

## Policy G

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### Informal Dispute Resolution Policy of the State 911 Committee

**Purpose:** To create an informal process in which disputes between parties involved in the delivery of 911 service may be brought forward to receive assistance and input from the State 911 Committee to facilitate a resolution. The Michigan 911 Enabling Statute states:

***MCL 484.1602 Development of voluntary informal dispute resolution process; hearing dispute as contested case.***

*Sec. 602. (1) The committee shall develop a voluntary informal dispute resolution process that can be utilized by any party in resolving any dispute involving the formulation, implementation, delivery, and funding of 9-1-1 services in this state.*

*(2) Except for a dispute between a commercial mobile radio service and a local exchange provider as defined under section 408, a dispute between or among 1 or more service suppliers, counties, public agencies, public service agencies, or any combination of those entities regarding their respective rights and duties under this act shall be heard as a contested case before the public service commission*

**Step one:** Once parties in a dispute in regard to an issue regarding 911 have reached an impasse on an issue, the issue should be brought to the State 911 Administrator's Office. The information should be provided in written form by all involved parties and contain all the pertinent facts related to the issue. At a minimum, the information should include:

- 1) The names and contact information of the parties involved.
- 2) A full description of the nature of the dispute and the parties' position in it.
- 3) An explanation of the efforts to date to resolve the dispute and the outcome of those efforts.
- 4) Any additional relevant documentation or information that would be useful providing a full picture of the dispute.

The State 911 Office will evaluate the information and determine if there is assistance within the scope of the 911 Office's ability to assist. Any assistance that can be provided at that juncture will be rendered. If appropriate, the State 911 Administrator will report back to the State 911 Committee (SNC) the actions and outcomes of this process.

**Step Two:** If a resolution cannot be reached with the assistance of the State 911 Office, then the State 911 Administrator will offer to the parties the opportunity to bring their issue to members of the SNC. If the parties choose to do this, the Chair of the State Committee will contact members of the SNC having subject matter expertise on the issue at hand and schedule a meeting or conference call with the parties. The parties involved in the dispute may be asked to provide additional information.

Upon consideration and evaluation of the positions and information provided by the parties, the SNC members involved will issue a written report to all the parties with its observations and recommendations. The written report will also be provided to the members of the State 911 Committee.

Additional Notes:

This is a voluntary process and it is understood that there may be times when one or more parties in the dispute cannot or may opt not to participate in this process.