

## **Communications Training Advisory Board Meeting Minutes**

3 March 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

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

Jessie Colgrove, Park County Sheriff's Office

Heather Heiduck, Wyoming Highway Patrol

Tracey Schlimm, Wyoming Highway Patrol

Karie Moulton, Glenrock Police Department

Jeff Cullen, Division of Criminal Investigation

Vere Cooper, Converse County Joint Communications Center

### *Meeting called to order*

Justin Smith requests members review minutes from October meeting

- Motion to accept minutes: Vere Cooper
- Second: Monte McClain
- Vote: all aye, none opposed

Justin Smith calls for a vote on nominations for Communications Worker, Combined Center

- Nominees were received after the last meeting and disseminated to all members via email

- Nominees are:
  - Casey Miller, Converse County Joint Communications Center
  - Lori Jackson, Casper/Natrona County Public Safety Communication Center
  - Tammy Cearns, Torrington Police Department
- Vote: all votes for Lori Jackson, none opposed
- Lori Jackson is now a member of the Board, with the present term expiring 31 December 2022

Jesse Curtis gives an update on the Academy's move to Acadis

- As stated in the email sent out to Chiefs & Sheriffs in December, the Academy is now using the same Acadis Portal as POST
- All upcoming training offered at the Academy will be registered for through Acadis
- If your agency has not yet designated officers with Training Coordinator permissions, send an email to [megan.doneski@wyo.gov](mailto:megan.doneski@wyo.gov)

Chuck Bayne opens the discussion on updating Communications Basic Training

- Most dispatchers receive NCIC training before taking Communications Basic
  - Required within 6 months of hire
  - Could be removed from Basic Training, to avoid duplication
- What's still relevant?
- What's the desired outcome of Basic Training?
  - Currently, PSCB seems to be a check box, as opposed to a learning opportunity
  - On the job training is robust for dispatchers, some agencies as long as 12 weeks
- The current Job Task Analysis is 12 years old
  - Technology has evolved since then
- Most dispatchers have been working for a year before they come to Basic
  - *Post-meeting note: a review of all available Basic application data from 2010-2020 showed that on average, there are 331 calendar days between a dispatcher's hire date and their Basic Training completion date.*
- Vere Cooper: Like the idea
  - Would be helpful to have get classes like stress management earlier on in their career
  - Map Reading would be more helpful right at the beginning
- Chris Walsh: Basic Training should be provided up front
  - If putting it online would enable agencies to get it done earlier, that would be beneficial
- Chuck Bayne: Training would be available whenever needed
  - No need to wait for a course start date
  - Makes the student more responsible for their own learning
  - Saves travel costs, time away from work

- Vere Cooper: How would practicals be done?
- Jesse Curtis: Practical could be completed at the home agency
  - Material provided by WLEA
  - Officers graded on “competencies”
- Monte McClain: Training at the home agency would be good, given the wide variety of systems used
  - 13 different CAD vendors
  - 3 emergency medical dispatch
  - 4 radio systems
- Chuck Bayne: We don’t have all those systems at the Academy
  - It makes sense for a dispatcher to train with what they are using on the job
  - WLEA would remain at the base, producing material, helping agencies with their specific needs
- Monte McClain: Would POST requirements for online vs in-person training for certification be an issue?
  - In favor of agency specific training for Basic
  - Would there be proof of successful practical?
    - Could potentially have audio or video file
- Chris Walsh: POST commission reviewing rules on in-person vs online, in light of COVID
  - Rule change is likely, in favor of allowing more online
- Karie Moulton: There are benefits to in-person training
  - Builds connections between officers
  - Some classes are better in person
- Vere Cooper: Could the in-person subjects be offered as Advanced Training?
  - For example, Courtroom Demeanor & Testimony
- Jesse Curtis: Online is ideal for “knowledge”, in-person for “how to apply knowledge”
- Vere Cooper: APCO offers online Communications Basic, may be good example
- Heather Heiduck: Online class she took with APCO worked well
  - There was good interaction between students and instructors
- Chuck Bayne: We need to compare WLEA Basic Training objectives vs what agencies are training
  - Find out where the duplication is
  - The main purpose is the outcome – a well-trained dispatcher
- Monte McClain: Let’s explore the online option
  - Heather Heiduck agrees
  - Karie Moulton agrees
  - Vere Cooper agrees
- Chuck Bayne: The board needs to review the JTA – what’s relevant, what’s not, what needs to be added
  - Chuck Bayne, Jessie Colgrove, Karie Moulton, Vere Cooper, Monte McClain will review
- Next step: Reach out to other communications centers to review findings, determine if results are representative of the whole state

Chris Walsh gives the POST Report

- If agencies are having trouble finding training, Campbell County, Natrona County, and Sweetwater County have resources for online training
- Dispatcher hiring & retention is at a flatline right now

Final call for business from those present

- None

Next Meeting Date – TBD

- Will meet prior to 1 November 2021
- Motion to adjourn the meeting: Vere Cooper
- Second: Monte McClain

*Meeting adjourned*