

# MINUTES



MEETING OF  
May 9, 2017

**MINUTES**  
**Board of Emergency Telecommunications**  
**Standards & Training**  
**APCO Conference - Biloxi, MS**  
**May 9, 2017**

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

Director Davis called the meeting to order at 10:02 a.m. due to the absence of the chairman and vice-chairman. He opened the floor for nominations for chairman pro tem. Mr. Daniel Farrish was the only nomination and was elected chairman pro tem.

Chairman Pro Tem Farrish called the roll and declared a quorum present to hold the meeting.

**Members Present:**

Mr. Mike Adcox, MLEOTA

Mr. Stan Alford, MEMS

Mr. Ken Gunter, MJIC

Mr. Daniel Farrish, MS State Board of Health

Mr. Jim Hennessey, MS Chapter NENA

Mrs. Sheri Hokamp, MS Chapter of APCO

Sheriff Billy McGee, Mississippi Sheriff's Association

**Members Not Present:**

Mr. Reggie Bell, State Fire Academy

Chief Rob Martin, Mississippi Fire Chief's Association

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

Mr. Marvin Ratliff, Claiborne Co.

MACP - Vacant

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

**Guests:**

Mr. Mike Bragg, DSS Corporation

Ms. Beverly McWilliams, Magee Police Department

Chief Randy Crawford, Magee Police Department

Mr. Stephen Caygle, APCO-MS

Ms. Tanya Mayo, Lee Co. 911

Mr. Rick Seavey, PSAC

Mrs. Andra Farrish

Ms. Alta Richardson, Dispatching & Training Solutions, LLC; Flowood P.D.

Mrs. Maria McCorry Fivecoat, JPD

Ms. Melissa Hamlin, Prentiss Co. E 911

Ms. Cindi Alkhatib, Vicksburg Warren 911

Ms. Catherine Roy, Vicksburg Warren 911

Mr. Farrish recognized and welcomed the guests.

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

Mr. Farrish asked for the review of the minutes from the March 22, 2017 meeting and entertained a motion. Mrs. Hokamp made a motion to approve the minutes as read and a second was received from Mr. Alford, the minutes were approved without opposition.

### **OLD BUSINESS**

#### **Presentation by DSS Corporation Concerning Online Courses:**

At the last meeting, the Board tabled discussion on online training until a representative from the online companies could come and make presentations. Mr. Mike Bragg from the DSS Corporation was present and made a presentation to the Board. He stated that his company has been in the 911 business for 25 years. His company felt there was a need in this industry for online training due to the demands on dispatchers and cost factors. He stated that his company has been approved by several states to be an online trainer for dispatchers and their training is used in other states that don't require approval. He stated that they have addressed many issues with online training to assure that the student has spent the allotted time before they can be issued a certificate. For example, an 8 hour course is presented in blocks of 20 to 30 minutes with a 4 to 6 question test at the end of each block. The answers are changed up on each test to prevent one student from giving the answers to another student. A final test is given at the end of the course. His company can track the time that each student spends on the course and this makes the course more accountable. His company is giving a special discount for telecommunicators in this state. An 8 hour course will be \$99.00 and a 16 hour course will be \$199.00.

Several members and guest had questions and comments concerning online training that was discussed with Mr. Bragg. Members requested to receive the material to review before taking any action. Mr. Bragg stated that he would provide an online account to members for their review.

#### **Discuss IAED EFD and EPD Courses to be Taken During Initial Certification Period:**

At the last meeting, the Board tabled discussion on a proposal to allow the IAED EFD and EPD courses to be taken in the telecommunicator's initial certification period. This proposal was discussed and the consensus of the Board was to leave the certification process as is, which requires the telecommunicator to take the basic course and become certified before taking the EFD and EPD.

### **Discuss Human Trafficking Training:**

Mr. Adcox stated that he could not find a telecommunicator's course on Human Trafficking. He stated that he will work with others to develop an 8 hour stand alone elective course on this topic.

### **NEW BUSINESS**

#### **Presentation of New Courses; Request for Approval - Alta Richardson - Stress Management; NENA Conference:**

Mrs. Alta Richardson made a presentation to the Board on an 8 hour Stress Management course that she developed to be taught as an approved elective. After the presentation, Mr. Adcox made a motion to approve this course as a pilot program, it received a second from Mr. Alford. Two Board members made comments concerning the training. The motion carried without opposition.

An agency requested approval to send 3 telecommunicators to the NENA Conference in San Antonio at a cost of around \$4500.00. The Board discussed this issue and Mr. Hennessey made a motion to approve this request with a second from Mr. Gunter. The motion included that the agency report the training received back to the Board. The motion passed without opposition.

Mrs. Hokamp brought up the cap on reimbursement. The Board voted a few months ago not to reimburse training after a telecommunicator had earned the credits and hours required for recertification. This was done due to budget restraints. Mrs. Hokamp and others stated that training should not be limited and made a motion to remove the reimbursement cap that was placed in the guidelines. Sheriff McGee seconded the motion and it passed without opposition. From this point, the Board will reimburse training expense to agencies that send telecommunicators to approved training regardless of the number of hours earned.

#### **Instructor Evaluations:**

The importance of good student evaluations of courses and instructors were discussed. The staff will monitor evaluations to see if a trend develops in a negative light on instructors.

**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 term. Mr. Farrish was nominated for chairman and Mrs. Hokamp was nominated for vice-chairman. There were no other nominations. The vote was unanimous to elect as nominated.

**Director's Report:**

The Director advised the Board that the Legislature approved an additional \$200,000.00 in a deficit spending bill for the payment of reimbursements to agencies through June. The Legislature has approved an increase in the budget to reimburse agency training expenses by \$200,000.00 for the next fiscal year beginning in July.


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

The date, time and location of the next meeting will be determined. The Board only has to meet twice a year.

**Adjournment:**

The Chair entertained a motion to adjourn. Mr. Alford with a second from Mrs. Hokamp made a motion to adjourn. The motion passed without opposition. The meeting was completed at 11:42 a.m.

Respectfully submitted,



Director, Office of Standards and Training