

MINUTES



MEETING OF
April 19, 2016

MINUTES
Board of Emergency Telecommunications
Standards & Training
Ridgeland, MS
April 19, 2016

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

Chairman Bell called the meeting to order at 10:00 a.m.

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

Members Present:

Mr. Reggie Bell, State Fire Academy

Mr. Jim Hennessey, MS Chapter NENA

Mrs. Sheri Hokamp, MS Chapter of APCO

Chief Rob Martin, Mississippi Fire Chief's Association

Sheriff Billy McGee, Mississippi Sheriff's Association

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

Members Not Present:

Mr. Mike Adcox, MLEOTA

Mr. Stan Alford, MEMS

Chief Lynn Buford, MS Association of Chiefs of Police

Mr. Daniel Farrish, MS State Board of Health

Mr. Marvin Ratliff, Claiborne Co.

Vacant Position, MJIC

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. Risa Turpin, Project Officer II, Special

Guests:

Ms. Tanya Mayo, QIU, Supervisor, Lee County E 911

Ms. Sandra Holliman, Communications Supervisor - Hernando P.D.

Mr. Stephen Caygle, TAC-CTO, Lee County S.O.

Ms. Jonnine Fisher, OIC, Harrison County S.O

Ms. Crystal Sanders, APCO International Institute

Mr. Bill Kiney, Priority Dispatch

Mr. Billy Crumpton, QIU, Supervisor, TAC, Lee County E-911

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 January 26, 2016 meeting and entertained a motion. Chief Martin made a motion to approve the minutes as presented and a second was received from Ms. Hokamp, the minutes were approved without opposition.

OLD BUSINESS

Trebia Rodgers - Presentation of Revised "Fire Communications" Course for Pilot Program Approval:

Ms. Trebia Rodgers was scheduled to present additions and changes to her proposed course, but was unable to attend. Chief Martin made a motion to table until the next meeting and Mrs. Morgan seconded the motion. The motion passed without opposition.

NEW BUSINESS

Discuss with the Intent to Adopt 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 staff provided the Board with a copy of Chapters 5, 6, and 7 of the BETST Policy Manual. The National Academy of Emergency Dispatch (NAED) changed names. The new name of the company is the International Academy of Emergency Dispatch (IAED). The staff recommended that the name be changed in the policy manual. The staff informed the Board that the U.S. Department of Transportation (DOT) National Highway Traffic Safety Administration no longer sponsored a course for Emergency Medical Dispatch, therefore this vendor should be removed from policy as one of the approved EMD course providers.

Mrs. Morgan made a motion with the intent to adopt these changes in Chapters 5, 6, and 7. Chief Martin seconded the motion and it passed without opposition.

Sheri Hokamp - Presentation of New Courses; Request for Approval - APCO Electives:

Mrs. Hokamp presented 10 new APCO Institute courses for board approval. She stated that APCO adjusted their course tuition to be in line with the Board's approved course tuition. Each course has a test and they are all classroom courses. She stated that APCO requires instructors of their material to become an adjunct instructor with APCO by completing training on all their material. There is no charge for the training of the adjunct instructors. Once the instructor completes training they are required to shadow another adjunct instructor before allowed to teach on their own. APCO can also provide certified adjunct instructor from out of state to assist with this training. Ms Crystal Sander of APCO International provided additional information to the Board.

Mr. Hennessey made a motion to approve the list of courses for elective training. Chief Martin seconded the motion and it passed without opposition. The courses are as follows: Law Enforcement Communications (32 hours), Fire Service Communications (32 hours), Comprehensive Quality in the Communications Center

(16 hours), Disaster Operations and the Communications Center (8 hours), Surviving Stress: Recognition, Reduction and Management (8 hours), Crisis Negotiations for Telecommunicators (8 hours), Communications Center Supervisor (24 hours), Active Shooter Incidents for Public Safety Communications (8 hours), Customer Service in Today's Public Safety Communications Center (8 hours), and Bullying and Negativity Seminar (8 hours). The tuition for the 24 hour and 32 hour courses will be \$350.00, for the 16 hour courses will be \$300.00, and for the 8 hour courses will be \$150.00.

The Board was advised that the approved APCO basic course can only be taught by an approved APCO instructor if that instructor's agency head takes responsibility for the course. The cost of the course material is the only fee that can be charged. The APCO adjunct instructors are allowed to teach the basic course at any location and may charge the approved tuition for the basic course.

The Board approved several years ago to grant continuing education credit for APCO members that completed quizzes in the APCO magazine. The Board reimbursed an amount no greater than the cost of APCO membership. The quizzes were graded by APCO. Very few telecommunicators participated in this program. Mrs. Hokamp and Ms Sanders advised the Board that APCO was now allowing anyone to take free online training that could be applied to continuing education training and they no longer graded the quizzes from the magazine. Chief Martin made a motion to discontinue reimbursing for the magazine quizzes. Sheriff McGee seconded the motion and it passed without opposition.

The Board discussed an issue concerning testing of the basic course. APCO and NECI allow the course instructor to grade their basic course final test. The basic course test is not sent to the Board, but the scores of the test are to be sent with the roster of the class within 5 days of the class. IAED does not allow an instructor to grade their basic course test. They require the instructor to send the test to their company and the company will grade the test and send the grades back to the instructor and student. Mr. Bill Kiney of IAED assured the Board that when the instructor sends the test to his company that the Mississippi course tests will take priority and be graded and sent back to the instructor and student in a 24 hour time period which would allow the instructor to meet the 5 day rule. He further stated that the instructor would also receive feedback on their performance as an instructor based on test scores and the students will be sent feedback on their performance on the test along with answers to any missed questions. He stated that students that fail the test will be allowed to retake the test online. The Board determined that IAED's plan would meet BETST policy.

Discuss with the Intent to Adopt Changes to Ch. 11: Re-certification of Emergency Telecommunicators - In-House Training and Re-certification Requirements:

To simplify the re-certification process, the staff proposed a change in Chapter 11, section 102.02 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 re-certification 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.~~”* The “In-House Training Report” was examined by the Board. Other examples of in-house training would be courses such as IAED re-certification courses that have been approved by the Board, but are not enough hours to be a stand alone elective. Any training that is considered by the agency head as beneficial to the education of a telecommunicator would be considered in-house training.

Chief Martin made a motion with the intent to adopt the proposed policy change and to adopt the “In-House Training Report. Mrs. Morgan seconded the motion and it was approved without opposition.

The Board reviewed proposed changes to the “Re-certification Report” which was modified to simplify the reporting of courses taken to gain re-certification. Chief Martin made a motion to adopt the changes in this report and to notify the agencies concerning these changes. Mr. Hennessey seconded the motion and it was approved without opposition.

Discuss Field Observation (Ride Along) Requirements:

The Board reviewed the policy on Field Observation (Ride Along) requirements. In the case of a handicapped telecommunicator or telecommunicator in an area where ride alongs are not readily available, the policy allows an agency to provide an alternative orientation program.

Director's Report:

The Legislature has been presented with a request to add additional funds to our budget in order to continue to reimburse the agencies their expense of training. The courses advertised on our calender will have a notice that reimbursements will be on first come first serve basis depending on the funds appropriated.

Requests are still being made to allow agencies to travel over the 100 mile rule. Some have agreed to pay the expense of the trip, if the Board would reimburse tuition which is the same regardless of the miles. Chief Martin made a motion to approve reimbursement of tuition if an agency travels more than 100 miles without written permission. Mrs. Hokamp seconded the motion and it passed without opposition.

Schedule of Next Meeting Date, Time and Location:

To be determined at a later date.

Adjournment:

Chief Martin made a motion to adjourn, the motion was seconded by Sheriff McGee The motion passed without opposition at 11:42 a.m.

Respectfully submitted,



Director, Office of Standards and Training