

**STATE 911 COMMITTEE**  
**911 Training Subcommittee**  
November 18, 2020  
Meeting Minutes

<b>Voting Members Present</b>	<b>Representing</b>	<b>Attending Remotely</b>
Chief Mark Barnes	Oshtemo Township Fire Department	Oshtemo Twp, Kalamazoo Co.
Lt. David Aungst	Lenawee County Sheriff's Office	Lenawee County
Ms. Kimberly Grafton	Calhoun County Consolidated Dispatch Authority	Calhoun County
Ms. Melissa Harris	Ingham County 911 Central Dispatch Center	Ingham County
Mr. Sam Kalef	Troy Police Department	Rochester Hills
Ms. Tammy Smith	Ottawa County Central Dispatch	Ottawa County
Ms. Cherie Bartram	SERESA	Macomb County
Mr. Brian McEachern	Negaunee Regional Communications Center	Negaunee
Ms. Jennifer Robertson	Farmington Hills Police Department	Oakland County
Ms. Amy Thomas	Montcalm County Central Dispatch	Montcalm County
Ms. Elizabeth Bagos	Macomb County Sheriff's Office	Macomb County
<b>Non-Voting Members Present</b>	<b>Representing</b>	
Ms. Theresa Hart	State 911 Office	
Ms. Joni Harvey	State 911 Office	
Ms. Lyndsay Stephens	State 911 Office	
Ms. Stacie Hansel	State 911 Office	
<b>Voting Members Absent</b>	<b>Representing</b>	
Mr. Jeff Troyer	Kalamazoo County Consolidated Dispatch Authority	
Ms. Christine Collom	Clinton County Central Dispatch	

**A. Call to Order**

The meeting was called to order at 10:01 a.m.

**B. Roll Call**

Roll call was taken, and a quorum was present.

**C. Meeting Minutes Approval—August 19 and October 27, 2020**

A **MOTION** was made by Mr. Brian McEachern, with support by Lt. David Aungst, to accept the meeting minutes of August 19, 2020, as presented. With no discussion, the **MOTION** carried.

A **MOTION** was made by Ms. Tammy Smith, with support by Ms. Cherie Bartram, to accept the meeting minutes of October 27, 2020, as presented. With no discussion, the **MOTION** carried.

**D. Old Business**

There was no old business.

**E. New Business**

Training Course Provider Concerns

The NTS received concerns from individuals who have taken virtual courses from Priority Dispatch. Mr. Jon Stones attended the meeting to represent the company and address concerns. Some of

those concerns included virtual materials not sent in a timely manner, hours per day of a course causing scheduling issues in the PSAPs, customer service issues with customers not getting through to the training provider and/or not receiving call backs, and getting instructor approval in a timely manner.

Members of the NTS felt many of the concerns are not items the subcommittee should be involved in; the PSAPs should work with the training provider directly.

To give another perspective, Ms. Bartram stated her agency has taken several courses from this provider and has not had any issues. Ms. Tammy Smith stated they had an issue with instructor approval, but went directly to Mr. Stones for resolution. Other than that, the interactions have been positive. Mr. Kalef echoed these statements. The only issue they have had has been trying to contact the provider.

Ms. Caitlin Sampsell stated their concern is with instructors. By the time a specific instructor is approved, the availability of the course has passed. She submitted a request for instructors to have a blanket approval based on criteria Priority Dispatch sets internally to become an instructor.

Mr. Jon Stones spoke to some of the concerns. For the most part, things have normalized after tragic events within the company; however, he will follow up on the customer service issues. In remote courses, Priority Dispatch has added an additional person as a moderator and have added two study halls per week in which students can speak with an instructor.

As to the concern of the number of hours of a course per day, it has been found there are benefits to four hours versus eight. For instance, pass rates for students are up, surveys are higher due to having more time to study, class does not feel rushed, and students have more time to digest material. It was asked if in the future Priority Dispatch would offer the option of eight hour courses versus four. Currently that is not an option; however, Mr. Stones will follow up. By research and best practices, it is recommended to limit online learning to four hours maximum. The feedback received is reiterating the decision to make the course four hours in a virtual setting. If centers prefer the eight hour option, the in-person course is available.

Virtual materials are available on any device and are able to be saved for a specific amount of time before they expire. Mr. Stones will follow up to see if newer versions are automatically made available to attendees.

#### Letter of Request from Priority Dispatch

Mr. Stones submitted two requests. The first request is to backdate and approve expired courses retroactively. The second request asks for a blanket approval of instructors based on their minimum requirements that meet or exceed the state's requirements.

1. Backdate and approve expired courses retroactively  
Many PSAPs sent employees to courses which had expired. Going forward, this should not be an issue as the MiSNAP dashboard sends notifications to training providers 90 days before a course expires.

In general, the NTS members felt as people were sent home to work and centers were dealing with the pandemic, things got missed through no one's fault.

A **MOTION** was made Ms. Cherie Bartram, with support by Mr. Brian McEachern, to grant the request made by Priority Dispatch, and any other training providers who request it this year.

With no further discussion, a roll call vote was taken:

<b>Voting Member</b>	<b>Yes</b>	<b>No</b>	<b>Abstain</b>
Chief Mark Barnes	X		
Lt. David Aungst	X		
Ms. Kimberly Grafton	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Ms. Tammy Smith	X		
Ms. Cherie Bartram	X		
Mr. Brian McEachern	X		
Ms. Jennifer Robertson	X		
Ms. Amy Thomas	X		
Ms. Elizabeth Bagos	X		

With a unanimous vote, the **MOTION** carried.

Ms. Hart will send an email to all PSAPs explaining the action taken by the subcommittee regarding expired training courses.

With Priority Dispatch's expired courses, for example, they had many instructors associated with that course. When they were submitting for approval of the new course, they did not include all of the instructors, which they are trying to do now. Had the course been renewed on time, all the instructors would have carried over to the new one.

Ms. Harvey asked if it would be better for the NTS to treat the whole thing as a renewal. Ms. Bartram asked if she meant to grant a renewal on the new instructors. This would date back to when the expiration happened. This would also include any instructor who was approved to teach the class had they renewed. If the instructor is not approved, the PSAP cannot use training funds. Mr. Stones submitted their internal criteria to become an instructor. The review team has not yet denied anyone; they are all qualified. It's only a matter of getting through the list of instructors waiting on approval.

2. Blanket approval of instructors

Some of the NTS members are not in agreement of having a blanket approval for every instructor, for every training provider. How will the NTS know they are always meeting the criteria and not just submitting instructors. If the NTS approved instructors who were already on the list, it must be understood that many PSAPs are still not going to be able to use their training funds as some classes were taught by instructors who were not previously approved. The NTS can approve the instructors, retroactively, who were already approved to teach in Michigan, but it will not help PSAPs that used instructors who were not previously approved.

Ms. Harvey stated this should be two separate discussions. The first is for Priority Dispatch specifically and the expired courses and instructors. The second is the blanket approval for all training providers.

It was asked if the NTS could approve classes and instructors between a certain period of time based on the pandemic. This will allow PSAPs to use their training funds within that time period. Ms. Hart stated we would not know what courses were taken during that time period unless the PSAPs contacted us. What if other providers have the same situation but haven't started the renewal process yet. The NTS could say the courses need to be at least approved, but they can be recently expired as of 2020.

The NTS can do a motion for a renewal for courses that expired, including instructors who were already approved. The NTS could also make a recommendation to the SNC to make an exception for any training that was already an SNC-approved course, training that occurred between March 1, 2020, through January 1, 2021. Any SNC-approved course that was taken would be eligible for training funds regardless whether the instructor was previously approved or not.

A **MOTION** was made by Ms. Amy Thomas, with support by Ms. Cherie Bartram, to approve the previously approved SNC courses and instructors who were approved prior to March 2020 be approved through January 1, 2021.

With no further discussion, a roll call vote was taken:

Voting Member	Yes	No	Abstain
Chief Mark Barnes	X		
Lt. David Aungst	X		
Ms. Kimberly Grafton	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Ms. Tammy Smith	X		
Ms. Cherie Bartram	X		
Mr. Brian McEachern	X		
Ms. Jennifer Robertson	X		
Ms. Amy Thomas	X		
Ms. Elizabeth Bagos	X		

With a unanimous vote, the **MOTION** carried.

For clarification, Ms. Hart asked if the motion meant anything that expired during the given timeframe can be renewed for another two years. For instance, the nine courses of Priority Dispatch, they would be renewed for two years from the date those courses expired. Ms. Bartram and Ms. Thomas stated their meaning behind the motion meant the PSAPs who sent people to those courses would be able to use their funds for attending, but the courses still need to go through the renewal process.

Ms. Thomas modified her **MOTION** stating an extension for the lapse coverage time, not a full renewal for the entire period. Ms. Bartram accepted the modification of the **MOTION**.

This is for all courses that expired, not exclusively Priority Dispatch, during the lapse time only. If the course is not renewed by the deadline of January 1, 2021, the opportunity has passed.

After discussion, a roll call vote was taken on the modified **MOTION**:

Voting Member	Yes	No	Abstain
Chief Mark Barnes	X		
Lt. David Aungst	X		
Ms. Kimberly Grafton	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Ms. Cherie Bartram	X		
Mr. Brian McEachern	X		

Voting Member	Yes	No	Abstain
Ms. Jennifer Robertson	X		
Ms. Amy Thomas	X		
Ms. Elizabeth Bagos	X		

With a unanimous vote, the **MOTION** carried.

A **MOTION** was made by Ms. Cherie Bartram, with support by Ms. Amy Thomas, the 911 Training Subcommittee make a recommendation to the State 911 Committee that all SNC-approved virtual classes taken between March 1, 2020, and January 1, 2021, be approved regardless of who the instructor is.

With no further discussion, a roll call vote was taken:

Voting Member	Yes	No	Abstain
Chief Mark Barnes	X		
Lt. David Aungst	X		
Ms. Kimberly Grafton	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Ms. Tammy Smith	X		
Ms. Cherie Bartram	X		
Mr. Brian McEachern	X		
Ms. Jennifer Robertson	X		
Ms. Amy Thomas	X		
Ms. Elizabeth Bagos	X		

With a unanimous vote, the **MOTION** carried.

Review and Approval of the 2021 Dispatcher Training Fund Application, Guidelines, and Instructions  
 Ms. Stephens gave the NTS a review of the application process in MiSNAP.

There were many changes made to the application guidelines and instructions. Ms. Hart reviewed all the changes with the NTS.

A **MOTION** was made by Ms. Cherie Bartram, with support by Mr. Sam Kalef, to approve the 2021 dispatcher training fund application guidelines and instructions, allowing the State 911 Office to make any grammatical corrections as they see fit. With no further discussion, a roll call vote was taken:

Voting Member	Yes	No	Abstain
Chief Mark Barnes	X		
Lt. David Aungst	X		
Ms. Kimberly Grafton	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Ms. Tammy Smith	X		
Ms. Cherie Bartram	X		
Mr. Brian McEachern	X		
Ms. Jennifer Robertson	X		

Voting Member	Yes	No	Abstain
Ms. Amy Thomas	X		
Ms. Elizabeth Bagos	X		

With a unanimous vote, the **MOTION** carried.

#### Training Course Evaluations

At any time, the NTS members can audit training courses. Last year, Ms. Stephens attended a course and there were some concerns and a letter was sent to the provider. The provider submitted an application with a new curriculum, outline, and objectives. After the updated course was approved, Lt. David Aungst and Ms. Stephens attended the virtual class. All concerns seemed to have been resolved and both evaluations were submitted and included in the meeting packet.

#### **F. Public Comment**

- Ms. Harvey gave an update on the training deadlines. There is nothing in the MPSC rules that say they are allowed or not allowed to extend emergency rules. The Attorney General's office is honoring the Governor's emergency executive order, specifically for 911 training certifications, to expire October 2. The telecommunicators then have 60 days past that date to obtain certifications, which makes the deadline December 2, 2020. There is no need to do a retroactive emergency rule. There will still be ongoing conversations to extend the deadline to January 1, 2021, and Ms. Harvey will forward any additional information as she hears it.
- Ms. Caitlin Sampsell stated she understands the hesitation to approve blanket approvals; however, after January 1, everyone will still be in the same situation. If they need approval for an instructor who is not already state approved, the process will take too long before they can get a new hire trained. She would like to request consideration be given to blanket approvals for established training providers who have criteria in place.

A special meeting of the NTS will be scheduled to discuss the blanket approval topic. Send any discussion points, pros and cons, to Ms. Bartram and she will compile a list.

- Mr. Kalef stated their agency (Troy Police Department) lost a communications supervisor who had been with the agency for 29 years, Mr. Curtis Reynolds. Mr. Reynolds passed away from a heart attack while on duty. After the incident, the agency received an outpouring of support from across the state. The centers of Bloomfield Township, Rochester PD, and Bloomfield Hills Department of Public Safety stepped in to staff the agency so friends and coworkers could attend the memorial. On behalf of the agency, Mr. Kalef thanked everyone for the well wishes, thoughts, and prayers.

#### **G. Next Meeting**

December 1, 2020 at 10 a.m.

#### **H. Adjourn**

The meeting adjourned at 12:33 p.m.