

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
February 11, 2016
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order at 10:01 a.m. and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. Dave Ackley
Ms. Christine Collom
Mr. Vic Martin
Ms. Terry Strother-Dixon
Mr. Brian McEachern
Ms. Cherie Bartram
Lt. David Aungst

Representing:

Calhoun Co. Consolidated Dispatch Authority
Genesee County Central Dispatch
Clinton County Central Dispatch
Lapeer County Central Dispatch
Detroit Police Department
Negaunee Regional Communications Center
SERESA
Lenawee 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
Sheriff Dale Gribler

Representing:

Grand Rapids Police Department
Van Buren County Sheriff's Office

B. Approval of Meeting Minutes – November 19, 2015

A **MOTION** was made by Mr. Ackley, with support by Mr. McEachern, to approve the minutes of November 19, 2015, as presented. With no discussion, the **MOTION** carried.

C. Old Business

None

D. New Business

Mr. Troyer added two items to the agenda (numbers one and two).

1. Announcement by Ms. Strother-Dixon

After 31 years of service, Ms. Strother-Dixon has decided to retire. Her last day will be March 15. She will be moving to Charlotte, NC to spend time with and raise her three youngest grandchildren. Everyone wished her well; it is well deserved.

2. Training Course Review Team

Mr. Troyer sent an email to the subcommittee asking for volunteers to join the elite training course review team. The review team used to consist of five members, but is now down to three. The review team receives weekly training course requests and needs to review the course as well as the credentials of the instructors.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to appoint Mr. Brian McEachern to the elite training course review team. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to appoint Ms. Cherie Bartram to the elite training course review team. With no discussion, the **MOTION** carried.

Mr. Troyer explained to the new team members that all communication is done electronically and Mr. Martin informed them to include a reason on all courses they are voting to deny.

3. Online Training Courses

Mr. Troyer stated training course providers currently, whether online or classroom style courses, are held to the same criteria for producing sign in sheets, validating whether the attendee was actually at the course or logged in, and proving employee has successfully completed the course. From personal experience, Calhoun County purchased a 12-month subscription for a small segment for each month type of course. Near the end of the subscription, Mr. Troyer asked the provider for an update to verify which staff had completed

the training. The provider could not provide the information, and information about who had completed the training was not correct. He also discovered someone could log in, jump right to the end, and print a certificate of completion without ever going through the module. Calhoun County has worked closely with the provider and many of the issues have been or are being resolved.

From that experience, Mr. Troyer believes the subcommittee should create online training standards. If an online course is going to be approved, create criteria the provider must meet. Classroom style and online instruction need to be held to different criteria. General discussion followed.

Mr. Troyer and Ms. Hart will begin drafting revisions to the requirements on the application process and send to the subcommittee for review.

4. Module I Training

Ms. Hart received an email from Mr. Chad Hayes of Melvindale, wanting to know if an employee could attend a 40-hour training program but split it between two cycles of continuing education. For instance, count 24 hours for the first two years and the remainder for the next two years. Ms. Hart informed him the rules state 24 hours every two years. Mr. Hayes asked Ms. Hart to forward his request to the subcommittee.

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to deny Melvindale police chief's request to split the 40-hour course over two separate timeframes. Discussion followed. In reading the material submitted, Lieutenant Aungst noticed the course has already been split by someone else in the agency. With no further discussion, the **MOTION** carried.

Ms. Hart will send correspondence informing Mr. Hayes of the denial to his request.

5. Dispatcher Training Course Review

In the meeting packets is a course audit completed by Mr. Mike Armitage. As he is not part of the subcommittee, the audit does not need to be approved and will only be placed on file.

6. Review of Training Fund Applications

To review applications, Mr. Troyer reminded everyone to make sure there are original signatures from three different people, validate the worksheets, and review expenditures on the 510s. MCOLES has cross-referenced all law enforcement agencies that operate PSAPs with those who are 302 funded.

After reviews were completed, the total number of FTEs recommended for approval is 1,843 and FTEs being denied are 98. Last year, the number of FTEs recommended for approval was 1,619.

A **MOTION** was made by Mr. Martin, with support by Ms. Collom, to recommend for approval 1,843 FTEs and deny 98 FTEs. With no discussion, the **MOTION** carried.

E. Public Comment

None

F. Next Meeting

February 25, 2016; 10 a.m.
MSP HQ

G. Adjourn

The meeting adjourned.