

**Statewide Emergency Services Internet Protocol Network  
Steering Committee Meeting Minutes  
January 14, 2016**

The meeting of the ESINet Steering Committee was held on January 14, 2016 at 11:00AM. The meeting was called to order by Mr. Rob Jackson and Melissa Wulliger called roll.

**Members present:**

Representative Tony Burkley  
Matthew Hiscock, Ohio Municipal League  
John Leutz, County Commissioners Association of Ohio  
Jason Loree, Ohio Township Association  
Thomas Robbins, Ohio Municipal League

*A quorum was present*

**Other Attendees:**

Rob Jackson, Ohio 9-1-1 Administrator and Stuart Davis' (DAS-CIO) Designee  
Hilary Damaser, Ohio Attorney General's Office

Mr. Jackson opened the meeting by providing a health update on Commissioner Humphrey, and added that we are looking forward to his return.

Mr. Jackson introduced the newest member of the Steering Committee, Representative Tony Burkley. Representative Burkley joined the committee in December and Mr. Jackson asked that he share a little bit about himself with the audience. Representative Burkley thanked Mr. Jackson and shared that prior to joining the House, he has served 16 years in county government, including four terms as Paulding County Commissioner. He has more than 40 years of private sector experience in his family's small business and is currently serving his second term in the Ohio House. He added that he is happy to have the opportunity to serve on the ESINet Steering Committee.

Mr. Jackson continued with the first order of business and asked for a motion to approve the December 10, 2015 Steering Committee teleconference meeting minutes. *A motion was made by Mr. Robbins and Mr. Leutz seconded the motion. Mr. Hiscock abstained voting, because he was unable to attend that meeting. None opposed and the minutes were approved.*

**Sub-Committee reports:**

Mr. Jackson reported that Jeff Smith, Chair of the Technical Standards Sub-Committee was not present, and updated the Steering Committee by sharing that the Technical Sub-Committee has not had any formal meetings since last update.

Mr. Jackson introduced Jay Somerville, Co-Chair of the PSAP Operations Sub-Committee, to give an update and report on their recent rule review efforts. Mr. Somerville shared that JCARR had completed a cursory review of the PSAP Rules and indicated all of the rules looked good except for five. Those five, which needed specific criteria within rule, dealt with Prioritization, EMD, Annual Training, Ongoing Training and Pre-Arrival Instruction. The PSAP Sub-Committee had several lengthy discussions at their meeting regarding the proposed changes. The Sub-Committee shared their recommendations.

There were extensive discussions among the Steering Committee regarding the recommended rules. The two-hour training minimum was discussed as possibly being too low. A point was made regarding the two-hour minimum was a good starting point and could be adjusted later through rule review as the NG 9-1-1 system is implemented. Additionally, a variety of submitted input was also considered by committee members. Other protocols in the applicable rules are typically exceeded by APCO standards. It was also discussed that the last paragraph addressed in the rule requiring a PSAP to have a policy that prioritizes live-saving questions when responding to a call creates a liability for the 9-1-1 operators. Recommended deletion was discussed at length, and it was ultimately recommended to remove the proposed rule due to numerous scenarios. It was also mentioned that rules usually do not cite examples. Mr. Jackson gave a historical review for members not familiar of how the rule came to fruition and cited Representative Patmon's concern regarding vehicles trapped in rising waters. It was further discussed this concern is covered in the Initial Training Rules, Component 5, line 4 "Ability to process available information to identify conditions that may affect safety."

Mr. Jackson asked if there were any additional comments needed and if not, would the Committee be ready to propose a motion on the Rules. Mr. Leutz indicated he was going to make a motion, and after procedural discussion, the result was that *Mr. Leutz made the following motion:*

***To accept the PSAP Operations Sub-Committee rule recommendations as discussed with the exception of changing the typographical error that is in the section of Minimum Training Standards, adding an "s" to "other" and deleting the Pre-Arrival Instruction rule -"A PSAP shall have a policy that prioritizes life-saving questions when responding to a 9-1-1 call and provides for the giving of instructions regarding emergency situations, (i.e., sinking vehicles, burning building)."***  
*Mr. Loree seconded the motion and it passed with unanimous approval.*

The result is that the following four rules will be edited from the original JCARR submission and the Pre-Arrival Instructions rules will be deleted:

***Prioritization.***

*The PSAP shall provide standard operating procedures that ensure telecommunicators prioritize emergency functions over non-emergency functions. Although each PSAP will have a variety of duties applicable to their specific local responsibilities, all local operating procedures will list answering and processing 9-1-1 emergency calls as the top priority.*

***Minimum Training Standards***

*The State ESINet Steering Committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators in the State of Ohio and ensure they are kept up to date with industry standards. Resources to consult with include the National Emergency Number Association, the Association of Public Safety Communications Officials, the United States Department of Transportation and other industry sources.*

*The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the minimum training requirements contained in this rule.*

*Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within six months of employment and before handling such requests without direct oversight.*

*The components of the minimum training program required are listed below. Agencies can utilize a commercially available program that contains these components, or develop a local training program containing the required instructional components. Training will consist of a minimum of 40 hours of instruction.*

*Component 1 – General Knowledge*

- *Knowledge and awareness of population and demographics*
- *Knowledge and awareness of geography*
- *Knowledge and awareness of first responder agencies and their jurisdictions*
- *Knowledge and awareness of the Incident Command System (ICS), National Incident Management System (NIMS), Federal, state and local interoperable communications plans and Federal, state, and local emergency operations plans*

*Component 2 – General Skills*

- *Ability to quickly process information and make logical decisions*
- *Stress management*
- *Provide good customer service*
- *Multi-task in a fast-paced environment*
- *Work effectively with others to solve problems (typographical error corrected)*
- *Appropriate use of agency terminology*
- *Communicate clearly in written and oral form, especially when relaying emergency information to first responders or communicating with the public requesting emergency assistance.*
- *Ability to operate and/or respond to Emergency Alerts*
- *Ability to achieve and maintain certification and operate applications and databases necessary to perform assigned duties*

*Component 3 – Agency Skills*

- *Ability to operate agency radio communication equipment*
- *Ability to operate agency computer equipment*
- *Ability to operate agency telecommunication equipment*
- *Ability to operate agency computer applications and systems*
- *Ability to process and document agency records and operate records system*

*Component 4 – Policy and Procedures*

- *Ability to read, comprehend and apply agency policies and procedures*
- *Ability to apply policy and procedures to situations encountered while on duty*
- *Ability to recognize gaps in agency policy and procedure and recommend change*

*Component 5 – Call Taking Skills*

- *Ability to answer and process calls in accordance with established procedures*
- *Ability to obtain complete information*
- *Ability to properly classify and prioritize the request for service*
- *Ability to process available information to identify conditions that may affect safety*
- *Ability to document call details accurately*
- *Ability to accurately verify, document and relay initial dispatch information*
- *Ability to handle / control hostile, hysterical or difficult callers to obtain information*

### ***Continuing Training Standards.***

*The State ESINet Steering Committee shall oversee the development, implementation and revision of continuing training standards for telecommunicators in the State of Ohio and ensure they are kept up to date with industry standards. Resources to consult will include the National Emergency Number Association, the Association of Public Safety Communications Officials, the United States Department of Transportation and other industry sources.*

*The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the continuing training requirements established by the committee.*

*Any person working in a PSAP and receiving 9-1-1 requests for service shall be required to meet the continuing training standards as follows:*

*Annually, before February 1st of each calendar year, the Office of 9-1-1 Program Administrator will distribute subject material of timely, industry standard educational information. The distribution will be in the form of an instructional video, curriculum package or train-the trainer package to all county 9-1-1 Coordinators. The training will constitute a two-hour training block to be completed by all 9-1-1 telecommunicators subject to these rules.*

### ***Emergency Medical Dispatching***

*The PSAP is required to provide emergency medical dispatching either : 1) by establishing an emergency medical dispatching protocol, that provides pre-arrival instruction, through a recognized training provider that meets the standards as set by the U.S. Department of Transportation, and includes certified emergency medical dispatchers; or 2) by establishing a local emergency medical dispatching protocol approved by the local medical authority, that provides pre-arrival instruction and includes specifically trained emergency medical dispatchers; or 3) by agreement with a third party emergency medical dispatch provider that can be conferenced on with the caller during an emergency. If the PSAP does not provide EMS dispatching, the PSAP may meet this requirement by having an agreement in place to transfer the call to a center that provides Emergency Medical Dispatching in compliance with section 1 or section 2 listed in this rule.*

*Any person who answers 9-1-1 requests for service shall be trained in the agency's EMD protocol before handling such requests without direct oversight.*

### **9-1-1 Administrator Update:**

Mr. Jackson gave an update on ongoing issues:

- Regarding Ohio Revised Code 128.571, Mr. Jackson shared with the Steering Committee that out of the 88 counties, 86 were compliant with the original interpretation of the ORC. However, as discussed in the past, if the Attorney General, a court or other authoritative body adjusted course on that interpretation, the 9-1-1 Program Office would be ready to adjust. In late December, the AG's office posted an opinion concerning ORC 128.571 (posted on their website <http://www.ohioattorneygeneral.gov/> under Opinion 2015.035) that changed the interpretation of the law. The result is that counties can have unlimited wireless PSAPs, but can only use state funds from the wireless government assistance fund to fund four (4) wireless PSAPs (five if the county meets the municipal corporation population of 175,000+ caveat) annually. As a result, the 9-1-1 Program Office has adjusted course and no funds have been withheld. Coordination with the State Auditor's Office will take place to ensure this issue is encapsulated in their county audits to ensure compliance.

- Annual Report - Highlights of the Ohio 9-1-1 Program Office efforts in 2015 have been outlined in the Ohio 9-1-1 Annual Report. This annual report will be posted on the Ohio 9-1-1 website. <http://911.ohio.gov/>
- The Ohio 9-1-1 Program Office Strategic Plan is a living document and has been presented to the Steering Committee to review and make sure the Ohio 9-1-1 Program office is heading in the agreed upon direction. This document will also be posted on the Ohio 9-1-1 website, <http://911.ohio.gov/> after review and comments from Steering Committee members.
- Mr. Jackson updated the committee on the Ohio 9-1-1 College Intern Program that will be sent out soon to the Ohio University College of Education. The summer college interns for the 9-1-1 Program Office will create and set up an elementary education curriculum for the 9-1-1 outreach program, which will be distributed to schools and local public safety agencies for utilized throughout the local school system.
- Proof of Concept Pilot – the current program has been operating in Morgan County and testing with OARNet for ESINet services delivery. Two county proposals have been received thus far. By the next Steering Committee meeting, the 9-1-1 Program Office will have a list of recommended counties to participate in the pilot.

**New Business:**

Mr. Jackson asked the Committee if they had new business to share:

Representative Burkley - none

Mr. Matthew Hiscock – none

Mr. John Leutz – none

Mr. Jason Loree – none

Mr. Thomas Robbins – none

The Ohio 9-1-1 Program Office had a new business item. Mr. Jackson announced that the 9-1-1 Program Office and the ESINet Steering Committee decided to create a new awards program this year. The Steering Committee privately funded a new annual award that will be given to a chosen individual who has shown an outstanding record of dedication and hard work in providing the best quality 9-1-1 services possible to residents in the State of Ohio and the ESINet Steering Committee. This first recipient of this Distinguished Service Award was presented to Jay Somerville. Mr. Somerville Co-Chairs the PSAP Operations Sub-Committee and has done a tremendous amount of work drafting and defining language relating to the PSAP Operations Rules. Mr. Jackson continued by stating that Mr. Somerville is a great resource and dedicated public servant. Congratulations to Mr. Somerville.

After the committee members consulted their calendars, Mr. Jackson stated the next steering committee meeting will be a teleconference meeting on February 25, 2016 at 11:00.

*A motion to adjourn was requested then made by Mr. Robbins and seconded by Mr. Loree at approximately 12:15 PM. All were in favor none opposed. The meeting was adjourned.*