

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
October 30, 2013
Meeting Minutes

A. Call to Order

The meeting was called to order by Chairperson Jeff Troyer at 10:04 a.m.

B. Roll Call

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. David Ackley
Ms. Karen Chadwick
Ms. Christine Collom
Mr. Andrew Goldberger
Sheriff Dale Gribler
Mr. Vic Martin
Mr. Tim McKee
Mr. Stephen Todd
Mr. Brian McEachern
Ms. Cherie Bartram
Ms. Kelly Page

Representing:

Calhoun County Consolidated Dispatch
Genesee County Central Dispatch
Grand Rapids Police Department
Clinton County Central Dispatch
Retired
Van Buren County Sheriff's Office
Lapeer County Central Dispatch
Chippewa County 911
Retired
Negaunee Regional Communication Center
SERESA
Troy Police/Fire Department

Non-Voting Members Present:

Ms. Theresa Hart
Ms. Amanda Kennedy

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Ms. Terry Strother-Dixon
Chief Paul Trinka

Representing:

Detroit Police Department
Adrian Fire Department

C. Approval of Meeting Minutes – July 30, 2013, and September 23, 2013

A **MOTION** was made by Mr. Martin with support by Mr. McEachern, to accept both sets of meeting minutes as presented. The July 30, 2013, meeting minutes were approved at the September meeting but later revised to show that Sheriff Gribler was in attendance. With no discussion, the **MOTION** carried.

D. Old Business

1. Training Standards Tracking Program/Application

Ms. Hart explained that ten PSAPs had still not submitted the RI-002 form for access to the Dispatcher Training Program. The subcommittee suggested a certified letter be drafted stating if the form is not returned by a specific date, they will not qualify for training funds and at some point, their telecommunicators would become undesignated. The letter could be sent to the agency as well as the chairman of their boards. Mr. Troyer and Ms. Hart will work on drafting a letter to be sent certified mail; someone will actually need to sign, acknowledging they have received it.

A **MOTION** was made by Mr. Goldberger and supported by Ms. Chadwick to allow Mr. Troyer and Ms. Hart to draft a letter to the ten PSAPs, with copies to the governing bodies, requesting their form for access to the Dispatcher Training Program. The **MOTION** carried.

2. Grandfathering of Police Officers Worksheets

Ms. Hart updated the Subcommittee that she had contacted both River Rouge and Melvindale regarding the lists they submitted which consisted of all police officers. Melvindale contacted the State 911 Office and stated they do not have any civilian call takers and the six officers listed on the worksheet are all assigned to dispatch. River Rouge sent a return e-mail stating the seven officers on their list were also assigned to dispatch. These individuals will be subject to the continuing education requirements.

3. Priority Dispatch - Issues with Recertification Courses Response

The letter received from IAED and Priority Dispatch was received and e-mailed to the subcommittee members as well as included in their packets. In their initial reply, Priority Dispatch did not identify a course of action, so Mr. Troyer and Ms. Hart had a conference call with Mr. Jon Stones from Priority Dispatch. The call was to explain that even though they identified the problem in their response, they did not explain what they were doing to resolve it. A follow-up letter will state all of the licensed users in Michigan will be contacted by IAED. Mr. Troyer will contact Mr. Stones to ask when the letters will be sent out and once that occurs, the subcommittee will vote on their response. This issue will be put on the agenda for the next subcommittee meeting to ensure the letters have been sent out.

4. Homeland Security Minimum Criteria

The review committee conducted a conference call on October 16, 2013, to discuss identifying the criteria that would qualify for the Module II(e) Homeland Security elective as directed by the full subcommittee. Mr. Troyer provided the recommendation of the review team for discussion. The reason the team also included NIMS100 and 700 is because it is identified in the training manual as a note to that section as well as being the minimum criteria for all dispatch centers.

There are several training providers that already have a II(e) endorsement for Homeland Security courses, which give an overview of what it is and how PSAPs are involved in it. The review committee recommended the full subcommittee approve it as minimum criteria in order for a course to receive the Module II(e) endorsement. There have been several that have requested the endorsement that did not provide an overview such as Active Shooter or Hazardous Materials. The review team reviewed two or three courses that currently have the endorsement to determine the minimum requirements.

A **MOTION** was made by Mr. McEachern and supported by Ms. Bartram to approve the Homeland Security criteria for receiving the Dispatcher Training Subcommittee's Module II(e) endorsement as presented. The **MOTION** carried.

E. New Business

1. Review of 2014 Dispatcher Training Fund Application Packet

A copy of the draft application packet for 2014 was provided to all of the subcommittee members. Mr. Troyer stated he would go over each item individually. The deadline was established as February 7, 2014.

- a. Discussion on adding County Coordinators – This issue originally came from the Certification Subcommittee asking if PSAPs could include county coordinators on their employee worksheets. There are county coordinators who would like to participate in 911 related conferences with no funding mechanisms to support it. There is no method for them to apply for Dispatcher Training Funds since they are not a primary PSAP. They are asking if the service area PSAP can count their county coordinator hours on their employee worksheet.

Mr. McEachern explained the duties of his local county coordinator, which includes responsibility for the MSAG, maintaining a backup site, attending regional board meetings, and assisting with local policy and procedure. Mr. Troyer explained the training guidelines, as well as the application packet, lists who is considered an eligible employee, which is defined as an individual employed by a PSAP. County Coordinators are not employed by a PSAP. Concerns were expressed that if this is allowed for county coordinators, others will come forward asking to be included such as board members, etc. If it is allowed, who qualifies as an eligible employee would need to be revised.

The 911 surcharge monies can be used to send coordinators to conferences. Sheriff Gribler suggested bringing up to the coordinators during the review that local surcharge money could be used for them to attend training. County Coordinators cannot apply for training funds on

their own; the PSAP in their area would be applying for the funding by adding them on their employee worksheet. Mr. McKee felt the subcommittee had identified eligible employees accurately in the training fund application and that it not be deviated from.

A **MOTION** was made by Sheriff Gribler and supported by Mr. Martin, to approve county coordinators under the eligible employee criteria for Dispatcher Training Funds and a roll call vote was taken:

	Support	Oppose	Abstain
Mr. Jeff Troyer		X	
Mr. Dave Ackley		X	
Ms. Karen Chadwick		X	
Ms. Christine Collom		X	
Mr. Andrew Goldberger		X	
Sheriff Dale Gribler		X	
Mr. Vic Martin		X	
Mr. Tim McKee		X	
Mr. Stephen Todd	X		
Mr. Brian McEachern		X	
Ms. Cherie Bartram		X	
Ms. Kelly Page		X	

With a vote of eleven no votes and one yes vote, the **MOTION** failed.

The subcommittee continued to review the training fund application packet; cover letter, employee worksheet, instructions, signature sheet, DTS-510, and the postcard. The guidelines were changed last year so they would not need to be modified and approved each year. Ms. Page suggested the spend down requirement be added to the application packet letter since there was confusion regarding this last year. Anything received in 2011 or before needs to be spent or returned by December 31 in order to qualify for 2014 funding. The subcommittee asked that an e-mail reminder be sent as soon as possible and again on December 1. This information will be added to the application letter as well. The only change to the application packet was the additional wording in the letter regarding the return of funds.

A **MOTION** was made by Ms. Chadwick and supported by Mr. McEachern to approve the 2014 Dispatcher Training Fund application packet excluding the cover letter, which will be sent to everyone with the recommended changes. The **MOTION** carried.

2. Complaint Regarding Methamphetamine Calls through Training Edge

The State 911 Office received an e-mail complaint regarding this training course. A copy of the letter to Mr. John Porter and his response was provided to the subcommittee members. Ms. Hart reviewed the complaint and explained it alleged the 8 hour training course only consisted of 3.75 hours of training time and the instructor was not prepared to teach the course. A letter was sent to Mr. Porter asking for a response regarding the complaint. He replied that, due to circumstances beyond his control, he had to use a fill-in instructor for the course who was not approved to teach. The subcommittee discussed how they should respond. Mr. Troyer explained the course needs to be approved as well as the instructors. If they deviate from that or if there is an emergency, he should have contacted the State 911 Office for guidance.

Mr. Troyer suggested reaching out to Training Edge and requesting a copy of their attendee list for the course. All PSAPs that had attendees should be contacted to fill out an expense form and submit it back to the subcommittee in order to get an idea of what the costs were. Once received, the DTS can go back to the company and give them their options. Mr. Martin expressed concerns asking for reimbursement for mileage, food, hotel, etc., but Training Edge should have to reimburse what the PSAPs paid for the training course. Mr. McKee said the course approval should be canceled and Mr. Porter should be asked to refund the cost of the training course.

A **MOTION** was made by Mr. McKee and supported by Mr. Martin to remove the SNC approval for the Methamphetamine Course from Training Edge and also request that they reimburse the PSAPs for the course registration cost.

If Training Edge reimburses the cost of the course, the PSAPs will not be able to claim the cost for the course under Dispatcher Training Funds, only the expenses associated with attendance. After discussion, a roll call vote was taken.

	Support	Oppose	Abstain
Mr. Jeff Troyer	X		
Mr. Dave Ackley	X		
Ms. Karen Chadwick		X	
Ms. Christine Collom	X		
Mr. Andrew Goldberger	X		
Sheriff Dale Gribler		X	
Mr. Vic Martin	X		
Mr. Tim McKee	X		
Mr. Stephen Todd	X		
Mr. Brian McEachern	X		
Ms. Cherie Bartram		X	
Ms. Kelly Page	X		

With a vote of nine yes votes and three no votes, the **MOTION** carried.

3. PSAP Exigent Circumstances

A copy of an Exigent Circumstance form was received from Romulus Police Department and was provided to the Subcommittee members.

A **MOTION** was made by Mr. Goldberger and supported by Ms. Bartram to place the exigent circumstance report from Romulus Police Department dated October 24, 2013, on file. The **MOTION** carried.

F. Public Comment

Mr. Goldberger asked about the auditing of approved training courses. Mr. Troyer stated subcommittee members need to notify Ms. Hart when they plan to audit a course. The syllabus and outline will be pulled from the file and sent to the member reviewing the course. It is suggested to stay local. There are some training providers who have been flagged that some members should review. This list will be sent out to the subcommittee. Mr. Troyer asked if anyone sees a posting or flier and you recognize it as something someone should audit, share it with the other subcommittee members if it is not in their own area.

G. Next Meeting

Thursday, February 13, 2014, at 9 a.m. – Review of Dispatcher Training Fund Applications
Tuesday, February 25, 2014, at 10 a.m. – Appeals Meeting

H. Adjourn

The meeting adjourned at 11:34 a.m.