

# State 911 Administration Office Newsletter

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Dear Telecommunicator,

Oh, what a wonderful holiday weekend we just had in the state. We know some are still recovering from the week of rain that flooded many jurisdictions throughout the state. Many of you are working in centers that are short staffed, yet you are all still there for the residents and tourists around the state day in and day out. For this, we at the State 911 Office can never thank you enough for all you do and stand for in this wonderful profession.

As we begin to transition back to in-person meetings and trainings rather than the virtual setting, know that we are here for you and will continue to work with you to ensure the 911 profession is a better place for all. We want everyone to succeed and share the same knowledge, so please let us know what we can do to assist your center.

Warm regards,

Your friends at the State 911 Office

## Legislative Action

The Legislative Action Subcommittee reviewed draft language of the rewrite for the 911 Act at their last meeting, where a highlight of the suggested changes were discussed as a group. There were some additional suggestions about items previously discussed during workgroup meetings. At this time, the draft bill has been introduced and assigned bill number HB 5026. After

## Upcoming Events\*

\*See the website for meeting times and locations.

### August 18, 2021

911 Training Subcommittee Meeting

Certification Subcommittee Meeting

### September 8, 2021

State 911 Committee Meeting

### September 13, 2021

Emerging Technology Subcommittee Meeting

### September 28 and 29, 2021

Emerging Technology Forum

### October 4, 2021

Emerging Technology Subcommittee Meeting

### October 24-27, 2021

Michigan Public Safety Telecommunications Conference

negotiations take place, the draft may look different than what the MCDA has proposed in the current language. At some point, the draft bill will come to LAS for review where the LAS will propose any additional draft changes. When the draft is complete and supported by LAS, it will be sent to the SNC for support. Due to summer break and state budget discussions in the legislature, we do not expect much movement for the bill until the fall.

Please continue to monitor the State 911 Office website at [www.michigan.gov/snc](http://www.michigan.gov/snc) for additional meeting dates, which will be added as this process moves forward.

## 911 Training

Chairperson Mark Barnes announced the newest members of the 911 Training Subcommittee. We would like to welcome Ms. Stephanie Lehman, 911 Director of Barry County Central Dispatch, and Mr. Edward Nettle, 911 Coordinator at the Missaukee County Sheriff's Office to the 911 Training Subcommittee.

Ms. Theresa Hart has been working with the development team for the MiSNAP program to ensure the bugs are corrected. There will be an additional function for the 911 Directors and Training Coordinators with the release of the next phase. When selecting a telecommunicator from your staff, you will be able to click on a continuing education button which will help you see what training cycle the courses attended are applying to. This should be very beneficial to those who are behind in meeting the training standards by more than one cycle.

If you fall behind in the training standards, it is important a plan of action be submitted to Ms. Hart within MiSNAP. The plan of action will detail what you are doing to get the telecommunicator back on track. All plans of action are taken to the 911 Training Subcommittee at their regularly scheduled meetings for approval.

Please check the SNC website for future meeting dates and locations, as we are on the move and will be trying to visit different locations across the state.

## Certification

The Certification Subcommittee has been busy preparing for the last phase of the automation project. We have been testing MiSNAP and the annual reporting forms in the testing environment. Again, thank you to all of the directors who assisted in testing this phase and the feedback provided. The third phase went live July 20, 2021. The Certification Subcommittee will now start preparing the annual reporting forms for 2022 within MiSNAP.

Thank you to all those who applied for the vacant positions on the Certification Subcommittee. Chairperson Rich Feole will be reviewing the letters of interest and discussing the qualified candidates with SNC Chairperson Jeff Troyer. Stay tuned for a future announcement as to whom will fill the vacant positions.

Please check the SNC website for future meeting dates and locations, as we are on the move and will be trying to visit different locations across the state.

## Emerging Technology

We are excited to announce registration for the 2021 911 Emerging Technology Forum is now open! With so many new developments occurring in 911 technology, the Emerging Technology Subcommittee is looking forward to bringing you two full days of interesting and educational sessions. You are invited to attend the forum at Great Wolf Lodge in Traverse City, September 28 & 29. Once again, we are hosting the special "Tech Talk" dinner on Monday night, September 27. This will go back to the format we used in 2018, reviewing the sessions that will be presented in a casual environment. This will provide more information to those who are not as technically savvy or those new to 911, and give them the opportunity to discuss terminology and processes to better understand the following two days of training. Registration is required for dinner if you would like to attend. There will also be a networking hour before dinner including vendor displays.

Feel free to share this information with anyone you feel would be interested in attending the forum!

Registration is being conducted through MITRAIN. To register, you must setup a MITRAIN account or use an existing account to login at <http://www.train.org/mi-train>. Once you are logged in, you can use the search box in the upper right-hand side of the screen and type "2021 911 Emerging Technology Forum" or enter code 1096161. **The deadline to register is Friday, September 4.**

A block of rooms has been reserved for lodging at a reduced rate of \$85 +tax for single occupancy and \$100 for double/triple/quad. Please refer to code number **2010STATE** in order to receive the discounted rate. **The block will be held until September 4.** Reservations may be made by calling 866-962-9653 or using the link on the registration flyer on the SNC website.

If you have any questions, please contact [Ms. Cindy Homant](#) or [Ms. Stacie Hansel](#).

The next ETS meeting is Monday, August 2, and as always, they are open to the public. Meeting schedules and information is always posted on our website if you are interested in attending.

## 911 Administrator

As summer is in full swing, there is no lack of excitement for 911 or the residents and visitors of this great state. The ever-changing rules and overall environment as a result of the pandemic can be stressful, and so is the day-to-day pressures of staffing issues, increasing call volumes, and just your everyday workload. Make sure to take some time for yourselves and enjoy the summer months before they're gone! The fall will bring back our in-state

conferences which we couldn't be happier about. We hope you all take advantage of those opportunities, not only to brush up on skills and attend some great training we missed out on last year, but also to see old 911 friends all brought back together again, and to make some new ones!

Speaking of 911 friends, I would like to personally recognize and thank Cherie for her endless contributions to the 911 industry, SERESA, her 911 director peers, and association/organization partners. Cherie's passion for 911 is incredible and it has been a true pleasure to not only work with her, but to learn from her over the years. The impact she has had on the 911 community will be long lasting. Thank you, Cherie!

## Recognition



### Cherie Bartram - SERESA

- Local Planning Team – St. Clair County & Macomb County – 15 years
- Interoperable Communications Committee – 15 years / Secretary 4 years
- NENA Conference Committee – 10 years
- APCO Awards Committee Chair – 7 years
- NENA Institute Board – 8 years / President 2016-2017
- National EMS Advisory Council (NEMSAC) – 2+ years
- SaveMiHeart Executive Board – 6 years
- NTS (911 Training Committee) – 13 years
- Legislative Action Subcommittee – 10 years
- MCDA – Executive Board / President 2012
- Speaker representing 911 for the Bipartisan Commission on Biodefense
- Worked EMS in Holly, Michigan from September 1981 to July 1983
- Career in 911 started November 1983 in Lakewood, Colorado

Looking at this list of accomplishments shows the commitment and dedication SERESA, and the 911 community have received from Ms. Bartram during her tenure. Ms. Bartram started her 911 leadership career in Colorado in January of 1998, moving to Michigan as the St. Clair County Central Dispatch Authority Director in April 2006. She then moved to become the first Executive Director at SERESA in 2010. A statement from Ms. Bartram:

### Proud Moments at SERESA:

I am proud of the awards SERESA personnel have obtained together and individually through the APCO awards program. I am proud we did not fail. We were told by other agencies around us that we would be gone in three years and consolidated with a larger center. We have saved our agency's money while providing excellent service and have come in under budget Every. Single. Year! This has allowed us to build up our fund balance, which started at zero, to a healthy amount.

I am proud our staff has been able to use their creativity and develop programs that will help SERESA be better, such as the Peer-to-Peer support team, QA program, training program, the monthly team games, and internal recognition. I feel like it really helps the dispatchers, the ones who are answering those calls every day, have something productive and positive to do – as an outlet for what they are hearing on the phone and radio.

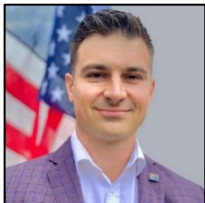
I have deeply enjoyed working on the committees and boards. Being a part of each of these has allowed me to take my career to greater depths than I ever imagined in 1983. When I completed my master's degree in 2013, I was chosen as the student speaker, and I was able to give a student speech at the graduation ceremony at Ford Field. The title of my speech was "Just Imagine". That was a great moment I could not have accomplished without the support of the SERESA Board – and my husband, of course! Just Imagine was written to inspire people to think deeper about what their future could be – with just an adjustment here and there, just imagine what you might do.

When I think of my 40 years in public safety, I look at those small adjustments throughout my career, and those adjustments have taken me from coast to coast, border to border, amazing people all dedicated to a single purpose; the betterment of service to the public and the health of those who answer the call. It has been an incredible career.

Thank you for your dedication and commitment, Cherie. You will be missed!

## Technology Corner

***NOTE: The information shared in the Technology Corner is informational only and is not meant to imply endorsements for the technology services shared.***



Kyle S. Richardson  
Senior Public  
Safety Advisor  
FirstNet Authority

### FirstNET Authority

#### Location accuracy for the emergency communications center

As a field advisor and federal employee for the First Responder Network Authority (FirstNet Authority), I [serve public safety agencies on all levels and disciplines across Michigan](#). While our private sector partner AT&T continues to deliver the network that public safety asked for, making coverage and capacity strides with many new site builds over the last few years, FirstNet Authority serves as your advocate, your voice.

Your input can make a direct impact on the current and future system. In hundreds of engagements with public safety nationwide, my colleagues and I heard from first responders who emphasized the need for location-based services and mapping tools to help track personnel and assets. That's why we've made [situational awareness a priority](#) for FirstNet.



## Z-axis capability

An accurate location is one of the most important pieces of information for 911 call takers and dispatchers. [Z-axis capability](#) gives public safety another level of situational awareness not available with traditional GPS. In addition to latitude and longitude coordinates, it provides the vertical location or z-axis of public safety personnel. By tracking this additional location information, telecommunicators can see where responders are during a call, including the height in a

multistory building.

Z-axis capability provides vertical location using the barometric sensor built into smartphones. Most smartphones in use today come equipped with this feature. The barometric sensor helps measure the height above terrain, or the elevation in a building or other structure.

This data is accessed using a vertical positioning service that is available to public safety app developers. To find an app with z-axis capability, check the [FirstNet App Catalog](#). The FirstNet App Catalog identifies public safety apps that have undergone a rigorous vetting and approval process to ensure apps are relevant to public safety, have enhanced security and privacy features, and demonstrate reliability.

## Z-axis and the emergency communications center

So, with just a smartphone and an app, a responder in the field can track his or her in-building vertical location. Responders in the emergency communications center can use an app to pinpoint the location of personnel. This helps to know when to dispatch additional units or determine what type of equipment to send to the scene.

With location-based services, telecommunicators can track a responder's movement, speed, direction, and orientation. They can also see the height location of a responder in a multistory building or other structure like a parking garage. Through apps, first responders can share their location with their teams on scene and with commanders, incident managers, and dispatchers.

## Your experience

What is your experience with location-based services in 9-1-1? How would your agency benefit from z-axis capability? [Send me an email](#) to let me know your thoughts.

## What3Words

Street addresses or the 'closest dispatchable address' do not always point to the right location or entrance, and many parts of America do not have an address, like parks, forests, and waterways.

what3words addresses are precise to a 10ft square, so you can deliver a faster, more resource-efficient response. Every 10ft square has already been assigned a unique 3-word address, which corresponds with the location's GPS coordinate.

Whether it's receiving a what3words address directly from a caller, or via displayed call information in a partner integration like RapidSOS, what3words helps dispatchers easily coordinate teams and field responders to exact locations, so they can reach the incident faster.

Learn more about what3words and find all the training resources you need to get ready to use what3words on our Public Safety portal:

<https://www.notion.so/US-Public-Safety-with-what3words-eede3a88cd1e46848d5bfe62ff230b43>

You can also sign up to our monthly newsletter with news, success stories and tips here:

<https://share.hsforms.com/1ZfozPS0iTZCDIJ7nc223FQ1p3ix>

For questions, information or to set up a call, feel free to reach to Ms. Isabella Convertini at [Isabella@what3words.com](mailto:Isabella@what3words.com)

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