

**STATE 911 COMMITTEE**  
Dispatcher Training Subcommittee  
May 16, 2018  
Meeting Minutes

**A. Call to Order/Roll Call**

The meeting was called to order by Mr. Marc Gramlich at 10:03 a.m. and roll call was taken.

Voting Members Present:

Mr. Marc Gramlich (Chair)  
Ms. Cherie Bartram  
Ms. Christine Collom  
Mr. Vic Martin  
Lt. David Aungst  
Mr. Sam Kalef  
Ms. Amy Thomas  
Ms. Karen Chadwick  
Mr. Jeff Troyer  
Mr. Brian McEachern  
Ms. Tammy Smith

Representing:

Monroe County Central Dispatch  
SERESA  
Clinton County Central Dispatch  
Lapeer County Central Dispatch  
Lenawee County Sheriff's Office  
Troy Police Department  
Montcalm County Central Dispatch  
Grand Rapids Police Department  
Kalamazoo County Consolidated Dispatch Authority  
Negaunee Regional Communications Center  
Ottawa County Central Dispatch

Non-Voting Members Present:

Ms. Theresa Hart  
Ms. Lyndsay Stephens  
Ms. Kristine Bond

Representing:

Michigan State Police  
Michigan State Police  
Michigan State Police

Voting Members Absent:

None

Representing:

**B. Approval of Meeting Minutes – February 22, 2018**

A **MOTION** was made by Mr. Brian McEachern, with support by Mr. Vic Martin, to approve the minutes of February 22, 2018, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

None

**D. New Business**

**1. Request for Training Approval Denials Appeals**

**a. Oakland Police Academy – Bulletproof Mind Strategies and Tactics**

The subcommittee was provided the initial course application packet along with the Dispatcher Training Course Review Team's denial information, and the appeal packet. Since the course was originally denied, a syllabus was provided. Ms. Kat Reynolds of the Oakland Police Academy was present and acknowledged that the materials were not originally well documented. Several of the review team members agreed the course would have been approved had the detailed materials been provided with the original application.

A **MOTION** was made by Mr. Vic Martin, with support by Ms. Cheri Bartram, to approve the Oakland Police Academy's course –Bulletproof Mind Strategies and Tactics with the additional materials provided during the appeal. With no further discussion, the **MOTION** carried.

**b. Canton Public Safety – Dispatch 101 (with Module I endorsement)**

The subcommittee was provided the initial course application packet along with the Dispatcher Training Course Review Team's denial information, and the appeal packet. The course as it is presented has components of training and orientation specific to Canton Public Safety. Ms. Erica Crackel and another staff member from Canton Public Safety were present and indicated that an approved trainer had retired and APCO training was difficult to schedule. Their course was intended to be a free course. It was explained that approval of courses permitted PSAPs to recover other

costs associated with training. The subcommittee discussed the course being department specific so it would be difficult to include other agencies as required as well as written up as more of a CTO course.

A **MOTION** was made by Ms. Tammy Smith, with support by Ms. Christine Collom, to deny the appeal submitted by Canton Public Safety, for its course, Dispatch 101, and that it remain unapproved. With no further discussion, the **MOTION** carried.

**c. The Rossow Group – Every Officer a Leader, Be Prepared**

The subcommittee was provided the initial course application packet along with the Dispatcher Training Course Review Team’s denial information, and the appeal packet. Mr. Neal Rossow, from the Rossow Group, was unable to attend and submitted a letter in his absence. The original application was submitted using an old form, and the appeal included a new application with revisions, but there were still several errors observed including the number of hours for the course. While overall leadership may be presented in the course, the primary concern was that the course did not outline specifics to dispatchers and instead had many references to law enforcement.

A **MOTION** was made by Mr. Vic Martin, with support by Ms. Christine Collom, to approve the appeal submitted by The Rossow Group, and its course, Every Officer a Leader, Be Prepared, once the paperwork is resubmitted by The Rossow Group and all errors are corrected including the number of hours of credit requested. With further discussion, the subcommittee voted as follows:

Name	Yes	No
Mr. Marc Gramlich		X
Ms. Karen Chadwick		X
Ms. Christine Collom	X	
Mr. Vic Martin	X	
Mr. Brian McEachern		X
Ms. Cherie Bartram	X	
Lt. David Aungst		X
Mr. Jeff Troyer	X	
Ms. Tammy Smith	X	
Mr. Sam Kalef	X	
Ms. Amy Thomas		X
Final Count	6	5

With a final vote of 6- yes and 5- no, the **MOTION** carried. As a matter of clarification, the course will not receive a retroactive date for approval.

**2. Approved Training Course Evaluations**

**a. Critical Incident Stress Management – Roxanne Affholter**

Concern was expressed over the Critical Incident Street Management course after several emails were received reviewing the course. Several directors also concurred the syllabus was followed, but the teaching style was not conducive to learning the materials. The subcommittee agreed that a letter should be issued to share the complaints and give notice that further presentations that produced additional poor evaluations or complaints would require action by the Dispatcher Training Subcommittee against the course or the instructors.

**b. Moetivations**

Moetivations is a new provider and its current course was approved through 2020. However, there is a concern by many over the down time between the course meeting times during the day. Directors were also concerned with the poor quality and lack of compliance with the course syllabus and reached out to the instructor and the subcommittee. A handful of the student evaluations were obtained from Moetivations; however, it appeared that only positive evaluations were provided. The subcommittee agreed that a letter should be issued to share the complaints and give notice that further presentations that produced additional poor evaluations, or complaints, would require action by the Dispatcher Training Subcommittee.

**3. Modify Sign in Sheet Policy on DTS-34**

A section was added to the instructions of the DTS-34, Request for Training Course Approval form, clarifying the sign in sheet policy. Courses that are more than one day, require a sign in sheet for each day.

A MOTION was made by Mr. Vic Martin, with support by Lt. David Aungst, to approve the revised form DTS-34, as presented. With no discussion, the MOTION carried.

**4. NG911 Training Discussion**

This matter will be discussed at the next meeting and it is asked that Harriet Miller-Brown attend to provide clarification.

**5. Added to Agenda– Kecia Williams**

The State 911 Office has been contacted by Ms. Kecia Williams who is currently employed at Madison Heights to see whether she would have to complete Module I and II. Based on the records in the system, she will be referred to the Dispatcher Training Manual which would indicate that the modules are required.

**6. Added to Agenda – Vic Martin, member of the Dispatcher Training Subcommittee**

Mr. Vic Martin announced his retirement will be June 22, 2018, and it will also be the effective date for his resignation from the subcommittee. Mr. Martin thanked everyone for having the privilege of serving with them on the subcommittee.

The Chair, Mr. Marc Gramlich, thanked Mr. Martin for his time and service with the subcommittee. In conjunction with the retirement of Mr. Martin, Lt. David Aungst will be added to the Dispatcher Training Course Application Review team immediately to allow for a smooth transition.

The subcommittee will be returning to 13 members, and therefore will post three openings to various sources including APCO, NENA, and the State 911 Office newsletter. Interested applicants should send a letter of interest along with their resume. Besides conferring with the State 911 Committee Chair, Jeff Troyer, and the State 911 Office staff, the subcommittee will be asked to review the applicants.

**E. Public Comment**

Lamika Daniels from the Detroit Police Department was present for the meeting and expressed interest in joining the subcommittee.

**F. Next Meeting**

August 22, 2018, 10:00 a.m. - MSP –HQ, Centennial Room

**G. Adjourn**

A **MOTION** was made by Mr. Vic Martin to adjourn, with support by Ms. Tammy Smith. The **MOTION** carried. The meeting was adjourned at 11:27 a.m.