

# MINUTES



**MEETING OF**  
**March 22, 2017**

**MINUTES**  
**Board of Emergency Telecommunications**  
**Standards & Training**  
**Ridgeland, MS**  
**March 22, 2017**

**Call to Order, Roll Call, Establish Quorum, Introduction of Guests and Introductory Remarks:**

Chairman Bell called the meeting to order at 10:05 a.m.

Chairman Bell introduced Mr. Ken Gunter as the newest member of the Board. Mr. Gunter represents the MJIC position.

Chairman Bell called the roll and declared a quorum present to hold the meeting.

**Members Present:**

Mr. Mike Adcox, MLEOTA

Mr. Reggie Bell, State Fire Academy

Mr. Ken Gunter, MJIC

Mr. Daniel Farrish, MS State Board of Health

Mrs. Sheri Hokamp, MS Chapter of APCO

Mrs. Marti Morgan, Mississippi Law Enforcement Officer's Association

**Members Not Present:**

Mr. Stan Alford, MEMS

Mr. Jim Hennessey, MS Chapter NENA

Chief Rob Martin, Mississippi Fire Chief's Association

Sheriff Billy McGee, Mississippi Sheriff's Association

Mr. Marvin Ratliff, Claiborne Co.

Hon. Jimmy Dale, Attorney General's Legal Counsel

**Standards and Training Staff:**

Mrs. Dianne Berry, Operations Management Analyst, Principal

Mr. Robert D. Davis, Director, Office of Standards and Training

Mrs. Geneva Hill, Administrative Assistant

Mrs. Risa Turpin, Project Officer II, Special

**Guests:**

Ms. Melissa Trcka, Vicksburg-Warren 911

Mr. Jacob Dempsey, Vicksburg-Warren 911

Mr. Stephen Caygle, APCO-MS

Director Rosemary Ezell, Lamar Co. E911

Mr. Rick Seavey, PSAC

Mrs. Maria McCorry, JPD

Lt. Tina Wallace, JPD

Ms. Nyssa Gratlin, Brandon PD

Mrs. Alta Richardson, Flowood PD

Mr. Robert Bailey, Harrison Co. Emergency Commission

Lt. James Rayborn, Rankin Co. S.O.

Ms. Angela Barnes, Gulfport P.D.

Ms. Lori Guardia, Gulfport P.D.

Chairman Bell recognized and welcomed the guests and thanked them for their interest in the BETST.

### **Presentation and Approval of Minutes:**

Chairman Bell asked for the review of the minutes from the April 19, 2016 meeting and entertained a motion. Mr. Farrish made a motion to approve the minutes as presented and a second was received from Mr. Adcox, the minutes were approved without opposition.

### **OLD BUSINESS**

#### **Review for Final Vote - Changes to Ch. 5: Reimbursement of Training Cost; Ch.6: Standards of Training and Certification and Ch. 7: Successful Completion of the ET Training Program:**

The Board voted with the intent to adopt changes to the following policies in Chapters 5, 6, and 7 of the BETST Policy Manual at the last meeting.

Ch. 5, 101.05 (6. a. b.)

Ch. 6, 101.02 (1) 102.01 (1) 102.02 (1) 102.03 (1) (2)

Ch.7, 102.03 (1 a iii) (1 b iii iv)

The National Academy of Emergency Dispatch (NAED) changed names to the International Academy of Emergency Dispatch (IAED). The U.S. Department of Transportation (DOT) National Highway Traffic Safety Administration no longer sponsored a course for Emergency Medical Dispatch, therefore it was recommended that the name be corrected in policy and the vendor be removed from policy as one of the approved EMD course providers.

Mrs. Morgan made a motion for final adoption of these changes in Chapters 5, 6, and 7. Mr. Farrish seconded the motion and it passed without opposition.

#### **Review for Final Vote - Changes to Ch. 11: Recertification of Emergency Telecommunicators - In-House Training and Recertification Requirements:**

The Board voted at the last meeting with the intent to adopt changes in Chapter 11, section 102.02 (2d) concerning in-house training. *“Elective training may consist of in-house ~~and/or online~~ training if so desired by an agency. Proof of training shall be maintained by the agency in its personnel files and copies of training outlines, certificates, or course descriptions must be attached to the “In-House Training Report”,*

when submitted to the Board for credit. In-house or online elective training shall not exceed two (2) credits (eight (8) hours per credit) per recertification period. BETST course rosters shall be submitted to the Board for in-house or online training credits. A separate form must be submitted for each eight (8) hours of credit. Examples of in-house training - online training, agency protocol, classes (not approved as electives by the Board). The reimbursement of in-house training only includes the telecommunicator's salary, unless the training has been approved by the Board."

Mrs. Morgan made a motion for final adoption of the proposed policy change. Mrs. Hokamp seconded the motion and it was approved without opposition.

## **NEW BUSINESS**

**Presentation of New Courses; Request for Approval - Sheri Hokamp - APCO Electives; Staff - Officer Survival/Peer Support Course, LEAPS; Stress in Emergency Communications, LEAPS; Officer Involved Shootings, LEAPS; PowerPhone Online Courses; DSS Corporation Online Courses; APCO-MS 2017 Telecommunicators Conference; Navigator 2017 Conference; Crisis Intervention Training (CIT) for Dispatchers in the Pine Belt CIT:**

Mrs. Hokamp presented two courses developed by APCO for approval. "Call Handling Incidents Involving Veterans with PTSD" and "Staffing and Retention" are both 8 hour elective courses. Mrs. Morgan made a motion with a second from Mr. Farrish to approve the two courses for elective training. The motion passed without opposition.

The staff presented on behalf of Mr. Tim Rutledge of RCTA three courses developed by him and the LEAPs organization that are widely known in law enforcement. The "RCTA Integral Officer Survival/Peer Support" course is a 40 hour course designed to assist first responders in crisis. The "Officer Involved Shootings" course and the "Stress in Emergency Communications" course are 4 to 8 hours in length. All courses are offered free of charge. Mrs. Hokamp made a motion with a second from Mr. Adcox to approve the three courses for elective training. The motion passed without opposition.

PowerPhone Corporation and DSS Corporation asked the staff to request that their online courses be approved for elective training. Mrs. Morgan with a second from Mr. Farrish made a motion to table discussion on approving online electives until the companies come before the Board and explain how the Board can be positive that the courses are proctored and tested. The motion passed without opposition.

The APCO-MS 2017 Telecommunicators Conference agenda was presented by Mrs. Hokamp. The conference provides 20 hours of training and will count for 2 electives at 10 hours per credit. The conference will be held in Biloxi in May. The Board was invited to attend. The Navigator (IAED) Conference will be held in New Orleans in April, there have been requests from agencies to attend. Mrs. Morgan with a second from Mr. Adcox made a motion to approve the APCO Conference agenda. The motion passed without opposition. Mr. Farrish with a second from Mrs. Morgan made a motion to approve the Navigator Conference for telecommunicators that follow the guidelines set for out of state travel. The motion passed without opposition.

The Department of Mental Health asked the staff to present their course "Crisis Intervention Training (CIT) for Dispatchers". This training will only be presented to dispatchers in Jones County. Mr. Gunter with a second from Mrs. Hokamp made a motion that this course be used as in-house credit and not be approved as an elective since it didn't cover the whole state. The motion passed without opposition.

Mr. Adcox stated that Ron Crew at MLEOTA was an expert in Human Trafficking and plans are being made to develop a Human Trafficking program. He felt that telecommunicators as well as law enforcement should receive training in this subject. Mrs. Morgan with a second from Mr. Farrish made a motion to give Mr. Adcox authority to go forward with the planning of this training for telecommunicators and bring back at the next meeting. The motion passed without opposition.

A request was made to the staff to present to the Board a proposal to allow the IAED EFD and EPD courses to be taken in the telecommunicator's initial certification period. At the present time, these two courses are considered electives that are taken after a telecommunicator is certified. The proposal would allow the Board to pay for the expenses of the course, but not count as an elective for any agency that uses this program. For agencies not desiring the courses in the first twelve months of a telecommunicator's career, they may still be taken as electives. Mr. Adcox with a second from Mrs. Morgan made a motion to table this proposal to the next meeting for further discussion. The motion passed without opposition.

NECI is an approved vendor for the basic courses and electives. Their courses have not been updated in many years. The staff asked for updates, but did not receive any. Our policy states that courses should be updated

and complaints have been received concerning NECI material. The Board was presented with a proposal that would require an instructor requesting to teach a NECI course to present the staff with updated NECI material or the request would be denied. Mr. Adcox with a second from Mr. Farrish made a motion for the staff to deny course requests for NECI courses unless they have been updated. The motion passed without opposition.

When basic instructors are seeking certification they are required to teach with a certified instructor during a basic course. To clarify policy a motion was requested that would state that this instructor trainee must also teach with a certified instructor during the State Recertification Course. Mrs. Morgan with a second from Mrs. Hokamp made a motion that an instructor trainee shadow an instructor during the State Recertification Course. The motion passed without opposition.

A request was made for the Board to consider allowing the basic EMD course to be taught as a refresher course five years after the telecommunicator initially takes it. After discussion, Mrs. Hokamp with a second from Mr. Adcox made a motion not to allow the EMD course to be retaken. The motion was approved without opposition.

#### **Discuss Instructors and Instructor Certification:**

Over the last eight years, the Board has certified fifty-one state instructors. At the present time, there are only 20 that are currently certified. Of that number, 10 are doing the majority of the training.

The staff has a request from six telecommunicators to be approved as state instructors. The staff uses as one of their guidelines to recommend an instructor candidate, whether their agency stays in compliance with Board policies. Most of the candidates are supervisors with their agencies. Of the six candidates, the staff finds that one is a supervisor and that agency is constantly out of compliance. Mrs. Morgan with a second from Mr. Farrish made a motion to accept 5 instructor candidates recommended by the staff to be certified as instructors once they have completed all requirements. The motion passed without opposition.

The staff reminded the Board that approved out of state instructor's courses are exempt from the 100 mile rule unless they come to the state more than once a year. If more than one course is taught, their classes would fall under

the 100 mile rule. The reason is so they won't always go to the same location to train.

**Election of Officers: Chairman Vice-Chairman:**

Chairman Bell and Vice-Chairman Martin have served two consecutive terms and according to by-laws are not eligible to serve another consecutive term. There were no nominations for other members to serve in these positions, therefore Mr. Bell made a motion to table the election until the next meeting in hopes that other members would consider the positions. Mr. Farrish seconded the motion and it passed without opposition.

**Director's Report:**

The Director advised the Board that last year around this time the Legislature approved an additional \$100,000.00 in a deficit spending bill for the payment of reimbursements to agencies. This year a request for \$200,000.00 has been sent to the Legislature. This funding is needed to reimburse agencies. At the present time, only \$3500.00 remains in the budget for reimbursements and \$94,000.00 in requests have been received. This decision should come within the next two weeks.

**Schedule of Next Meeting Date, Time and Location:**

May 9, 2017, 10:00 a.m., APCO Conference at IP Casino in Biloxi

**Adjournment:**

The Chair entertained a motion to dismiss. Mr. Adcox with a second from Mr. Farrish made a motion to dismiss. The motion passed without opposition. The meeting was dismissed at 11:56 a.m.

Respectfully submitted,



Director, Office of Standards and Training