

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
May 23, 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)
Mr. Dave Ackley
Lt. David Aungst
Ms. Cherie Bartram
Ms. Karen Chadwick
Ms. Christine Collom
Ms. Tammy Smith
Mr. Sam Kalef
Mr. Vic Martin
Ms. Amy Thomas
Mr. Jeff Troyer

Representing:

Monroe County Central Dispatch
Genesee County Central Dispatch
Lenawee County Sheriff's Office
SERESA
Grand Rapids Police Department
Clinton County Central Dispatch
Ottawa County Central Dispatch
Troy Police Department
Lapeer County Central Dispatch
Montcalm County Central Dispatch
Appointee, Speaker of the House of Representatives

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

Representing:

Negaunee Regional Communications Center

B. Approval of Meeting Minutes – February 22, 2017

A **MOTION** was made by Mr. Dave Ackley, with support by Lt. David Aungst, to approve the minutes of February 22, 2017, as presented. With no discussion, the **MOTION** carried.

C. Old Business - None

D. New Business

1. Dispatcher Training Fund

- A. Ms. Hart gave a report on outstanding payments to be returned to the training fund. There were two, Huron and Romulus. Ms. Hart met with Romulus last week and after reviewing the records with the captain, the DTS 510 was corrected and a notice has been sent to cancel the invoice. Huron has not responded and they currently have five undesignated telecommunicators. Mr. Gramlich indicated Ms. Jordyn Sellek has agreed to reach out to them and offer assistance. There is a plan to report their findings at the next meeting.
- B. In response to Mr. Ackley's request, the State 911 office prepared a report comparing the PSAPs that did not apply for 2017 dispatcher training funds to the delinquent/undesignated telcommunicator report. Follow up with agencies by members was planned as follows:

Berkley Department of Public Safety – Mr. Kalef
Novi Police Department – Mr. Kalef
Branch County Central Dispatch – Lt. Aungst
Harper Woods Police Department – Ms. Bartram
Melvindale Police Department – Ms. Jordyn Sellek
Ecorse Police Department – Ms. Jordyn Sellek
Flat Rock Police Department – Ms. Jordyn Sellek

Oscoda County Sheriff Department – Mr. Gramlich
Rockwood Police Department – Mr. Gramlich
Woodhaven Police Department – Mr. Gramlich
Presque Isle Central Dispatch – Mr. Gramlich
Brownstown Township Police Department – Mr. Gramlich
Detroit Police Department – A subcommittee member can reach out during the open period next year, they missed the deadline for 2017.
Eastern Michigan University Department of Public Safety – A subcommittee member can reach out during the open period next year, they missed the deadline for 2017.
Manistee County Central Dispatch – The issue will be addressed during the compliance review, they also currently have 11 delinquent telecommunicators.

Mr. Troyer requested an updated total FTE count to determine the cost effect if all PSAPs were to apply for training funds. Ms. Hart offered to send a DTS101W (employee worksheet) form to get an updated count from the PSAPs. The subcommittee plans to review the results at their August meeting. The member follow up with the above agencies will take place after the FTE count is determined.

2. SNC Approved Dispatcher Training Courses

- A. Auditing of Classroom Courses by State 911 Office staff and DTS members was discussed. DTS members were reminded that when they sign up and pay for a course, they should also contact Ms. Hart and complete an audit form for the course. There is no requirement to let the course or instructor know that you are completing an audit. If a member only audits a course, it cannot be used for credit and the company or course instructor will be aware they are auditing since they did not complete a regular paid registration. Ms. Stephens of the State 911 Office has offered to audit courses to assist the DTS. Members agreed the State 911 Office staff are not required, but are welcome to audit on behalf of the DTS.
- B. Audit/Approval of online training courses. A discussion of the online classes and especially those which exceed 16 hours were discussed. Specific discussion of the Basic 40 and the CTO school were identified as a concern for online classes since some required retraining. There was a discussion about putting staff in front of a computer for many hours of training and not having the face to face interaction that is necessary. Ms. Hart indicated that a reason to deny a proposed class is necessary to allow the provider an appeal process. It was questioned as to whether it was possible to have written guidelines to deny certain classes from being offered online, including core classes.

After a course is approved and available, feedback by the PSAP Directors to the State 911 Office is necessary in order for the DTS to review or revoke a class that is receiving poor feedback. Creation of a form to be posted on the website to allow consistent format and is available to the PSAPS was considered and will be revisited at the August meeting.

3. Delinquent Telecommunicators – Plan of Action

Ms. Hart identified 84 delinquent and 58 undesignated telecommunicators. The existing process is labor intensive and she requested that she able to address the PSAPs compliance plans directly and bring only those plans to the DTS which are objectionable. After discussion, it was agreed that Ms. Hart could address the PSAP compliance plans directly, but with the provision that it will now be added to the DTS meeting as an agenda item to give updates at each meeting as needed.

4. Telecommunicator Training Manual – Update

The manual is 10 pages and is due for an update. Members were asked to review and send modifications to Ms. Hart. The manual will be discussed at the August meeting.

5. PowerPhone, Inc. – Submittal of electronic sign in sheets for online training courses
Ms. Hart explained that she had recently discovered PowerPhone was not submitting monthly rosters for the completion of online training courses as required by the policy for SNC training course approval. During a compliance review, telecommunicator training records were being verified. PowerPhone was asked to provide a report of all Michigan attendees, and in response Ms. Hart was told to request each telecommunicator to submit their certificate to the State 911 Office to show proof of completion. In addition, they stated they could provide a report upon request for a particular student or agency. When it was mentioned that the issue was going to be brought to the attention of the DTS, PowerPhone sent an email stating it could provide a report for the Michigan attendees at an unknown cost. Members of the DTS objected to the response from PowerPhone.

A motion by Mr. Martin was made and supported by Mr. Troyer to have Ms. Hart draft a letter for DTS to indicate to PowerPhone that immediate compliance of the policy is required and the report requested by Ms. Hart be provided without cost. Furthermore, failure to comply will result in the vendor's online courses all being suspended immediately. The **MOTION** carried.

6. Priority Dispatch – Recertification of EMD, EFD, EPD (PDIS 201506A) – Reduction of hours
Priority Dispatch submitted paperwork on February 10, 2015 for approval of the training course recertification for EMD, EFD, and EPD with Mr. Jon Stones as the coordinator. This was submitted and approved as an 8 hour recertification. There is a 50 question book and 1 hour in the portal.

A Motion was made by Mr. Martin and supported by Mr. Troyer to immediately reduce the current course to 1 hour credit and a new course number will be assigned to eliminate the old course number. Ms. Hart will work with the portal to ensure existing credits claimed for this course are not modified, and all future input into the portal for this course will report at one credit hour. The **MOTION** carried.

E. Public Comment

Ms. Hart indicated the May Dispatcher Training Fund Distribution was released and the amount per FTE was \$540.00.

Ottawa County will be hosting a two day conference in October on Nationally Exploited Children through the Department of Justice.

F. Next Meeting

August 23, 2017, 10:00 a.m. at MSP-HQ -The Centennial Room

G. Adjourn

The meeting was adjourned at 11:12 a.m.