



# State 911 Administration Office Newsletter

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Dear Telecommunicator,

Hello... what happened? I don't think 2023 got the memo our telecommunicators need a little break. Now that being said, thunder, lightning, snow, and ice all at once made for some crazy times in the center, but it sure was pretty. I cannot fathom what some centers have been through so far in 2023 and spring is just beginning. Welcome to public safety where we never know what to expect or when!

Thank you, we appreciate you! We are proud to help and work with the State of Michigan telecommunicators! You are awesome and give our profession such a great name! I know you don't hear this enough, but you truly do make a difference.

Our office will be out and about at meetings and conferences this spring. We would love to meet some new faces. Please don't be shy! Come say hello and introduce yourself. Let us know if there is anything we can do to help you or your center. Invite us to visit your center as we would love to see you in action.

What are you doing to celebrate you and your staff for National Telecommunicators Week?

Warm regards,

State 911 Office Staff

## Upcoming Events\*

\*See the website for meeting times and locations.

### April 9-15, 2023

National Public Safety  
Telecommunicators Week

### April 17-20, 2023

Michigan Public Safety  
Telecommunicators  
Conference

### April 18, 2023

911 Training Subcommittee  
Meeting

Certification Subcommittee  
Meeting

### May 15, 2023

Emerging Technology  
Subcommittee Meeting

### June 14, 2023

State 911 Committee  
Meeting

Check the website for the  
next Legislative Action  
Subcommittee

Check out the new  
[Employment Opportunities  
Tab](#) on the State 911  
Website.

## Legislative Action

Recent events within the state have made for another push to discuss the issue of classification of public safety telecommunicators in Michigan. There has been a lot of effort to change this at a federal level, which was discussed in the State of 911 Webinar on March 14, 2023. You can access the reclassification tool kit on the [911.gov](https://911.gov) website. The link will take you directly to the tool kit, but they also archive the webinars so you can hear for yourself what work is being done federally on this subject.

Research shows there is no current Michigan classification system for telecommunicators. Although there are often times when telecommunicators have been recognized as first responders, the Legislative Action Subcommittee (LAS) is working to find the best way to address the classification status within the State of Michigan. In the meantime, the LAS and the State 911 Committee (SNC) have requested a resolution be passed by the Senate ~~(one has already been done in the House)~~ recognizing and acknowledging telecommunications professionals as first responders. The LAS and SNC are also asking for U.S. Congressional support to reintroduce and pass the 911 SAVES Act at a federal level.

The LAS wants to remind all PSAPs they should be keeping their telecommunicators' job descriptions up to date. A sample can be found in the reclassification tool kit as well as the newly updated Michigan [Training Manual](#) telecommunicator essential job tasks and skills list found on the SNC website.

The LAS also discussed Senate Bills [145](#) & [146](#). The interpretation of the LAS and SNC is as these bills are written, they would mandate PSAPs and law enforcement agencies to participate in a public safety citizen communications system. The LAS and SNC have some concerns as the bills are written in regard to funding, responder and caller safety, and vendor selection processes. The LAS and the SNC voted to oppose both bills as written, and are following up with the legislature to discuss this further.

Please visit the State 911 Committee (SNC) [website](#) for upcoming meeting dates that 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

The 2023 911 training fund applications have been reviewed, with the completion of both the initial review and the appeals review. The 911 Training Subcommittee (NTS) presented the full-time equivalent (FTE) numbers to the SNC for approval on March 15, 2023. There were 111 PSAPs approved with 1,716 FTEs total, and an additional 40 FTEs were denied (most denials were due to PSAPs not spending down previous years training funds). There were 35 FTEs approved through the appeal process. For anyone who did not apply, we will be locking the 2023 and prior applications May 1, 2023, so make sure you get your expenditures from 2022 entered before the application is locked.

The goal of the NTS is to ensure agencies are receiving help to train their telecommunicators. As a reminder, you can start working on the 2024 application at the beginning of the year. We recommend logging in monthly to ensure your training is entered by the training providers on a regular basis. This is a recommendation for the PSAP director and telecommunicator. If you need assistance setting up your account, please contact the [State 911 Office](#).

The NNS welcomed a new member, Director Jason Torrey, Grand Traverse Central Dispatch. We look forward to working with Jason and the rest of the team moving forward.

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 2023 Annual Report collection documentation has been sent out. Please make sure you log in to MiSNAP and complete the documentation **prior to May 15, 2023**. This helps the State 911 Office complete our many reports each year. We will be hosting office hours in April and May if anyone has any specific questions logging in to complete the form. An email with meeting information will be sent to the PSAP directors and county coordinators soon.

The National 911 Annual Report was just released and can be found on the [911.gov](#) website, along with other valuable information. This is one of the reports the annual report data collection helps Michigan participate in nationally.

The Certification Subcommittee would like to welcome two new members: Mr. Kevin Wilkinson, Medstar Ambulance, SNC member, and Ms. Jessie Lowell, Ogemaw County Emergency Dispatch Authority. We are eager to begin working with both of them as we strive to provide a diverse group of members.

The Certification Subcommittee is working our way through the state again with the compliance review process. As a reminder, we randomly draw counties each meeting. The policy states it will be a minimum of five years between draws; however, we are quickly making our way through the state a second time. You can check our current [progress map](#) on the SNC website.

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

The Emerging Technology Subcommittee (ETS) is looking for new technology and seeking presentation proposals for the 2023 Emerging Technology Forum taking place in Muskegon,

September 18-20, 2023. If you have a presentation or topic idea and presenter, please submit the call for paper to the subcommittee prior to April 14, 2023. You may also contact Cindy Homant or Stacie Hansel directly to submit any topics of what you think is important you would like to know more about.

If your PSAP is experiencing technology issues, are working on developing something new, or are piloting a program you believe would benefit Michigan 911, please reach out to the ETS – we want to hear from you!

Please check the SNC [website](#) for future meeting dates and locations. The meetings are being held bi-monthly at PSAPs around the state for 2023. If a meeting is canceled, it will be posted on the website. Meetings are open to the public, and we encourage you to attend if possible.

## Technology Corner

Vendor presented up and coming technology during the March 13, 2023, Emerging Technology Subcommittee meeting. The information below was supplied by one those companies.

### Live911 Powered by HigherGround

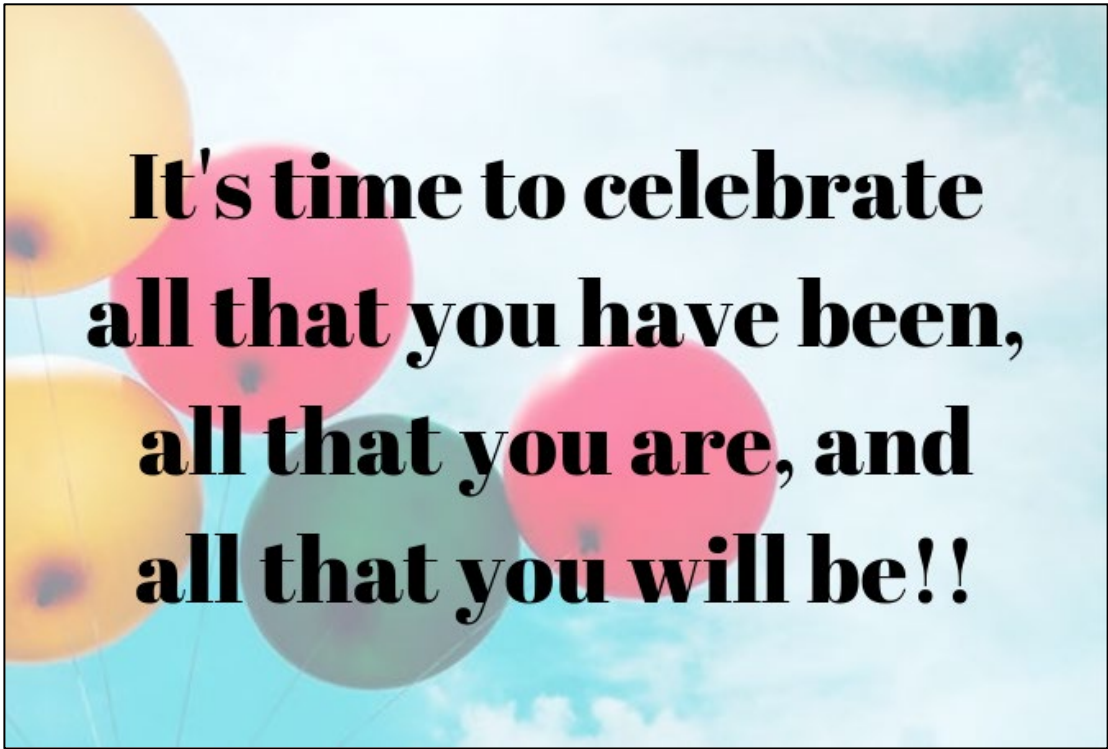
Improve situational awareness and achieve faster response times by livestreaming 911 calls directly to first responders. Live911 is a first-ever solution that enables officers in the field to hear emergency calls from their vehicles in real time and immediately identify the precise location of the caller.

For more information, visit <https://live911.com/>

## GIS Repository Update

As a reminder, we have been diligently reaching out to PSAP directors to make sure a User Request form has been submitted for all Michigan 911 counties/agencies. The Center for Shared Solutions has been working hard hosting office hours to help make sure all data importers are trained in how to upload their files into the new system. There is another training scheduled for data importers April 4, 2023. Our goal is to have all counties import their data so we are able to start the next phase of training.

To view more information on the GIS repository, visit the State 911 Office website and click on [GIS Repository](#) under the Emerging Technology tab. Current participation maps will be added to the website to show the progress for each county. If you have any questions, reach out to Ms. Lyndsay Keith.



As winter is struggling to come to a close and spring is trying to peek through, you will hopefully experience a much-needed rejuvenation along with the new growth, colors, and warming weather coming our way. I hope you are able to participate in a fun-filled week of celebration during National Telecommunications Week and that you allow yourself to receive some praise and kudos for the wonderful humans you are! I know it's not easy for most of you to hear, but you need to hear it! And you need to remember that no matter how big or small the incidents are that you handle each day, every call you take touches a life somewhere and makes a difference to someone who is having a terrible day. Not everyone can handle that heavy load and not everyone has that kind of blessing at the same time 😊.

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