

Communications Training Advisory Board Meeting Minutes
29 September 2021

Attendees:

Chuck Bayne, Wyoming Law Enforcement Academy

Jesse Curtis, Wyoming Law Enforcement Academy

Kurt Taboga, Wyoming Law Enforcement Academy

Justin Smith, Wyoming Law Enforcement Academy

Megan Doneski, Wyoming Law Enforcement Academy

Kyndal Gudahl, Wyoming Law Enforcement Academy

Chris Walsh, Peace Officer Standards & Training

Twyla Segura, Powell Police Department

Lori Jackson, Casper Police Department

Ashley Byerly, Converse County Joint Communications Center

KC Lehr, Sublette County Sheriff's Office

Troy Babbitt, Wyoming Department of Transportation

Amy Benning, Wyoming Department of Transportation

Monte McClain, Association of Public-Safety Communications Officials (APCO)

Jessie Colgrove, Park County Sheriff's Office

Tracey Schlimm, Wyoming Highway Patrol

Karie Moulton, Glenrock Police Department

Jeff Cullen, Division of Criminal Investigation

Mike Bournazian, Wyoming Fire Chiefs Association

Meeting called to order

Vote to approve the minutes from March 2021 meeting

- Motion: Monte McClain
- Second: Lori Jackson
- Vote: All aye, none opposed

New Business

Director Chuck Bayne presented the Communications Basic Survey

Survey was prompted by complaints of redundant training by the time dispatchers made it to basic training.

Members of the Board reviewed results of past JTA – is it still relevant?

- Out of 50, 33 are still valid
- 12 are completed in NCIC terminal training
- 5 are not relevant and should be removed

Then, an online survey was sent out regarding the training objectives of Communications Basic

- Ashley Byerly collected the survey responses
- Change clearly needs to happen, as there is a lot of redundancy
- Overall positive feedback from agencies regarding this effort
- Map reading, telephone procedures, radio procedures all largely covered by agencies
- Ethics, stress management, crisis intervention not generally covered by agencies

With the JTA review and training objectives survey completed, now we have a starting point from which to update the Communications Basic curriculum.

While Basic Law does not appear in the JTA, previous committee believed it was still important for dispatchers to be aware of.

- As we determine which training objectives to include moving forward, topics like this are something to consider.

The Academy will still develop curriculum and put together online courses.

- Those training objectives will not be pushed on to the agencies.

There should be an increased focus on practicals that can be completed at the agency.

Question from Twyla Segura: Is the schedule for the B Basic set in stone?

Answer from Jesse Curtis: It was borne out of a need during COVID, but the initial move to online started in 2019. The only change in this B Basic schedule is the removal of NCIC.

Monte McClain: People across the state agree that current Basic setup is “checking a box” – most dispatchers have training by the time they arrive at the Academy.

General consensus is in-person training is better than online.

KC Lehr noted the generational gap in who prefers online vs in-person training. He likes online training because it reduces cost and time away from the agency.

Chuck Bayne: What's more important? Opportunity for networking or timely, convenient training? There is a tradeoff.

Lori Jackson: Smaller agencies seem more concerned about the networking aspect. There is a way to network online. Lori noted that she is the only person from her Basic class who is still a dispatcher.

- Can't do cookie-cutter training for dispatchers. Each center is run differently and has different equipment. For Lori's agency, Basic is "checking a box", as Monte mentioned.

Chuck Bayne: Who is willing to assist in a review of training objectives?

- Karie Moulton
- Monte McClain
- Lori Jackson
- KC Lehr

Aimee Binning: There have been requests for training for dispatch center supervisors and administrators – something to consider as training is updated.

Lori Jackson: Has there been discussion about bringing back the Communications Supervisor Conference?

Chuck Bayne: The conference was stopped due to dwindling numbers, less interest. It was hard for supervisors to get away to participate. APCO became more active, and supervisors participated in their conferences instead.

Jesse Curtis presented the new Communications Basic schedule

- Classes selected for online learning are those that are declarative knowledge, previously lectures
- On campus topics have not changed

Jesse Curtis presented the CRI-TAC update

- CRI-TAC (Collaborative Reform Initiative Technical Assistance Center) is a subsidiary of IACP (International Association of Chiefs of Police)
- Consultants did an on-site here at the Academy, during which they interviewed staff and spoke with local agencies.
- The consultants are looking at training methodologies, testing.
- The report CRI-TAC is producing should be completed in December 2021.

- This effort is largely focused on POB, but will have overall effects that can influence other Basics.
- HOW we train, is just as important as WHAT we train.
 - How do we know that learning has taken place?

Aimee Binning discussed NG-911 (Next Generation 911)

- There are ongoing conversations about dispatchers providing emergency medical directives
- New technology allows for video, photos to come through with 911 calls
- Concerns – how long do you have to keep records?
- NG 911 funding –
 - There are 2 laws currently proposed:
 - 1 in the House, 10 billion for NG 911 for both technology and training
 - 1 in the Senate, focused on technology (not training)
- Stakeholder meeting in Casper, WY on 4 November 2021 (in-person and Google Meet)

Vacancies

Communications Supervisor, Combined Facility

- This spot was vacated when Vere Cooper retired
- Karie Moulton nominates Ashley Byerly
- Ashley Byerly accepts the nomination
- Twyla Segura seconds the nomination
- Vote: all aye, none opposed

POST Report

Nothing new, no questions from the Board

Motion to adjourn the meeting: Monte McClain

Second: KC Lehr

Meeting adjourned