



# State 911 Administration Office Newsletter

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Dear Telecommunicator,

Have you enjoyed this unseasonably warm start to 2024? The sun has been so refreshing and good for my mental health. The cold, dreary winter months can take a toll. It is amazing what a little vitamin D and fresh air can do! Not to mention being able to open the windows and air out the house. I am thankful for heat and air conditioning but the breeze running through the house is amazing.

As we continue to move forward from the new year, don't forget those resolutions you made. No matter how big or small they are all important. Have you gotten off track? Getting a little discouraged? Don't fret, each day has a beginning, each day can be your fresh start.

*"All our dreams can come true, if we have the courage to pursue them". Walt Disney*

What are your goals for YOU? What are your goals for your career? What are your goals for your center? Is there something the State 911 Office can do to assist you or your center in reaching those goals? How can we impact you and help you impact your center? Contact us anytime!

Warm regards,

State 911 Office Staff



## Upcoming Events\*

\*See the website for meeting times and locations.

### May 1, 2024

Emerging Technology  
Subcommittee Meeting  
(MSP Headquarters)

### May 19-23, 2024

Michigan Telecommunicator  
Conference  
(Muskegon)

### May 21, 2024

911 Training Subcommittee  
Meeting  
(Muskegon)

Certification Subcommittee  
Meeting  
(Muskegon)

### June 12, 2024

State 911 Committee  
Meeting

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

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

## Legislative Action

There has been little to no movement on issues pertaining to 911 in legislature. The Legislative Action Subcommittee would like to welcome our newest members to the team, Mr. Chris Izworski, Saginaw County 911 Communications Authority and Mr. Jason Wolford, Muskegon Central Dispatch 911.

Please visit the 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

February was a busy month for the 911 Training Subcommittee with the review of applications on February 7 and the appeals hearing on February 21, 2024. There are currently 133 PSAPs in the state and of those, 111 PSAPs were approved for training funds. The subcommittee heard 24 appeals during the appeals meeting, and the State 911 Committee heard six appeals.

As a telecommunicator, have you accessed your MiSNAP account to track your training summary? Please login and ensure all your [State 911 Committee](#) approved training is showing on your training summary. If this is not up to date, please reach out to the [State 911 Office](#) for assistance. Have you worked at more than one agency? Make sure all your dispatch employment is logged in your PSAP history within MiSNAP.

Please check the SNC [website](#) for future meetings. If a meeting is canceled, it will be posted on the website.

## Certification

As the annual report has the potential to change from year to year, we ask that you read through the instructions while completing the forms as additional information is provided in those accompanied instructions. The SNC 500 and SNC 301 are available in MiSNAP with a **deadline of May 15, 2024**. This deadline is set by the 911 Enabling Act so please start your forms early in case you need assistance.

Marquette, Dickinson, and Leelanau counties are the latest counties randomly drawn for a compliance review. Have you ever wondered what information is collected during the process? You can find material on the [SNC website](#) under the compliance review forms.

Please check the SNC [website](#) for future meeting dates. If a meeting is canceled, it will be posted on the website.

## Emerging Technology

Mark your calendars for the 2024 911 Technology Forum! It will be held September 30-October 2, 2024, at the Crowne Plaza in Lansing. We hope to see you all there. The Call for Papers went out this month and a link is on our [SNC website](#) if you are interested in presenting! Also, feel free to share it with any individuals or vendors you think should present. The plan is to have registration open in July; we will send out communication when registration is open.

Please check the SNC [website](#) for future meeting dates. If a meeting is canceled, it will be posted on the website.

## GIS Repository

Did you miss the training held on February 21 for data importers? Check out the [GIS Repository](#) website for this training along with the latest data exporter training. The February 2024 training has information about the latest validation updates to help make the information uploaded in the system better for all. If you are struggling or would like assistance importing your data, you may reach out to the [DTMB NG911](#) help desk to set up a time to work one-on-one.

## 988/911

The workgroup is still meeting monthly to ensure collaboration between both groups. Has your agency done any training on what resources you have available locally? Ms. Amanda Girard has been reaching out to each of the PSAPs individually, so if you would like to know more about what resources are available to you, feel free to reach out to her first. The proposed NENA standard is currently back out for public comment and once this standard is in place, the workgroup will work in conjunction with the Certification Subcommittee to get a Best Practice document in place for Michigan.

Amanda Girard  
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Dealing with everyone else's crisis, it is easy to put yourself on the backburner. If you haven't heard yet, there is a crisis line for first responders and their families manned by first responders who understand. Break the stigma and take care of yourself. Call Frontline Strong Together at 1-833-34-STRONG (833-347-8766). The line is confidential and available 24/7.

## 911 Administrator

Isn't it so like Michigan to be unseasonably warm in February and then have snow fall in March?! Well, for those who remembered me raving about loving winter and the snow,

now I'm saying it's time to be done with it and bring on the spring, the sun, and my other favorite – the storms!

