

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
July 30, 2013
MSP Headquarters

A. Call to Order

The meeting was called to order by Chairperson Jeff Troyer.

B. Roll Call

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. David Ackley
Ms. Christine Collom
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Chief Paul Trinka
Mr. Brian McEachern
Ms. Cherie Bartram
Ms. Kelly Page
Sheriff Dale Gribler

Representing:

Calhoun County Consolidated Dispatch
Genesee County Central Dispatch
Clinton County Central Dispatch
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Adrian Fire Department
Negaunee Regional Communication Center
SERESA
Troy Police/Fire Department
Van Buren 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. Karen Chadwick
Mr. Andrew Goldberger
Mr. Stephen Todd

Representing:

Grand Rapids Police Department
Retired
Retired

C. Approval of Meeting Minutes – May 23, 2013

A **MOTION** was made by Mr. Vic Martin to accept the minutes as presented. With support by Chief Paul Trinka, and with no discussion, the **MOTION** carried.

D. Old Business

1. Training Standards Tracking Program/Application

Ms. Theresa Hart stated a scan needs to be done by DTMB before the Secure ID tokens will be able to access the Dispatcher Training Program. This should be finished by the first or second week of August. Ms. Hart sent an e-mail to all PSAPs needing a token to let them know. Once the scan is complete, she will work with MiCJIN to gather information from the PSAPs regarding who will be issued the token, etc. Several PSAPs have requested two or three tokens; however, the State 911 Office will only pay for the first one. If more are requested, the PSAP will have to cover the cost. Mr. Troyer stated in previous conversations it was decided if only one token could be issued, it would have to be issued to the PSAP and not an individual as there needs to be more than one person who knows the system and can enter information.

2. Grandfathering of Police Officers Worksheet Responses

Ms. Hart stated there was a letter sent in June asking PSAPs to list police officers who work in the dispatch centers. Some responses received listed all their officers on the worksheet. Ms. Hart asked if correspondence should go to those dispatch centers stating if their listed officers work at the center, they will need to meet all the training standards. Mr. Troyer stated the letters went out to specifically gather names, not submitted through the training fund application, to enter into the training program application. He stated time at the next meeting should be devoted to reviewing the worksheets to identify who truly qualifies for the grandfathering.

E. New Business

Item 1b on the agenda is removed; Washtenaw County Sheriff's Office withdrew their appeal.

1. Denial of Training Course Approval Appeals

Oxford Police Department

The review team started the discussion, letting the committee members know their reasons for denying the request. The decision was not unanimous and was denied as a whole as the application was submitted as one. Mr. David Ackley stated after reading the application, he felt this course was a shortcut for Oxford Police Department to get Module I training for the employees without actually having a class. Mr. Vic Martin stated his concerns were regarding the qualifications of the instructors. Ms. Debbie O'Farrell, from Oxford PD, is the instructor for the 40-hour basic and is qualified to teach all the courses through NECI (National Emergency Communications Institute). Ms. O'Farrell stated this course could also be a self-paced course, giving the employee portions of the course that are appropriate to begin with – ethics, liability, etc. Mr. Troyer stated if the appeal is approved today, the application was applied for as an instructor-based, not CD-based, so the CD training would not be approved. Mr. McKee supported the courses with the exception of the Module II courses, Hazmat Calls and Bomb Threat Calls, which he did not think were appropriate to meet the Homeland Security elective. Mr. Troyer stated he did not have issues with any of the content until it was mentioned these classes would become part of the CTO training. Ms. O'Farrell stated she would have no issues with holding a class rather than having it part of the CTO program.

The NECI 911 Officer Module I course is a 40-hour course and was denied due to the internal CTO training program. Ms. O'Farrell stated she would leave the application as is but modify her e-mail stating this course will not be a part of her CTO program, it will be open to the public, and it will be a classroom setting. It was requested to move on the courses individually.

A **MOTION** was made by Chief Paul Trinka, supported by Ms. Cherie Bartram, to accept the Module I course as presented, removing the internal CTO program.

Discussion followed. Mr. Ackley asked that the subcommittee be notified when the course is scheduled so he can audit the class. Ms. O'Farrell asked about the concept of reserve dispatch. Would reserve dispatchers, who are volunteers but fully trained dispatchers, qualify for training funds to cover their training material? Mr. Troyer stated the dispatchers have to be FTEs, employed, and paid a certain amount of hours in order to qualify to receive funds; however, it does not eliminate the agency from using their training funds for that purpose.

After discussion, the **MOTION** carried.

Regarding Module II, there were questions with what qualifies as Homeland Security electives. The NECI Hazmat Calls and Bomb Threat Calls are both eight hour courses, so if a dispatcher takes only one of the courses, that would meet the Homeland Security elective? General discussion followed.

A **MOTION** was made by Chief Paul Trinka, supported by Mr. Tim McKee, to approve Module II(a) Domestic Violence, II(b) Suicide Calls, II(c) Liability and Legal Issues in 911, and II(d) Stress Management in 911 of the NECI courses.

Discussion followed. Ms. Collom asked if each of the classes would have their own individual numbers, which is true. Ms. Kelly Page asked Ms. O'Farrell if she had completed all of the courses herself, and Mr. O'Farrell answered yes. Ms. Page asked if the NECI instructor course Ms. O'Farrell took was a general course for NECI or if it encompassed all the Module II courses. Ms. O'Farrell stated it was the EMD course and once she took the initial instructor training, she had to take the actual course and test out of it in order to get certified to instruct it.

After discussion, the **MOTION** carried.

Looking at the remaining courses, Crimes in Progress Calls, Hazmat Calls, Bomb Threat Calls, and TDD Calls, Mr. Troyer they stated they would be considered general courses under Module III Continuing Education. The review team was okay with content, but not approval under Module II. Ms. O'Farrell chose to remove the TDD Calls from her appeal.

A **MOTION** was made by Chief Paul Trinka, supported by Mr. Brian McEachern, to approve the Crimes in Progress Calls, Hazmat Calls, and Bomb Threat Calls with no module endorsements.

Discussion followed. Ms. Strother-Dixon asked if the approval is saying this is part of Ms. O'Farrell's internal program, to which the answer was no. Mr. Troyer stated the course has to be taught as presented and all CTO internal programs have already been stricken.

After discussion, the **MOTION** carried.

Mr. Troyer stated the reason the Homeland Security elective is open-ended is because the training subcommittee workgroup felt it should be up to the PSAP to define due to different levels of what the training has to be. Training providers who apply for approval under the Homeland Security objective need to know what criteria the review team is looking for. Ms. Strother-Dixon suggested setting minimum criteria and if it meets the minimum criteria, the course will be considered for approval. Mr. Troyer suggested the review team make recommendations for the next DTS meeting.

2. Priority Dispatch – Issues with Recertification Courses

Mr. Troyer stated the number of hours for recertification was previously reduced from eight hours to one hour. Priority Dispatch does not know who is or is not certified as they are giving dates not matching to employees. For example, Mr. Rich Feole went through the list received from Priority Dispatch which said three quarters of his employees' recertification were expired.

A **MOTION** was made by Mr. Vic Martin, with support from Mr. Brian McEachern, to send a letter to Priority Dispatch advising them there has been a formal complaint filed against them and ask how they plan to resolve the issues within the next 30 days, otherwise the subcommittee will withdraw their approval.

Discussion followed. Ms. Bartram suggested sending a copy of the letter to Mr. Jon Stones.

After discussion, the **MOTION** carried.

3. Dispatcher Training Fund Mid-Year Application Review

The subcommittee reviewed eight applications.

A **MOTION** was made by Ms. Terry Strother-Dixon, supported by Ms. Christine Collom, to approve the mid-year applications as presented, with total FTEs of 41.

Discussion followed. Mr. Troyer stated this is a one-time, mid-year review due to the training standards going into effect.

After discussion, the **MOTION** carried.

4. Use of an Undesignated Telecommunicator for Exigent Circumstances

Ms. Hart received a phone call from a union representative with concerns. They have a very small PSAP, with only one dispatcher at a time. When that person calls in sick, they try to call someone else in or have the current dispatcher work overtime, up to 16 hours. If they cannot get a replacement, is it an exigent circumstance to have a police officer fill in? Ms. Hart noted it states in the training manual if anyone is used for more than two hours they must notify the State 911 Office. Ms. Hart said Ms. Miller-Brown suggested adding to the manual they notify us within 30 days. Mr. Troyer stated it is his understanding the PSAP administrator decides what is exigent and calls the State 911 Office. General discussion followed.

Mr. Troyer stated the DTS is not the final decision maker regarding an exigent circumstance, which is referred in the manual as a crisis or emergency situation. It is up to the PSAP director's authority to use reasonable resources to perform telecommunicator duties in an emergency or crisis situation of short duration. If a written complaint is received by the training subcommittee that a primary PSAP has used undesignated telecommunicators beyond the spirit and intent of this exception, the training subcommittee will review the information to determine whether the use of the undesignated telecommunicator was beyond the spirit and intent of the exception. If so, a report of the same will be provided to the Certification Subcommittee.

Mr. Troyer stated all the DTS needs to do is report to the Certification Subcommittee whether the DTS believes it was an exigent circumstance or abuse of that intent. He believes what Ms. Miller-Brown is looking for is a process to be put in place to make sure when a PSAP uses an undesignated telecommunicator under this circumstance, it gets reported to her office.

F. Public Comment

Mr. Tim McKee stated if anyone needs to send employees to a 40-hour basic, he is hosting one the week before Labor Day in Sault Ste. Marie.

Mr. David Ackley announced Survive and Thrive training by Mr. Jim Marshall in August at the Holiday Inn South in Flint.

Mr. Troyer announced letters will go out to the PSAPs for the mid-year application.

G. Next Meeting

August 27, 2013
9 a.m.
MSP-HQ/1930 conference room

H. Adjourn

The meeting adjourned.