

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
August 23, 2017
Meeting Minutes

A. Call to Order/Roll Call

The meeting was called to order by Mr. Marc Gramlich at 10:15 a.m. and roll call was taken.

Voting Members Present:

Mr. Marc Gramlich (Chair)
Ms. Cherie Bartram
Ms. Karen Chadwick
Ms. Christine Collom
Ms. Tammy Smith
Mr. Vic Martin
Mr. Jeff Troyer
Mr. David Plumb (non-voting) for Dave Ackley

Representing:

Monroe County Central Dispatch
SERESA
Grand Rapids Police Department
Clinton County Central Dispatch
Ottawa County Central Dispatch
Lapeer County Central Dispatch
Kalamazoo County Consolidated Dispatch Authority
Genesee 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:

Mr. Brian McEachern
Lt. David Aungst
Mr. Sam Kalef
Ms. Amy Thomas

Representing:

Negaunee Regional Communications Center
Lenawee County Sheriff's Office
Troy Police Department
Montcalm County Central Dispatch

B. Approval of Meeting Minutes – February 22, 2017

A **MOTION** was made by Mr. Vic Martin, with support by Ms. Tammy Smith, to approve the minutes of May 23, 2017, as presented. With no discussion, the **MOTION** carried.

C. Old Business

1. Telecommunicator Training Manual – Updates
The manual was presented to the subcommittee for review with suggested revisions to update the manual. The discussion of the revisions will be held at the next meeting.

D. New Business

1. November 2017 Dispatcher Training Fund Distribution – Approval of FTE Count
Ms. Theresa Hart indicated the FTE count was determined to remain the same at 1742 FTE. A **MOTION** was made by Ms. Karen Chadwick, with support by Ms. Christine Collom to approve the 1742 FTE count for the November distribution. With no discussion, the **MOTION** carried. Mr. Gramlich will provide the count at the September SNC meeting for final approval.
2. Waiver Request from Van Buren County Central Dispatch
The director of Van Buren County Central Dispatch sent a request to have the Module I requirement waived for an employee, who was hired in April 2017. The subcommittee requested additional details after reviewing the available history of telecommunicator employment, training and military service. During the discussion, a **MOTION** was made by Mr. Vic Martin, with support by Ms. Cherie Bartram to require the individual to complete Module I if not already done and if it was completed, then a waiver was acceptable. After further discussion, the **MOTION** was withdrawn. It was determined it is possible the

individual's specific dates of training, military service and employment once obtained, along with the review of the database entries, should reflect the individual to instead be a delinquent telecommunicator which requires the director to instead provide a correctable plan of action.

3. 227 Project – Appeal to denial of Module II(d) Stress Management Endorsement

The course numbered TTS 201707A, *Group Crisis Intervention*, was recently approved. However, the Module II(d) endorsement was denied and the course coordinator appealed to have the endorsement included. The subcommittee received the materials for the 14 hour course and noted only a small section of the class was stress management related.

A **MOTION** was made by Ms. Christine Collom, with support by Mr. Vic Martin, to keep the course as currently approved for use in continuing education without the endorsement. With no further discussion, the **MOTION** carried.

4. PowerPhone Request

PowerPhone sent an email with notification of changes to their continuing education subscription based training. The plan puts all six courses together into one course package. The package, which is good for six months, would be changed as frequently with six new courses each time. Because the one syllabus encompassed six courses, it does not comply with the requirements for the approval process. The subcommittee reviewed the materials and agreed the materials need to be broken out into individual courses for approval. All new courses or revised courses should be submitted for approval, even if it is every six months. Ms. Hart was asked to send a letter to outline the details to maintain compliance.

5. 2018 Meeting Schedule

The following schedule was presented to the subcommittee for review:

February 9, 2018 (Friday) – Training Fund Application Review
February 22, 2018 (Thursday) – Training Fund Appeals
May 16, 2018 (Wednesday)
August 22, 2018 (Wednesday)
November 7, 2018 (Wednesday)

A **MOTION** was made by Ms. Tammy Smith, with support by Ms. Christine Collom, to approve the dates as stated. With no further discussion, the **MOTION** carried.

6. SNC Approved Training Course Evaluation Form Draft

The subcommittee was presented with a proposed evaluation form as requested at the previous meeting. The evaluation can be emailed to the directors and posted to the website so a review of the training can be done by those attending and submitted to the State 911 Office. A notation at the bottom of the form with the email and fax number was requested. A **MOTION** was made by Ms. Karen Chadwick, with support by Mr. Vic Martin, to add the return information to the training evaluation form and make it available on the State 911 Office website. With no further discussion, the **MOTION** carried.

7. Delinquent/Undesignated Telecommunicator Report

A report for the delinquent and undesignated telecommunicators was distributed at the meeting. The report included a comment section so the subcommittee could review the specific progress. An update will be provided at the next meeting. Ms. Karen Chadwick offered assistance if a PSAP on the list would like help learning the process of reporting to become compliant.

8. Estimated FTE count including PSAPs not applying for Training Funds
As requested, the total number of FTEs available within the state were evaluated. The total FTE count of 2102 was based on both responses and estimates for those who did not respond.

9. American Heart Association/Red Cross CPR Courses – Separate Approval
An inquiry was made whether one course number could be established to allow AHA and Red Cross to administer CPR courses throughout the state. A list of the current SNC approved AHA and CPR courses were provided for review. Discussion ensued regarding the traditional requirement of identifying the instructors as part of course approval, the individual PSAP decisions regarding budget constraints, and training preferences. It was questioned whether the instructor could provide their certification card at the time of returning the sign-in sheet. However, based on the courses that are currently approved, there are too many possible variables of the material that could be taught and the number of hours that could be assigned. It would also require a whole new set of rules to be established and the accountability may be a risk. Therefore, the subcommittee agreed the current process should continue. The course coordinators can be reminded that it is possible to submit multiple instructor names at the time of the original application or apply to add instructors as needed.

E. Public Comment

Michigan State Police recently hosted the training course, *Is the Caller the Killer*, instructed by Tracy Harpster. Ms. Theresa Hart indicated that she had completed a favorable audit of the course. The review will be kept on file at the State 911 Office. The course has been broken into two days so those who have attended the first day previously can attend the second day separately. Ms. Christine Collom and Ms. Karen Chadwick also shared a similar response for employees that had attended the course.

F. Next Meeting

November 8, 2017, 10:00 a.m. - MSP –HQ, Centennial Room

G. Adjourn

A **MOTION** was made by Mr. Vic Martin to adjourn, with support by Ms. Christine Collom. The **MOTION** carried. The meeting was adjourned at 11:02 a.m.