



State 911 Administration Office Newsletter

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Dear Telecommunicator,

Much like many of your agencies, the State 911 Office has been working with limited staff. As of the time of this publication, we have filled all the open positions in our office.

We are excited to be rolling out the 1st phase of the automation project at the beginning of April. We are hoping this new database will prove to be user friendly and help you as telecommunicators keep track of your training hours to ensure that you are compliant with the Dispatcher Training Standards.

The annual report collection documents should be going out to the County Coordinators in the next week. If you are the person who helps to collect this information for your agency, please read over the instructions carefully as we have made some changes to the reporting this year. There are additional questions on the SNC-301 document that are included on behalf of the Michigan Public Service Commission (MPSC).

We hope to see many of you in April for the Emerging Technology Forum.

Warm Regards,

Your Friends at the State 911 Office

Upcoming Events*

*See the website for meeting times and locations.

April 13, 2020

Emerging Technology
Subcommittee Meeting

April 13, 2020

Legislative Action
Subcommittee Meeting

May 14, 2020

Certification Subcommittee
Meeting

May 20, 2020

911 Training Subcommittee
Meeting

May 4, 2020

Emerging Technology
Subcommittee Meeting

June 10, 2020

State 911 Committee
Meeting

Legislative Action

The Legislative Action Subcommittee (LAS) plans to begin discussion on the sunset of Public Act 32 of 1986 scheduled for December 31, 2021. The next LAS meeting will be held on April 13, 2020 at the Michigan State Police Headquarters; these meetings are open to the public. If you would like to keep informed on the process and discussions that will be taking place and stay involved in the various 911 organizations within the state, we encourage you to attend. The meeting minutes are also posted on our website at www.michigan.gov/snc under Legislative Action.

If you are interested in becoming a member of the Legislative Action Subcommittee, they are currently accepting letters of interest and resumes for current vacancies.

Please submit your letter of interest and resume to Ms Lyndsay Stephens stephensl5@michigan.gov no later than 4:00 pm Monday, March 30, 2020.

911 Training

The 911 Training Subcommittee (NTS) had their annual application meeting at the beginning of February with the appeals meeting held on February 26, 2020. The NTS will be recommending the State 911 Committee (SNC) approve the final full-time equivalent (FTE) count at the March SNC meeting.

The 1st phase of the automation project is slated to go live April 2, 2020. This involves a rebuild of the dispatcher training database and automation of both the 911 Training Fund Application and request for Training Course Approval processes. Please make sure all information is updated in the current system no later than March 16, 2020. No new submissions for training course approval, renewal, or new instructor submittals will be accepted between March 13- April 2, 2020 during the transition time.

Certification

The Certification Subcommittee has had a busy few weeks performing site visits in Presque Isle, St. Clair and St Joseph Counties over a three-week period. The Detroit Service District, Menominee, Tuscola, and Ottawa have been randomly selected for the next round of compliance reviews and will be scheduled for the near future.

We are happy to share an idea for a project that the St Clair County Central Dispatch team is working on in their center. They are making a "Tree of Life" wall as you walk into the center. Each time a telecommunicator helps to save a life it will be placed on the wall as a reminder. What a great way to recognize employees in a positive way! We are looking forward to seeing the final project.

Emerging Technology

Registration for the Emerging Technology Forum is open through April 3. It will be held April 20-22, 2020, at the Great Wolf Lodge! Monday night is the Tech Talk dinner which is a more informal and relaxed setting for those new to dispatch or technology who have questions they wish to ask prior to the forum presentations beginning.

Registration is being conducted through MI-Train so please search for the course using "2020 911 Emerging Technology Forum" or code #1089205. Registration for the dinner is required so if you'd like to attend, please register for that as well. **The deadline to register is Friday, April 3, 2020.** If you are booking a room, a block of rooms has been set up with a reduced rate of \$85 +tax. Please refer to code number 2004STATE in order to receive the discounted rate. The block will be held until April 3, 2020.

If you have any questions, please contact Cindy Homant at homantc@michigan.gov or 517-284-3032 or Stacie Hansel at HanselS@michigan.gov or 517-284-3033.

Thank you for all you do in Michigan!

Happy Public Safety Telecommunicator Week April 12-18, 2020

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State 911 Administrator

I would like to say how very excited and honored I am to join the State 911 Office team! I come from a background of 15 years of service at Livingston County 911 Central Dispatch where I held positions of Telecommunicator, CTO, Shift Leader, Quality Improvement Specialist, Operations Manager, and Deputy Director, as well as four years in the fire service as a firefighter.

My first month has been very eventful! I have met many new people and have been introduced to and have become involved in several projects and committee meetings. Most importantly I have been conducting a lot of research to get up to speed on pressing topics for the State 911 Office. I would like to take this opportunity to say how much I truly appreciate the continued support and knowledge that the various PSAP, public safety, telco, and vendor communities continue to give me. This transition for me is exciting and scary at the same time, and it takes us all to succeed in moving the 911 industry forward!

The State 911 Office would like to welcome Stacie Hansel as our newest family member – she is our new Administrative Assistant. Stacie comes to us with previous experience working in the 911 office and brings a lot of flare and energy to our team. We are very excited to have her on board!

Lastly, I would like to highlight and recognize the **AMAZING** women in the State 911 Office! Theresa Hart, Cindy Homant, and Lyndsay Stephens – THANK YOU for your dedication and commitment to this office and the 911 industry. We don't know what we would do without you! This incredible team was previously running a five person department with only three people, and all this while they were bringing to life a complex 3-phase automation project, managing a federal grant application, and working into the busiest season of the year with PSAP reporting, funding approvals and planning the Emerging Technology Forum. They have been invaluable to me. I cannot express enough how the success of this office and my transition is owed to these exceptional women.

I look forward to continuing to grow in my new role and learning how I can better support the 911 industry. If you have suggestions or ideas you would like to pass on or have topics/events you would like highlighted in the newsletter, please reach out and let us know! A special THANK YOU and recognition to all our 911 Telecommunicator's out there – the public safety community would be lost without you!! Happy Telecommunications Week!



Recognitions

Barry County Central Dispatch

Barry County Central Dispatch Authority was established in 1991 and has an operating millage as its primary funding source. BCCDA serves a population of just over 60,000 and dispatches for: nine law enforcement agencies, 12 fire departments, and six EMS agencies. The communications center dispatches just over 49,000 calls for service annually with 12 full-time telecommunicators, four supervisors, a network administrator, administrative assistant, and a director. BCCDA has spent the last year working on procuring a new computer-aided dispatch system with plans to renovate the dispatch center in 2021-2022. The retirement of Don Glasgow is bittersweet for the center, as Don is the last of the original group of dispatchers to retire. Plenty of well wishes for Don and we thank and commend him for all his hard work and commitment to BCCDA over the past 28 years.



Don Glasgow

Mr. Don Glasgow will be retiring with 28 years of service with Barry County Central Dispatch on March 31, 2020. Don has served as chairperson on the Professional Development Committee and AV chairperson on the Conference Committee for the Michigan Chapter of NENA (National Emergency Number Association) for many years. Don was recognized for his years of service at the January Michigan APCO/NENA meeting in Eaton County. If you have participated in any of the work groups for the Emergency Number Professional (ENP), you may have worked with Don. He has organized the Michigan study groups with Michigan Critical Partners for several years. Thank you, Don, for helping to educate and improve the 911 profession in the State of Michigan.