

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
September 10, 2015
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order at 9:05 a.m. and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. Dave Ackley
Ms. Karen Chadwick
Mr. Andrew Goldberger
Sheriff Dale Gribler
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Mr. Stephen Todd
Chief Paul Trinkka
Mr. Brian McEachern
Ms. Cherie Bartram
Lt. David Aungst

Representing:

Calhoun Co. Consolidated Dispatch Authority
Genesee County Central Dispatch
Grand Rapids Police Department
Public Member
Van Buren County Sheriff's Office
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Public Member
Adrian Fire Department
Negaunee Regional Communications Center
SERESA
Lenawee County Sheriff's Office

Non-Voting Members Present:

Ms. Theresa Hart
Ms. Stacie Hansel

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Ms. Christine Collom

Representing:

Clinton County Central Dispatch

B. Approval of Meeting Minutes – May 19, 2015

A **MOTION** was made by Mr. Martin, with support by Chief Trinkka, to approve the minutes of May 19, 2015, as presented. With no discussion, the **MOTION** carried.

C. Old Business

Criteria for Subcommittee Membership

A guideline for membership on the DTS was created to include criteria discussed in previous subcommittee meetings. As the criteria were developed from suggestions from the DTS members, the final draft was brought before the DTS for approval. If approved, the guideline will become a formal document as part of the DTS.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to approve the criteria for Dispatcher Training Subcommittee membership as presented. Discussion followed.

Mr. Goldberger stated the DTS minutes and the membership list on the SNC website used to list himself and Mr. Todd as "retired" but now say "public member." There are two members of the SNC also identified as "public members." He would like to discuss adding a seat for public members on the subcommittee, and if accepted, he would like to fill the seat. Mr. Goldberger stated he is still involved in 911 and could bring historical value and insight to the subcommittee. Mr. Troyer stated if that suggestion is considered by the subcommittee, there would have to be provisions for who can fill the seat (for example, no training providers due to conflicts of interest).

Chief Trinkka asked if the makeup of the subcommittee is formalized any place, and as there are law enforcement and fire representatives, if public representation is something that should be considered. Mr. Troyer stated there is nothing written. When an opening becomes available on the subcommittee, notice is put out that letters of interest are being accepted. The DTS chair reviews the letters and makes a recommendation to the chair of the SNC.

Mr. Ackley stated when accepting new members in the past, the subcommittee did not consider retired PSAP directors as the decisions made at the DTS level directly affect PSAPs, and those

involved on the subcommittee need to have a stake in decisions being made. Mr. Troyer stated he would prefer members who have a vested interest in making decisions based on what would have impact on their own center and dispatchers statewide, but also feels a neutral perspective brings much to the table. Sheriff Gribler stated decisions made at the subcommittee go before the SNC, which has public members, so they could have a voice at that level. He also stated that this group is for dispatcher training, and in corrections training and MCOLES there are no public members.

Mr. Todd stated he would voluntarily move to a non-voting member of the subcommittee; however, he is surprised that retiring after serving 36 years in 911 anyone would think he would lose interest or perspective about the industry. Mr. Todd understands the perspective of having the personal vested interest in the day-to-day running of a PSAP and has no objections to passing the guidelines. He worked many years to help develop the training standards and would like to continue seeing the work he's done prosper and grow, and have standards that develop the best dispatchers throughout the state.

Chief Trinka requested a roll call vote on the **MOTION**.

Name	Yes	No	Abstain
Mr. Jeff Troyer	X		
Mr. Dave Ackley	X		
Ms. Karen Chadwick	X		
Mr. Andrew Goldberger			X
Sheriff Dale Gribler	X		
Mr. Vic Martin	X		
Mr. Tim McKee	X		
Ms. Terry Strother-Dixon	X		
Mr. Stephen Todd	X		
Chief Paul Trinka	X		
Mr. Brian McEachern	X		
Ms. Cherie Bartram	X		
Lt. David Aungst	X		

With a vote of 12 yes and one abstention, the **MOTION** carries.

D. New Business

1. Revisions to the Dispatcher Training Manual

Ms. Hart stated at the May DTS meeting, it was suggested edits be made to the training manual. She emailed the updated draft, along with her suggested edits, to the group for review.

Ms. Chadwick asked about the bottom of page four, using eight hours of internal training for continuing education, but not using SNC funds for that training. She did not see that stated in the document. Mr. Troyer stated a complete listing of SNC-approved courses is listed on the SNC website and if internal training is not listed, SNC funds cannot be used.

On page five, Ms. Hart is asking to add "upon request" to read, "An annual accounting of the internal training will be provided to the State 911 Administrative Office upon request." Currently, she is asking PSAPs to keep the information in the individual's file at their office so documentation is not automatically sent to her. Adding "upon request" would cover if an issue were to arise at a later date concerning internal training. Ms. Chadwick asked if a form should be created to use as PSAPs may ask how to document the internal training. Mr. Troyer stated it should be documented in the database and an issue should not arise.

Ms. Bartram stated she is part of the Save My Heart initiative for the state and the group is trying to get PSAPs that dispatch EMS to have a mandate for EMD in their centers. She asked why EMD was not a requirement when the standards were created for those who dispatch EMS. Mr. Troyer stated it is not mandated as it is considered pre-hospital EMS care, and locally controlled by medical control authorities.

A **MOTION** was made by Chief Trinkka, with support by Mr. Martin, to approve the modifications to the Dispatcher Training Program Manual as presented and forward to the SNC. With no discussion, the **MOTION** carries.

2. Request from PSAPs for Certificates from Training Providers

Ms. Hart received a letter from Mr. Vance Stringham, director at Roscommon County. Mr. Stringham is asking an addition to the training course approval process be included to require training providers supply certificates upon successful completion of a training course. Currently, providers are only required to submit sign-in sheets to the State 911 Office, which PSAPs could request at any time. Ms. Strother-Dixon stated because someone attended does not mean they have successfully completed the course. The sign-in sheets would only show if someone attended. Mr. Troyer stated a letter will be sent to Mr. Stringham to inform him the sign-in sheets are available upon request, and if an issue arises with no certificate being provided, he should take it up with the provider. If he does that and a certificate is still not provided, the DTS will get involved at that time.

3. Draft of Dispatcher Training Fund Review Policy

When a county is selected for review by the Certification Subcommittee, Ms. Hart does a review of their dispatcher training funds. Previously, there was a policy on what information she could request from the PSAPs to review the funds, but it did not go into detail. Ms. Hart created an updated policy for reviewing the funds, using the previous policy and adding more detailed information. Once it is approved at DTS, the policy would eventually go before the SNC.

Mr. Martin, who is also a member of the Certification Subcommittee, stated their team reviews three years and Mr. Troyer asked why five years are reviewed for the training fund portion. Ms. Hart stated she reviews five years as PSAPs can have the money for that long before the unspent funds need to be returned.

The policy states, "If a larger county with five or more PSAPs is selected for a compliance review, each PSAP may be asked to provide a specific year of documentation for review..." Ms. Chadwick believes it is unfair to the other PSAPs that still need to provide all five years. Mr. Troyer stated if exceptions need to be made for the number of PSAPs in a county, a recommendation should go before the SNC to revise the number of counties reviewed in a year. Mr. Todd asked if the number of reviews completed could go by PSAPs instead of counties. Mr. Martin stated the reviews go by county because the county treasurers have separate funds. General discussion followed.

There were concerns raised by the DTS of the number of reviews per year required of the Certification Subcommittee. Mr. Troyer stated he would bring the concerns to the SNC at the next meeting.

The DTS will review the policy and bring it back to the November meeting.

4. Undesignated Telecommunicators Report

As required, a list was provided to the DTS of individuals classified as undesignated. The directors, as well as the governing boards, received letters regarding the individual's name and status. When asked what the consequences are of being on the list, Ms. Hart stated, in her opinion, it opens the county to liability. Once the individual comes into compliance, their former status is restored.

Ms. Hart will provide a list of undesignated individuals at the time of training fund application review. During discussions if undesignated telecommunicators should receive funding, Mr. Troyer stated the requirements are if the individual is performing the duties of a telecommunicator in a full or part time manner, those hours can be accounted for. It does not state specifically whether an FTE is designated or undesignated. There is nothing in the statute that discusses what qualifies a PSAP for training funds, only that the percentage is distributed through an application process.

The training standards are a separate document, which has administrative rules authority and does not deal with funding. P.A. 32 of 1986 designates the funding that allows PSAPs to bring personnel to the standards. Mr. Troyer stated even without receiving training funds, PSAPs are still held to the training standards. If PSAPs are not spending their money to train the telecommunicators, the money will be returned so there does not need to be discussion on whether they should receive funds or not.

The list becomes a valuable tool during application reviews as an employee's training will be listed on the 510. If individuals are showing up on the undesignated list, DTS can ask why it is not updated in the database.

Lt. Aungst thanked Ms. Hart for all the assistance she gives to those using the database, answering questions, and she even contacted one of his employees on her own time to walk them through the program and how to enter information.

Ms. Chadwick asked if a column could be added to the report for continuing education. Ms. Hart will need to check with DTMB as she cannot get that information on her end.

A **MOTION** was made by Mr. Todd, with support by Ms. Strother-Dixon, to place the undesignated list dated September 4, 2015, on file and also attached to the meeting minutes. With no discussion, the **MOTION** carries.

E. Public Comment

Mr. Troyer expressed gratitude and thanks to Mr. Todd and Mr. Goldberger, as action taken earlier in the meeting will require them to lose their seats on the subcommittee. Mr. Todd and Mr. Goldberger are part of the founding fathers of the training standards. They have done much work for, and as part of, the subcommittee.

Ms. Chadwick stated a firefighter in Lansing was killed during a charity drive. She suggested sending Mr. Langdon and Mr. Gaukel an email of support.

F. Next Meeting

November 19, 2015; 9 a.m.; MSP HQ

G. Adjourn

The meeting adjourned at 10:34 a.m.