



TELECOMMUNICATOR BOARD

AGENDA

November 3, 2022

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WELCOME & ATTENDANCE

PURPOSE OF BOARD

- Review of Purpose of Board (501-13.1 (80B))

NORMS FOR MEETING

- All voices welcomed
- Listen attentively
- Participate with positive intentions. We should not assume that everyone know each other's curriculum or needs. These are teaching moments for us all.
- Make decisions for the people of Iowa, not necessarily individual agencies or programs

ACTION ITEMS—DISCUSSION AND ACTION PLANS

OLD BUSINESS AND APPROVAL OF LAST MEETING'S MINUTES

SURVEYS: (Thoughts around questions to seek answers)

1. What is the best way to train *all* telecommunicators across the State of Iowa for the 40-Hour Basic?
2. Data gathered around 'need' for alternative training options/platforms. What are the needs of agencies across the State? Are we hearing all voices or just those on the Board? Have we taken a survey to hear all voices? If not, can we create one?
3. Is there a need for separate training? (if so, why?)
4. Are agencies able to get training in a timely manner?
5. On-line v in-person pros/cons
6. What training topics are needed for Basic AND In-Service? Do we need to add some to the rules? (I.e. Human Trafficking, Mental Health, etc)

7. Standardized across State v. several different programs pros/cons

CURRICULUM DISCUSSION AND QUESTIONS:

1. What audits need to be done to ensure content meets objectives of training? What does this look like across the State?
2. Do the national curriculum programs need to be supplemented in any way to provide Iowa specific information? (ie: specific to Iowa liability and legal issues) If so, what does this look like?
3. What is the training program for new dispatchers outside of the 40 hours? What does this consist of? Does this need to be standardized for time in call center training? ?
4. Is having several different trainings statewide in the best interest of the people that we serve in our State? (not agencies and not telecommunicators...but the people they serve)
5. How do we ensure a guaranteed and viable curriculum for all?
6. IF there is a need for an on-line training, how do we guarantee it is relevant to Iowa?
7. 501 IAC Ch. 4 sets out the requirements for telecommunicator instructors. How will Instructor approval work when using a pre-recorded online curriculum?
8. Are Iowa 911 systems unique from other states? Are other states standardized?
9. Does 911 training need to be differentiated based on size/population?
10. What trainings are being used for In-service trainings? (APCO? NENA? Others?)
11. Does In-Service need to be standardized?

RUBRIC WORK: Calibration of curriculum to ensure consistency, reliability, and alignment with rules

(Creation of rubric—SEE DRAFT PROVIDED)

1. Creation a common rubric and go through the trainings that is proposed in front of the Director. Specifically they will audit each course with a RUBRIC created by the Board and approved by the Director or designee that would calibrate results. (The rubric would include, but not be limited to,
 - i. definitions of clear learning objectives in all topics listed in 501--13.3(1),
 - ii. identification of critical content,
 - iii. relevant up to date lessons,
 - iv. data-driven --assessment that aligns with specific outcomes,
 - v. review of previous lessons or learning,
 - vi. ability to ask questions,
 - vii. Opportunities to practice skills and strategies with scenarios, etc.).

RULES—CHAPTER 13

1. Purpose of Review of the Iowa Code and Rules under 501—13 (80B) pertaining to Telecommunicators
2. Section by Section Focal Points for review:
 - a. 13.3.(1): Approved Basic Training
 - b. 13.3.(2) Approval of courses
 - c. 13.4 (4 (80B) Minimum In-Service requirements
 - d. 13.5 (80B) Status Forms

ACTION ITEMS—WORK AHEAD:

- The work ahead
- Rules Change proposals section by section

- Calibration of trainings with creation of rubric,
- Creation of survey