

DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

EMERGENCY 9-1-1 SERVICES
Training Standards

Filed with the Secretary of State on

These rules become effective immediately upon filing with the Secretary of State unless adopted under sections 33, 44, or 45a(6) of 1969 PA 306. Rules adopted under these sections become effective 7 days after filing with the Secretary of State.

(By authority conferred on the public service commission by sections 408(4)(c) and 413 of 1986 PA 32 as revised, MCL 484.1408 and 484.1413)

R 484.XX1, R 484.XX2(etc.) are added to the Michigan Administrative Code as follows:

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PART 1, GENERAL PROVISIONS

R 484.XXX Applicability.

Rule 1.

(1) These rules apply to primary public service answering points as defined by the Emergency 9-1-1 Services Enabling Act, PA 32 of 1986, as revised.

(2) Compliance with the provisions of this rule shall be mandatory no later than December 31, 2010.

(3) Compliance with the provision of this rule shall also be mandatory for all new and existing employee of a Michigan primary public safety answering point after the effective date of this rule.

(4) The State 9-1-1 Committee may implement policies as necessary to carry out these rules.

History: 2008 MR XX, Eff. Dec 31, 201X

R 484.XXX Definitions.

Rule 2. (2) As used in these rules:

(a) "Act" means the Emergency 9-1-1 Services Enabling Act, P.A. 32 of 1986, as revised.

(b) "Basic Telecommunicator Training" means the minimum level of training for 9-1-1 telecommunicators performing 9-1-1 call taking and emergency services dispatching.

(c) "Commission" means the Michigan Public Service Commission. (9-1-1 Law)

(d) "Committee" means Michigan's State 9-1-1 Committee.

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Comment [kn1]: Replaced Telecommunications Service

Comment [kn2]: Staff – sub-title added to delineate between Training and MLTS during the rulemaking process.

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Comment [kn5]: The 12/31/10 compliance date was set by the Committee. Compliance dates may change depending on when the rulemaking is completed, if not based on legislation.

Comment [kn6]: Only capitalization was deleted on these words.

Deleted: Public

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Comment [kn7]: A #4 was in the SNC rcs stating: "The Office of the State 9-1-1 Coordinator shall maintain training tracking and administration of the standards." This should be moved to the administrative section of the rules.

Comment [kn8]: Remove "other" as rules are not "policies." Would like to replace policies with procedures.

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Comment [kn9]: State 9-1-1 Committee. Staff: are call taking and dispatching the only duties of PSAP staffs?

Comment [kn10]: State 9-1-1 Committee requests deleting. Staff: "Commission" is in the document.

Comment [kn11]: Deleted by State 9-1-1 Committee. Staff: "Committee" is in the document.

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PART 5: TRAINING REQUIREMENTS

R 484.XXX Training Requirements

Rule X. Basic Telecommunicator Training Requirements

1. Module One – Telecommunicator Trainee

(a) A forty (40) hour basic telecommunicator course with basic requirements:

- (1) Completion within 18 months of the rule effective date
 - a. New hires: Completion within 18 months of the date of hire
- (2) State 9-1-1 Committee approved courses
- (3) Comprised of the following subject matter:
 - a. Overview of public safety – police, fire and emergency medical services
 - b. Telecommunicator Roles and Responsibilities
 - c. Legal Aspects of Dispatcher Services
 - d. Interpersonal Communications
 - e. Public Safety Technologies
 - f. Telephone Techniques
 - g. Call Classification
 - h. Radio Communications
 - i. Stress Management

2. Module Two – Telecommunicator Trainee

(a) Forty (40) hours of training

- (1) Completion within 24 months of effective date of rules
 - a. New employees: Completion within 24 months of the date of hire
- (2) State 9-1-1 Committee approved courses
- (3) Comprised of 8 hours of each of the following subject matter:
 - a. Domestic Violence
 - b. Suicide Intervention
 - c. 9-1-1 Liability
 - d. Stress Management
 - e. Homeland Security Elective

3. Continuing Education

- (a) Twenty-four (24) hours every 24 months
- (b) Full and part-time employees

- (c) Maximum of eight hours of the twenty-four hours may be internal training.
- (d) All training must be committee approved except internal training which must meet guidelines as set forth by the committee.

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History: 2007 MR XX, Eff. December 31, 201X

Comment [MR52]: Changed by Michelle Rasmussen, President, Success Communications, Inc.

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Comment [MR53]: Changed by Michelle Rasmussen, President, Success Communications, Inc.

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Comment [MR54]: Changed by Michelle Rasmussen, President, Success Communications, Inc.

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Comment [kn59]: Staff – ne ... [52]

Comment [kn60]: Staff – “p ... [53]

Comment [kn61]: 6., 7., and ... [54]

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Comment [kn63]: Staff – Re ... [59]

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History: 2007 MR XX, Eff. December 31, 201X

PART 7: WAIVERS

R 484.XXX Waivers

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History: 2007 MR XX, Eff. December 31. 201X

PART 8: EXCEPTIONS

R 484.XXX Exceptions

Rule 8.

1. Exigent Circumstances

(a) Conditions that may arise in a PSAP with little or no notice in which the 9-1-1 calls cannot be adequately managed by the PSAP staff.

(b) Immediate staff conditions that cause the PSAP to be temporarily understaffed for its present workload

2. Nothing in these rules precludes a Primary PSAP Director's authority to use whatever reasonable resources are available to perform telecommunicator duties in an emergency or crisis situation of short duration.

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Comment [kn67]: Submitted by Committee.

Comment [kn68]: Staff: (a) and (b) almost sound like definitions.

Page 2: [1] Comment [kn12] **norcrossk** **1/13/2010 4:54:00 PM**
Deleted by State 9-1-1 Committee

Page 2: [2] Deleted **norcrossk** **12/3/2009 12:49:00 PM**
(e) “Communications Service” means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numbers 9-1-1 by means of a local telephone device, cellular telephone device, wireless communications device, interconnected voice over internet device, or any other means. (9-1-1 Law

Page 2: [3] Comment [MR13] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Deleted by Michelle Rasmussen, President, Success Communications, Inc.

Page 2: [4] Comment [MR14] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Changed by Michelle Rasmussen, President, Success Communications, Inc.

Page 2: [5] Comment [MR15] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
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Page 2: [6] Comment [MR16] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
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, as required by these rules. (Manual)[MR1]

Page 2: [8] Comment [MR17] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Deleted by Michelle Rasmussen, President, Success Communications, Inc.

Page 2: [9] Comment [kn18] **norcrossk** **1/13/2010 4:54:00 PM**
Need definition – Part 4 – MDT comments

Page 2: [10] Comment [MR19] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Changed by Michelle Rasmussen, President, Success Communications, Inc.

Page 2: [11] Deleted **norcrossk** **12/3/2009 12:53:00 PM**
(i) “Emergency Medical Dispatch” (EMD) is the process for taking requests for emergency medical assistance, identifying the nature of the request, and prioritizing the severity of the request based on the emergency medical dispatch agency’s local policies and procedures. This also includes dispatching the necessary resources, providing pre-arrival medical and safety instructions to callers, and coordinating the responding resources as needed. (Training Standards) – Public Health Law

Page 2: [12] Comment [MR20] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Changed by Michelle Rasmussen, President, Success Communications, Inc.

Page 2: [13] Comment [kn21] **norcrossk** **1/13/2010 4:54:00 PM**
This term is in the law. The definition given by the Committee, for “Internal Training” can be used for “in-service”

Page 2: [14] Deleted **norcrossk** **12/3/2009 12:53:00 PM**
(j) “Emergency Medical Services” (EMS) provides early treatment to those in need of urgent medical care, and ultimately rapid transportation to an emergency department. (Training Standards) Public Health Law

Page 2: [15] Comment [kn23] **norcrossk** **1/13/2010 4:54:00 PM**
MSAG deleted, not used in document, dates the rules.

Page 2: [16] Deleted **norcrossk** **12/3/2009 1:27:00 PM**

(m) “Master Street Address Guide” (MSAG) means a perpetual data base that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes. (9-1-1 Law)

Page 2: [17] Comment [kn24] norcrossk 1/13/2010 4:54:00 PM
Removed by Committee – retained by Staff – used in other definitions and throughout document.

Page 2: [18] Comment [MR25] Michelle Rasmussen 1/13/2010 4:54:00 PM
Deleted by Michelle Rasmussen, President, Success Communications, Inc. This definition is listed in PA32 of 1986 - 484.1102 Definitions (y)

Page 2: [19] Deleted Michelle Rasmussen 1/13/2010 4:26:00 PM

(n) “Primary Public Safety Answering Point” (PSAP) means a communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is the

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2)

first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any. (9-1-1 Law^[kn2])[MR3]

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(o) “Request for Proposal” (RFP) a method of determining, often through a bidding process, a procurement decision through a risk and benefit identification process.

Page 2: [22] Comment [MR26] Michelle Rasmussen 1/13/2010 4:54:00 PM
Changed by Michelle Rasmussen, President, Success Communications, Inc.

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call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP. (Standards^[MR4])

Page 2: [24] Comment [MR27] Michelle Rasmussen 1/13/2010 4:54:00 PM
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Page 2: [25] Comment [kn28] norcrossk 1/13/2010 4:54:00 PM
The Committee requested to say “Terms used in these rules have the same meaning as defined in the act.” Any definition in these draft rules that remains the same as the Act, will not be in the Rules as approved.

Page 2: [26] Comment [MR29] Michelle Rasmussen 1/13/2010 4:54:00 PM
Inserted by Michelle Rasmussen, President, Success Communications, Inc.
for clarification

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(s) “Workspace” means the physical building area where work is normally performed. This is a net square footage measurement which includes hallways, conference rooms, rest rooms, and break rooms but does not include wall thickness,

shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or similar areas where employees do not normally have access. (NENA)

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Completely removed by the Committee; however, additional commenters chose to retain and change.

Page 2: [30] Comment [kn31]	norcrossk	1/13/2010 4:54:00 PM
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James Marshall, 911 Training Institute

Page 2: [31] Comment [kn32]	norcrossk	1/13/2010 4:54:00 PM
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911 Training Institute

Page 2: [32] Comment [kn33]	norcrossk	1/13/2010 4:54:00 PM
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Oakland Police Academy: Clarify "Certification" ; Education, Professional Certification; Instructor Designation form 911 Training providers? Who decides what is appropriate certification and what qualifications do they have?

Page 2: [33] Comment [kn34]	norcrossk	1/13/2010 4:54:00 PM
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9-1-1 Training Institute: "Committee members with such conflicts of interest may at will vote for rejection of a proposal not on its merits but to secure the bid of their favored associate."

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Page 2: [35] Comment [kn36]	norcrossk	1/13/2010 4:54:00 PM
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Oakland Police Academy: Inexperienced 911 personnel are contributing to the approval process without substantial experience to make such an assessment which is unfair.

Page 2: [36] Comment [kn37]	norcrossk	1/13/2010 4:54:00 PM
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911 Training Institute added the additional information.

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PART 3: APPROVAL OF COURSES^[kn5]

R 484.XXX Approval of Courses

Rule X. Approval of Courses by the Committee

All course approval requests must indicate:

Classification of course based on Part 5, 1.(3) and 2.(3)

Subject matter including all elements of the core standardized curriculum for this course as established by the committee, and citing information sources for all significant course content^[kn6] and intended job level of participant

Length of course time

Module or in-house training requirement

Cost of the course

Method of instruction

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Name, licensure and/or certification and curriculum vitae of instructor and, if separate person, the course curriculum developer^[kn7]

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Course completion requirement

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Request For Proposal (RFP) information has been submitted to the state 9-1-1 office for review by the Office of Management and Budget

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Proof of Instructor Certification^[kn8]

Additional information as required by the committee

Course approval process

Course approval process must be led by two members of the committee^[kn9]

Training courses held by college or universities in the state of Michigan must meet the classification rules in Part 5, 1.(3) and 2.(3)

Subsequent course approvals (Rule X, Part 4) will include student evaluations of the course^[kn10]. All such evaluations must be designed in accord with the specifications established by the committee, and be pre-approved by the committee^{[kn11],[kn12]}

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Written approval by the office of Management and Budget to accept the RFP of the trainer or company

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Written minutes of all meetings regarding the course approval process will be posted on the committee website.

Initial course approval:

Will be completed

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30^[kn13] days after submission to the committee

Classification of the course based on Part 5 of the rules

Cost of the course including necessary materials

Scheduling information of the course (location, dates, times)

Approval will be in place for

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Added by committee.

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State 9-1-1 Committee approved courses

Page 3: [47] Comment [kn56] norcrossk 1/13/2010 4:54:00 PM

Added by committee.

Page 3: [48] Comment [kn57] norcrossk 1/13/2010 4:54:00 PM

Deleted per Oakland Police Academy and Committee

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4. Student evaluation of the course is mandatory prior to receiving reimbursement for the course and additional costs

Page 3: [50] Comment [kn58] norcrossk 1/13/2010 4:54:00 PM

Deleted per Oakland Police Academy and Committee

Page 3: [51] Deleted norcrossk 12/4/2009 2:05:00 PM

5. Additional Training is the responsibility of the employing agency

Page 3: [52] Comment [kn59] **norcrossk** **1/13/2010 4:54:00 PM**
Staff – need definition for “exigent circumstances” or put that the information is in “exceptions”

Page 3: [53] Comment [kn60] **norcrossk** **1/13/2010 4:54:00 PM**
Staff – “provide to whom”

Page 3: [54] Comment [kn61] **norcrossk** **1/13/2010 4:54:00 PM**
6., 7., and 8 were left in by other commenters, but deleted by the Committee

Page 3: [55] Comment [MR62] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Deleted by Michelle Rasmussen, President, Success Communications, Inc.
These portions are a process on how rule making is achieved. Not part of rule making.

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. Telecommunicators who are employed by Primary PSAPs before the effective date of this rules are defined as Designated Telecommunicators required to complete 24 hours of continuing education within 24 months of the effective date of the rules.

A designated classification may be maintained should a telecommunicator

Change employment and the lapse in employment is no longer than 3 months.

Continuing education requirements for each 24 month period may be extended due to leave of absence.

Primary PSAP Director is responsible for contacting leave of absence information to the state 9-1-1 office.

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8. Non-compliance

(a) A telecommunicator that is in non-compliance status with these rules is determined to be undesignated (Need a definition).

An undesignated telecommunicator are disqualified from performing dispatch duties, except in exigent circumstances^[kn14] for less than 2 hours.

The PSAP Director will provide^[kn15], within 30 days of designation, a training plan for the undesignated telecommunicator to complete within 180 days of the plan^[kn16].

Page 3: [59] Comment [kn63] **norcrossk** **1/13/2010 4:54:00 PM**
Staff – Removed “evaluation” information per commenters Oakland and 9-1-1 Training Institute.

Page 3: [60] Comment [kn64] **norcrossk** **1/13/2010 4:54:00 PM**
Administrative Process was deleted by Committee, left in by other commenters.

Page 3: [61] Comment [kn65] **norcrossk** **1/13/2010 4:54:00 PM**
Staff: removed reimbursement, changed to “funds”

Page 3: [62] Comment [MR66] **Michelle Rasmussen** **1/13/2010 4:54:00 PM**
Deleted by Michelle Rasmussen, President, Success Communications, Inc.
This section should be removed in its entirety. This portion is a process on how rule making is achieved. Not part of rule making

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PART 6: ADMINISTRATIVE PROCESS

R 484.XXX Administrative Process

Rule 7. State 9-1-1 Office shall complete the following processes:

Maintain the confidential registry of Michigan PSAP Telecommunicators.

Hire date

Telecommunicator status

Mandatory coursework needed

Mandatory coursework completed

Leave of absence information

Changes in employment status

Training funds used

2. Provide monthly updates to PSAP directors of course availability
3. Provide notification to PSAP directors of change in employee's classification

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4. Provide evaluation tools to PSAP employees on each course.

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4_[kn17]. Provide information to the Michigan Department of Treasury for PSAP bi-annual

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6. Provide information to the Department of Management and Budget to develop RFP information for telecommunicator course providers.