



September 25, 2009
Comments-Telecommunicator Training Standards

The Michigan Chapter of the Association of Public-Safety Communications Officials (APCO) would like to take this opportunity to comment on the Minimum Training Standards posted by the Michigan Public Service Commission. (MPSC).

Michigan APCO is dedicated to providing leadership, promoting professional development and supporting public safety communications standards that affect our industry. Michigan APCO is represented by more than 390 members. Our membership recognizes the importance of minimum standards and supports the efforts of the State 9-1-1 Committee's work towards a training standardization that will benefit the public as well as our members.

The current system has been successfully in use for the past eight years. The State 9-1-1 Committee (SNC) has established a mechanism of checks and balances to ensure the training courses are industry specific and that the training funds are used for their intended purposes bringing needed training opportunities to every center in this state.

The MPSC's proposed rules would vastly change the efficiency and effectiveness of the current system. The Department of Treasury would have the added responsibilities of tracking and reimbursing the funds to PSAP's. The Department of Management and Budget would have the added responsibilities of processing the Request for Proposals for new and renewing training courses. The additional workload placed on these departments will slow the process of courses being approved and agencies receiving the necessary funds to train their staff, ultimately affecting training for every member in public safety communications.

Michigan APCO supports the 9-1-1 Training Standards as recommended by the State 9-1-1 Committee. The SNC has several industry professionals with years of expertise who have dedicated over two years researching and developing a set of standards that can be achieved by all telecommunications agencies.

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