

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
November 8, 2017
Meeting Minutes

A. Call to Order/Roll Call

The meeting was called to order by Mr. Marc Gramlich at 10:00 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. Brian McEachern
Lt. David Aungst
Mr. Sam Kalef
Ms. Amy Thomas

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
Negaunee Regional Communications Center
Lenawee County Sheriff's Office
Troy Police Department
Montcalm 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 – August 23, 2017

A **MOTION** was made by Mr. Vic Martin, with support by Mr. Sam Kalef, to approve the minutes of August 23, 2017, as presented. With no discussion, the **MOTION** carried.

C. Old Business

1. Telecommunicator Training Manual – Updates

The updates to the manual were shown through tracking. Ms. Tammy Smith requested the removal of language in the first paragraph of Introduction, and Ms. Karen Chadwick suggested the document may need further revisions with the pending legislation. A discussion was held regarding the four year time line for completing the modules from the date of an employee's date of hire. Ms. Theresa Hart will be sending the document for a final review, and the members will be asked send any other questions or revisions. Otherwise, the document will be submitted for approval at the February meeting.

D. New Business

1. 2018 Dispatcher Training Fund Application

After the State 911 Committee meeting has been held, the applications will be sent. The changes to the forms included: the usual dates for the application for the 2018 dates, the Employee Worksheet includes a date of departure, and a place to add the dispatcher's email. After discussion, the members requested the addition of the notation of, "optional" to the dispatcher's email.

A **MOTION** was made by Ms. Karen Chadwick, with support by Ms. Amy Thomas, to approve the 2018 Dispatcher Training Fund Application Pack, as presented with the noted changes. With no further discussion, the **MOTION** carried.

2. Basic 40 Hour Telecommunicator Training Course – Online Versions.
Mr. Marc Gramlich is concerned with the Basic 40 hour training being completed online since it does not provide for interaction and networking. Ms. Theresa Hart recently audited a regular course for one day and saw how it was interactive. A discussion was held regarding the issues PSAPs encounter including: staff shortage, location of training, the associated cost and vendor cancelling courses due to lack of participants. The sign-in sheets will be reviewed from the online classes to see who is using the courses, and obtain feedback from those PSAPs.
3. Added to Agenda: Mr. Dave Ackley
Mr. Marc Gramlich announced that Mr. Dave Ackley has withdrawn from the board. Mr. Ackley's departure also created an opening on the course approval team and it was filled by Ms. Amy Thomas.
4. MACNLOW Suicide Awareness Training Course.
The MACNLOW Suicide Awareness Training – one day course is expired, but it is still being offered. For informational purposes it should be noted that the Advanced 40 Hour Dispatch School which includes this course is under a different course approval number. MACNLOW allowed the one day course to expire even after receiving multiple notifications from the State 911 Office.

A telecommunicator from Allegan County unknowingly took the expired course, and is asking to receive credit. The PSAP will need to remedy this issue directly with MACNLOW for offering and holding the expired course. The telecommunicator cannot receive credit, and will need to retake the course. The members requested the training records for the telecommunicator be reviewed to see if the circumstances would impact their compliance with training. MACNLOW's website has the course listed for Jackson this December.

As a separate issue related to MACNLOW, it has been four months since MACNLOW was reminded to submit the required sign-in sheets for 2017. There has not been a response to the requests made. The failure to submit the sign-in sheets is grounds for suspending all courses for the company.

It was discussed that the Chair, Mr. Marc Gramlich, should send correspondence to MACNLOW regarding the misrepresented course and for failing to provide the sign-in sheets.

A **MOTION** was made by Mr. Jeff Troyer, with support by Mr. Vic Martin, for the correspondence to be issued and withhold approval for any courses to MACNLOW while the sign-in sheets are outstanding. With no further discussion, the **MOTION** carried.

5. Dispatcher Training course Audit Reports.
The members were provided with four course audit reports for informational purposes.
6. Delinquent/Undesignated Telecommunicator Report – Additional notification for Undesignated.
The report presented to members identified 39 delinquent and 69 undesignated telecommunicators. Follow up for those undesignated since 2016, will be in the form of a letter. Further review of the database will be done once the 2018 Employee Worksheet submissions are received. The worksheets, as amended, will also assist with determining what PSAPs have not been utilizing the database. The Chair also asked members to reach out to those identified PSAPs if possible to assist with the follow up.

South Downriver Communications Center separated back into Trenton Police Department and Riverview Police Department on July 1, 2017, but only recently notified the State 911 Office. They have been instructed to provide a plan of action to separate the training fund before the November distribution.

E. Public Comment

Mr. Dave Plumb of Genesee County Central Dispatch was present. He expressed an interest in filling the position vacated by Mr. Dave Ackley on the Dispatcher Training Subcommittee, and inquired on the timeline when it might be filled. The Chair, Marc Gramlich indicated that an email will go out to PSAP Directors in the near future asking for interested persons to submit a letter of interest with qualifications.

Ms. Theresa Hart asked the preferences of the subcommittee members for lunch at the annual February Application Meeting. Members were also reminded to bring calculators, highlighters, and their telephones for this meeting.

F. Next Meeting

February 9, 2018, 10:00 a.m. - MSP –HQ, Centennial Room

G. Adjourn

A **MOTION** was made by Mr. Sam Kalef to adjourn, with support by Mr. Vic Martin. The **MOTION** carried. The meeting was adjourned at 11:17 a.m.