

-----Original Message-----

From: r.gould@att.net [<mailto:r.gould@att.net>]

Sent: Friday, September 25, 2009 9:14 AM

To: Norcross, Karen (DELEG)

Cc: kbelk@att.net; holtc@att.net; tanisart@att.net; Srodriguez@att.net; larry.stelma@att.net;

MillerHR@att.net; dlachten@att.net; myoung@att.net

Subject: RE: TODAY: Comments on Pending MPSC Action

TO:

Karen Norcross

Michigan Public Services Commission

Karen,

As we discussed this morning during our phone conversation we only yesterday were informed of pending MPSC action that would compromise 9-1-1 Public Safety Answering Point (PSAP) training. The action summaries received indicate that:

- a) MPSC would reduce the number of sources for obtaining training;
- b) MPSC would reduce the types of eligible training, and;
- c) MPSC would totally reverse the local government training payment procedure.

Yesterday we also were informed that a technical problem on the State system has compromised the ability to file comments on this pending action.

Please submit the following four comments to the Commission TODAY on our behalf, and advise when the State system is fixed so comments can be submitted directly:

1) Do not take action that would limit the already limited sources for obtaining 9-1-1 PSAP training. It continuously has been difficult to obtain training on schedules that coincide with the training needs of new 9-1-1 PSAP and existing 9-1-1 PSAP employees. New employees need to be trained soon after employment. The severely limited 9-1-1 PSAP staffing in Michigan only permits training existing 9-1-1 PSAP employees during certain time periods. Current procedure already restricts payment to only approved courses. The more sources that are available, the more training that can provided to 9-1-1 PSAP staff.

2) Do not change the payment method to a post-training reimbursement. This will not work with the current acute financial issues in local governments in Michigan. Most 9-1-1 PSAP's in Michigan will not be able to pay for training in advance then carry the financial load while waiting for reimbursement. The PSAP financial Reality Show is already here - local governments are now faced with laying off Police Officers and Fire Fighters.

The funds simply are not there in this environment to pay for PSAP training in advance.

3) Do not limit payment to only minimum training standard classes.

Minimum is only minimum. PSAP staff in Michigan need much more than minimum. If a member of MPSC needs to call 9-1-1, he or she would not want the 9-1-1 operator to have received only minimum required training.

4) Since there is no known doubt that MPSC wants to receive appropriate comment, I would urge MPSC to fix the computer and extend the comment period.

The above requests are based on, and are consistent with, the following Michigan 9-1-1 and National 9-1-1 exposure and experience with the realities of 9-1-1 PSAP staff training:

20 years as 9-1-1 PSAP Manager for a major Michigan 9-1-1 PSAP;

Past President of Michigan Associated Public Communications Officers (APCO);

Past President of Michigan Communication Directors' Association (MCDA);

Current National Chairman for the APCO Editorial Advisory Committee (APCO EAC)

Ralph

Ralph Gould

Executive Director

Kent County Dispatch Authority