

State 911 Administration Office Newsletter

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Dear Telecommunicator,

Hoping you were all able to welcome 2022 with open arms, whether you were surrounded by friends and family, or your coworkers.

A new year will bring plenty of opportunities. There are many training opportunities both live and virtual already scheduled for 2022. If your idea of a new prospect possibly involves a promotion or change in position, we have seen quite a few openings come across our email recently. Organizations like APCO, NENA, and MCDA share all these opportunities with their members.

Although new challenges have some of us excited, there are some of us who want to reflect on, and be grateful for, what 2021 brought us. Even with some obstacles and heartache, we made it through the year together, hopefully wiser and stronger.

Wishing you some well-deserved downtime and a very happy new year!

Warm regards,

Your friends at the State 911 Office



Upcoming Events*

*See the website for meeting times and locations.

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

May 2, 2022

Emerging Technology Subcommittee

May 16-19, 2022

Michigan Public Safety Telecommunications Conference

May 17, 2022

911 Training Subcommittee

Certification Subcommittee

Legislative Action

Representative Calley introduced HB5026 in mid-June; this bill was signed by the Governor on December 15, 2021. THANK YOU to all who assisted with the education and reaching out to local legislators throughout this process. Your time and dedication have once again paid off for the 911 industry in Michigan.

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. For more information on the 911 law, select this link [HB 5026 \(2021\)](#).

911 Training

The 2022 training fund application period is under way. If you have not started your 2022 application, please do so now and check your DTS-510 to ensure all the training is documented for SNC-approved training courses.

As a reminder, you are required to spend down 2019 and prior years distribution funds to qualify for 2022 training funds. If you have any 2017 and prior distribution year funds, please contact the State 911 Office for an invoice since funds will need to be returned.

If you have any questions or concerns regarding your training fund application, please email SNCdispatchertraining@michigan.gov for assistance.

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 some openings with the resignations of Mr. Richard Feole, Mr. Ray Hasil, and Mr. Tracy Peter. We would like to take the time to thank each of them for their time and commitment to the 911 industry. Their many years of service and dedication in the field have proven to be very beneficial to the subcommittee. We thank them for sharing their knowledge with others along the way.

If you are interested in one of the vacant positions, please send a letter of interest and a copy of your updated resume to Ms. Lyndsay Stephens. We are looking for members who have expertise in 911 technology, as well as those who are knowledgeable in 911 operations, finances, and/or policy. Meetings are held in person, so it is important to understand member attendance will be expected for the meetings and other subcommittee functions.

We would like to recognize and thank Ms. Phyllis Fuller for accepting the position of the Chair and Mr. Dale Berry for taking on the position of Vice-Chair.

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

Emerging Technology

SAVE THE DATE! The 2022 Emerging Technology Forum will be held September 12-14, 2022, at the Delta Marriott in Muskegon. The Emerging Technology Subcommittee will be forming a workgroup to assist with the planning.

If you have any topics you believe would be beneficial, please email Ms. Cindy Homant or Ms. Stacie Hansel with the presenter's name and topic and they will make sure the workgroup has the information for the beginning stages of planning.

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

**IF CAULIFLOWER
CAN SOMEHOW
BECOME PIZZA...
THEN YOU, MY
FRIEND, CAN
ACCOMPLISH
ANYTHING.**

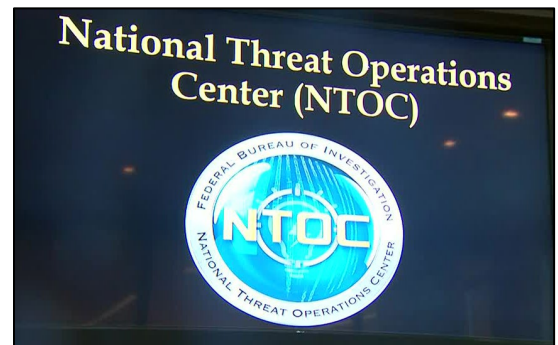
I hope everyone is as excited to welcome a New Year as I am! It has been an incredible couple years not just for 911, but for everyone. 911 has shown more resilience and commitment than ever before. While the focus has been primarily Covid-based in the last two years, I am looking forward to a year when we can start anew talking about other interests, dreams, challenges, and tasks we want to achieve for ourselves personally, as well as for the 911 industry.

Having the 911 Act rewrite signed into law was an extraordinarily important accomplishment and positive way to wrap up 2021. I am going to use that momentum to work on other things I feel are significant to my life, and ideas/issues we all feel are significant to 911. I encourage you to try and focus on moving forward, take a chance on something new and exciting, and transition your mind-set to positive thoughts. We can't control everything, but we can work on our own perspectives and attitudes as a great start!

Technology Corner

Message from Ms. April Heinze, NENA National

The FBI National Threat Operations Center (NTOC) answers national threat-tip lines via voice and text. They receive thousands of calls per day, and some of those are situations that should have been reported to 911 and need a local response. The NTOC needs help from PSAPs, specifically in



enhancing processes related to the acceptance of information coming from the NTOC.

The FBI has reshaped how they will be contacting PSAPs to hand off this type of information to local agencies. The NTOC now uses NENA's Enhanced PSAP Registry to determine the appropriate PSAP and the 10-digit 24/7 telephone number. They have created a new internal process specifically for these situations. Please see the attached notice for more information. Any questions please contact me at aheinze@nena.org.

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