



MICHIGAN CHAPTER

National Emergency Number Association

PRESIDENT

Karen Chadwick, ENP
Communications Manager
Grand Rapids Police Department
1 Monroe Center NW
Grand Rapids, MI 49503
616.456.3840
kchadwick@grcity.us

VICE PRESIDENT

Kelly Rasmussen, MS, ENP
CEO/Instructor
Success Communications, Inc
313 Lansing St, Suite #1
Charlotte, MI 48813
Voice: 517.543.6141
FAX: 866.852.0072
Kelly@SuccessCommunicationsInc.com

TREASURER

Andrew Goldberger
Director
St. Joseph County Central Dispatch
620 E. Main Street, P O Box 66
Centerville, MI 49032-0066
269.467.4195
goldbergera@stjosephcountymi.org

SECRETARY

Dee Ann Summersett, ENP
Supervisor
Tuscola County Central
Voice: 989.673.8738 ext. 108
FAX: 989.672.3747
summersett911@tuscolacounty.org

PAST PRESIDENT

Christina Russell, ENP
Chief of Communications
Oakland County Sheriff Office
1200 N. Telegraph Rd
Pontiac MI 48341-1004
248.858.1645
russellc@oakgov.com

NORTH CENTRAL REGIONAL DIRECTOR

Bob Currier, ENP
Government Affairs
Intrado, Inc
157 Cardinal Drive
Marysville MI 48040-1009
810.388.1911
bcurrier@intrado.com

FEDERAL TAX ID NUMBER
38-2982757

September 24th, 2009

Comments - Telecommunicator Training Standards

The Michigan Chapter of the National Emergency Number Association (NENA) would like to take this opportunity to comment on the Telecommunicator Minimum Training Standards as posted by the Michigan Public Service Commission (MPSC).

The Michigan Chapter supports NENA's mission to foster the technological advancement, availability and implementation of a universal emergency telephone number system (9-1-1). In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property, and the maintenance of general community security are among NENA's many objectives. Our chapter is comprised of more than one hundred thirty members representing telecommunications personnel from around our State.

Michigan NENA supports the 9-1-1 Training Standards as recommended by the State 9-1-1 Committee (SNC). The process currently in use by our 9-1-1 Community has worked well since 2001. Dispersal of funds to Public Safety Answering Points (PSAPs) is done in an efficient and timely manner.

The MPSC's proposed rules would add additional work for the State Department of Management & Budget in regards to the recommended Requests for Proposal of training courses, and also to the State Treasury Department in regards to the tracking of fund balances for each PSAP in the reimbursement process. As State resources dwindle, the time needed to process requests lengthens. These two proposals would surely slow down the dispersal of these needed funds to our 9-1-1 Centers, and tax the limited resources available at the State level.

Michigan NENA advocates for mandatory state and national training standards for all who serve in our nation's 6,000 plus PSAPs handling an estimated 240 million calls per year. We endorse the work done by our State 9-1-1 Committee and support their recommendations for Telecommunicator Minimum Training Standards.