

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
February 11, 2014
Meeting Minutes

A. Call to Order

The meeting was called to order by Chairperson Jeff Troyer at 9:01 a.m.

B. Roll Call

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. David Ackley
Ms. Karen Chadwick
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Mr. Brian McEachern
Ms. Cherie Bartram
Ms. Kelly Page

Representing:

Calhoun County Consolidated Dispatch
Genesee County Central Dispatch
Grand Rapids Police Department
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Negaunee Regional Communication Center
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:

Ms. Christine Collom
Mr. Andrew Goldberger
Sheriff Dale Gribler
Mr. Stephen Todd
Chief Paul Trinkka

Representing:

Clinton County Central Dispatch
Retired
Van Buren County Sheriff's Office
Retired
Adrian Fire Department

C. Approval of Meeting Minutes – October 30, 2013

A **MOTION** was made by Mr. Martin with support by Mr. McEachern, to accept the meeting minutes as presented. With no discussion, the **MOTION** carried.

D. Old Business

1. Training Standards Tracking Program/Application

In the meeting packets, a copy of the certified letter sent to PSAPs who have not submitted their RI-002 form was provided. Ms. Hart stated response was received from everyone except two PSAPs (Brownstown Township and Ecorse); and neither one applied for dispatcher training funds. Even if they do not apply for funds, they still need to meet the standards. Ms. Hart will make follow-up phone calls.

2. Priority Dispatch – Issues with Recertification Courses Update

Mr. Troyer asked the subcommittee if those who use Priority Dispatch received correspondence from them regarding the billing and renewal issues. The members responded they had received notifications from Priority Dispatch and their process has improved. With no other discussion, this matter is now closed.

3. Homeland Security Minimum Criteria

In the meeting packets is a copy of the letter sent to training providers informing them of the homeland security criteria, which was adopted in October. With no other discussion, this matter is now closed.

4. Response from Training Edge Regarding Methamphetamine Calls Complaint

In the meeting packets is a response from Training Edge regarding the Methamphetamine Calls course complaint. They refunded the cost of the training course to those that attended. The approval for the course was rescinded and they will need to reapply in order to get the course approved again. With no further discussion, this matter is now closed.

E. New Business

1. PSAP Exigent Circumstances

The exigent circumstances form was submitted by Grosse Pointe Farms DPS. As a reminder, this form was created for PSAPs who have an exigent circumstance and are using dispatchers who do not meet the minimum training standards. The DTS reviews the forms and places them on file, only taking to the full SNC if the PSAP continually submits a form.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to place the Grosse Pointe Farms Department of Public Safety's Exigent Circumstance form on file and to send a letter to Director Dan Jensen thanking him and also offering any assistance he may need. With no discussion, the **MOTION** carried.

2. Extended Hotel Accommodations for Weather-Related Issues

Mr. Ackley stated during training, there were dispatchers who could not get back across the bridge due to inclement weather. He was wondering if there is anything in the DTS bylaws stating they can use Dispatcher Training Funds to pay for the extended overnight stay and overtime. Mr. Troyer stated every allowed expenditure defaults to the municipalities' travel policy. General discussion followed.

3. Complaint Regarding DeWolf and Associates CTO Program

A copy of an e-mail from Ms. Chadwick to Mr. Troyer was included in the meeting packets regarding a complaint Ms. Chadwick brought up to Mr. Dan DeWolf. The training was supposed to be 32 hours and it ended up about half of that. Ms. Chadwick complained to Mr. DeWolf, who approved of what was done. Mr. Troyer stated instructors need to be approved as well, and this instructor was recently approved. General discussion followed.

The subcommittee decided to send a letter to Mr. DeWolf, making him aware a complaint was received and reminding him that an audit of approved training courses can be conducted at any time.

4. Review of Applications

A review began of the training fund applications.

- 132 PSAPs applied with a total of 1,887 FTEs
- 24 PSAPs consisting of 330 FTEs are being recommended for denial
- 108 PSAPs with 1,553 FTEs are being recommended for approval

To compare, last year for the May training fund distribution there were 1,498 FTEs; for the November distribution there were 1,536 FTEs.

A **MOTION** was made by Ms. Chadwick, with support by Mr. Ackley, to approve 108 PSAP applications for dispatcher training funds with a total of 1,553 FTEs. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. McEachern, with support by Ms. Strother-Dixon, to deny 24 PSAP dispatcher training fund applications for a total of 330 FTEs, with a notice going out to them as soon as possible. The PSAPs will have the opportunity to appeal on February 25. With no discussion, the **MOTION** carried.

F. Public Comment

None.

G. Next Meeting

Tuesday, February 25, 2014, at 10 a.m. – Appeals Meeting

H. Adjourn

The meeting adjourned at 12:52 p.m.