

State 911 Administration Office Newsletter

7150 Harris Drive, Dimondale, Michigan 48821
www.michigan.gov/snc T: 517-284-3033



Dear Telecommunicator,

Oh, what a year 2020 was. I know it has been a long, rough year, but we made it through! New year, new beginnings, hopefully new goals, new mindsets, and new priorities are all things to look forward to. For us, the best thing to look forward to is the daylight getting longer, the idea spring is coming soon, and we will be able to have that sunshine on our face again before we know it.

As a reminder, the State 911 Office staff are still working remotely. We are all very attentive to our emails and will respond as quickly as we can. You may call our office numbers also as we are getting our voicemail in an email message. If we are working that day, we will return your calls as soon as we are able to do so.

The State 911 Office staff would like to thank each and every one of you for the wonderful jobs you have done in this crazy world over the last year. As we continue to make changes to adjust to this new way of life, we appreciate you for continuing to be there for your citizens. The State 911 Office would like to wish you and your family a Happy New Year!

Warm regards,

Your friends at the State 911 Office

Upcoming Events*

*See the website for meeting times and locations.

January 4, 2021

Emerging Technology Subcommittee Meeting

January 20, 2021

Legislative Action Subcommittee Meeting

February 1, 2021

Emerging Technology Subcommittee Meeting

February 10, 2021

911 Training Subcommittee Meeting

February 17, 2021

Certification Subcommittee Meeting

February 17, 2021

911 Training Subcommittee Meeting

March 10, 2021

State 911 Committee Meeting

Legislative Action

The Legislative Action Subcommittee welcomed three new members in December: Mr. Jeremy Ludwig, Allegan County Central Dispatch; Mr. Jim Valentine, Ionia County Central Dispatch; and Mr. Josh Mausolf, Ottawa County Central Dispatch Authority. Please join us in congratulating these individuals. Their contact information, along with all other subcommittee members, can be found on the State 911 Office website.

As we begin to look at Public Act 32 and the sunset of the 911 Act, the subcommittee will be split into groups to help spread the work out among the members. Once the groups have come up with updated language, it will go back to the subcommittee as a whole and then the recommendations will be taken to the full State 911 Committee. The biggest concerns are making sure the current funding mechanisms will sustain 911 in Michigan, and updating the language to make sure Next Generation 911 and definitions are included.

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

911 Training

The 2021 911 Training Fund Application Instructions and Guidelines have been sent out by email. All application documentation will be submitted through the new MiSNAP portal. If you have not started your 2021 training fund application, please do so now. The 2021 Training Fund Guidelines and Instructions can be found on the State 911 website www.michigan.gov/snc.

Each individual telecommunicator can create a MiLogin user account and request access to the State 911 Administration Portal to make sure their personnel training record is up to date.

For anyone still seeking user permissions, please make sure you follow the instructions for requesting access within MiLogin.

911 Training Fund Applications are due Friday, January 29, 2021, by 4 pm. Applications are date and time stamped so please be sure to submit prior to the application deadline. If you have any questions or issues accessing MiSNAP, please email Theresa or Lyndsay at sncdispatchertraining@michigan.gov. This email is monitored daily during business hours.

Certification

We are down to the last few counties that have not yet undergone a compliance review. The remaining counties will be receiving notification as soon as some adjustments are made to the notification request. There are *required* financial portions of the review that are completed to ensure compliance with the statute and there are *optional* operational

portions of the compliance review that can provide best practice recommendations to centers.

Due to the state of emergency, the majority of the focus of compliance reviews completed since March 2020 has been on the financial portion of the review. Once the review team can visit the centers again, the operational portion will be completed and added to those compliance reviews.

The Certification Subcommittee has been fielding many questions recently about allowable and disallowable expenses. Please do not hesitate to reach out if you have any questions on whether an expense is allowable. The list can be found on the State 911 website www.michigan.gov/snc and the subcommittee is here if you have additional questions.

Emerging Technology

The Emerging Technology Subcommittee (ETS) has recently added a few new members to their team. Please congratulate and welcome Mr. Jonathan Moored, Kalamazoo County Consolidated Dispatch Authority; Ms. Angela Elsey, Macomb County Sheriff's Office; and Mr. Patrick Savage, TSSI Consulting, LLC. The contact information, along with all subcommittee members, can be found on the State 911 Office website www.michigan.gov.snc.

The ETS has been working on updating the State Communications Interoperability Plan and the Outage Plan. Both will be posted on the website when completed.

As the next Emerging Technology Forum is planned, the subcommittee will be reaching out once again asking for topics of interest. If you have anything specific you would like to see presented that is related to new and upcoming technology, please reach out to Cindy or Stacie to pass the information along.

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

911 Administrator

It has been an extraordinary 2020 for all of us, and quite a year of learning for me. I have been involved in, and exposed to, an incredible number of workgroups, committees, meetings, and responsibilities. I have been working with a side of 911 not many people in the 911 industry participate in, and I would like to talk about it for a moment – the SNC and its subcommittees. I would like to take this opportunity to recognize the dedication and hard work the women and men on the SNC and its subcommittees put forward, above and beyond what they already do in their centers, departments, and businesses. They are working tirelessly behind the scenes to help 911 be the best it can be for the state of Michigan – thank you! If you have not attended any of the SNC or subcommittee

meetings, I would highly encourage it! You have a lot to learn and growth opportunities should you decide to apply for a position on one of these committees. They are virtual for now, and open to the public.

I would also like to thank the ladies in the State 911 Office for their incredible work throughout 2020, and for what is to come in the year ahead. We are blessed to have them in our 911 family!

For our 911 centers, its leaders, trainers, admins, and of course our beloved telecommunicators, you have shown how resilient and necessary 911 is this year. We have always known it, but others are starting to pay attention as they should. I know most of you do not like extra attention or public credit, but you are going to get it from me anyways. You have heard it all before, but I am going to say it again. This industry would not exist without you! Take care of yourselves, stay strong both physically and mentally. Spend time doing the things you love so you can share that joy and love while you are at work. Remember, you are never alone. There are 2,000+ of us here just in Michigan when you need us!

Recognition Corner: In Memory of Curtis Reynolds, Troy Police Department



The Troy Police Department is mourning the loss of Communications Supervisor Curtis Reynolds, Jr., who passed away in September of 2020. The State 911 Office would like to recognize him for the sacrifices he made for a profession he loved. The State 911 Office communicated with Curtis frequently on training requirements, fund applications, and through the compliance review process going over the training funds. He was always very pleasant and courteous. This was not only seen in our dealings at the State 911 Office.

Curtis was a key employee in the department's dispatch center, the part of the agency often charged with taking phone calls from frantic citizens and sending officers to dangerous calls. During his 29 year career, Curtis received 16 commendations for outstanding service. He started with the department in 1991 as a Police Service Aide and was promoted in 1998 to Communications Supervisor.

Curtis had trained many new employees over the years. In 2015, Curtis was recognized for his ability to teach, train, and motivate new employees. From 2013 to 2015 alone, Curtis trained 13 new Police Service Aides.

Curtis embodied the calm, competent presence that skilled dispatchers provide to citizens and officers as well. In May 2009, Curtis received a Departmental Commendation for such a response to a domestic violence incident involving an armed and suicidal subject. On February 20, 2018, Curtis was supervising the Communications Section when a barricaded gunman incident occurred at a house on Brooklawn. Curtis managed communications during this long incident that resulted in peaceful resolution. He was lauded for his "decisive and calm demeanor."

Curtis was also involved in several community outreach initiatives over the years. He was a longstanding presenter at the Citizens Police Academy and Department Open House, due to his friendly demeanor and ability to educate others in an entertaining way.

Staff Contact Information

Ms. Joni Harvey
State 911 Administrator
Phone: (517) 284-3025

Ms. Theresa Hart
Dispatcher Training Analyst
Phone: (517) 284-3026

Ms. Cindy Homant
Resource Analyst
Phone: (517) 284-3032

Ms. Lyndsay Stephens
Certification Analyst
Phone: (517) 284-3030

Ms. Stacie Hansel
Administrative Assistant
Phone: (517) 284-3033