



State 911 Administration Office Newsletter

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

Dear Telecommunicator,

As most of you know by now, our dear Ms. Theresa Hart has retired from the State 911 Office. Her last day with us was June 23. Thank you to all who attended her retirement open house on June 29 to wish her well in her next adventure! Ms. Hart did not skip a beat and started in a full-time capacity at Eaton County 911. We look forward to her continued contributions to 911 in a different capacity and for the ability to still see her at 911 functions. We truly appreciate all she has done over her 31-year career!

With Ms. Hart's departure, Ms. Keith will be filling in on the 911 training side until the vacancy is filled. Please direct any training specific questions to the sncdispatchertraining@michigan.gov email as Ms. Hart's email is no longer active.

Please be on the lookout for an open position in the State 911 Office if you are interested in continuing to impact 911 on a different level. As you know, there is plenty of material on the State 911 Committee (SNC) website about the office and the different tasks each subcommittee handles. Please feel free to reach out to office staff if you have any questions.

Warm regards,

State 911 Office Staff

Upcoming Events*

*See the website for meeting times and locations.

August 14, 2023

Emerging Technology Subcommittee Meeting
(Barry County Central Dispatch)

August 16, 2023

911 Training Subcommittee Meeting
(Macomb County Sheriff's Office)

Certification Subcommittee Meeting
(Macomb County Sheriff's Office)

September 13, 2023

State 911 Committee Meeting

September 18-20, 2023

911 Emerging Technology Forum (Delta Hotels by Marriott Muskegon Convention Center)

No meeting scheduled for the Legislative Action Subcommittee

Check out the new [Employment Opportunities Tab](#) on the SNC website!

Legislative Action

There has been little to no movement on issues pertaining to 911 in legislature. The state's primary focus has been on establishing and passing a budget for 2024. The members of the Legislative Action Subcommittee will continue to monitor pertinent activities in the legislature to ensure 911 has a voice.

Please visit the 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

In working to make sure everyone's designation status is up to date in MiSNAP, it is important to ensure your training is entered into the system. As a telecommunicator, you can view your training summary by clicking on the continuing education box in the upper right corner. If you are missing training, please reach out to your center's training coordinator/officer. As a reminder, training providers have 30 days to enter the training into MiSNAP after the course completion date.

As a training coordinator or PSAP director, when an individual leaves your agency, you want to make sure you enter their date of separation and mark them as *inactive* in MiSNAP. Once you have added them to your 101W on the training fund application, you may remove them from your list by utilizing the personnel dashboard. The 911 Training Subcommittee has asked that all coordinators verify all employees have a job title associated with them. To update a job title, click on the employee detail page and the edit button in the box.

When adding a new employee who is coming from another agency, you should be able to add them to your agency from the personnel tab. If they are new to dispatch, they will need to create a MILogin account and request access. One of the biggest issues we find is the new employee creates the account and requests access in MILogin, but does not contact the State 911 Office to add them to MiSNAP along with the appropriate permissions. Although they work together behind the scenes for the automation system to function, MILogin and MiSNAP are two separate programs. Access to both must be granted. If we do not receive an email, we do not know to add them as there the State 911 Office receives no notification a request has been received.

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

Thank you for all of the effort put into completing the annual report documentation and for

submitting the information prior to the deadline. The Certification Subcommittee will be working on updating the questions for the 2024 Annual Report questionnaire. Radio equipment, infrastructure, and detailed network expenditure information will continue to be collected as this is data we are required to report to the FCC. Please confirm before submitting your annual report data collection forms that you have reviewed the instructions carefully and have provided detailed information where requested. It is essential we have accurate data to include in our required state and federal reports to give a proper account for the 911 system in Michigan. This can affect state and federal funding opportunities in the future.

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

It is almost time for the 2023 Emerging Technology Forum taking place in Muskegon, September 18-20! The Emerging Technology Subcommittee has a great lineup of presentations and is even including some breakout sessions this year. Registration is now open in MI-TRAIN. You can find more information on the agenda and sessions available by clicking on the [registration flyer](#). This is a great opportunity to learn more about current and advancing technology and to network with industry experts!

Reach out to Ms. Homant or Ms. Hansel at [msp-snc@michigan.gov](mailto:m-sp-snc@michigan.gov) if you are interested in one of the sponsorship opportunities. There is plenty of space for exhibitors as well!

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.

All subcommittee meetings are open to the public, and we encourage you to attend if possible.

GIS Repository

To view more information on Michigan's statewide 911 GIS Repository, visit the State 911 Office website and click on [GIS Repository](#) under the Emerging Technology tab. If you are not familiar with this repository, it is a statewide addressing database which will be used to route wireless 911 emergency calls in Michigan. Testing will begin very soon for location-based (geo) routing which will provide more precise, dispatchable location information, and will help to ensure the call is routed to the appropriate 911 center. County participation maps will be updated on the [website](#) to show the progress for each county. If you have any questions reach out to Ms. Lyndsay Keith.

Training Corner

911der Women, Inc is a nonprofit organization providing mental health and wellness resources, training, career development, outreach, research, and other programming to our 911 responders who are the public safety lifeline to those who call in need of help. Confident women (and men!) in 911 benefit the public safety community by showcasing their unique talents, professionalism, and experiences. When women in 911 find their voice, they find their power.

Our very own State 911 Administrator will be participating in the next quarterly seminar which focuses on leadership skills and tips for success. Women and men at all levels are encouraged to attend. The 911der Women Virtual Workshop is August 3, 2023, from 11 a.m.-4:30 p.m. ET. You can register [here](#) . To find out more information about 911der Women, please visit their [website](#).



911der Women Workshop

Presented by
NGA
Next Generation Advanced

Join us
August 3 for a virtual
911der Women Workshop!



Dana Wahlberg
Director, Minnesota Dept of Public Safety



Joni Harvey
Michigan State 911 Administrator



Heather McGaffin, ENP
Director, OUC, Washington, DC



Pokey Harris, MPA, ENP
Executive Director, North Carolina 911 Board



Kelli Merriweather
Executive Director at Texas Commission on State Emergency Communications



Maria Jacques, ENP
State of Maine 911 Director

Why should I attend?
Quarterly series of live virtual trainings
Tailored to women in public safety
Strategic and tactical training
Industry expert speakers
Only 4-5 hours time commitment
Live Q&A feedback

Follow us for updates!
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911der Women, Inc.
Twitter & Instagram:
@911derWomen



911derWomen.com *Find your voice, find your power*

911 Administrator



Happy summer everyone!

I would like to recognize our wonderful Ms. Theresa Hart and thank her for being such an amazing SNO team member, a dedicated 911 advocate, and an incredible human being. Pictured here is Theresa being pinned with her MSP retirement pin by our MSP Commander, Major Beth Clark. It takes a lot of time, hard work, and commitment to earn the honor of receiving MSP's retirement pin and sleeve. We are so proud and blessed to have had Theresa with us for the remainder of her career. If you have never had the pleasure to meet or spend time with Theresa, just know she has been working diligently in the background for many years to manage and further develop the training compliance program for

our 911 telecommunicators and training partners. I already miss her stories and positivity, but I love she is still part of 911 and a neighbor to us in Dimondale. Thank you, Theresa, for **everything**, and that's a very loaded everything!! I don't have enough real estate on this paper or time to write "everything" out, so it is an all-encompassing thank you and I love you friend! We will be seeing you soon!

I hope everyone has had a chance to enjoy some of this summer. When Hallmark Christmas in July movies start, you know summer will be over in the blink of an eye, so get out there for some sunning and funning while you can! I plan to make time for more day trips to the lake in the next couple of months. I've been once so far, but I bought a season pass for the low-low price of a paycheck, so I am going to use it! Just kidding, it wasn't that expensive but yeah, it will motivate me to go more often. If you have a hard time leaving work at work or taking time off, the lake is a great choice for you! You'll get sand and/or water in your electronics so stay off the laptop, phone, and overtime software. If you're a

paperwork person, your files will blow away or get soaked so leave them on the counter. You can even go incognito and wear giant sunglasses and beach hats so no one knows it's you. There's just no place for work at the lake 😊. Rest your brain, your body, and your worries, and go get some healthy laughs and good times in there!



Staff Contact Information

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

Ms. Lyndsay Keith
Certification Analyst
KeithL2@michigan.gov

Ms. Cindy Homant
Technology Analyst
Homantc@michigan.gov

Ms. Stacie Hansel
Administrative Assistant
Hansels@michigan.gov