



State 911 Administration Office Newsletter

7150 Harris Drive, Dimondale, Michigan 48821
www.michigan.gov/snc T: 517-599-4590

Dear Telecommunicator,

Summer brings thoughts of vacations and touring different areas of this beautiful state, which means extra population in some of our jurisdictions. The end of summer means school is back in session, school sports start up again, and students are back on campus. This again has the potential to affect some of our jurisdictions.

We truly hope you took time this summer to reset, recharge, and prepare to continue pushing forward. This is a rewarding career, but we all need to take that little bit of a mental break here and there to be able to give our best and do our best.

With so many areas short-staffed and constantly training, this mental break is even more important. What are you doing for your break? How are you resetting so you have the strength, power, and ability to continue to push forward and continue to give the residents of our great state the best customer service possible?

Warm regards,

Your friends at the State 911 Office

Upcoming Events*

*See the website for meeting times and locations.

September 12-14, 2022

Emerging Technology Forum

September 21, 2022

State 911 Committee

November 7, 2022

Emerging Technology
Subcommittee

November 16, 2022

911 Training Subcommittee

Certification Subcommittee

December 14, 2022

State 911 Committee

*The State 911 Committee
and Subcommittees have
not yet set the 2023 meeting
schedule*

Legislative Action

There has been nothing new brought to the attention of the LAS; therefore, we have not held any meetings since the last edition of the newsletter.

With the budget being at the forefront of the legislature, many times there is not much movement with any bills until the budget is passed each year. Once the budget is passed, it is typically time for the legislature to break for the summer. This is an election year, so we may see limited movement during the fall session while some are focused on their campaigns. The members of the subcommittee will be ready and waiting, ensuring this is the case. Knowing a little background on the legislative process helps to understand these down times and take advantage of them by making new connections, ensuring we (911) are continuing to speak and inform others about the importance of what we do daily.

Please visit the State 911 Committee (SNC) [website](#) for upcoming meeting dates which will be added as additional legislative items are introduced for consideration and/or discussion. If a meeting is canceled, it will be posted on the website.

911 Training

In completing a couple of the 911 training fund reviews recently, we have found some individuals who have the same course listed multiple times for the same date. For example, an individual may have completed the 40-hour advanced telecommunicator course and it was entered into the system five times rather than just once for the five dates. There are others who may have been entered as one course and then again with another course number for the same time period. **As a telecommunicator, please make sure you are looking at your own training summary to ensure your information is correct.** If there are any concerns, please use the email address listed below to work with our office to correct the issue.

Both examples above could affect the continuing education hours showing you are up to date and compliant, when in fact you are not because you are getting credit for the same course multiple times. We are doing our best to ensure these instances are not happening; however, there are over 2,000 records and only one staff member who reviews the records. MiSNAP has significantly improved our process of tracking training; however, it is not fool proof.

As a reminder for any agency that has a grandfathered employee, their continuing education requirement will be due **December 13, 2022**. If you have any questions or concerns regarding the training standards, 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 visiting different locations across the state. If a meeting is canceled, it will be posted on the website.

Certification

The Certification Subcommittee is beginning to look at the questions asked on the annual report for 2023. We would love to hear some feedback from those completing the forms, what works and what did not work so well within MiSNAP. If you could **please send any feedback Attention: Lyndsay Stephens stephensL5@michigan.gov by September 10, 2022**, we will be sure to include the feedback in the November discussion of the annual report.

As a reminder, the information and questions asked during the annual report data collection is used for other reports. This year not all questions were marked as required; however, all the information we collect on the report is used in some form on other reports the State 911 Office (SNO) is required to submit. This fall/winter, prior to the collection of the 2023 report information, Ms. Stephens plans to host a couple of webinars to discuss the questions and information we are collecting and the importance of it.

Please check the SNC [website](#) for future meeting dates and locations as we are also on the move and will be visiting different locations across the state. If a meeting is canceled, it will be posted on the website.

Emerging Technology

We are getting closer to the Emerging Technology Forum; the different work groups are working hard to try to make this the best year yet! We have a new venue to bring new technology and discuss some of the upgrades to existing technology you may be seeing within your centers or neighboring jurisdictions.

Please check out the outstanding line up of speakers and topics that will be discussed in the two-day forum. You can find a description of the sessions along with information about the presenters on the SNC [website](#). Both days are packed full of information. We are attaching the registration information to the newsletter as well to ensure you have it as the deadline is August 26. We look forward to seeing you in September at the forum!

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. If a meeting is canceled, it will be posted on the website.

911 Administrator

The SNO has been working hard to compile data, complete annual reports, wrap up large projects, and plan for our upcoming goals. These amazing ladies never cease to impress me with their dedication, hard-work, and extensive knowledge and passion for what they do.

As summer comes to a close, I am anxiously awaiting football season, school sports, and tailgate food parties to begin. I have yet to make it to the lake this summer, but I absolutely

will make it happen before the water turns colder again, however, I am totally ready for fall to be here. I am not the type who wants to hang on to every last minute of summer lol. Hopefully, you have carved out some much needed YOU time in the last couple of months. If you have not, make it happen! Rejuvenating is an amazing and necessary way to reset our minds, bodies, and emotions. Be mindful that your work is very tough, and it's tough on you, even if you don't feel it or think so. I am already planning fall fun festivities - those are my happy places 😊. What's yours?



Technology Corner

What3Words (from a Director Standpoint)

9-1-1, Where is the Emergency? Location, Location, Location.

In one form or another all of us ask that title question. Thanks to technological improvements, the answer to our “where” question over the years has become easier when the caller is unable to answer this most important question. Wireless phase 2 is far better, GIS address points are easier to correlate, RapidSOS enhanced location services are wonderful, and location-based routing is beginning to emerge.

However, I would bet money that every PSAP in Michigan has unaddressed parks or recreational areas which make it challenging to dispatch first responders to, even if we have great high certainty WPH2 and/or RapidSOS locations. Now what would you think/say if you could send a first responder anywhere in your jurisdiction with just three words? Not the three words that some of our front-line telecommunicators may want to say either!

[what3words](#) is a free app available to PSAPs and first responders alike. The app creator recognized most of the earth is not addressed. He came up with the novel idea of leveraging latitude/longitude and overlaying a grid across the globe of three-square meter (10'x10') squares, giving each its own unique three dictionary word “address”. No set of three words repeats, words that are similar are cleverly separated by hundreds or thousands of miles, and complex word combinations are reserved for the oceans.

Although there is a free app, it is not necessary. Public Safety Telecommunicators utilizing any text capable platform such as Texty can send a pre-canned message with an imbedded link to a caller:

Click this link [what3words](#) to get your what3words location. For agencies using Texty – contact PFN and they will happily add such a canned message to the application.

The caller in turn either reads their what3words location to you by phone or copies and pastes it in a text back to the PSAP. In turn, the PSAP enters the three words into the what3words webpage or CAD with w3w integration to plot the location. Field first responders can be provided this simple location format by voice dispatch or other media (e.g., MDT or Active911) and using the same webpage or app to easily navigate to the location of the call.

Give it a try! Another tool in the tool belt never hurts.

Dan Morden – Gratiot County 911

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It is important to note in what3words that if the caller does not have the app installed, an internet connection is necessary to utilize the 911 initiated send-link function described above. It is always best to install the app, so the functionality of the app is readily available.

What3words is a FREE application integration for public safety agencies and the app is free to download for residents and visitors. Visit [what3words /// The simplest way to talk about location](#) for more information on how your agency and community can sign up!

Prepared

Prepared Live is a FREE software that enables dispatchers to livestream and receive photo, video, text, and GPS location from mobile 911 callers in real-time. The platform also enables outbound "text-from-911," ensuring dispatchers are able to communicate with callers non-verbally whenever necessary.

By providing real-time, actionable data from callers, Prepared Live helps PSAPs to respond to emergencies and non-emergencies more effectively and efficiently; plus, the experience is entirely telecommunicator-led. The telecommunicator has the choice to request live video, send texts, and to even blur video they do not want to see.

Whether a resident dials 911 to report a fire, a crime in progress, or a minor, non-active car accident, the telecommunicator is empowered to deploy the right solution by leveraging critical data from the caller.

If you'd like to learn more about Prepared Live or request a demo for your center, please visit: <https://bit.ly/3OkFXIL> or email justin.henning@prepared911.com

Staff Contact Information

Ms. Joni Harvey
State 911 Administrator
HarveyJ6@michigan.gov

Ms. Theresa Hart
Training Analyst
hartt@michigan.gov

Ms. Cindy Homant
Resource Analyst
homantc@michigan.gov

Ms. Lyndsay Stephens
Certification Analyst
Stephensl5@michigan.gov

Ms. Stacie Hansel
Administrative Assistant
hansels@michigan.gov