

E-911 Public Education Subcommittee Meeting

July 8, 2016 Chehalis, Washington

Attending

Deb Homan Clallam

Michelle Thomas Whatcom

Mike Shannon Spokane

Mike Hammer Lewis

Raedyn Grassath Wahkiakum

Crystal Lofts Stevens

Vicki Thoroughman Snohomish

Naomi Hannah WSP

Rosanne Garrand State EMD

Sharon Lotonuu State EMD

Roxanne Castleman Pierce

Kay McKellar Chelan/Douglas

On the phone

Tiffany Baxter Columbia

Jody Gaylord Clark

Barbara Zimmerman State Office

Meeting called to order by Kay McKellar at 9:35 am. Housekeeping info shared by Michael Hammer, Michelle Thomas taking notes.

Kay said that The One Drive is being replaced by Share Point. Barbara Zimmerman, State Office, gave a report. It will be maintained by the Advisory Committee. Contains tutorials, historical docs. A password will be needed for editing. Planning on going live on July 15th. One Drive will be moved over. It will remain up for about one year.

Discussion Items: Teresa Lewis will be the State Contact for contract and financial items. The county PSAP Map will be on Share Point to show county status regarding texting. , Ziggy Dahl, the Director is leaving in August.

Minutes of the previous meeting. Motion by Vicki Thoroughman and second by Mike Shannon to approve as printed. *Motion passed*

September meeting has been cancelled. There will be a meeting at the Fall Forum in Spokane.

Forum dates are Oct. 18- 20.

Copy of the E-911 Bylaws was distributed. Need a copy of Section 4 re-subcommittee Chair/Vice Chair was changed in 2013. *Action Item: Sharon Lotonuu will follow up.*

Kay will be retiring Nov.30th from RiverCom. Someone will need to step in as chair. Deb will remain as vice chair. Kay summarized the duties. You will need director approval. The group will vote at the October Forum and send the same to the November AC meeting for approval.

Discussion on the Call Taker Survey- Some counties did not do the survey. Don't believe it impacted the overall results. Deb asked about the outcome difference between 2014 and 2016. Mike will e-mail results. Higher turnout than 2014. Several suggestions during the discussion.

Slogans: Stay on the line so we know you are fine. See something, say something. Seems to be a cultural shift in the use of 911. 311 added in Clark County, call load increased use of 911 decreased. Large counties like Spokane have Crime Check, takes some of the load off 911.

Rosanne has updated the EMD booklet and will bring to next meeting. Vicki shared that the non-emergency line in Snohomish has increased call load but hasn't decreased 911 calls. Possibly from fear of calling 911 but still being able to report.

Question came up. How often do we choose a topic and how many do we focus on? Discussion took place on main message for the group.

911 Hang ups- Non initialized phones are probably a couple of years out from being cancelled.

Deb spoke of "Back to Basics 911" or hang ups. We need to have a direction as a committee. Need to be productive and unified with our message. Michael H. shared that one message push helps the AC and the committee as a whole. Easy to share resources. Cathy suggested enhancing and building on what we have started. "Stay on the line so we know you are fine." Deb commented she was proud of where we are, where we are going and the respect for the group needs to continue. Mike Shannon recommended continuing to reinforce what we have done. "Know your location." hang ups and the number to call. A review and discussion of the Snohomish County Text to 911 graphs.

Kay will take the following concept to the AC about focus being to: (A) continue know Your Location message (B) Hang Up education (C) 911 basics as a reminder when to call 911.

Lunch Break

Dave Anderson with Lewis County is looking for free system regarding litigation with text calls... Deb uses GEM. They maintain for short time. Small fee to set up but sometimes they get kicked off. May hold offsite records. Sharon will get more info on the RCW's and WAC's reference texting.

Mike Shannon will be retiring from Pub Ed the end of this month. He will go full time with GIS.

Cathy Field reported for the Forum Work Group. Topics being looked at are building and presenting to adults and children. Social media and partnering with media. Motivational speakers were discussed. Trying to locate one in Washington State, IF you have suggestion get them to Cathy by July 20th. Suggestions from the group: Stress mgmt., Finding Balance. Emergency Preparedness for 911 and families. How to evacuate a call center. , Bring in a marketing manager or analyst to review materials.

Cathy requested training on Share Point at the next meeting. *Action Item- Sharon will follow up.*

Rosanne asked about 501-C nonprofits for 911 additional supplies, etc. She recommended the topic of braided funding for the forum. Sharon was concerned that nonprofit may affect funding from the state. Unknown if it would or not. Something to think about and check in on. Mike H. advised he has some experience with nonprofits.

Summer APCO Report- Kay MC'd the first timer's breakfast. APCO is looking for volunteers for different committees, including mentors. Brandy and Cathy both presented classes.

NENA Report- Roxanne went to NENA. Was very dispatcher oriented. And she made it safely out of the flash flood.

EZRI Report – Vicki attended this GIS Conference in San Diego. Very international audience. Istanbul 911 presentation shared they have the same callers/ issues that we do. Next GEN routing will be done differently in the future.

NPEF Report-Cathy reported that National Public Educators Forum (2017 will be in Vancouver, WA at the Heathman Lodge. Possibly be in conjunction with the July meeting. CPD? s

County Reports – Everyone shared what they have been and will be doing in the next three months. WOW! Everyone is busy.

Rosanne shared that we already have the stay on the line recording. She is willing to work on design and handout. The radio spot is on the EMD Website. *Action item: Check on putting it on U Tube.*

Final review from survey results. *Action Item: Kay to advise the AC of three prong focus:*

Continue with Know Your Location, Hang up Education and 911 Basic/ When to call.

Meeting adjourned 3:30 pm. Next meeting October 20th at Fall Forum in Spokane.

