis Police Department
Chillicothe Police Department	Lawrence County 911
Christian County Emergency Services	Lee's Summit Fire Department Regional Communications Center
Clay County Sheriff's Department Communications	Lee's Summit Police Department
Cox Health EMS	Liberty Public Safety Communications Center
Crawford County E-911 Communications "Cencom"	Lincoln County 911
Dade County 911/Dade County Emergency Services	Linn County / Brookfield Police Department
Dallas County 911	Louisiana Police Department
Doniphan Police Department	Macon County Enhanced 911 (Includes Knox Co)
East Central Dispatch	Mid-America Regional Council - Training
Eldon Department Of Public Safety	Maries County Sheriff's Department
Excelsior Springs Police Department	Marion County Emergency Services (Includes Lewis County)
Franklin County Emergency Communications	Maryland Heights Police Department
Gasconade County E-911	Maryville Public Safety
Gentry County 911	McDonald County 911
Gladstone Public Safety	Mercer County Sheriff
Glendale Police Department	Mercy Hospital
Grandview Police Department	Miller County 911
Harrisonville Police Department	Miner Police Department
Henry County	Moberly Pd Jcc (Includes Randolph Co)
Howell County 911 Emergency Services	Monett-Lawrence County 911 Communications
Independence Police Department	Moniteau County Emergency Dispatch
Jackson County Sheriff's Office	Monroe County 911
Jackson Police Department	MSHP Troop B
Jasper County Emergency Services	MSHP Troop I
Jefferson City Joint Communications Center	Newton County Central Dispatch Center
Jefferson County 911 Dispatch	Nodaway County Sheriff
Johnson County Central Dispatch E-911	North Kansas City Police Department
Joplin Emergency Communications	Northwest Missouri State University Police
Kansas City Police Department	O'Fallon Police Department
Kansas City Fire Department	Oregon County Sheriff's Office
Kirksville/Adair County E-911 Joint Communications Center	Osage Beach Police Department

Kirkwood Police Department	Osage County 911/Emergency Management Agency
Pemiscot County Sheriff's Department	Sikeston Police Department
Perry County	Springfield-Greene County 911
Perryville Police & Fire Communications	St. Ann Police Department
Pettis County Sheriffs Office	St. Charles County Fire And EMS
Pike County 911	St. Francois County 911 / Ste. Genevieve County 911
Platte County Sheriff's Office	St. Joseph/Buchanan County Communications Center
Pleasant Hill Police Department	St. Louis County Police Department Bureau Of Communications
Pleasant Valley Police Department	St. Peters Police Department
Polk County Central Dispatch	Stoddard County Ambulance District
Pulaski County 911	Stone County Emergency Services
Ralls County 911 Emergency Services	Sugar Creek Police And Fire
Randolph Co Ambulance	Sullivan County E-911
Ray County 911	Taney County Ambulance District
Raymore Police Dept.	Taney County Sheriff's Department
Raytown Police Dept.	Texas County Emergency Services
Reynolds County 911	University City Police Department
Ripley County (Doniphan Police Department)	University Of Central Missouri Police Dept.
Riverside Department of Public Safety	Vernon County Sheriff's Office
Rolla Police Department Central Communications	Warren County Emergency Services
Salem Police Department	Washington County Central Dispatch 911
Schuyler County Sheriff's Department	Washington, City Of
Scotland County Sheriff	Wayne County Sheriff's Department
Scott County E911	Webster County 911
Sedalia Police Department	Wentzville Police Department
Shannon County Sheriff	West Central Dispatch
Shelby County 911	Wright County Emergency Communications Center (Wri-Com 911)

Surveys were accepted from agencies who don't meet the technical definition of PSAP. As stakeholders in the process, their information was collected, however, only those meeting the technical definition of PSAP were included in study data. It was noted that some included administrative line calls in their submitted totals. If the group finds it necessary data, an effort will be made to separate the administrative line call numbers. The committee will work on providing clarity of definitions for the study.

Recommendations are required by assignment of the study. It was mentioned that in the absence of a Technical Subcommittee that a follow up survey could be produced. The committee was asked to send any recommendations that they believe should be included in the study to [ann.harris@dps.mo.gov](mailto:ann.harris@dps.mo.gov) and she would communicate them to the authoring committee.

It was recommended that we in the study define what a PSAP is and what a consolidated PSAP would look like. It was also mentioned that sustainability should be a consideration in the study recommendations.

### **911 Service Board Membership – Ann Harris**

We are still lacking applicants from Municipalities, Telecommunications Providers, and Wireless Telecommunications Providers. We are still encouraging the Boards and Commissions Office to make appointments to the organization rather than individuals so that continuity can be achieved.

### *New Business*

None

### *Open Discussion*

Ian Dunlap, DPS Legislative Liaison, has taken a job within the private sector. He sends his sincere thanks to the 911 Service Board and the 911 professional organizations for their assistance in completing the legislative study.

### **Next Meeting**

The next meeting is scheduled for March 7, 2018. If new members are appointed we may meet earlier date.

### **Adjournment**

As there was no quorum, the meeting was informally adjourned.