

# State 911 Administration Office Newsletter

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Dear Telecommunicator,

Here is to the new year and the many exciting things happening in the State 911 Office. Since our last issue we have been working without a State 911 Administrator while Bureau and the State 911 Committee were working filling the position. Ms. Joni Harvey, current Deputy Director at Livingston County Central Dispatch, has accepted the position. Her official start date with the State 911 Office will be January 26, 2020.

As of December 1, 2019, the Administrative Assistant, Ms. Kristine Bond, promoted and is now working as the Litigation Coordinator within the Michigan State Police. Bureau is working to get this position posted and filled within the office as well.

The current office staff are doing everything they can to make sure you at the communications centers do not realize there are empty seats here. Please reach out to any one of us and we will answer your questions, if we cannot help you, we will direct your question to someone that will be able to help.

Warm Regards,

Your Friends at the State 911 Office

## Upcoming Events\*

\*See the website for meeting times and locations.

### **February 3, 2020**

Emerging Technology Subcommittee Meeting

### **February 13, 2020**

Certification Subcommittee Meeting

### **February 19, 2020**

911 Training Subcommittee Meeting

### **February 24, 2020**

Legislative Action Subcommittee Meeting

### **February 26, 2020**

911 Training Subcommittee Meeting

### **March 2, 2020**

Emerging Technology Subcommittee Meeting

### **March 11, 2020**

State 911 Committee Meeting

## Legislative Action

The Legislative Action Subcommittee plans to begin discussion on the sunset of Public Act 32 of 1986 scheduled for December 31, 2021. The next Legislative action subcommittee meeting will be February 24, 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, stay involved in the various 911 organizations within the state.

Section 97 of Senate Bill 146, relating to the school safety panic button, was vetoed. This will continue to be on the radar of the Legislative Action Subcommittee.

House Bill 4253, relating to the newborn safety device has had no movement since it was introduced. The Legislative Action Subcommittee will continue to monitor this bill.

## 911 Training

The automation project is in full force. The State 911 Office has had a chance to do some testing within the internal environment and we like what we are seeing so far. We have reached out to several PSAPs to help us test on the external environment. The training for those individuals will be on February 6, 2020. After the introduction the individuals will be asked to use the environment testing several different items over a two-week period. We want to make sure we work out the bugs before we go live with the system on April 2.

It is 911 training fund application time. Please make sure you read all the instructions on the applications. The application is due no later than January 31, 2020. If you have any questions, please feel free to reach out to Ms. Theresa Hart.

## Certification

Thank you to all those that have applied for the open positions. We would like to welcome our new members:

Cynthia Fell- Communications Supervisor, Plymouth Township Police Department

Kyle Maury- Shift Leader, Washtenaw County Sheriff's Office

Tracy Peter- Deputy Director, Hillsdale County Central Dispatch

Eugenia Cook- Supervisor, Detroit Police Department

The Certification Subcommittee continues to stay busy and have recently started pulling three counties at the quarterly certification meetings to move the number of counties we complete each year from eight to twelve.

## Emerging Technology

**SAVE THE DATE!** The Emerging Technology Forum will be held April 20-22, 2020, at the Great Wolf Lodge! This year we will again have a Tech Talk dinner, but it will be held in the same format as it was two years ago. It will be geared toward the new directors and telecommunicators and those new to technology. The purpose of the dinner is to review the sessions that will be covered during the following two days and allow attendees to ask questions in an open, no pressure and casual environment so they can understand and participate in the session discussions.

Registration information will be sent out by early February. If you have any questions, please contact Cindy Homant at [homantc@michigan.gov](mailto:homantc@michigan.gov) or 517-284-3032.

## Annual Report Forms (SNC 500 and SNC 301)

Typically, the SNC 500 and SNC 301 forms are sent out at the beginning of February just after the deadline for the training fund applications. This year the forms will be sent out after the March 11, 2020 SNC meeting. The reason for the delay is there were some changes to the forms that still need to be worked out in order to make sure the wording is correct. This year the State 911 Office will be assisting the Michigan Public Service Commission (MPSC) with collection of cost data regarding NG911 for the report they will be submitting to the Governor and Legislators by December 31, 2020.

The forms will be collecting much of the same information as last year. Ms. Lyndsay Stephens participated in a work group with the National Profile Database to help with the clarifications of the questions the 911 profile database collects from each state.

It is important to make sure the PSAP director contact information is correct on each of the forms. This is the information the State 911 Office uses to update the email list for the website, as well as, the email distribution list we utilize within the office for the various information we send out to the local PSAPs.

Although there will be a delay in sending the annual report forms to the county coordinators, there will not be a change in the due date. As Public Act 32 states, the deadline to submit the documents to the [mspetsc@michigan.gov](mailto:mspetsc@michigan.gov) email address is May 15, 2020.

## Recognitions

### Livingston County Central Dispatch

Livingston County Central Dispatch has spent the last year building a new communications center. With the new communications center came lots of new equipment and changes for the center. The county has a current population of 188,000.

The communications center is completely surcharge funded serving 13 police departments, 10 fire departments, and one of the few county EMS agencies still around. The communications center handles over 115,000 911 calls annually with their 29 full-time dispatchers, 4 supervisors, training coordinator, quality improvement specialist, director, deputy director, administrative assistant, freedom of information act clerk, and dedicated information technology staff member.

Livingston County prides themselves on their accreditation. In 2017, Livingston County completed the accreditation process for law enforcement protocol which made them the only PSAP in the State of Michigan with the Tri-ACE (Accredited Center of Excellence). A Tri-ACE signifies accreditation in the Fire, Police, and Medical protocols by the National Academies of Emergency Dispatch (NAED).

### Karen Chadwick

Ms. Karen Chadwick will be retiring this Friday as Director of the 911 Center at Grand Rapids Police Department. Ms. Chadwick has served on many committees, associations, and boards throughout her tenure.

Ms. Chadwick has served as the President of the Michigan Communications Directors Association (MCDA), the Michigan Chapter of the National Emergency Number Association (NENA), and the Michigan Chapter of Association of Public Safety Communications Officials (APCO). Ms. Chadwick has served on numerous subcommittees and has assisted with the passing and testifying of 911 related legislation. Ms. Chadwick currently serves as an active member of the 911 Training Subcommittee.

The State 911 Office would like to thank Ms. Chadwick for her many years of service and dedication to the 911 profession. She has helped to shape the profession into what it is today and has earned the respect of her fellow communications professionals.