DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

EMERGENCY 9-1-1 SERVICE
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:

DRAFT (2) DRAFT (2)

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 Service 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 provisions of this rule shall also be mandatory for all new and existing employees of a Michigan primary public safety answering point after the effective date of this rule.
(4) The State 9-1-1 Committee may implement procedures 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 Service 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
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Comment [kn2]: Staff – sub-title added to delineate between Training and MLTS during the rulemaking process.
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Comment [kn3]: DELEG
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Comment [kn4]: DELEG
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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
Deleted: Safety
Deleted: Answering
Deleted: Point
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.
Deleted: policies
Comment [kn8]: Remove "other" as rules are not "policies." Would like to replace policies with procedures.
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Deleted: (need definition)
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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(f) "Date of Hire" means the start date of work as documented in the Telecommunicator's personnel record. (Manual)

(g) "Delinquent Telecommunicator" means either (1) a telecommunicator whose training records on file with the State 9-1-1 Office indicate that the individual has not completed Modules 1 and 2 within the time period required for Trainee Telecommunications, and notification of the telecommunicator's delinquency has been sent to the director of the Primary PSAP(s) employing the individual as required by these rules or (2) A telecommunicator who has not completed any required continuing education, as required by these rules and notification of the telecommunicator's delinquency status has been sent to the directors of the Primary PSAP employing the individual, as required by these rules. (Manual)

(h) "Designated Telecommunicator" means any person that has completed the required training within the required timeframe. (Manual)

(i) "Full-time Employee – need definition

(k) "In-service Training" means a training that is specific to an individual PSAP and may be used toward the continuing education credits for the telecommunicator.

(l) "Leave of Absence" means a period of time that a telecommunicator is absent from work , during the usually scheduled work time, acceptable and approved by the employing agency.

(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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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)

(p) "Telecommunicator" means a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP. (Standards)

(q) "Trainee Telecommunicator" means a person hired as a telecommunicator less than 12 months before the effective date of these rules or a person hired after the effective date of these rules who has not yet completed Training Modules 1 and 2 but is still within the required time period for completion of Modules 1 and 2. (Manual)

(r) "Undesignated Telecommunicator" means a person who fails to comply with the standards of these rules.

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

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PART 3: APPROVAL OF COURSES

Comment [kn12]: Deleted by State 9-1-1 Committee

Deleted: (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

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Deleted: educator

Comment [kn13]: Need definition – Part 4 – MDT comments

Deleted: (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 coordin ... [1]

Comment [kn14]: This term is in the law. The definition given by the ... [2]

Deleted: (j) "Emergency Medical Services" (EMS) proves early trea ... [3]

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Comment [kn15]: Committee

Comment [kn16]: MSAG deleted, not used in document, dates the rules.

Deleted: (m) "Master Street Address Guide" (MSAG) means a perpetua ... [4]

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Comment [kn17]: Removed by Committee – retained by Staff – u ... [5]

Deleted: (o) "Request for Proposal" (RFP) a method of determining, of ... [6]

Deleted: (need definition)

Comment [kn18]: The Committee requested to say "Terms used in th ... [7]

Deleted: (s) "Workspace" means the physical building area where w ... [8]

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Comment [kn19]: Completely removed by the Committee; howe ... [9]

R 484.XXX Approval of Courses

Rule X. Approval of Courses by the Committee

1. All course approval request must indicate:
   a. Classification of course based on Part 5, 1.(3) and 2.(3)
   b. Subject matter including
      (1) all elements of the core standardized curriculum for this course as established by the committee
      (2) citing information sources for all significant course content
      (3) intended job level of participant
   c. Length of course time
   d. Module or in-house training requirement
   e. Cost of the course
   f. Method of instruction
   g. Name, licensure and/or certification and curriculum vitae of instructor and, if separate person, the course curriculum developer
   h. Course completion requirement
   i. Proof of Instructor Certification
   j. Additional information as required by the committee
2. Course approval process
   a. Course approval process must be led by two members of the committee
   b. Training courses held by colleges or universities in the state of Michigan must meet the classification rules in Part 5, 1.(3) and 2.(3)
   c. Subsequent course approvals (Rule X, Part 4) will include student evaluations of the course. All such evaluations must be designed in accordance with the specifications established by the committee, and be pre-approved by the committee. This is confusing, how can you have a subsequent approval but need pre-approval?
   d. Written minutes of all meetings regarding the course approval process will be posted on the committee website.
3. Initial course approval:
   a. Will be completed 30 days after submission to the committee
   b. Classification of the course based on Part 5 of the rules
   c. Cost of the course including necessary materials
   d. Scheduling information of the course (location, dates, times)
   e. Approval will be in place for 24 months.
4. Subsequent course approval:
   a. Will be completed 30 days after submission to the committee
   b. Classification of the course based on Part 5 of the rules
   c. Cost of the course including necessary materials
   d. Scheduling information of the course (location, dates, times)
   e. Approval will be in place for 24 months.
   f. Student evaluations of the course will make up 35% of the evaluation process
5. Course approval request denial

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Comment [kn20]: James Marshall, 911 Training Institute

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Comment [kn21]: 911 Training Institute

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Comment [kn22]: 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?

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

Comment [kn23]: 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."

Comment [kn24]: Removed by MPSC Staff

Comment [kn26]: 911 Training Institute added the additional information.

Comment [kn25]: Oakland P ... [10]

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Comment [kn27]: Oakland P ... [12]

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Comment [kn28]: Oakland P ... [13]

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Comment [kn29]: Oakland P ... [14]

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Comment [kn30]: Oakland P ... [15]

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Comment [kn31]: 9-1-1 Trai ... [16]

Comment [kn32]: Oakland P ... [17]

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a. A request for review of a course denial may be made to the entire committee in writing

6. Course discontinuance during the 18 month approval period
   a. Poor student evaluations with follow-up audit by the committee
   b. Changes in course instructor, scheduling, materials, or cost

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

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PART 4: TRAINING FUND DISTRIBUTION

R 484.xxx Training Fund Distribution

Rule X. Distribution based on Full-time Employees

1. Training money shall be requested annually by written request from a primary PSAP or county to the committee. Writen request must be received on or before **February 15th (February 17, 2010)** and must include all of the following:
   (a) DTS--101 Form
   (b) DTS –101W Form
   (c) DTS –510 Form
2. Training money shall be authorized by the committee to approved PSAPs or counties based on the information submitted and use of previously authorized training funds.
3. PSAPs or counties that receive training money shall make available to the committee a detailed accounting of expenditures related to its 9-1-1 training program.
4. Training money shall be disbursed semiannually in May and November to authorized PSAPs or counties for training PSAP personnel through courses certified by the committee for basic 9-1-1 operations and/or in-service training. Is in-service training eligible for training funds?
5. Training money disbursements shall be calculated by multiplying the approved number of FTE's for the individual PSAP or county by the PSAP distribution rate. The PSAP distribution rate equals the total amount of revenue available for distribution divided by the total number of approved FTE's.
6. Training money not used within 5 years or for a purpose considered unnecessary or unreasonable by the committee or auditor general shall be repaid to the fund.

PART 5: TRAINING REQUIREMENTS

R 484.XXX Training Requirements

Rule X. Minimum Telecommunicator Training Requirements

1. Module One – Trainee Telecommunicator
   (a) A forty (40) hour basic telecommunicator course with basic requirements:
      (1) Completion within 18 months of the rule effective date or completion within 18 months of the date of hire for new hires

Deleted: <#>Denials based on non-approval of the RFP by the Office of Management and Budget are not under the purview of the committee¶

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Comment [kn33]: Oakland Police Academy -- subjective

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Comment [kn34]: Comments of the Michigan Department of Treasury.

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Comment [kn35]: Need definition of FTE

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Comment [kn36]: Staff: the use of form names and dates limit the rules and places burden on the Michigan Treasury.

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Comment [kn37]: Need definition of FTE

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Comment [kn38]: Deleted by MPSC Staff – New language by MI Dept Treasury

Deleted: PART 4: TRAINING FUND DISTRIBUTION¶
¶
R 484.XXX Training Fund Distribution¶
Rule X. Distribution based on Reimbursement¶
1. Beginning January 2XXX, all PSAPs will bi-annually forward requests for ¶
reimbursement to the committee¶
<#>Name of employee¶
<#>Employment Status¶
<#>Training Status¶
<#>Coursework including hours and expenses¶
<#>PSAP expenses in addition to coursework¶
<#>PSAP information for payment¶
<#>The committee shall process the bi-annual requests for reimbursement for ¶
payment by the Michigan Department of Treasury.¶ … [18]

Deleted: a. New hires: C

(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 –Trainee Telecommunicator
(a) Forty (40) hours of training
(1) Completion within 24 months of effective date of rules or completion within 24 months of the date of hire for new hires
(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 mee guidelines as set forth by the committee.

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6. Telecommunicators who are employed by Primary PSAPs before the effective date of these 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) A designated classification may be maintained should a telecommunicator change employment and the lapse in employment is no longer than 3 months.

7. Continuing education requirements for each 24 month period may be extended due to leave of absence.
(a) Primary PSAP Director is responsible for communicating leave of absence information to the State 9-1-1 Office.

8. Non-compliance
(a) A telecommunicator that is in non-compliance status with these rules is determined to be undesignated (Need a definition).
1. An undesignated telecommunicator is disqualified from performing dispatch duties, except in exigent circumstances of less than 2 hours.

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Comment [kn39]: Added by committee.
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Deleted: State 9-1-1 Committee approved courses
Comment [kn40]: Added by committee.
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Comment [kn41]: Deleted per Oakland Police Academy and Committee
Deleted: 4. Student evaluation of the course is mandatory prior to receiving reimbursement for ¶ the course and additional costs
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Comment [kn42]: Deleted per Oakland Police Academy and Committee
Deleted: 5. Additional Training is the responsibility of the employing agency
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Comment [kn43]: Staff – need definition for "exigent circumstances" or put that the information is in "exceptions"
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2. The PSAP Director will provide, within 30 days of designation, a training plan for the undesignated telecommunicator to complete within 180 days of the plan. It looks like a word is missing, maybe submission or when the plan was presented?

Comment [kn44]: Staff – "provide to whom"

Comment [kn45]: 6., 7., and 8 were left in by other commenters, but deleted by the Committee

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

PART 6: ADMINISTRATIVE PROCESS

R 484.XXX Administrative Process

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

1. Maintain the confidential registry of Michigan PSAP Telecommunicators.
   a. Hire date
   b. Telecommunicator status
   c. Mandatory coursework needed
   d. Mandatory coursework completed
   e. Leave of absence information
   f. Changes in employment status
   g. 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
4. Provide information to the Michigan Department of Treasury for PSAP bi-annual distribution of training funds.

Comment [kn46]: Staff – Removed "evaluation" information per commenters Oakland and 9-1-1 Training Institute.

Deleted: 4. Provide evaluation tools to PSAP employees on each course.¶
5

Comment [kn47]: Administrative Process was deleted by Committee, left in by other commenters.

Comment [kn48]: Staff: removed reimbursement, changed to "funds"

Deleted: reimbursement

Deleted: costs

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

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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

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(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 [kn49]: Submitted by Committee.

Comment [kn50]: Staff: (a) and (b) almost sound like definitions.

Page 2: [1] 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: [2] Comment [kn14] **norcrossk** **12/10/2009 2:15:00 PM**

This term is in the law. The definition given by the Committee, for "Internal Training" can be used for "in-service"

Page 2: [3] Deleted **norcrossk** **12/3/2009 12:53:00 PM**

(j) "Emergency Medical Services" (EMS) proves 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: [4] 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: [5] Comment [kn17] **norcrossk** **12/10/2009 2:15:00 PM**

Removed by Committee – retained by Staff – used in other definitions and throughout document.

Page 2: [6] Deleted **norcrossk** **12/3/2009 1:32:00 PM**

(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: [7] Comment [kn18] **norcrossk** **12/10/2009 2:15:00 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: [8] Deleted **norcrossk** **12/3/2009 1:32:00 PM**

(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)

Page 2: [9] Comment [kn19] **norcrossk** **12/10/2009 2:15:00 PM**

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

Page 3: [10] Comment [kn25] **norcrossk** **12/10/2009 2:15:00 PM**

Oakland Police Academy: Inexperienced 911 personnel are contributing to the approval process without substantial experience to make such an assessment which is unfair.

Page 3: [11] Deleted **norcrossk** **12/3/2009 3:15:00 PM**

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

Page 3: [12] Comment [kn27] **norcrossk** **12/10/2009 2:15:00 PM**

Oakland Police Academy

Page 3: [13] Comment [kn28]	norcrossk	12/10/2009 2:15:00 PM

Oakland Police Academy

Page 3: [14] Comment [kn29]	norcrossk	12/10/2009 2:15:00 PM

Oakland Police Academy

Page 3: [15] Comment [kn30]	norcrossk	12/10/2009 2:15:00 PM

Oakland Police Academy

Page 3: [16] Comment [kn31]	norcrossk	12/10/2009 2:15:00 PM

9-1-1 Training Institute: how was this percentage arrived at? …it is crucial to define what comprises the other 65%

Page 3: [17] Comment [kn32]	norcrossk	12/10/2009 2:15:00 PM

Oakland Police Academy: Inexperienced 911 personnel are contributing to the approval process without substantial experience to make such an assessment which is unfair. What is the other 65%?

Page 4: [18] Deleted	norcrossk	12/3/2009 4:12:00 PM

PART 4: TRAINING FUND DISTRIBUTION

R 484.XXX Training Fund Distribution

Rule X. Distribution based on Reimbursement

1. Beginning January 2XXX, all PSAPs will bi-annually forward requests for reimbursement to the committee
   Name of employee
   Employment Status
   Training Status
   Coursework including hours and expenses
   PSAP expenses in addition to coursework
   PSAP information for payment

The committee shall process the bi-annual requests for reimbursement for payment by the Michigan Department of Treasury.

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