



STATE OF MICHIGAN

STATE 9-1-1 COMMITTEE
LANSING

RICK SNYDER
GOVERNOR

SHERIFF DALE GRIBLER
CHAIR

PRESS RELEASE

Michigan Establishes Training Standards for 911 Operators

For Immediate Release:

January 3, 2013

LANSING. On Dec. 13, 2012, the Emergency 911 Service Standards of Training for 911 operators were filed with the Secretary of State and took immediate effect. The rules, the first of their kind for 911 operators in Michigan, establish basic and advanced training, as well as continuing education requirements for 911 operators statewide.

States vary in their levels of training for 911 operators; the new rules make Michigan one of 31 states with minimum standards for 911 telecommunicators (additional information on the 911 training standards of other states can be found at <http://psc.apcointl.org/2010/09/01/state-training-certification-survey/>).

The new rules require telecommunicators hired on or after Dec. 13, 2011, who are currently employed by a primary Public Safety Answering Point (PSAP), to complete Module I, consisting of a 40-hour basic telecommunicator training course approved by the State 911 Committee (SNC), within 18 months of the effective date of the rules. Module I contains the following subjects: an overview of public safety, police, fire and emergency medical services; telecommunicator roles and responsibilities; legal aspects of dispatcher services; interpersonal communications; public safety technologies; telephone techniques; call classification; radio communications and stress management.

Within 24 months of the date of hire, a telecommunicator who was hired on or after Dec. 13, 2011, shall also complete Module II, a 40-hour basic telecommunicator training course approved by the SNC. Module II contains eight hours of training in domestic violence, suicide intervention, 911 liability, stress management and a homeland security elective.

Once the training requirements are completed, a telecommunicator is considered a designated telecommunicator.

MORE

ASSOCIATION OF PUBLIC SAFETY COMMUNICATIONS OFFICIALS • COMMERCIAL MOBILE RADIO SERVICE • DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS • DEPARTMENT OF STATE POLICE • DEPUTY SHERIFF'S ASSOCIATION • FRATERNAL ORDER OF POLICE • MICHIGAN ASSOCIATION OF AMBULANCE SERVICES • MICHIGAN ASSOCIATION OF CHIEFS OF POLICE • MICHIGAN ASSOCIATION OF COUNTIES • MICHIGAN COMMUNICATIONS DIRECTORS ASSOCIATION • MICHIGAN ASSOCIATION OF FIRE CHIEFS • MICHIGAN PROFESSIONAL FIREFIGHTERS UNION • MICHIGAN PUBLIC SERVICE COMMISSION • MICHIGAN SHERIFF'S ASSOCIATION • MICHIGAN STATE POLICE TROOPERS ASSOCIATION • NATIONAL EMERGENCY NUMBER ASSOCIATION • TELECOMMUNICATIONS ASSOCIATION OF MICHIGAN • UPPER PENINSULA EMERGENCY MEDICAL SERVICES • MEMBERS OF THE GENERAL PUBLIC APPOINTED BY THE GOVERNOR, SPEAKER OF THE HOUSE, AND MAJORITY LEADER OF THE SENATE

The new rules also require all telecommunicators, including individuals hired prior to Dec. 13, 2011, to receive ongoing training consisting of at least 24 hours every 24 months. If a designated telecommunicator fails to complete the training required under the rules, the SNC will issue a noncompliance notification to the employing agency and corrective measures will need to be completed within 180 days.

“In supporting the new standards, the membership of the State 911 Committee believed the lack of minimum training standards for 911 operators in Michigan was in contrast to the training standards of other public safety partners including police, fire service and EMS,” stated Ms. Harriet Miller-Brown, 911 State Administrator. “The public expects a higher level of service from all components of the public safety field, including 911 telecommunicators. As the gateway to all other public safety services, 911 telecommunicators are often ‘the first first responder’.”

Miller-Brown added, “The State 911 Committee also believes the establishment of minimum training standards will help provide uniformity of basic 911 training across all areas of the state.”

The SNC is a legislatively established committee tasked by the Michigan Legislature to develop statewide standards, model policies and make recommendations on 911 service. More information about the SNC can be found at www.michigan.gov/snc.

###

MEDIA CONTACT:

Ms. Harriet Miller-Brown, 911 State Administrator, Michigan State Police, (517) 241-0118

ASSOCIATION OF PUBLIC SAFETY COMMUNICATIONS OFFICIALS • COMMERCIAL MOBILE RADIO SERVICE • DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS • DEPARTMENT OF STATE POLICE • DEPUTY SHERIFF'S ASSOCIATION • FRATERNAL ORDER OF POLICE • MICHIGAN ASSOCIATION OF AMBULANCE SERVICES • MICHIGAN ASSOCIATION OF CHIEFS OF POLICE • MICHIGAN ASSOCIATION OF COUNTIES • MICHIGAN COMMUNICATIONS DIRECTORS ASSOCIATION • MICHIGAN ASSOCIATION OF FIRE CHIEFS • MICHIGAN PROFESSIONAL FIREFIGHTERS UNION • MICHIGAN PUBLIC SERVICE COMMISSION • MICHIGAN SHERIFF'S ASSOCIATION • MICHIGAN STATE POLICE TROOPERS ASSOCIATION • NATIONAL EMERGENCY NUMBER ASSOCIATION • TELECOMMUNICATIONS ASSOCIATION OF MICHIGAN • UPPER PENINSULA EMERGENCY MEDICAL SERVICES • MEMBERS OF THE GENERAL PUBLIC APPOINTED BY THE GOVERNOR, SPEAKER OF THE HOUSE, AND MAJORITY LEADER OF THE SENATE