

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
September 30, 2014
Meeting Minutes – Conference Call

A. Call to Order / Roll Call

The meeting was called to order at 10:06 a.m. and roll call was taken. Mr. Vic Martin chaired the meeting for Mr. Troyer.

Voting Members Present:

Mr. Dave Ackley
Ms. Christine Collom
Mr. Andrew Goldberger
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Chief Paul Trinka
Ms. Cherie Bartram
Ms. Kelly Page

Representing:

Genesee County Central Dispatch
Clinton County Central Dispatch
Retired
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Adrian Fire Department
SERESA
Troy Police/Fire Department

Non-Voting Members Present:

Ms. Theresa Hart
Ms. Stacie Hansel

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Mr. Jeff Troyer (Chair)
Ms. Karen Chadwick
Sheriff Dale Gribler
Mr. Stephen Todd
Mr. Brian McEachern

Representing:

Calhoun Co. Consolidated Dispatch Authority
Grand Rapids Police Department
Van Buren County Sheriff's Office
Retired
Negaunee Regional Communications Center

B. Approval of Meeting Minutes – May 20, 2014

A **MOTION** was made by Mr. Ackley, with support by Ms. Collom, to accept the minutes of May 20, 2014, as presented. With no discussion, the **MOTION** carried.

C. Old Business

1. Instructors for Approved Training Courses

The subcommittee received the revised DTS-34 form in their meeting packets. Mr. Martin explained the revisions stated if providers add an instructor, the instructor needs to be approved prior to teaching a class.

A **MOTION** was made by Mr. Ackley, with support by Mr. McKee, to approve the new form as presented. With no discussion, the **MOTION** carried.

2. Training Course Complaint

A letter was sent to Mr. Tony Harrison regarding a complaint for the class, "How to Save a Life – Yours." Mr. Harrison's e-mail response was included in the meeting packets and a copy was placed in the provider's file.

D. New Business

1. Appeal to Denial of Training Course Approval – Excited Delirium

Mr. Martin stated the review team initially denied approval of the Excited Delirium course. The team felt the curriculum could not be presented in the one hour time period as applied for. This topic is presented around the state and courses range from four to eight hours. Mr. Greg Clark joined the call to appeal the denial.

Mr. Clark attended this course along with dispatch staff, law enforcement, and medical personnel. He stated it was a little over an hour and provided a great overview; staff came away with a lot of new information. One of the reasons for the denial was the course being only one hour. However, after looking at the list of approved courses he found several that were approved for one hour, one being, "The History of 911." Mr. Clark stated while it might be interesting, what would his staff take away from it for everyday use. Mr. Martin stated he

knows of an instructor teaching this same course that is four hours. He felt one hour did not do this particular course justice and that all factors associated with excited delirium could not be looked at. Mr. Clark stated they will probably be doing more in-depth training, but this course was a good overview of an up and coming issue. The course included a well thought out curriculum, PowerPoint presentation, recordings of 911 calls, and actual statistics. He felt that spending \$800 to send staff to this course is more beneficial than sending staff to the History of 911 and getting that course paid for.

Mr. McKee believes local classes offered by local med control, talking of real things happening in the field, perspectives from what they have seen, are beneficial. He stated when the review team reviewed the application, there were 70 plus slides in the presentation that made them wonder how that could be presented in an hour; it was not the course itself that was in question. Mr. Clark stated he sent the whole presentation in his application. The instructor split the course into two sections – one for law enforcement and dispatch, one for medical first responders and EMS. Mr. Clark stated this course was approved by MCOLES and EMS through the Department of Public Health. Ms. Bartram asked why this could not be counted as internal training. Ms. Collom mentioned conference sessions get approved every year for only one hour of training. More general discussion followed.

After Mr. Clark left the call, Mr. Martin asked if he should reapply. Ms. Hart stated if the subcommittee overturns the appeal, he will not need to reapply. She will send Mr. Clark an approval letter with the course number; however, the course would not be approved retroactively.

A **MOTION** was made by Mr. McKee, with support by Ms. Bartram, to overturn the denial of the review team and approve the training course Excited Delirium Syndrome. A roll call vote was taken:

Name	Yes	No	Abstain
Mr. Dave Ackley	X		
Ms. Christine Collom	X		
Mr. Andrew Goldberger		X	
Mr. Vic Martin		X	
Mr. Tim McKee	X		
Ms. Terry Strother-Dixon		X	
Chief Paul Trinkka	X		
Ms. Cherie Bartram	X		
Ms. Kelly Page		X	
TOTAL	5	4	0

With a vote of 5 to 4, the **MOTION** carries. Ms. Hart will send the approval letter with a caveat the course must be opened to other PSAPs.

Mr. Ackley asked what is keeping the subcommittee from approving individual courses retroactively on a case-by-case basis. Ms. Strother-Dixon stated if it is not done across the board, it has the appearance of impropriety. Mr. Martin stated Mr. Clark knew before attending that the course was not an approved course. Ms. Hart stated the application was submitted on August 6 and the class was held on September 16. The denial was given on August 21.

- Approval of November 2014 Distribution of Training Funds
A **MOTION** was made by Mr. Ackley, with support by Ms. Collom, to approve the November 2014 list for distribution of training funds. With no discussion, the **MOTION** carries.
- Clarification of Continuing Education Date for Non-grandfathered Telecommunicators
Mr. Martin stated there has been confusion as to when the timeline starts for newly trained dispatchers to get their 24 hours of continuing education. The rules state every 24 months a designated telecommunicator shall complete Module III, a 24 hour designated communication

training consistent with continuing education. A maximum of eight hours, of the required 24 hours, may be internal training. The main point is the rules say a designated telecommunicator, which is not a status they receive until completing Module II. Some subcommittee members feel they become designated when Modules I and II are complete, which is not necessarily their hire date. The question is when does the 24 months start. Ms. Collom stated the training manual, page 5 section E says, "the 24-month continuing education requirements begin after two years of employment and in conjunction with successful completion of Modules I and II." Other subcommittee members feel the 24-hours should begin at the completion of two years of employment. While many directors may have their telecommunicators through Modules I and II within the first year, many others will use the full two years.

Ms. Hart asked for clarification, when running reports, that a telecommunicator should have completed the 24-hours at the end of year four. That was confirmed. Mr. Ackley asked if there was anything prohibiting him from, in the first two years, having someone complete both Modules I and II, and the 24 hours of continuing education. Some members felt that was correct and then the individual was set for four years; others felt you could have someone complete all that, but the 24 hours do not start until year three. Discussion for both sides followed.

Mr. Martin asked if it was up to the DTS to request a change in the rules, which Ms. Hart stated it would be the decision of the SNC. Mr. Martin asked for a MOTION to send to the SNC for clarification. Ms. Page asked if it could be sent to the SNC with a recommendation that the 24 hours start on the anniversary date as opposed to the designation date. Mr. Goldberger stated if the DTS sent recommendations to the SNC, it would be better received than sending it and asking the SNC to clarify. Mr. Martin suggested the DTS make a change to rule R484.805 Rule 5(1) by adding the 24 hours of continuing education starts at the anniversary date of the third year and after completion of Modules I and II. Ms. Collom suggested using the wording that is in section E of the manual.

A **MOTION** was made by Ms. Collom that the Dispatcher Training Subcommittee ask the SNC to clarify that the 24-month continuing education requirements begin after two years of employment and in conjunction with successful completion of Modules I and II as stated in the Dispatcher Training Manual. Discussion followed.

Ms. Hart had asked for clarification for herself for the purpose of running reports and which date to use, and for fielding questions.

Ms. Miller-Brown joined the call and Mr. Ackley summarized the issue. The subcommittee feels the continuing education should start at the completion of two years, not when the employee completes Modules I and II. Employees have two years to complete Modules I and II, and two years to complete the continuing education hours. Ms. Miller-Brown asked if the clock for Module III starts as soon as the individual has completed Module II or does it start two years after the individual has been hired. The subcommittee stated it starts after the telecommunicator was hired. Ms. Miller-Brown stated the decision will be taken to the SNC as the interpretation of the DTS.

The **MOTION** was supported by Mr. Goldberger. With no further discussion, the **MOTION** carried.

4. Dispatcher Training Course Audit

Mr. Troyer attended day four of the MACNLOW Basic 40 Hour Dispatch School in order to audit the course. The evaluation sheet is included in the meeting packets. Mr. Martin thanked Mr. Troyer for taking the time to audit the course.

5. Draft Response to Kalamazoo Department of Public Safety Request for Extension
 Ms. Hart is looking for guidance from the subcommittee on drafting a response letter. In Sgt. David Thomas' letter, she believes he is asking for a continuing education extension for all employees. As of this date, none of his employees are out of compliance. Ms. Hart stated in the past, extensions have been requested for individual employees, not the staff as a whole.

Mr. Goldberger stated Kalamazoo County is in the midst of consolidating the five PSAPs. They are currently working on getting approval from all communities and then it will go before the Kalamazoo County Board of Commissioners.

Ms. Page appreciated Sergeant Thomas knowing where he is in the training compliance and taking necessary steps to rectify the situation before Ms. Hart runs reports in December. She supports the extension. Mr. Ackley agrees with Ms. Page in that Sergeant Thomas, by his letter, is submitting a plan of action. Mr. Martin asked if that would then change the deadline for the next 24 months. Ms. Page stated the deadline for 2016 would remain the same as Sergeant Thomas is only asking for an extension for this period.

A **MOTION** was made by Mr. Ackley to grant Kalamazoo Department of Public Safety an extension. Discussion followed.

Mr. McKee believes if the subcommittee starts granting extensions, many issues will arise and anyone who cannot get their employees trained can just request an extension.

With no support, the **MOTION** is denied.

A **MOTION** was made by Mr. McKee, with support by Ms. Bartram, to deny the training requirement extension request of Kalamazoo Department of Public Safety. A roll call vote was taken:

Name	Yes	No	Abstain
Mr. Dave Ackley		X	
Ms. Christine Collom		X	
Mr. Andrew Goldberger		X	
Mr. Vic Martin	X		
Mr. Tim McKee	X		
Ms. Terry Strother-Dixon		X	
Chief Paul Trink	X		
Ms. Cherie Bartram	X		
Ms. Kelly Page		X	
TOTAL	4	5	0

With a vote of 4 to 5, the **MOTION** is denied.

Ms. Hart will send a response letter informing Sergeant Thomas he must comply with the training standards; the DTS is not granting the request for an extension.

6. Reporting of Exigent Circumstances – Milan Police Department
 An exigent circumstance form, which is included in the meeting packet, was submitted by Milan Police Department. Mr. Martin thanked them for submitting the form. It will be placed on file in the State 911 Office.
7. Delinquent/Undesignated Telecommunicator Report to Date

The report was included in the meeting packet. Ms. Hart stated if anyone submitted a plan, she entered the information under the "Plan Submitted" column. When she originally ran the report, some PSAPs had not entered their training information yet. Once the information was entered, Ms. Hart made the updates in the "Comments" section.

A **MOTION** was made by Ms. Page, with support by Ms. Strother-Dixon, to approve the plan of action with the designation date and that Ms. Hart send a follow-up that the plan is completed. With no discussion, the **MOTION** carries.

8. 2015 Dispatcher Training Fund Application

The application packet is included in the meeting packet. Ms. Hart only changed the dates from last year's application, including establishing a new deadline date. She is looking for input if anything else should be added this year that was lacking last year. The application packet will be sent to the SNC for approval at the December meeting.

A **MOTION** was made by Mr. Goldberger, with support by Ms. Strother-Dixon, to send the application packet, with the date changes, to the SNC for approval at their December meeting. With no discussion, the **MOTION** carries.

E. Public Comment

None.

F. Next Meeting

TBD

G. Adjourn

The meeting adjourned at 11:27 a.m.