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DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

TELECOMMUNICATIONS SERVICES

(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)

PART 1, GENERAL PROVISIONS

R 484.XXX Applicability.

Rule 1.

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

Comment: Added Primary

Deleted: service

(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 Public Safety Answering Point after the effective date of this rule.

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

PART 2: DEFINITIONS

Comment: Added Part 2: Definitions

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

Deleted: (b) "Basic Telecommunicator Training" (need definition)

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

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(d) "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)

(e) "Date of Hire" means the start date of work as documented in the Telecommunicator's personnel record. (Manual)

(f) “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 a Trainee Telecommunicator and notification of the telecommunicator’s delinquency has been sent to the director of the Primary PSAP employing the individual as required by these rules or (2) A telecommunicator who has not completed required continuing education as set forth by these rules and notification of the telecommunicator’s delinquency status has been sent to the director of the Primary PSAP employing the individual, as required by these rules. (Manual)

- Deleted: Trainee Telecommunications
- Deleted: (s)
- Deleted: any
- Deleted: educator
- Deleted: required
- Deleted: s

(g) “Designated Telecommunicator” means any person that has completed the required training within the required timeframe. (Manual)

(h) “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

(i) Full-Time Employees (FTEs) calculate the number of FTE eligible employees (full and part time) for each participating PSAP by totaling the number of hours worked for each employee and divide the total by 2080 hours

- Comment: Added FTE definition
- Deleted: (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¶
- (k) “In-service Training” (need definition)¶

(i) “Leave of Absence” (need definition) a leave of absence is defined by the employing agency. The director of the PSAP should use his or her discretion in determining who is or is not an acceptable reason for the leave of absence.

(k) “Public Safety Answering Point” (PSAP) means a primary 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

- Comment: (k) Removed In-Service Training (need definition)
- Comment: Definition corrected to read as defined in PA 32 of 1986, MCL 484.1102 Sec. 102 (y)

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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)

(l) “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)

(m) “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)

(n) “Undesignated Telecommunicator” (need definition) a person becomes undesignated when the PSAP director fails to comply with the provisions of these Rules to correct the telecommunicator’s training deficiency.

- Deleted: (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)
- Deleted: (o) “Request for Proposal” (RFP) a method of determining, often through a bidding process, a procurement decision through a risk and benefit identification process.¶
- Deleted: (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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PART 3: APPROVAL OF COURSES

R 484.XXX Approval of Courses

Rule X. Approval of Courses by the Committee

Approval of Courses by the Committee

1. All course approval requests must indicate:
 - (a) Classification of course based on Part 5, 1.(3) and 2.(3)
 - (b) Training Providers contact information
 - (c) Required Hours of training per day
 - (d) Total Course Hours
 - (e) Method of instruction including instructor and vitae
 - (f) Course completion requirement
 - (g) Course Syllabus/Outline
 - (h) Performance Objectives
 - (i) Instructor resume must be submitted with the approval request
 - (j) Additional information as required by the Committee
2. Course approval process:
 - (a) Course approval requests are received by the State 9-1-1 Committee through the 9-1-1 Office.
 - (b) The request will be forwarded to the Course Approval Workgroup (Five Member Peer group) of the Dispatcher Training Subcommittee
 - (c) If the Training Subcommittee Workgroup recommends approval of the course, the vendor will be notified by the State 9-1-1 Office and the State 9-1-1 Office will register the course
 - (d) If the Training Subcommittee Workgroup recommends denial of the course request, the vendor will be notified by the State 9-1-1 Office. If the vendor appeals the decision, the first appeal will be heard at the Training Subcommittee level. If there is a second denial, then the vendor may appeal to the full State 9-1-1 Committee at the next scheduled meeting
 - (e) Requests may take up to 6 weeks for processing
3. Initial course approval:
 - (a) Will be completed within 6 weeks after submission to the Committee
 - (b) Approval will be in place for 24 months.
4. Approved course renewal:
 - (a) Will be completed within 6 weeks after submission to the Committee
 - (b) Renewal will be in place for an additional 24 months.
5. The Committee may implement other policies as necessary to carry out these rules.

Comment: We currently have a system that has been successfully updated each year and has been in existence since 2001.

Deleted: <#>All course approval requests must indicate:¶
 <#>Classification of course based on Part 5, 1.(3) and 2.(3)¶
 <#>Subject matter and intended job level of participant¶
 <#>Length of course time¶
 <#>Module or in-house training requirement¶
 <#>Cost of the course¶
 <#>Method of instruction including instructor and vitae¶
 <#>Course completion requirement¶
 <#>Request For Proposal (RFP) information has been submitted to the state 9-1-1 office for review by the Office of Management and Budget ¶
 <#>Proof of Instructor Certification¶
 <#>Additional information as required by the committee¶
 <#>Course approval process¶
 <#>Course approval process must be led by two members of the committee¶
 <#>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¶
 <#>Written approval by the office of Management and Budget to accept the RFP of the trainer or company¶
 <#>Written minutes of all meetings regarding the course approval process will be posted on the committee website.¶
 <#>Initial course approval:¶
 <#>Will be completed 60 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 18 months.¶
 <#>Subsequent course approval:¶
 <#>Will be completed 60 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 18 months.¶
 <#>Student evaluations of the course will make up 35% of the evaluation process¶
 <#>Course approval requests denials¶
 <#>Denials based on non-approval of the RFP by the Office of Management and Budget are not under the purview of the committee¶

PART 4: TRAINING FUND DISTRIBUTION

R 484.XXX Training Fund Distribution

Rule X. Distribution based on Reimbursement

1. The Public Safety Answering Point (PSAP) training fund was created when Public Act 32 of 1986 was amended by Public Act 78 of 1999. As provided by P.A. 78 of 1999, the purpose of the dispatcher training program is to distribute training funds to eligible PSAPs for training 9-1-1 center personnel. The funds may be expended only for training programs approved by the State 9-1-1 Committee
2. The State 9-1-1 Committee has established the guidelines for eligible PSAPs and requires an annual registration to establish or maintain eligibility to receive the semiannual distributions from the PSAP training fund. Eligibility requirements include:
 - (a) Registration: A complete registration includes forms DTS-101, DTS-101W and DTS-510 prescribed by the State 9-1-1 Committee on or before the established deadline.
 - (b) Eligible Entity: In order to apply and retain PSAP training funds, an eligible entity must be a Primary PSAP as defined by MCL 484.1102 (y).
 - (c) Identification of Personnel - Date of Hire: Listing of employees, full or part time and how many hours worked throughout the year
 - (d) Report of Expenditures. An annual accounting of expenditures utilizing 9-1-1 Center Personnel Training Funds must be submitted in the manner, and on the form, prescribed by the State 9-1-1 Committee. A complete and accurate DTS-510 must accompany the annual registration. Failure to provide a fully completed and accurate DTS-510 will result in the rejection of the submission
 - (e) Internal Accounting. A PSAP is required to keep an internal accounting system for these training expenditures for 3 years
 - (f) Two-Year Expenditure Period. Funds distributed under this program shall be expended by the PSAP, only for approved training, within 2 calendar years following the year of distribution.
 - (g) If funds are not expended within the 2-year time frame, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding 2-year time frame is expended.
 - (h) Eligibility may be restored for the following year's distribution by using and reporting the expenditure of funds distributed during the years older than the 2-year time frame.
 - (i) State 9-1-1 Committee Dispatcher Training funds that remain unspent for over 5 years shall be returned to the State of Michigan and will be deposited in the Dispatcher Training Fund.
 - (j) The distribution of PSAP training funds is calculated by the Michigan Department of Treasury at the time of the distribution. Distributions to eligible recipient PSAPs are determined by dividing the available funds by the total number of FTEs statewide to determine the FTE distribution

Comment: We currently have a system in place to disperse dispatcher training funds

Deleted: 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.

- rate. The FTE distribution rate is then multiplied by the number of FTEs for each eligible Primary PSAP to determine the PSAP distribution.
- (k) Payments are released as soon as possible following the determination of available funds, calculation of the distribution amounts to eligible recipients, and receipt of the State 9-1-1 Committee approval. Distributions will be made in the spring for revenues collected in the last six months of the previous calendar year and in the fall for revenues collected in the first six months of the calendar year.
- (l) The Committee may implement other policies as necessary to carry out these rules.

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

PART 5: TRAINING REQUIREMENTS

R 484.XXX Training Requirements

Rule X. Minimum Telecommunicator Training Requirements

1. Module One – ~~Telecommunicator~~ Trainee Deleted: Telecommunicator
 - (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 – Trainee Telecommunicator
 - (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) State 9-1-1 Committee approved courses

4. The Committee may implement other policies as necessary to carry out these rules.

Comment: We currently have a successful approval policy

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

PART 6: TRAINING POLICIES

R 484.XXX Training Policies

Rule X Training Policies for Dispatcher Training

1. The Telecommunicator classifications of Trainee, Designated and Delinquent are eligible to perform Telecommunicator duties. Undesignated Telecommunicators are disqualified from performing Telecommunicator duties

(a) Designated classification may be maintained as a telecommunicator changes employment from one Primary PSAP to another, as long as the lapse in employment by a Primary PSAP does not exceed three months

2. Failure to Comply

(a) When the Telecommunicator Training Records of the State 9-1-1 Office indicate that an individual employed by a Primary PSAP as a Telecommunicator has not met the training requirements of these Rules, the State 9-1-1 Office will classify the individual as a Delinquent Telecommunicator as of the first business day of the following month. At this time, the State 9-1-1 Office will notify the Director of the employing Primary PSAP(s) and provide the following information:

- (1) The Telecommunicator's name
- (2) A description of the training deficiency

(b) The notification will state that the Director has until the first business day of the following month to submit the required training documentation to the State 9-1-1 Office to bring the Telecommunicator into compliance with these Rules. At that time the Telecommunicator's status will be restored to their former classification of Designated or upgrade the classification from Trainee to Designated as applicable.

(c) If the Telecommunicator has not completed sufficient training to be brought into compliance with these rules, the employing Director(s) must submit a written plan by the first business day of the month following the delinquency notice to the State 9-1-1 Office, which will bring the telecommunicator into compliance within six months of the date of the Delinquency notification. The plan must be approved by the State 9-1-1 Committee (SNC) Dispatcher Training Subcommittee who may take factors such as the inherited state of a PSAP by a new Director when deciding whether to approve a six month plan. The Telecommunicator's

Deleted: 4. Student evaluation of the course is mandatory prior to receiving reimbursement for ¶
the course and additional costs.¶
5. Additional Training is the responsibility of the employing agency.¶
6. 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.¶

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 for less than 2 hours.¶
<#>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.¶

Comment: Part 6: Training Policy was added to the document. We have put together a successful Training Manual that lists the policy of tracking dispatcher training

status will remain Delinquent until such time as the required training documentation is on file with the State 9-1-1 Office. At that time the Telecommunicator's status will be restored to their former classification of Designated or upgrade the classification from Trainee to Designated as applicable. If the required training cannot be documented within the six month time period, the Telecommunicator's classification will be Undesignated.

- (d) Failure to respond to the initial delinquency notification by the Primary PSAP Director will cause the State 9-1-1 Office to reclassify the Telecommunicator as Undesignated, and notification of the classification change will be sent to the PSAP Manager/Director and the appropriate executive personnel.
- (e) Failure to submit a six month plan to bring a Delinquent Telecommunicator into compliance with these Rules within one month following the delinquency notice will cause the State 9-1-1 office to reclassify the Telecommunicator as Undesignated, and notification of the classification change will be sent to the Director and the appropriate executive personnel.
- (f) A report of any Delinquency or Undesignated classifications will be made to the State 9-1-1 Committee (SNC) Certification Subcommittee for potential review for funding/operational issues for those Primary PSAPs.

3. Exigent Circumstances

- (a) 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. If a written complaint is received by the Dispatcher Training Subcommittee that a Primary PSAP has used Undesignated Telecommunicators beyond the spirit and intent of this exception, the Dispatcher Training Subcommittee will review the information and determine whether the use of Undesignated Telecommunicators was beyond this exception. If so, a report of the same will be provided to the Certification Subcommittee.
- (b) The PSAP Director will notify the State 9-1-1 Office of any use of Undesignated Telecommunicators due to exigent circumstances in excess of two hours.

PART 7: ADMINISTRATIVE PROCESS

R 484.XXX Administrative Process

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

- 1. Maintain the dispatcher training tracking system for all Michigan PSAP Telecommunicators
 - (a) Hire date
 - (b) Telecommunicator status

Deleted: 6

Comment: The State 9-1-1 Office has been operating under the policies listed in Part 7

Deleted: complete

Deleted: <#>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¶
4. Provide evaluation tools to PSAP employees on each course.¶
5. Provide information to the Michigan Department of Treasury for PSAP ¶ bi-annual reimbursement of training costs.¶
6. Provide information to the Department of Management and Budget to develop RFP information for telecommunicator course providers.¶
¶

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- (c) Mandatory coursework needed
 - (d) Mandatory coursework completed
 - (e) Leave of absence information
 - (f) Notify directors of changes to employment status for their telecommunicators
 - (g) Provide monthly reports to centers regarding compliance of telecommunicator's training
 - (h) Assist training course providers with the course approval process and provide clarification on the Dispatcher Training Recommendations
 - (i) Process approval requests from training providers via the Dispatcher Training Course Approval Request workgroup
 - (j) Provide monthly updates of approved courses to PSAP directors
 - (k) Provide notification to PSAP directors of change in employee's classification
 - (l) Manage the Dispatcher Training Fund program
 - (m) Create and maintain an electronic system for the application process
 - (n) Provide instruction on accurate reporting of dispatcher training fund usage
 - (o) Review grant applications for accurate reporting of expenditures
 - (p) Provide information to the Michigan Department of Treasury for PSAP bi-annual distribution of training funds
 - (q) Maintain available information regarding the policies and procedures for training course approvals, dispatcher training fund usage, and current course providers listing via the State 9-1-1 Committee website
2. The Committee may implement other policies as necessary to carry out these rules.

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

PART ~~8~~: WAIVERS

Deleted: 7

R 484.XXX Waivers

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

PART ~~9~~: EXCEPTIONS

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R 484.XXX Exceptions

All course approval requests must indicate:

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

Subject matter and intended job level of participant

Length of course time

Module or in-house training requirement

Cost of the course

Method of instruction including instructor and vitae

Course completion requirement

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

Proof of Instructor Certification

Additional information as required by the committee

Course approval process

Course approval process must be led by two members of the committee

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

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

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

Initial course approval:

Will be completed 60 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 18 months.

Subsequent course approval:

Will be completed 60 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 18 months.

Student evaluations of the course will make up 35% of the evaluation process

Course approval requests denials

Denials based on non-approval of the RFP by the Office of Management and Budget are not under the purview of the committee

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

Course discontinuance during the 18 month approval period

Poor student evaluations with follow-up audit by the committee

Changes in course instructor, scheduling, materials, or cost