

**STATE 911 COMMITTEE**  
**Dispatcher Training Subcommittee**  
February 13, 2015  
Meeting Minutes

**A. Call to Order / Roll Call**

The meeting was called to order at 9:01 a.m. and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)  
Ms. Karen Chadwick  
Mr. Dave Ackley  
Ms. Christine Collom  
Mr. Andrew Goldberger  
Mr. Vic Martin  
Mr. Tim McKee  
Ms. Terry Strother-Dixon  
Chief Paul Trinka  
Ms. Kelly Page

Representing:

Calhoun Co. Consolidated Dispatch Authority  
Grand Rapids Police Department  
Genesee County Central Dispatch  
Clinton County Central Dispatch  
Retired  
Lapeer County Central Dispatch  
Chippewa County 911  
Detroit Police Department  
Adrian Fire Department  
Troy Police/Fire Department

Non-Voting Members Present:

Ms. Theresa Hart  
Ms. Stacie Hansel

Representing:

Michigan State Police  
Michigan State Police

Voting Members Absent:

Sheriff Dale Gribler  
Mr. Stephen Todd  
Mr. Brian McEachern  
Ms. Cherie Bartram

Representing:

Van Buren County Sheriff's Office  
Retired  
Negaunee Regional Communications Center  
SERESA

Two items were added to the agenda. Under Old Business, adding Dickinson County review and Smart911 is being added as the last item under New Business.

**B. Approval of Meeting Minutes – September 30, 2014**

During discussion, clarification was needed on a motion and vote. After clarification was given by Mr. Martin, who chaired the September 30 meeting, a **MOTION** was made by Mr. Goldberger, with support by Ms. Chadwick, to accept the minutes of September 30, 2014, as presented. With no further discussion, the **MOTION** carried.

**C. Old Business**

1. Dickinson County Review

After completing the review, Ms. Hart stated Dickinson County was \$156.06 short (items that had no receipts to accompany expense). She will invoice them for the shortage. Ms. Hart asked if there is a minimum amount before an invoice is sent. The subcommittee stated there is no minimum and an invoice must be sent.

**D. New Business**

1. Priority Dispatch Request for Waiver

Ms. Hart stated Priority Dispatch is asking for a waiver from having their instructors approved to teach the SNC-approved courses.

A **MOTION** was made by Ms. Strother-Dixon, with support by Mr. Martin, to deny the request for waiver. Discussion followed. Mr. Troyer stated the last request sent for approval of instructors was 48 pages, with 25+ instructors. Ms. Strother-Dixon stated they have different people teaching different segments. Ms. Strother-Dixon stated they are training people to teach their courses and giving certifications as trainers, which is not the intended idea of approving instructors.

After discussion, the **MOTION** carried.

2. Request from Grosse Pointe Farms

Ms. Hart received an e-mail from Mr. Michael Hodor asking for copies of any exigent circumstance forms that Grosse Pointe Farms submitted. She informed him he would have to submit a FOIA request and told him how to do so.

3. DTS Membership

Mr. Ackley stated anyone on the subcommittee should be working in the 911 field. The subcommittee is making decisions that will affect everyone, and to not have a “dog in the fight” could affect how decisions are made. Mr. Ackley stated it is probably something that needs to go to the full SNC and should the DTS make that recommendation. Mr. McKee stated there is a historical aspect as far as members who have been involved with getting training in place, rules set, etc. He came in a little later and his interpretation of the rules could be different than what was originally intended. Ms. Strother-Dixon agreed and said the subcommittee should not be so quick to dismiss those who have the historical knowledge of the industry, whether working in the field or not. Mr. Martin agreed with the historical aspect, but stated there could be a new director who wants to get involved and that possibility is being denied to them.

Mr. Martin stated if someone is not an active member of the subcommittee, there should be a means of excusing those individuals. The work the DTS does is important, making decisions that will affect every center, and even though there are many individuals on the DTS, it is usually a core group attending.

Mr. Troyer stated there are means for excusing members on the SNC, but not specifically for the subcommittees. A recommendation can be made to the SNC; however, Mr. Troyer felt it would be a hard issue to address. It could be looked at at the subcommittee level for future members. Ms. Chadwick stated those that do not attend still count toward the quorum, so it affects that. Mr. McKee suggested the SNC have bylaws stating after missing so many meetings, you are excused from the subcommittee. Mr. Troyer stated he would take it for discussion to the SNC if that is the wish of the DTS.

It was asked of Mr. Troyer how members are appointed. He stated when a position becomes available a notice is sent to all PSAPs asking anyone who is interested to submit a letter. Once letters are received, the chair reviews them with Ms. Hart and Ms. Miller-Brown and a member is chosen. Mr. Troyer stated there have been disagreements regarding the number of members on the DTS; the higher number of members you have, the more needed for a quorum.

A **MOTION** was made by Mr. Ackley, with support by Chief Trinkka, for Mr. Troyer to take attendance requirements and membership criteria to the State 911 Committee for discussion. Discussion followed.

Ms. Page stated she is grateful to have been appointed to the subcommittee as she is not a director or assistant. When adding to the DTS, she wants to make sure the posting information gets out to line supervisors and those who are looking to bring their knowledge and expertise. Chief Trinkka supported that idea.

Ms. Chadwick suggested after leaving the industry, or retiring, there is a certain amount of time allowed to participate before being excused.

Mr. Goldberger stated it was his intention once he retired to stay in the business, but things change. He has been on the subcommittee since day one, has enjoyed it, and feels he brought value over the years. He has been retired for three years and intends this will be his last on the subcommittee. Mr. Goldberger stated, when going to the SNC, a length of time be included in the recommendation. Chief Trinkka suggested tying it also to attendance on an annual basis. Mr. Troyer stated he will take the recommendation to the full SNC, with a suggestion of three years out of the business before being excused. With no further discussion, the **MOTION** carried.

4. Flint 911 Consolidation

Mr. Ackley spoke with Ms. Hart about a 40-hour Basic course. He wanted to make sure the subcommittee knew an approval number is not needed; it is the only course in the tracking program that approval is not needed. Ms. Hart stated the only requirement is a check box with the date it was completed. Mr. Ackley asked if this is an issue the subcommittee wanted to address. Mr. Troyer, asked, as example, could someone say five employees took the course when they really did not, yes they can. It is a trust issue; there is no way to check it.

Mr. Troyer stated the Certification Subcommittee reviews eight counties per year. During the review of the financial portion, the county needs to provide documentation of attendance, including certificates of completion. Mr. Ackley stated if that issue needs to be addressed, it should be addressed; if the group is okay with trusting all directors are doing it correctly, that is fine also. Chief Trinka suggested something similar to police, EMS, and fire where there is an exam after taking the 40-hour Basic course.

Mr. Ackley asked if he hires a dispatcher who shows up as completing the 40-hour Basic, but who he knows has not actually taken the full course, should he send them to the Basic course, even though they have experience and do not need it. Ms. Page stated if he has confidence in their abilities, he cannot be held accountable for what another center did. Mr. McKee stated the 40-hour Basic is to establish a minimum standard and if that course is not taken, the minimum standard is not being met. Ms. Collom stated even though the dispatchers are knowledgeable, maybe they deserve the training.

Mr. Troyer stated if the employee comes to your center with a certificate of completion, from another state or transfers from another center, and even if they have been on the job for 15 years, it is up to the individual center to validate the criteria covered in the 40-hour Basic. The DTS trusts the centers to make sure their employees have the completion if they are required to have it. He suggested the DTS take a closer look at the applications. If a center's employees are never at training, but the application submission states otherwise, it may be time to take a closer look.

On another note, Mr. Ackley had an employee start one week ago at Genesee. He is requesting her date of hire be the date she was transferred to his center, giving him two years to get the hours of training. The subcommittee agreed her date of hire would be the date she was hired by the new center, under the Consolidation Policy. Mr. Troyer stated the center can decide if they want to bring employees over as transfers or as brand new employees.

Mr. Ackley, who has spoken with Flint's center, stated Flint is going to get denied for training funds due to non-spend down. For clarification, he is asking if he can request Genesee's FTE count include those hired from Flint. The Consolidation Policy states, "During the annual application process, a PSAP can seek additional funds for the upcoming year for people currently employed at the PSAP, which are going to be absorbed by the applying PSAP prior to May 1." "If a PSAP closes after the first distribution of the year, the director/coordinator may provide documentation to the Training Subcommittee no later than August 8 of the distribution year to have their FTE count reevaluated for the November distribution." Mr. Ackley may submit for the second distribution of funds.

Mr. Ackley asked if anyone has thought of putting on a class to help people with the database. Ms. Hart stated she has done presentations in the past. Mr. Ackley stated he has an employee who would be an asset to that presentation if needed.

5. Schedule for DTS Meetings

The meetings for the rest of the year are as follows:

- February 24 – 10 a.m.; MSP HQ
- May 19 – 10 a.m.; NENA Conference

- September 10 – 9 a.m.; MSP HQ
- November 19 – 9 a.m.; MSP HQ

Mr. Troyer suggested the NENA conference request for approval include the DTS meeting. With a sign-in sheet, the meeting would become part of the conference and anyone could attend. It also might draw some interest when looking for new members. Ms. Jeri Tapper is the contact person for the request.

6. Training Fund Application Review

Review of the applications took place.

- 131 PSAPs applied
- 17 PSAPs did not apply
- 1,925 requested FTEs
- 1,619 FTEs recommended for approval (1,553 were recommended last year)
- 114 PSAPs with 1,619 FTEs
- 17 PSAPs are being denied

A **MOTION** was made by Ms. Strother-Dixon, with support by Mr. Goldberger, to approve 1,619 FTEs, with the spreadsheet attached. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to deny 17 PSAPs for a total of 306 FTEs. During discussion, it was asked if all were denied due to non-spend down. It was primarily spend down; however other reasons included signature page errors and individuals receiving 302 funds. With no further discussion, the **MOTION** carried.

7. Smart911

Ms. Chadwick stated Smart911 came to her center to discuss launching the Basic program and possible purchase of the advanced package. During the conversation, someone had asked about training. Smart911 stated they had applied for SNC-approval and were pretty sure their course would be granted approval. Ms. Chadwick was questioning that as she thought nothing is to be mentioned about SNC training until a course is approved. She also questioned that statement as no other types of vendors have been approved for training.

Mr. Troyer stated that this group has discussed software-specific training (CAD, Phone Systems, etc.) numerous times before. Now that training standards are in place, the training funds PSAPs receive are meant to help get people to the minimum standard. If, for example, \$8,000 is used on Smart911, that does not help get training to meet the standards, which has been the largest complaint of CAD software training.

**E. Public Comment**

Ms. Chadwick asked if the DTS needs to do something with the delinquent telecommunicators. Ms. Hart stated the subcommittee will need to review/approve action plans.

**F. Next Meeting**

February 24, 2015 – 10 a.m.; MSP HQ

**G. Adjourn**

The meeting adjourned at 11:27 a.m.