

State 911 Administration Office Newsletter

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Dear Telecommunicator,

The holidays are fast approaching, which should mean some snow and excitement for those in Northern Michigan as the snowmobile trails open. Not that they do not get enough fun in the summer with all the beautiful lakes, and then the fall with the wineries and beautiful drives showing the fall colors.

Don't worry about the southern Michigan folks. We have MSU and U of M football in the fall, MIS in the summer with concerts and Nascar, and we can't forget those Detroit Lions and Tigers.

If you haven't completed a lighthouse tour yet, there are several maps out there to take you on a trip through them all whether you prefer the lower peninsula or upper peninsula.

We all have our favorite areas around the state to visit and tour; thankfully there is something for everyone in this beautiful state.

Warm regards,

Your friends at the State 911 Office



Upcoming Events*

*See the website for meeting times and locations.

December 6, 2021

Emerging Technology Subcommittee

December 8, 2021

State 911 Committee

January 10, 2022

Emerging Technology Subcommittee

February 9, 2022

911 Training Subcommittee

February 23, 2022

911 Training Subcommittee

Certification Subcommittee

March 7, 2022

Emerging Technology Subcommittee

March 9, 2022

State 911 Committee

Legislative Action

Representative Calley introduced HB5026 in mid-June; this is a draft bill to renew the 911 Enabling Act which includes some changes to the current statute. It was referred to the Communications and Technology Committee in the House, passing both the House Committee and House in October.

The bill was referred to the Senate Energy and Technology Committee on November 2, and passed without amendments on November 9. It has been placed on the order of the third reading and will hopefully be voted on the week after Thanksgiving.

Please continue to monitor the State 911 Office website at www.michigan.gov/snc for additional meeting dates, which will be added as this process moves forward. If you would like more information on this specific bill, select this link [HB 5026 \(2021\)](#)

911 Training

As 2021 comes to a close, those in the training coordinator and PSAP Director roles need to be logging into MiSNAP to ensure all the courses that have been attended from January 1 through the current date in 2021 have been entered for each employee. It is important to check the training summary on a regular basis to ensure the information is entered.

If a 2022 training fund application has not been started, please do so ASAP to ensure there is time to input all expenditures, and there is spend down of funds for 2019 and prior distribution years. If those funds have not been spent down and an agency is wanting to qualify for 2022 training funds, submit a request for an invoice to Ms. Theresa Hart prior to December 21, 2021, and return the funds prior to December 31, 2021.

More information will be coming with deadlines after the December SNC meeting and approval of the training fund application process.

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 had a full morning of education on November 8, 2021. The subcommittee used this day to go over the current format of the forms being utilized for the compliance reviews to ensure information is obtained to complete a review without causing too much stress and work on the part of the local agencies. Much discussion took place regarding the compliance review process and having a combination of the virtual financial discussion and the physical operational review. Policies will be reviewed to ensure completion of the required and optional portions again.

During this time, it was also discussed with the new members their roles and expectations as the subcommittee prepares to get back into the PSAPs in the coming year, we as a subcommittee look forward to this networking opportunity.

Information will be emailed out once all the approvals have taken place for the new annual reporting, which will be done through MiSNAP. If you are a PSAP Director or County Coordinator, please log in and make sure you see the SNC 301 tab under your dashboard for the PSAP Directors and the SNC 500 form for the County Coordinators.

More information will be coming after the December SNC meeting and approval of the annual report forms. The deadline will remain as May 15, 2022.

Emerging Technology

The Emerging Technology Subcommittee reviewed the Tech Forum survey responses at their November meeting. Mr. Mark Holmes put together a map which plotted the attendees of the forum for the last several years. It is nice to see the various locations and distances some of the attendees travel to get this valuable information each year.

The subcommittee will begin organizing a workgroup to begin planning the 2022 Emerging Technology Forum after the first of the year. Once a date and location have been determined, a save the date notice will be emailed and posted on our website, it will be held in September or early October 2022. This is a great way to ensure you are staying on top of the latest trends and technology information within the 911 community.

Please check the SNC website for future meeting dates and locations. Currently, the meetings are being held at the Michigan State Police Headquarters in Dimondale.

911 Administrator



As this year quickly comes to an end, I would like to send many heartfelt thanks and my appreciation to all of you for another year almost past, countless emergencies handled,

and tireless work performed. This is a great time to reflect on what we've learned this year, what we've accomplished, and what our goals are for the coming year. One of my goals for 2022 is to enjoy it, and to learn to appreciate *time* more – to really make the most of it.

Doing what we do in 911, especially when handling the calls day in and day out, takes its toll on you, and the effects from that will sneak up on you when you don't even see it happening. It's important to smile A LOT, laugh, be proud of what you've done, and recognize it is something special inside YOU that makes this industry possible. Not everyone has the talent and skill necessary for 911, and that is something you should always respect about yourself and your co-workers. Celebrate yourselves and the incredible people you work with, from your inner circle to everyone in your center and the PSAPs around you!

I also want to give a special thanks to all the amazing women in the State 911 Office, and to my mentor Major Beth Clark. Without all of you I would not have the incredible career, the many laughs, and the opportunities to grow and lead that I have. I truly enjoy working with and learning from you. Much love and gratitude to you all!

Annual APCO Awards Recognition

2021 Award Recipients

Information Technologist of the Year	Scott Shook, Genesee County 911
Radio Technologist of the Year	Mark Russell, Roe Comm
Team of the Year	Washtenaw County 911
Trainer of the year	Kelsey Gentry, Calhoun County 911
Director of the Year	Christopher Izworski, Bay County 911
Supervisor of the Year	James Clickner, Ingham County 911
Telecommunicator of the Year	Christina Robinson, Calhoun County 911

Congratulations to all recipients!

Michigan Public Safety Telecommunications Annual Conference

During the conference, a couple of the keynote speakers mentioned some podcasts specifically geared towards 911 and telecommunicators we would like to share:

- We Speak Dispatch found on Amazon Music and Apple Podcast
- IAM911 and [Within the Trenches](#)

Educational opportunities, outside of the conferences and courses within the state, that would lead to a professional title within the communications world:

- CMCP (Center Manager Certification Program- NENA)
- ENP (Emergency Number Professional- NENA)
- RPL (Registered Public Safety Leader- APCO)
- Excellence in Dispatch Certificate (NENA)

Lyndsay's personal take away from one of the keynote speakers we felt was worth sharing.

Picture what you want your legacy to be. What do you want to be said about you at your retirement/going away party? Once you have the answer to that, start at the end, and work your way back. Where do you want to be? What do you want to do? What do you want people to say about you? What are YOU doing to make those things come true? What do you need to do vs. what do you need your agency and your networking community to do in order to help you reach those baby steps along the way?

Many times, a lawyer will start their preparations by writing the closing argument first and then working backwards. How are you writing your closing argument, and what do YOU need to change to get that closing argument where you want it to be? We should all have a goal in mind and ask ourselves, what do we need to do in order to get to that goal? What are the baby steps along the way?



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