

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
May 19, 2015
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. Dave Ackley
Ms. Karen Chadwick
Ms. Christine Collom
Mr. Andrew Goldberger
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Mr. Stephen Todd
Chief Paul Trinkka
Ms. Cherie Bartram

Representing:

Calhoun Co. Consolidated Dispatch Authority
Genesee County Central Dispatch
Grand Rapids Police Department
Clinton County Central Dispatch
Public Member
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Public Member
Adrian Fire Department
SERESA

Non-Voting Members Present:

Ms. Theresa Hart
Ms. Stacie Hansel

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Sheriff Dale Gribler
Mr. Brian McEachern
Ms. Kelly Page

Representing:

Van Buren County Sheriff's Office
Negaunee Regional Communications Center
Troy Police/Fire Department

Ms. Collom explained Ms. Page could not attend due to a family emergency. As this would have been her last meeting as a member, Ms. Page wanted to thank the subcommittee and has enjoyed serving on the DTS with everyone.

Under New Business, Mr. Troyer added Subcommittee Membership as item five.

B. Approval of Meeting Minutes – February 24, 2015

A **MOTION** was made by Mr. Martin, with support by Chief Trinkka, to approve the minutes of February 24, 2015, as presented. With no discussion, the **MOTION** carried.

C. Old Business

None.

D. New Business

1. Adjust FTE Count for November Distribution

Ms. Hart stated Iron County contacted her and through an independent audit found they had double claimed some training. This would have left them with a balance in 2012, which would have disqualified them for 2015 training funds. When the discrepancy was discovered it was too late to do anything about the May distribution, so they will return the check when they receive it. Ms. Hart removed them from the November distribution list, making the new FTE count for November 1,624. The members of the DTS applauded their honesty in making the correction.

A **MOTION** was made by Chief Trinkka, with support by Mr. Martin, to approve the adjusted FTE count for the November distribution to 1,624. It was suggested to send a letter of thanks to Iron County. With no further discussion, the **MOTION** carried.

2. Date for Completion of Continuing Education for New Employees

Mr. Troyer stated he met with Ms. Hart and Mr. Tracy Peters from Hillsdale County regarding their high school career technical program, which includes a public safety program.

Mr. Peters was asking what they need to do in order to get Telecommunicator I and II approved through the DTS so when students complete the program, they would come out with Module I and II completed. That discussion led to questions regarding new employees.

For a new employee, they have 24 months to complete Modules I and II before their continuing education credits begin. Mr. Troyer asked what the date would be for the CEU portion to begin with someone who is not employed at a PSAP when they complete Modules I and II beginning after the training standards went into effect. Some members believe the CEU clock would begin upon completion of Module II with someone not employed at a PSAP, and others are of the opinion their hire date should be the date to begin the clock for the CEUs.

Mr. Sam Kalef of Troy Police Department, who also teaches at the 911 Academy out of Oakland Community College, stated the majority of the students are not employed in a PSAP. The program is advertised to provide Modules I and II to be more appealing to centers when they do apply. The students are told they have two years from the date on their certification, whether they obtain a job or not, to meet the same continuing education credits as full-time dispatchers.

Mr. Troyer stated in the administrative ruling from the MPSC, under Continuing Education, Rule 5, "A designated telecommunicator classification may be maintained if a telecommunicator changes employing agency or, if verified, if the training was obtained independent of employment." Individuals are allowed to attend training courses independently for CEUs. General discussion followed.

A **MOTION** was made by Mr. Goldberger, with support by Mr. McKee, for designated telecommunicators, not employed by a PSAP, continuing education dates will begin upon completion of Module II. With no further discussion, the **MOTION** carried.

A **MOTION** was made by Ms. Chadwick, with support by Ms. Strother-Dixon, to strike, "of full or part-time employment" from the Telecommunicator Training Program Manual, under the Requirements, Section C1. Mr. Ackley asked for clarification on Section C1, which begins, "All Michigan Telecommunicators..." If an individual is not employed, Mr. Ackley stated that should read, "All *designated* telecommunicators..." Mr. Troyer stated if the individual has completed Modules I and II, they are considered either designated or undesignated. With no further discussion, the **MOTION** carried.

The next scheduled meeting of the DTS will be a thorough review of the Telecommunicator Training Program Manual. Ms. Hart will forward the manual, after changes are made from the motions listed above, to the subcommittee for their review and to bring their edits to the next meeting.

3. SNC Approved Training Course Audits

Michigan Autism Safety Training, Improving the Response to Sexual Assault, and Spirit to Serve were all courses audited by subcommittee members. All courses were highly recommended and received high ratings on the evaluations.

A **MOTION** was made by Mr. Todd, with support by Ms. Strother-Dixon, to approve the three dispatcher training evaluation course forms. With no discussion, the **MOTION** carried.

Ms. Hart asked when anyone signs up to attend a training course, they contact her so she can forward the evaluation form for the course to be audited while in attendance.

4. Plans of Action for Delinquent Telecommunicators

Ms. Hart is keeping a spreadsheet when an agency submits a Plan of Action for a delinquent telecommunicator. An agency needs a plan of action in place to bring their employee in

compliance with the training standards within the six-month grace period. Instead of having the DTS approve at every meeting, Ms. Hart is requesting, as she compiles the report each month, she forward the spreadsheet to a review team for approval once a month. Mr. Troyer suggested creating another team separate from the course review team. The Plan of Action Review team will consist of Ms. Collom, Ms. Chadwick, Ms. Bartram, and Ms. Strother-Dixon. Mr. Troyer will sit on the review team but only vote in the case of a tie.

A **MOTION** was made by Mr. Ackley, with support by Mr. Goldberger, to approve the spreadsheet list of plans of action, provided by Ms. Hart, as presented. With no discussion, the **MOTION** carried.

5. Subcommittee Membership

Membership at the subcommittee level was discussed in previous DTS meetings and briefly at an SNC meeting. Mr. Troyer has also discussed with the chair and vice-chair of the SNC. There are no requirements by the SNC for memberships on the subcommittees because there is a different level of understanding in all subcommittees. From previous DTS meetings, the consensus has been to put a grace period in place once a member is removed from a PSAP or their function. Mr. Martin stated an individual may still be a helpful part of the subcommittee and attend meetings, even though they are no longer a voting member. Ms. Bartram stated consideration should be given for how involved an individual is in the realm of public safety once they have retired. Ms. Strother-Dixon stated there is a transition period to be mindful of also. Subcommittee members suggested one, two, and three years separately. Mr. Troyer will take all recommendations into consideration.

Mr. Todd stated he will have two years of retirement completed at the end of the month. He offered to become a non-voting member, still maintaining involvement on the review team.

Mr. Troyer will take the recommendations to the SNC for Mr. Dave Aungst to join the DTS, fulfilling the vacancy left by Ms. Page.

E. Public Comment

Mr. Sam Kalef stated there was a vacancy a few years ago on the DTS and letters of interest were accepted. With the appointment of Mr. Aungst to the subcommittee, Mr. Kalef asked if vacancies are now being filled by appointment and no longer letters of interest. Mr. Troyer stated when a position is available, the subcommittee asks for letters of interest to fill the vacancy by appointment. There were still letters on file from the last vacancy, which the chair of the DTS reviews, and takes the recommendation to the SNC. Any future positions, a notification will go out asking for letters of interest.

F. Next Meeting

September 10, 2015; 9 a.m.; MSP HQ

G. Adjourn

A **MOTION** was made by Mr. Todd, with support by Mr. McKee, to adjourn the meeting. With no discussion, the **MOTION** carried.