

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
November 7, 2018
Meeting Minutes

A. Call to Order/Roll Call

The meeting was called to order by Mr. Marc Gramlich at 10:04 a.m. and roll call was taken.

Voting Members Present:

Mr. Marc Gramlich (Chair)
Ms. Cherie Bartram
Ms. Christine Collom
Lt. David Aungst
Mr. Sam Kalef
Ms. Karen Chadwick
Ms. Tammy Smith
Mr. Brian McEachern
Ms. Amy Thomas
Ms. Kimberly Grafton
Ms. Melissa Harris
Ms. Jennifer Robertson

Representing:

Monroe County Central Dispatch
SERESA
Clinton County Central Dispatch
Lenawee County Sheriff's Office
Troy Police Department
Grand Rapids Police Department
Ottawa County Central Dispatch
Negaunee Regional Communications Center
Montcalm County Central Dispatch
Calhoun County Consolidated Dispatch Authority
Ingham County 911 Central Dispatch Center
Farmington Hills Police Department

Voting Members Absent:

Mr. Jeff Troyer

Representing:

Kalamazoo County Consolidated Dispatch Authority

Non-Voting Members Present:

Ms. Harriet Rennie-Brown
Ms. Theresa Hart
Ms. Lyndsay Stephens
Ms. Kristine Bond

Representing:

State 911 Office
State 911 Office
State 911 Office
State 911 Office

B. Approval of Meeting Minutes – August 22, 2018

A **MOTION** was made by Ms. Christine Collom, with support by Ms. Karen Chadwick, to approve the minutes of August 22, 2018, as presented. With no discussion, the **MOTION** carried.

The three new members introduced themselves: Ms. Kimberly Grafton, Ms. Melissa Harris, and Ms. Jennifer Robertson.

C. Old Business

1. Next Generation (NG) 911 Training Discussion

The suggested revision under Module III was underlined on page four for the members to review. After discussion, the underlined section was separated out to create a paragraph numbered three which shall read, "It is recommended that at least four (4) hours of the training be dedicated to education for preparation and implementation of Next Generation 911 (NG-911)". The internal training, which is not eligible for the dispatcher training funds, can include vendor specific training. However, training providers that provide State 911 Committee (SNC) approved courses are still required to keep the materials non-vendor specific.

As a reminder, no changes were made to Module I and II regarding a leave of absence or the change of the due date of Module III since it would require a rule change at the Michigan Public Service Commission level.

A **MOTION** was made by Lt. David Aungst, with support by Ms. Tammy Smith, to approve the language for the revision to the Telecommunicator Training Program Manual as a new paragraph. With no further discussion, the **MOTION** carried.

D. New Business

1. 2019 Dispatcher Training Fund Application

The 2019 application was provided to members with the proposed updates and revisions for review.

Ms. Harriet Rennie-Brown updated the subcommittee on a discussion of the State 911 Committee who asked questions about the Dispatcher Training Fund and MCOLES 302 Fund. There are limited funds available, and therefore law enforcement individuals who qualify for application to the Dispatcher Training Fund and the MCOLES 302 Fund have to choose one fund to be included for the purposes of applying for training money. It has been clarified that it is possible to opt out of the MCOLES 302 Fund, and it does not affect the certification of the law enforcement individual. It was also noted that many of the courses offered to dispatchers which are SNC approved are also dually endorsed by MCOLES. Dual endorsed courses may be helpful in maintaining dual certifications.

A **MOTION** was made by Ms. Christine Collom, with support by Ms. Cheri Bartram, to approve the 2019 Dispatcher Training Fund Application as presented. With no further discussion, the **MOTION** carried.

2. Approved Training Course Audits

Michigan State University offered a First Line Supervision course (MSU 201803A) at Eaton County Sheriff's Office. Ms. Theresa Hart attended day 3 of the third week of the course. This is a new course which is a total of three weeks and broken up with two weeks in the classroom and one week online. The attendees had already met in Gull Lake for a week, attended sessions online for a week, and were in the process of completing the last week. The attendees were law enforcement employees from various agencies, an individual from the Michigan Intelligence Operation Center, but no dispatchers. The focus was management issues with much applying to law enforcement. There was excellent problem based learning with workgroups and a presentation from each at the end of each session. Each attendee had a mentor throughout the training course. The instructors were the mentors, and all were highly qualified. Ms. Amy Thomas would be interested in a dispatcher's comments for additional feedback. Ms. Hart will follow up with Ms. Meg Fouss who has attended the training.

Michigan Critical Response Association Conference offered an Individual and Group Crisis Intervention course (CRC 201504A) at the Kettunen Center. Ms. Lyndsay Stephens attended and the instructor that had previously been under scrutiny by the Dispatcher Training Subcommittee was not there. Mr. Dennis Potter, an approved instructor, taught most of the class while following the agenda, but Paul LeBerteaux, who is not an approved instructor, taught small sections under the guidance of Mr. Potter. The booklet provided was similar to the PowerPoint presentation, but had additional materials. The added information was good, but made it difficult for some attendees to follow along.

Crisis Response Connection LLC, offered a Law Enforcement Perspective for CISM Enhancement course (CRC 201707A) at the Kettunen Center. Ms. Lyndsay Stephens attended the two day course which followed the agenda. There was one dispatcher at the course and the remaining students were law enforcement and correction officer employees. On the first day, the instructor created a scenario and assigned groups. The dispatch center was not assigned with any public safety group but rather with the general public which was of concern. The program provided good law enforcement information that was also applicable to the dispatchers.

Chair Gramlich indicated that a training provider who provides both law enforcement and dispatcher training was recently denied on an application for SNC approval. The provider had only substituted the terms from law enforcement to communications/dispatch. The training provider may file an appeal for the February 2019 subcommittee meeting.

Chair Gramlich explained the training course audit process to the new members of the subcommittee.

3. Dispatcher Training Database Update

Lt. David Aungst will be representing the Dispatcher Training Subcommittee for the workgroup that is being established for the anticipated new Dispatcher Training Database. Chair Gramlich is representing NENA in the same workgroup. This project will grow and additional individuals within the 911 community will be invited as needed. Since the State 911 Office completed the required lean process improvement (LPI) for the software development, it has been working with the Department of Technology Management and Budget to have a request for proposal issued.

4. LPI Recommendations

The LPI process required the State 911 Office to review its work and work flows in order to prepare for the automation project. As part of the recommendations from the process, there were two areas for this subcommittee to address:

- a. Dates to delete and remove expired training courses:
The current program does not allow for the removal of the expired training courses. The training fund application goes back five (5) years on the DTS-510 form and agencies may need to access expired courses when completing the forms. A review of the retention schedule for the State 911 Office should also be reviewed. The renewal of an existing course would also need to be considered.
- b. Policy for submittal of sign in sheets (within 30 days of completion of training course – online or classroom):
An offer was extended to modify the application to require course providers to submit the sign in sheets in a timelier manner. The policy in the application will be updated and brought before the subcommittee at the February meeting for review.

A discussion was also held on the Michigan chapter of the National Emergency Number Association's (NENA) new scanning applications and confirmed it as an acceptable form of registration to a conference. The application can provide a printout to submit to the State 911 Office to record the attendance as required.

E. Public Comment

There was no public comment.

F. Next Meeting

February 12, 2019, 10:00 a.m. – (Training Fund Application Review)
MSP –HQ, Centennial Room

G. Adjourn

A **MOTION** was made by Ms. Cheri Bartram to adjourn, with support by Ms. Tammy Smith. The **MOTION** carried. The meeting was adjourned at 11:15 a.m.