

**STATE 9-1-1 COMMITTEE**  
**Dispatcher Training Subcommittee Meeting**  
Michigan Public Service Commission Offices  
Wednesday October 7, 2009  
1:00 P.M.

**MINUTES**

**A. CALL TO ORDER**

Chair Fyvie called the meeting to order at 1:00 p.m.

**B. ROLL CALL**

**MEMBERS:**

Mr. David Ackley  
Mr. John Bawol  
Ms. Karen Chadwick  
Ms. Christina Collom  
Mr. James Fyvie  
Sheriff Dale Gribler (by conference bridge)

Mr. Vic Martin  
Mr. Steve Todd  
Mr. Joseph VanOosterhout  
Mr. Steve Wuelfing

**REPRESENTING:**

Genesee County Central Dispatch  
Success Communications, Inc.  
Grand Rapids Police Department  
Isabella County Central Dispatch  
Clinton County Central Dispatch  
Van Buren County Central Dispatch  
Lapeer County Central Dispatch  
City of Flint 9-1-1  
Marquette County Central Dispatch  
Arenac County Central Dispatch

**NON VOTING MEMBERS:**

Ms. Harriet Miller-Brown  
Ms. Janet Hengesbach  
Ms. Gina Rosendall-Saucedo  
Ms. Evah Cole  
Ms. Juanita Sarles

Michigan State Police (non-voting)  
Michigan State Police (non-voting)  
Michigan State Police (non-voting)  
Department of Treasury (non-voting)  
Department of Treasury (non-voting)

**ABSENT:**

Mr. Andy Goldberger (w/notice)  
Mr. Jeff Troyer (w/notice)  
Chief Paul Trinko (w/notice)

St. Joseph County Central Dispatch  
Montcalm County Central Dispatch  
Adrian Fire Department

**OTHER PARTICIPANTS:**

Ms. Robin Ancona  
Ms. Karen Norcross  
Mr. Dan Kearney  
Mr. Jeannine Benedict

Michigan Public Service Commission  
Michigan Public Service Commission  
Michigan Public Service Commission  
Department of Energy, Labor, and Economic Growth

**PUBLIC ATTENDEES:**

Ms. Connie Lewis  
Ms. Dreama Arnett  
Mr. Kevin Collins

Detroit Police Department  
W. Bloomfield Police Department  
MSP LEIN

### **C. APPROVAL OF AUGUST 4, 2009, MINUTES**

Mr. Todd made a **MOTION** to approve the minutes of August 4, 2009, Mr. Bawol supported. The **MOTION** carries.

Mr. Martin made a **MOTION** to approve the minutes of September 14, 2009, Mr. Ackley supported. The **MOTION** carries.

### **D. OLD BUSINESS**

#### MPSC Rulemaking – Telecommunicator Manual

Ms. Robin Ancona from the MPSC briefly explained the current process thus far.

*Sheriff Gribler joined the meeting at 1:10 p.m.*

Currently the document can be adjusted to allow for comments as this is the informal comment period. Once the comment periods are complete, a docket would be requested for the rulemaking. Once a docket is requested and opened, there would be 180 days to complete the process, including paperwork between the MPSC and DLEG. Then a public hearing is held with a formal comment period to follow. Following that is a commission order and formalizing of the rules.

Right now it is very early in the process, and the MPSC is open to all comments. Mr. Fyvie inquired of time restraints on any of the steps that Ms. Ancona explained. She confirmed there are no time frames on any of the steps, but there are time frames for comment periods.

Ms. Karen Norcross from the MPSC outlined the document for the DTS members present.

Part 1 – General Provisions look good, but the definitions section is not considered a separate part. She reviewed the definitions currently being used throughout the document. Some may need additional, more specific, or generic explanations, some may need to have the language changed, and some definitions may be deleted.

Part 3 – Approval of Courses – Ms. Norcross inquired of the term “State 9-1-1 Committee.” Ms. Norcross believes it should be referenced through the document as “committee”. Ms. Miller-Brown confirmed the formal name is Michigan Emergency 9-1-1 Services Committee.

Ms. Norcross also noted that she did not see “State 9-1-1 Office” in the statute. Ms. Miller-Brown explained that it is noted in the statute as the “Office of the State 9-1-1 Coordinator.”

It is a good idea to use generic terms or statements throughout the document. If there is a need in the future for a new process, the DTS and SNC will want to have the ability to approve and implement that new process or procedure. If there is an approved internal policy outlining this policy/process currently, that policy/process does not have to be included in the rulemaking document.

Part 4 Training Fund Distribution – Ms. Norcross did not find a policy or accompanying information relating to this part. In order to submit this portion, detailed information discussing this policy will need to be submitted. If there is a training fund distribution policy currently in place, Part 4 could be removed.

There was discussion regarding Exigent Circumstances noted in Part 6. Mr. VanOosterhout explained it is better to have an undesignated telecommunicator answer the phones during a disaster than having the phones ring and no one available to answer the calls. We do not want to create our own liability

and we are not able to issue penalties. Exigent Circumstances will be moved to Part 7 Administrative Process.

Part 5 – Training Requirements – Ms. Norcross had no questions regarding the information in this part.

Part 6 – Training Policies – If there is an established policy, it does not have to be included and can be removed.

Part 7 – Administrative Process – The group agreed to moving Section 3 from Part 6 (Exigent Circumstances) and renaming Part 7 to Exceptions.

There will be another informal comment period with comments due October 16. Ms. Ancona indicated that those dates can be changed if additional time is needed. Members agreed that additional time would be needed and the new reply date is changed to Monday, November 2, 2009.

Ms. Benedict explained the Regulatory Impact Statement form. Once the rulemaking document is in the formal process, she will be involved as the regulatory officer. The forms come from the Administrative Procedures Act. Any agency doing rulemaking has to submit this type of request. The requested rulemaking documents are reviewed and approved to go forward with the formal rulemaking process. Once rules are prepared and public hearings are held, the forms will need to be prepared. The Legislature has granted agencies power for rulemaking, but they watch over this. The Legislature can reject the rules for any of seven reasons, but the reason most often used is: would these rules be overly burdensome to citizens.

*Ms. Ancona, Ms. Norcross, Mr. Kearney and Ms. Benedict left the meeting at 2:40 p.*

Mr. Fyvie inquired if anyone is opposed to anything suggested today. Otherwise the State 9-1-1 Office will adjust the document based on today's suggestions and discussion.

The members agreed to schedule a DTS meeting for Wednesday, October 21 at 10:00 a.m. to approve the document based on the suggestions and changes made today.

Sheriff Gribler inquired if there will be a collaborative effort with the MPSC going into future rulemaking. It is clear the MPSC wants us to follow the procedures put in place. He is concerned that more dialogue is needed for future rulemaking work. He would like the two Attorney General representatives to meet and discuss to assure this will happen in the future.

*Mr. Todd left the meeting 3:00 p.m.*

## **E. NEW BUSINESS**

### DT Subcommittee Memberships

Chair Fyvie has received inquires regarding interest in joining the Dispatcher Training Subcommittee. Capt. Charles Bush from MSP suggested that Mr. Kevin Collins from the LEIN Section would be a good addition. Ms. Sheri Levatt from Onstar also submitted a request. Mr. Collins was present today and introduced himself to the members. He feels as though he would be a resource in terms of LEIN use and policy and how it may relate to dispatcher training. Ms. Levatt was not present at today's meeting.

How large should this subcommittee be – currently there are 13 members with 2 non-voting members. There is nothing in the by-laws that state the size of subcommittees. Sheriff Gribler suggested that perhaps another vendor would be a good addition to the subcommittee. Mr. Wuelfing feels if too many

vendors are voting members of this subcommittee and part or all of their income comes from the training fund, it could hurt the credibility of the subcommittee. Ms. Miller-Brown commented that everyone on the State 9-1-1 Committee, subcommittees, and counties have an interest in the vote as they all receive a portion of the monies from the state surcharge. The State 9-1-1 Office is totally funded from these monies.

When deciding on new members, one suggestion could be a conditional membership to see what others would bring to the table. Mr. Ackley thanked the members from Treasury – they bring much information to the subcommittee.

Chair Fyvie requested that any suggestions or thoughts regarding membership or the size of the subcommittee be forwarded to him.

#### Conference Student Sheet

Ms. Rosendall-Saucedo explained this form is an example of a sign-in sheet that was recently used at a conference held in Detroit. It is in duplicate form and is signed when the attendee enters a training session during a conference and signed again when the training is completed. It will be the responsibility of the hosting conference to issue a form similar to this one. It is not our intent to monitor attendance at conferences, but to offer suggestions on how this can be done.

#### Review and Approval of 2010 Dispatcher Training Application Packet

Mr. VanOosterhout inquired about the Family Medical Leave Act (FMLA) and how it would affect the calculations noted on the DTS-101W. There are many unique situations and how would this be calculated? Perhaps MCOLES could advise on how they track the FMLA.

Following discussions, Mr. Bawol made a recommendation that the forms remain as is and if an extenuating circumstance comes up, it will be reviewed on an individual basis.

Mr. Martin made a **MOTION** to approve the 2010 Dispatcher Training Application Packet as presented, Mr. Ackley supported. The **MOTION** carries.

#### **F. PUBLIC COMMENT**

None

#### **G. NEXT MEETING**

The next meeting will be Tuesday, October 21, 2009. Janet will secure a conference room and advise the members.

#### **H. ADJOURN**

The meeting was adjourned at 3:47 p.m.