

# Michigan Communication Directors' Association

September 25, 2009

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Karen Norcross  
Michigan Public Service Commission  
6545 Mercantile Way #7  
Lansing, MI 48911-59909

RE: 9-1-1 Telecommunicator Training Standards

Dear Ms. Norcross:

We appreciate an opportunity to comment on the proposed rule making for 9-1-1 Telecommunicator Training. Our organization represents 115 9-1-1 Directors, Managers, and Supervisors throughout the State. A host of our members each spent many hundreds of hours over the past eight years helping develop and implement the procedures we are successfully using today. Our members are committed to quality training that maintains and enhances the proficiencies of our staffs as well as provides the information to help us master the skills that are demanded by continuous technological advancements and public expectations.

The State 9-1-1 Committee approved the recommendations of the Training Subcommittee whose members spent three years preparing the information for MPSC. We were stunned to learn that in a matter of a few weeks their work has been substantially rewritten by MPSC staff. We have carefully reviewed the documents submitted by MPSC and we do not support the changes made by MPSC to the recommendations of the State 9-1-1 Committee specifically related to –

- Course approvals – the current approval process is effective, efficient, and nimble to respond to ever changing technologies – we support the current system
- Training funds – the current process provides for up-front distribution of training funds allowing PSAPs to budget for training, travel, conferences, etc. Budgeting that includes reliable sources of income is becoming increasingly important in these difficult economic times – we support the current process that has worked well and has passed audit scrutiny.

We look forward to working with the MPSC to resolve these issues and move forward with this process. Thank you.

Sincerely,



Joseph W. Van Oosterhout, President  
MCDA