

**STATE 911 COMMITTEE**  
Dispatcher Training Subcommittee  
August 22, 2018  
Meeting Minutes

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

The meeting was called to order by Mr. Marc Gramlich at 10:00 a.m. and roll call was taken.

Voting Members Present:

Mr. Marc Gramlich (Chair)  
Ms. Cherie Bartram  
Ms. Christine Collom  
Lt. David Aungst  
Mr. Sam Kalef  
Ms. Karen Chadwick  
Mr. Jeff Troyer  
Ms. Tammy Smith

Representing:

Monroe County Central Dispatch  
SERESA  
Clinton County Central Dispatch  
Lenawee County Sheriff's Office  
Troy Police Department  
Grand Rapids Police Department  
Kalamazoo County Consolidated Dispatch Authority  
Ottawa County Central Dispatch

Voting Members Absent:

Mr. Brian McEachern  
Ms. Amy Thomas

Representing:

Negaunee Regional Communications Center  
Montcalm County Central Dispatch

Non-Voting Members Present:

Ms. Harriet Rennie-Brown  
Ms. Theresa Hart  
Ms. Lyndsay Stephens  
Ms. Kristine Bond

Representing:

State 911 Office  
State 911 Office  
State 911 Office  
State 911 Office

**B. Approval of Meeting Minutes – May 16, 2018**

A **MOTION** was made by Lt. David Aungst, with support by Ms. Karen Chadwick, to approve the minutes of May 16, 2018, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

1. Next Generation (NG) 911 Training Discussion

Ms. Harriet Rennie-Brown was present to explain that Next Generation (NG) 911 is creating questions for telecommunicators. Therefore specific training for NG911 is suggested to be added in addition to the current telecommunicator training requirements. Any additions to the training requirements would have to be reviewed by the Michigan Public Service Commission.

Through discussion of the subcommittee, it was determined that a revision to the manual for internal training in Module III could address recommended State 911 Committee (SNC) approved training for NG911, and it could be located in the manual near the EMD training. The training providers would be able to develop and offer 4 to 8 hour classes that could address NG911. The State 911 Office will draft proposed language and provide it at the next meeting for review and discussion by the subcommittee.

**D. New Business**

1. November 2018 Dispatcher Training Fund Distribution –Approval of FTE Count

The full-time equivalent (FTE) count was previously determined to be 1,962. Ms. Cherie Bartram indicated the count should be reduced by 5 FTE since Fraser Police Department's dispatch center was consolidated in June and is now served by the South East Regional Emergency Services Authority (SERESA). Also identified for consideration was the issue contained in the new business section, item three, concerning the Southfield Police Department's Dispatcher Training Fund audit.

A **MOTION** was made by Mr. Sam Kalef, with support by Mr. Jeff Troyer, to approve the FTE count of 1957 (which deducts only Fraser Police Department's 5 FTEs) if Southfield Police Department's audit repayment is received by September 11, 2018, and to also approve the FTE count of 1941 (which deducts Fraser Police Department's 5 FTE and Southfield Police Department's 16 FTE) in the event that Southfield Police Department's reimbursement is not received by September 11, 2018. With no further discussion, the **MOTION** carried. Mr. Gramlich will provide the FTE count at the September SNC meeting for final approval.

2. 2019 Meeting Schedule

The following 2019 meeting schedule was presented to the subcommittee for review:

February 12, 2019 (Tuesday) – Training Fund Application Review

February 21, 2019 (Thursday) – Training Fund Appeals

May 15, 2019 (Wednesday)

August 21, 2019 (Wednesday)

November 6, 2019 (Wednesday)

A **MOTION** was made by Ms. Cherie Bartram, with support by Ms. Christine Collom, to approve the dates as stated. With no further discussion, the **MOTION** carried.

3. Southfield Police Department –Dispatcher Training Fund Audit Update

During the Oakland County Review, the Southfield Police Department's Training Funds were reviewed. During the review, it was found that both employee wages and backfill wages were being claimed when a telecommunicator attended training which is contrary to the Allowable/Disallowable Usage of Funds for Training. It was also found that employees sent to training were provided a per diem amount to assist with anticipated expenses and those amounts were claimed against the Dispatcher Training Fund. Unused funds were returned to the PSAP but not returned in the accounting for the Dispatcher Training Fund. After notification with options and further documentation exchanged with the PSAP, the final amount due and invoiced to be returned to the Dispatcher Training Fund was \$3,965.99.

4. Dispatcher Training Subcommittee Applicants

The subcommittee reviewed the thirteen applicants that submitted letters and resumes. The Chair, Mr. Marc Gramlich, is taking the recommendations of the subcommittee and will meet with the State 911 Committee Chair, Mr. Jeff Troyer, to finalize the selection of the three new members.

5. Added to the Agenda – Roscommon Delinquent Telecommunicator

Mr. Vance Stringham, of Roscommon County Central Dispatch, was present to discuss an issue with the requirement of dispatcher training as it pertains to those serving in the military. Mr. Stringham has an employee who is in the military, was hired in July of 2016, and deployed shortly after completing Module I. Due to the timelines involving the deployment, the special status of returning to work while recovering from an injury, and finally returning to full-time work, the telecommunicator is being considered delinquent as of July 2018. Mr. Stringham asked that all levels/modules of training for telecommunicators address military service to permit a leave of absence without penalty.

At the present time, the Dispatcher Training Manual and training rules provides that Module III - Continuing Education is the only time when a telecommunicator can have a PSAP approved leave of absence submitted to the State 911 Office in order to extend the deadlines for training.

The language in the manual and training rules will be reviewed by the Dispatcher Training Subcommittee Chair with the State 911 Office and added to the agenda for the November meeting.

**E. Public Comment**

Lt. David Aungst inquired whether a modification of the due date of Module III could be considered so that a set date could be used to simplify the tracking of training for the telecommunicators. The current Dispatcher Training database is part of the State 911 Office's current software development project. The project will have many new features, including a feature to make it easier to view the status of the telecommunicators and provide reminders for upcoming training deadlines. The subcommittee asked that the software development be added to the November meeting agenda and the subsequent meetings to be kept informed of the progress and the proposed features.

**F. Next Meeting**

November 7, 2018, 10:00 a.m. - MSP –HQ, Centennial Room

**G. Adjourn**

A **MOTION** was made by Ms. Christine Collom to adjourn, with support by Ms. Tammy Smith. The **MOTION** carried. The meeting was adjourned at 11:55 a.m.