

STATE 911 COMMITTEE
911 Training Subcommittee
 May 19, 2021
 Meeting Minutes

| Voting Members Present | Representing | Attending Remotely |
|-----------------------------------|------------------------------------|-------------------------------|
| Chief Mark Barnes | Oshtemo Township Fire Department | Hocking Hills, Ohio |
| Lt. David Aungst | Lenawee County Sheriff's Office | Adrian, Lenawee County |
| Ms. Kimberly Grafton | Calhoun Co Consolidated Dispatch | Marshall, MI |
| Ms. Melissa Harris | Ingham County 911 Central Dispatch | Lansing, Ingham County |
| Mr. Sam Kalef | Troy Police Department | Troy, Oakland County |
| Ms. Tammy Smith | Ottawa County Central Dispatch | West Olive, Ottawa County |
| Mr. Jeff Troyer | Kalamazoo Co Consolidated Dispatch | Kalamazoo, MI |
| Ms. Cherie Bartram | SERESA | |
| Ms. Christine Collom | Clinton County Central Dispatch | St. Johns, MI |
| Ms. Jennifer Robertson | Farmington Hills Police Department | Farmington Hills, Oakland Co. |
| Ms. Amy Thomas | Montcalm County Central Dispatch | Stanton, Montcalm County |
| Ms. Elizabeth Bagos | Macomb County Sheriff's Office | Mt. Clemens, Macomb County |
| Non-Voting Members Present | Representing | |
| Ms. Joni Harvey | State 911 Office | |
| Ms. Theresa Hart | State 911 Office | |
| Ms. Stacie Hansel | State 911 Office | |
| Voting Members Absent | Representing | |
| Mr. Brian McEachern | Negaunee Regional Comm Center | |

A. Call to Order

The meeting was called to order at 10 a.m.

B. Roll Call

Roll call was taken, and a quorum was present.

C. Meeting Minutes Approval—February 17, 2021

A **MOTION** was made by Lt. David Aungst, with support by Ms. Tammy Smith, to accept the meeting minutes of February 17, 2021, as presented. With no discussion, the **MOTION** carried.

D. Call for Additions to the Agenda

None.

E. Old Business

None.

F. New Business

Chief Barnes welcomed Ms. Kim Grafton to the training course review team.

Bylaws, State Ethics Act, and Public Entities Act Distribution

As stated in the bylaws, a copy of the bylaws, State Ethics Act, and the Public Entities Act will be distributed to all State 911 Committee and subcommittee members each year. A copy of each was provided in the meeting packet.

T-CPR Training

T-CPR is backed by data, showing early intervention can improve survival rates by up to 50%. This is referring to cardiac care. There is currently no mandated T-CPR training and Ms. Bartram would like to work toward mandating the training, as the use cannot be mandated.

Members agreed it does not matter who does it, but CPR needs to be done somewhere in the process.

One point to note, there is a monopoly for EMD certification and issues may arise due to that. For clarification, T-CPR can be a stand-alone course without a full EMD protocol behind it.

There is a law which states if an agency dispatches for EMS they must have EMD-certified telecommunicators; however, there is nothing requiring telecommunicators to use it.

The NTS could make a recommendation for T-CPR to become part of the basic telecommunicator course. To do so, it would need to go to the Michigan Public Service Commission (MPSC). Another option would be to make a recommendation to the Certification Subcommittee to include adherence to a best practice as part of the review process; recommend PSAPs provide EMD, or if not, they will provide T-CPR procedures.

Compliance reviews are only required for the financial portion, not operational. If the PSAPs do not participate in the operational portion, they do not receive recommendations. If the NTS is looking to touch every PSAP in the state, the MPSC route may be the better way to go.

The NTS cannot open mandates, recommendations, or laws for training for one specific course. A full review of the standards should happen before taking this issue to the MPSC.

A **MOTION** was made by Ms. Cherie Bartram, with support by Mr. Jeff Troyer, to bring this issue to the Certification Subcommittee to make T-CPR a best practice for the state of Michigan.

With no further discussion, a roll call vote was taken:

| Voting Member | Yes | No | Abstain |
|------------------------|------------|-----------|----------------|
| Chief Mark Barnes | X | | |
| Lt. David Aungst | X | | |
| Ms. Kimberly Grafton | X | | |
| Ms. Melissa Harris | X | | |
| Mr. Sam Kalef | X | | |
| Ms. Tammy Smith | X | | |
| Mr. Jeff Troyer | X | | |
| Ms. Cherie Bartram | X | | |
| Ms. Christine Collom | X | | |
| Ms. Jennifer Robertson | X | | |
| Ms. Amy Thomas | X | | |
| Ms. Elizabeth Bagos | X | | |

With a unanimous vote, the **MOTION** carried.

Approved Instructor Qualifications

The review team has concerns about the lack of experience instructors have as shown on their resumes. Some instructors have been denied due to incomplete resumes, resumes that do not explain or show their background. However, currently there are no protocols regarding experience needed in order to become an approved instructor. Ms. Hart suggested drafting a policy so potential instructors know what qualifications are required for approval.

If the NTS gives minimum criteria, a caveat needs to be included stating it is still the decision of the NTS.

Instead of criteria, it was suggested to create a recommendation list. Some suggestions included hours worked, formal education, types of classes, and what will be required depending on what the course is. The review team will create a draft, then present it to the full subcommittee for approval.

Training Course Issues

1. APCO/NENA Denise Amber Lee Course Hours

In April, APCO/NENA contracted with the Denise Amber Lee team to teach two, eight-hour, virtual courses; one on human trafficking and the other on stress management in the workplace. Both courses ended up being closer to six hours instead of eight. APCO/NENA met when they were made aware of the issue and contacted the Denise Amber Lee team to find out what happened and what the resolution will be. The team was apologetic and did acknowledge they were not fully prepared to offer the training for eight hours. They agreed it is unacceptable and they would offer resolution to the students.

The review of the courses have been very positive and, to the knowledge of APCO/NENA, there have been no complaints regarding content.

To date, there is still no resolution. The APCO/NENA board met with the executive training subcommittee, and they would like to recommend suspending the approval of both courses through APCO/NENA. If Denise Amber Lee wants to reapply under their own approval number, it will need to go through the normal application process.

A **MOTION** was made by Ms. Christine Collom, with support by Mr. Sam Kalef, to suspend the approval number through APCO/NENA, and require Denise Amber Lee to reapply for their own approval if they so choose.

With no further discussion, a roll call vote was taken:

| Voting Member | Yes | No | Abstain |
|------------------------|------------|-----------|----------------|
| Chief Mark Barnes | X | | |
| Lt. David Aungst | X | | |
| Ms. Kimberly Grafton | X | | |
| Ms. Melissa Harris | X | | |
| Mr. Sam Kalef | X | | |
| Ms. Tammy Smith | X | | |
| Mr. Jeff Troyer | X | | |
| Ms. Cherie Bartram | X | | |
| Ms. Christine Collom | X | | |
| Ms. Jennifer Robertson | X | | |
| Ms. Amy Thomas | X | | |
| Ms. Elizabeth Bagos | X | | |

With a unanimous vote, the **MOTION** carried.

Ms. Hart stated she can override the status of the courses to show they are no longer approved; however, she wants to make sure attendance was added for everyone to receive proper credit. Ms. Collom will confirm, but believes it was done.

2. Emerging Technology Forum

There have been initial discussions within the Emerging Technology Subcommittee regarding different options for holding the forum, including virtually. Currently, the policy for conferences is six hours of training in 24 hours. This has always been the hour requirement for conferences.

It is the consensus of the subcommittee to not support holding the technology forum virtually.

A **MOTION** was made by Mr. Jeff Troyer, with support by Ms. Elizabeth Bagos, to ask the Emerging Technology Subcommittee, if at all possible and in accordance with MDHHS guidelines, to host the technology forum in-person rather than virtually.

It is not only about what the health department is recommending, but also what the guidelines are for the facility. The NTS was asked to have an open mind moving forward, to review virtual training differently in this new environment.

With no further discussion, a roll call vote was taken:

| Voting Member | Yes | No | Abstain |
|------------------------|-----|----|---------|
| Chief Mark Barnes | X | | |
| Lt. David Aungst | X | | |
| Ms. Kimberly Grafton | X | | |
| Ms. Melissa Harris | X | | |
| Mr. Sam Kalef | X | | |
| Ms. Tammy Smith | X | | |
| Mr. Jeff Troyer | X | | |
| Ms. Cherie Bartram | X | | |
| Ms. Christine Collom | X | | |
| Ms. Jennifer Robertson | X | | |
| Ms. Amy Thomas | X | | |
| Ms. Elizabeth Bagos | X | | |

With a unanimous vote, the **MOTION** carried.

3. PowerPhone Hostage Negotiations Error

The review team approved a hostage negotiations course by PowerPhone. They did not realize it had been marked with the homeland security module, which does not meet the criteria. The error was corrected and now shows the course under continuing education; however, a PSAP director contacted Ms. Hart stating they had an employee attend, thinking it met the homeland security criteria. The director is asking if the hours can count for the employee's homeland security hours since they attended the course prior to the error being adjusted.

The subcommittee did not approve the employee having the hours credited. Ms. Hart will inform the director of the decision.

4. Police One Training Platform

Police One offers online training courses for telecommunicators, and will be submitting for approval. They have a platform set-up fee, along with the course fee. They were asking if that would be an allowable expense or only the course itself.

As the set-up fee is a separate line item, software and/or application, the fee is considered a disallowable expense.

Virtual Academy Training Course Evaluation

Ms. Kim Grafton attended the Understanding Stress for the Telecommunicator course. Her completed evaluation is included in the meeting packet. Overall, she was impressed with the content and quality of the course.

Membership Vacancy

The NTS is losing directors on the subcommittee. There has always been a good mix in the past between directors and other 911 professionals, and it was suggested to keep that going forward.

G. Public Comment

None.

H. Next Meeting

August 18, 2021 at 10 a.m.

Location TBD

I. Adjourn

The meeting adjourned at 11:23 a.m.