

# Certification Board

## Meeting Minutes of the 911 Certification Board Bi-Monthly Meeting February 8, 2024

1  
2  
3  
4

### 5 I. Opening of Meeting

- 6 a) Adam Wasserman informed the board of the resignation of the previous Chair and  
7 acknowledged the absence of a Vice-Chair.
- 8 i) Katy Gilbert will act as “Meeting Facilitator” for the next 2 meetings; providing the Board time  
9 to nominate and elect a new Chair and assign a Vice-Chair position to avoid any disruptions  
10 in the future.
- 11 b) Katy Gilbert confirmed quorum.

### 12 II. Approval of Minutes

- 13 a) Motion to approve the minutes of the January 11<sup>th</sup> meeting.
- 14 **Motioned by: Tom Handy** **Motioned & Seconded**  
15 **All in Favor** **Motion Passed**

### 16 III. Requested Reports & Recommendations

- 17 a) Training Subcommittee Report
- 18 i) Chris Law presented the Training Subcommittee report. **[Attachment A]**

### 19 IV. Board Discussions

- 20 a) Board agreed to hold discussions, at the next meeting (time permitting) on the following topics:
- 21 i) Training hours requirements, competency, book requirements, etc.
- 22 ii) Receival of certification and any probationary period.
- 23 iii) Identifying where/whom responsibility lies.
- 24 iv) Appeals process and timing.
- 25 v) Recognition of certification from other states; Aime Fournier-Plante informed that the group  
26 assigned with this objective are at a stonewall until own state plan is identified.

27 b) Motion to identify a process to fast track P33 or CALEA accredited programs.

28 **Motioned by: Jodi Gaylord**  
29 **All in Favor**

**Motioned & Seconded**  
**Motion Passed**

30 c) Board agreed to, before next meeting, go through the previous meeting minutes and  
31 identify what decisions have been made and what still requires decision/action from the  
32 Board.

33 d) Aimee Fournier-Plante agreed to take the agreed upon Training Syllabus and create a  
34 “fleshed out” version to present to the Board at the next meeting.

35 **V. New Business**

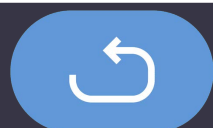
36 a) No new business to discuss.

37 **VI. Public Comment**

38 a) No comments from the public.

39 **VII. Adjournment**

40 a) Having covered all orders of business, the meeting was adjourned at 2:36pm.



# Attachment A

CERTIFICATION BOARD  
TRAINING TOPICS  
DISCUSSIONS.2

Click to edit master text style



[External]

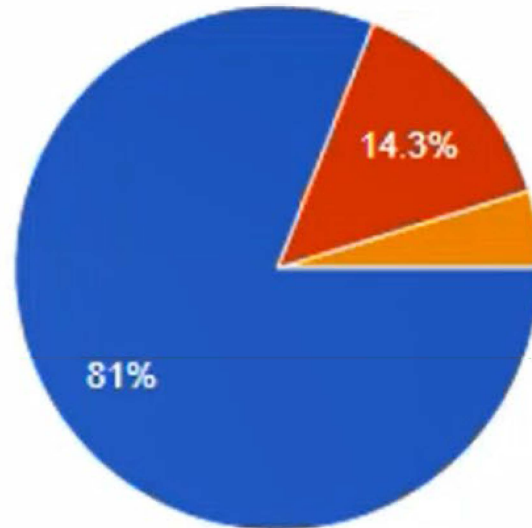
17:05

# Attachment A

How many hours does the classroom certification course need to be, in order to get through all of the listed training topics?

 Copy

21 responses



- 40 hrs/call receiver and 24 hrs/dispatcher - similar or equal to SECO T1 and T2
- A greater number of hours will be required to cover all topics at Blooms level of comprehension
- either is ok as long as there is the option to have agency training material reviewed to take place of state level training or at least a portion of it

[External] 91

17:28





# Attachment A

If you selected a greater number or other option above, how many hours would be required to complete the list at a Blooms comprehension level?

3 responses

40 call receiver / 40 dispatcher

80

60-80 hours would be sufficient for call taking. This would provide the already footprinted 40 like SECO T-1, but also include 20-40 additional hours for the extra topics adopted by the State Cert Board and allow for some room to beef up the customer service, resiliency, stress management, and additional technologies and "get to know your industry" that have now been added as initial topics to introduce. The dispatching can likely stay as 24, maybe 32 hours.

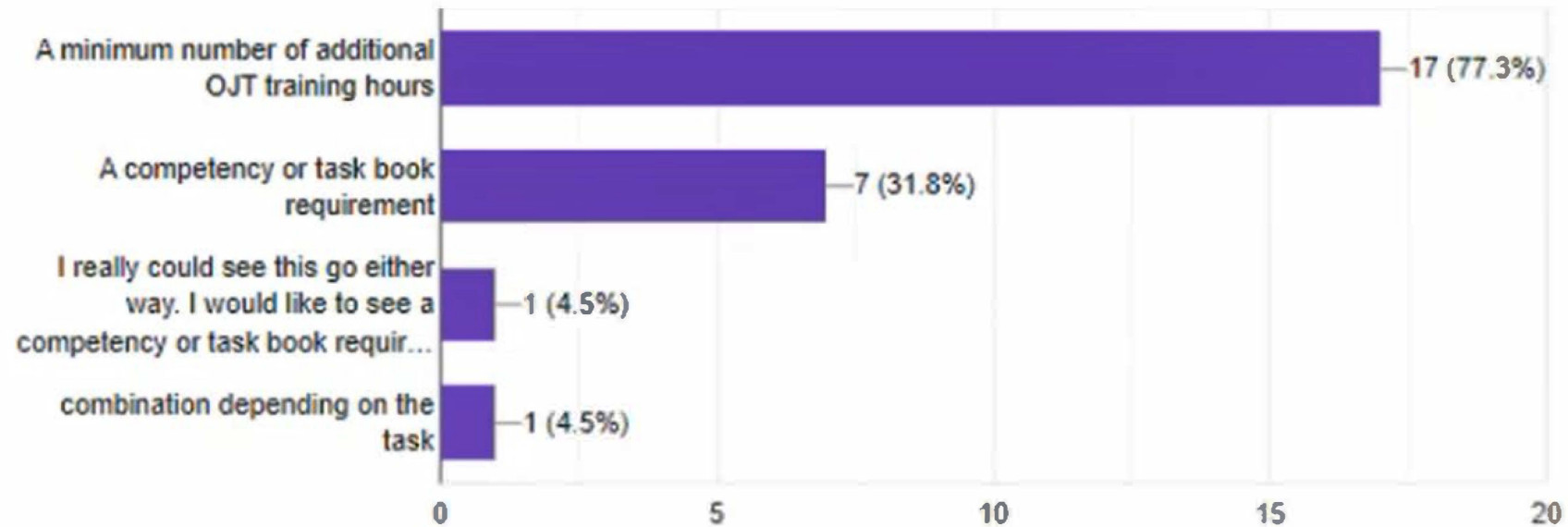


# Attachment A

What should be required for on-the-job training hours?

 Copy

22 responses



[External]

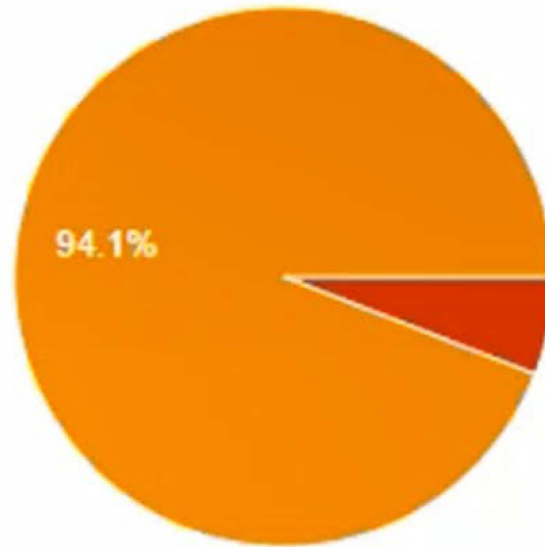
20:45




# Attachment A

If you recommend additional hours beyond the classroom certification for OJT, what format should the hours be?

 Copy

17 responses



-  double plugged with trainer
-  additional classroom time
-  agency discretion?



Considering all the recommendations for implementation, including task books, additional classroom time or other means, are there any burdens placed on a PSAP that they may not be able to overcome to get their people certified?

11 responses

No

Hopefully, most agencies have this in place in their training program. I know that task books would be something we would have to develop, but maybe as a training committee we could put one together as a guide.

Low staffing may hinder the ability to conduct trainings in a timely manner, especially for smaller agencies

Not that I can think of

I would think that some of the smaller agencies might have problems with meeting specific classroom time due to understaffing.

Unable to staff for classroom instruction; much of the training must occur on the floor. Lack of expertise in creating task books, lack of CTOs due to newer staff, turnover, etc....

so far, no

staffing, agency training expectations

smaller agency dont have all the time for academics and classroom time we are on the floor training and working at the same time.

Budget, applicants.

Time and staffing. The time needed for Training Teams to keep training updated, distributed and tracked. Availability of CTO's to give the training due to staffing shortages.

Staffing and cost

# Attachment A



[External]

21:58

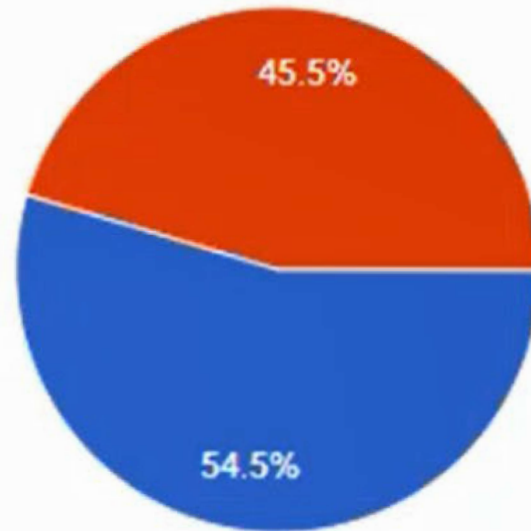


# Attachment A

Does there need to be a separate call-receiver and dispatcher certification, or should we begin with this basic certification as-is and grow from there?



22 responses



- Separate call-receiver certification from dispatcher certification
- Have one basic certification that includes topics and competencies for both call-receiver and dispatcher combined.

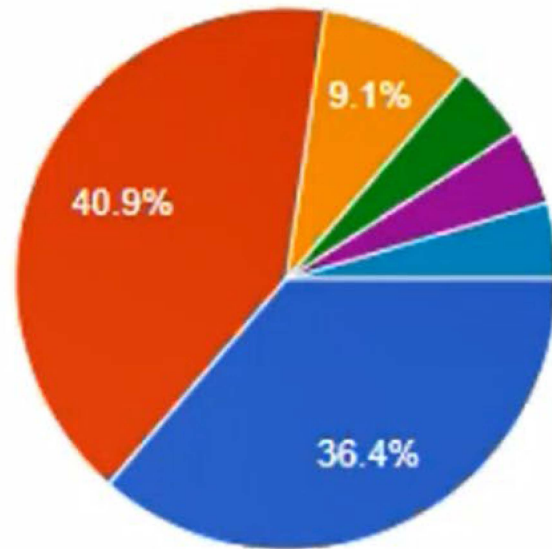


# Attachment A

At what point should someone be considered certified?

 Copy

22 responses



- When all certification hours are done
- When they pass probation
- When they pass probation (unlabeled)
- Upon completion of competencies test and hours of training are met
- Shouldn't they be taking a test of some kind? Most states with certification have a final state exam they have to take.
- Both



# Attachment A

If you selected "other" above, please describe at what point certification should be required.

5 responses

N/A

see above

Certifications need to be completed in a two-step process if we require additional hours outside the initial classroom. For full certification the student should pass classroom training, step one, then full certification awarded upon completion of a pre-determined amount of hours, maybe equivalent to 6 mos or so.

After all certification hours completed & released from training

A combination of hours completed, tested/show competency and pass probation.



[External] 91

24:41

Rahie

# Attachment A

Should there be any other requirements that are not already listed to meet certification?

4 responses

I have nothing else to add at this time.

Not at this time

not that I can think of (yet)

no



[External] 911

25:06