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 public service answering points as defined by the Emergency 9-1-1 Services 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 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

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) "Basic Telecommunicator Training" (need definition)
(c) "Commission" means the Michigan Public Service Commission. (9-1-1 Law)
(d) "Committee" means Michigan's State 9-1-1 Committee.

DRAFT (1) DRAFT (1)
(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)
(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 educator 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) "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

(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

(k) "In-service Training" (need definition)

(l) "Leave of Absence" (need definition)

(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)

(n) "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

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)

(o) "Request for Proposal" (RFP) a method of determining, often through a bidding process, a procurement decision through a risk and benefit identification process.

(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 combinationof 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" (need definition)

(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)

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

DRAFT (1) DRAFT (1)

PART 3: APPROVAL OF COURSES

R 484.XXX Approval of Courses

Rule X. 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. Subject matter and 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 including instructor and vitae
   g. Course completion requirement
   h. Request For Proposal (RFP) information has been submitted to the state 9-1-1 office for review by the Office of Management and Budget
   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 college 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
   d. Written approval by the office of Management and Budget to accept the RFP of the trainer or company
   e. 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 60 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 18 months.
4. Subsequent course approval:
   a. Will be completed 60 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

Comment [DA1]: Delete: Limited approval to the lowest bidder denies agencies choice of providers. Different styles, different instructional method and availability require choice of training providers not a sole source.

Comment [DA2]: Clarify " Certification": Education, Professional Certification: Instructor Designation from 911 Training providers? Who decides what is appropriate certification and what qualifications do they have?

Comment [DA3]: There is additional telecommunicator training beyond the proposed minimum standards; such as CTO training , Quality Assurance, Supervision Training, etc not contained in Part 5, 1.(3) and 2.(3). Is the classification rule limited to only those listed.

Comment [DA4]: Inexperienced 911 personnel are contributing to the approval process without substantial experience to make such an assessment which is unfair.

Comment [DA5]: DELETE,

Comment [DA6]: Change to 30 days. Time Frame will not allow approval for training that maybe needed within a shorter time frame due to scheduling

Comment [DA7]: Flexibility of future unscheduled dates must be allowed

Comment [DA8]: 24 Months due to scheduling requirements; maintain current approval period

Comment [DA9]: 30 Days is sufficient

d. Scheduling information of the course (location, dates, times)
e. Approval will be in place for 18 months.
f. Student evaluations of the course will make up 35% of the evaluation process

5. Course approval requests denials
   a. Denials based on non-approval of the RFP by the Office of Management and Budget are not under the purview of the committee
   b. 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

Comment [DA10]: Flexibility for future classes not scheduled must be allowed.

Comment [DA11]: Increase to 24 months

Comment [DA12]: 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%?

Comment [DA13]: DELETE: RFP Process should not be a part of the approval process

Comment [DA14]: Delete: Subjective

Comment [DA15]: Inexperienced 911 personnel are contributing to the approval process without substantial experience to make such an assessment which is unfair.

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

DRAFT(1) DRAFT(1)

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
   (a) Name of employee
   (b) Employment Status
   (c) Training Status
   (d) Coursework including hours and expenses
   (e) PSAP expenses in addition to coursework
   (f) PSAP information for payment
2. The committee shall process the bi-annual requests for reimbursement for payment by the Michigan Department of Treasury.

Comment [DA16]: DELETE: Agencies do not have funding to send employees for training and cannot wait up to six months for reimbursement therefore they may not send telecommunicators for training. Do not change from current disbursement practice where funds are disbursed prior totraining.

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 – Trainee 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

DRAFT(1) DRAFT(1)

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) 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 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).
      1. An undesignated telecommunicator are disqualified from performing dispatch duties, except in exigent circumstances for less than 2 hours.
      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.

Comment [DA17]: DELETE

Comment [DA18]: DELETE; many other types of training beyond basic which is necessary for continuing education (ie;quality assurance; school violence, communications training officer [train the trainer]. Agencies do not have the funding to get this training and currently use 911 training funds.

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 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.

Comment [DA19]: DELETE

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

PART 7: WAIVERS

R 484.XXX Waivers

DRAFT(1) DRAFT(1)

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

PART 8: EXCEPTIONS

R 484.XXX Exceptions