

**STATE 911 COMMITTEE**  
 911 TRAINING SUBCOMMITTEE MEETING  
 May 20, 2020  
 Meeting Minutes

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

The meeting was called to order by Chief Mark Barnes at 10:02 a.m. and roll call was taken.

Voting Members Present:  
 Chief Mark Barnes (Chair)  
 Lt. David Aungst  
 Ms. Cherie Bartram  
 Ms. Christine Collom  
 Ms. Melissa Harris  
 Mr. Sam Kalef  
 Mr. Brian McEachern  
 Ms. Tammy Smith  
 Ms. Amy Thomas  
 Mr. Jeff Troyer

Representing:  
 Oshtemo Township Fire Department, SNC Member  
 Lenawee County Sheriff's Office  
 SERESA  
 Clinton County Central Dispatch  
 Ingham County 911 Central Dispatch Center  
 Troy Police Department  
 Negaunee Regional Communications Center  
 Ottawa County Central Dispatch  
 Montcalm County Central Dispatch  
 Kalamazoo County Consolidated Dispatch Authority

Voting Members Absent:  
 Ms. Kimberly Grafton  
 Ms. Jennifer Robertson

Representing:  
 Calhoun County Consolidated Dispatch Authority  
 Farmington Hills Police Department

Non-Voting Members Present:  
 Ms. Theresa Hart  
 Ms. Joni Harvey  
 Ms. Lyndsay Stephens  
 Ms. Stacie Hansel

Representing:  
 State 911 Office  
 State 911 Office  
 State 911 Office  
 State 911 Office

**B. Meeting Minutes Approval – February 26, 2020**

A **MOTION** was made by Lt. David Aungst, with support by Mr. Brian McEachern, to approve the minutes of February 26, 2020, as presented. With no 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. Christine Collom	X		
Ms. Melissa Harris	X		
Mr. Sam Kalef	X		
Mr. Brian McEachern	X		
Ms. Tammy Smith	X		
Ms. Amy Thomas	X		
Mr. Jeff Troyer	X		

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

**C. Old Business**

There was no old business to discuss.

**D. New Business**

1. Training Provider Virtual Training Request

Ms. Hart has received a few requests from training providers regarding virtual training options. As providers are not able to conduct in-person training, they are wondering if they could do live,

online training. Nothing would change as far as objectives or course outline; it would now be virtual teaching instead. As everyone transitions back into group settings, providers could offer smaller classroom attendance along with others participating via virtual learning. Providers are asking if they are allowed to make these changes under the current approval numbers instead of submitting everything again for approval under a new type of training.

Mr. Troyer stated this is currently allowed today; however, there is a separate request form for online trainings. He believes there are some requirements identified on the form to validate attendance, etc. He asked how providers are proposing to conduct these trainings. A representative from MACINLOW, Ms. Kristen Kemp, attended the meeting to provide such information.

Ms. Kemp stated they are working with Zoom, two other vendors, and a community college so they can adapt all their course offerings to in-person, online, or a combination. They would like to offer those without the traditional classroom setting, a setting similar to how the subcommittee is meeting today on Zoom, a chance for students to see the instructor and other participants in the class. Which method they will use depends on what the subcommittee will allow and how they can adapt to that direction.

All of MACINLOW's courses are approved for face-to-face training. For the foreseeable future, no one knows when this will be allowed. They are asking to not have to refile each course for the three different ways of offering it. Nothing would change with the course itself, only how the class is executed.

Chief Barnes asked if the subcommittee has access to the form Mr. Troyer spoke of. With the new database, training providers now make their requests for approval online. The difference between in person or online requests are 1) training providers need to submit an attendance sheet, and 2) the training provider needs to provide a log-in for any subcommittee member who wishes to join the class for audit purposes.

Mr. McEachem asked how MACINLOW would verify the person who is on the virtual class is actually the one who signed up. Ms. Kemp stated their online courses will be live courses, no one would log in to the system and work through materials independently. They are still looking for students to interact with each other via Zoom or another software. In terms of verifying their attendance, they are planning on taking screenshots with everyone's camera on and also taking random verbal roll calls at varying times. They also have plans in place to break out into small groups to allow for the same participation students received with the in-person setting.

The bottom of the form Mr. Troyer is referring to stated, "I have read and understand the above policies and procedures" with two pages of procedures listed. If there is a classroom course, a student is required to sign the sign-in sheet. If a course is part in-person and part virtual, is the instructor going to "sign in" for the virtual students? These are things the subcommittee needs to think about and have processes in place.

Mr. Kalef asked if Ms. Kemp has reached out to different agencies to get their feedback on how they would, and if they would be interested in, participating in using these new classroom styles, with the additional technology requirements. She stated yes, and those she reached out to were in favor of it as it would save travel, lodging, and meal costs. Most stated they would have their students at the agency in a conference room so there is accountability on their end as well.

Two items were decided on by the subcommittee:

- Ms. Hart will create a memo to be addressed to all training providers, listing mandatory requirements to hold virtual or hybrid instruction. There will be a special meeting of the NTS, scheduled for Wednesday, May 27 to discuss and approve the memo, and then send to all providers.
- This memo will be guidance for training providers hosting a virtual or hybrid classroom. If providers wish to host an online course, they must still follow the training course approval process already in place.

2. Receipt of Public Acts

Each year, the State 911 Committee distributes the State Ethics Act and the Public Entities Act (Conflicts of Interest) to all committee and subcommittee members. Every member is required to sign, acknowledging receipt of these acts. Ms. Hart will email both acts to the subcommittee with a read receipt. Once each member has received and reviewed the acts, they should reply to that read receipt or send her a separate email. The email reply or read receipt will serve as acknowledgement the subcommittee member has read, and agree to, the policies.

3. MiSNAP Demonstration

Ms. Hart and Ms. Stephens gave the subcommittee a brief preview of the webinar PSAP directors and training coordinators have been invited to tomorrow. The webinar will demonstrate how to navigate the MiSNAP database, how to apply for training funds, how to check the balance of training funds, and how courses taken are automatically entered on the record of the specific telecommunicator student. In addition, an overview of the request for training course approval process was give so those Subcommittee Members on the review team can navigate that portion and submit their votes.

**E. Public Comment**

In regard to the training provider training request discussion, Mr. Mike Armitage, Eaton County Central Dispatch, explained he agrees with many of the points that have been discussed. He has two employees currently taking an EMD class virtually through Priority Dispatch and has been impressed with how they have handled it. They have used the class roster to rotate through students to make sure they are still actively engaged. He signed them up with the understanding it may not qualify for SNC training funds at this time; however, he would be interested in some virtual classes even post pandemic. Recording classes was mentioned. While he understands and appreciates the sentiment of what it would try to accomplish, he has concerns about it limiting participation. A key element to many of these courses is the ability to speak freely about experiences.

**F. Next Meeting**

August 19, 2020, 10:00 a.m.  
MSP–HQ, Centennial Room (subject to change)

**G. Adjourn**

The meeting adjourned at 11:28 a.m.