



State 911 Administration Office Newsletter

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Dear Telecommunicator,

It was nice to see and meet up with so many during the Michigan Public Safety Telecommunicators Conference. We would like to thank the conference committee for their hard work in putting the conference together. Lots of great keynote sessions along with several different professional development tracks for all areas.

How many were there to hear the Never Fly Solo session? If you have not had a chance to read or listen to the book, I highly suggest you take the time to do so. There are so many important take aways. The tips and information can be used in both your personal and professional lives.

The last couple of years I have tried to be very intentional about reading at least one book a month. I would love to get to a point where it is one book for personal growth and one for professional growth. Just taking the time and being intentional about reading again is one small step in the right direction.

What are you doing to be intentional and help improve your personal and professional life? Did you know that those that read on a regular basis are typically more successful? Have you ever participated in a book club, is there any interest within the industry to have a book club organized with others in similar roles?

Warm regards,

State 911 Office Staff

Upcoming Events*

*See the website for meeting times and locations.

July 31, 2024

Emerging Technology
Subcommittee Meeting
(MSP Headquarters)

August 21, 2024

911 Training Subcommittee
Meeting
(MSP Headquarters)

Certification Subcommittee
Meeting
(MSP Headquarters)

September 18, 2024

State 911 Committee
Meeting

September 30-October 2, 2024

911 Technology Forum
(Lansing)

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.

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

As a telecommunicator, have you accessed your MiSNAP account to track your training summary? Please login and ensure all your [SNC-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.

As an instructor, have you accessed MiSNAP to ensure you are listed as an approved instructor prior to teaching any courses? While you may have completed the training provider requirements, it is important to also complete the state process to become approved as an instructor in Michigan.

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

Certification

Genesee County (including Fenton Police Department) and Otsego County (including Michigan State Police Gaylord Regional Communication Center and Crawford County) 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.

Annual report documentation has been received and reviewed. You will see the next [Annual Report to the Legislature](#) on the SNC website.

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.

Ms. Cindy Homant and Ms. Stacie Hansel have finalized the speakers and agenda. Registration is now open in Mi-Train. The office looks forward to another amazing forum. While this agenda is full, Ms. Homant will happily accept topic ideas for future forums.

The Emerging Technology Subcommittee is also working on a document for PSAPs showing vendors for each piece of equipment at each center. We receive requests regularly from PSAPs asking which centers use a specific vendor when they are looking to make purchases, so hopefully this document will help. If you are looking at a specific vendor, you can see if another center has the same one and reach out directly to them with any questions. We are hoping to have it ready by the next meeting.

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

GIS Repository

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. The most up to date [map](#) of those that have uploaded data is on the State 911 Committee website.

988/911

“Hi 911 Family! It was amazing to see you at the MI Public Safety Telecommunicators Conference last month. Many of us had great conversation about 988 and there is invaluable benefit to keeping the conversations going. No matter your position, if you have questions I can answer about 988, please feel free to reach out to me. Especially if you are a director and we haven't met for a formal introduction, I would love to meet you and get to know the uniqueness of your PSAP. Some agencies are already making changes in their center specific to mental health policies and procedures. I would love to be a part of that conversation and how 988 can be a resource for you. I am forever grateful for the work you all do. I hope to talk with you soon!”

Amanda Girard
988/911 Coordination Specialist
AGirard@commongroundhelps.org

Educational Opportunity

Michigan's only 911 Dispatch Academy introduces the necessary skills and knowledge to work in a public safety communications center in a productive and professional manner. The 911 Dispatch Academy includes state mandated Modules I, II, and Continuing Education courses. It is an entry-level training program for dispatchers employed by public safety agencies or any individual seeking employment as a 911 professional. The program prepares each student for the basic roles, responsibilities, and duties of a public safety dispatcher. It allows public safety agencies the opportunity for their new employee to acquire the needed classroom training within a four-week period, Monday-Friday. The program is designed for use in conjunction with a departmental CTO program and does not replace such a program.

Unique to the academy concept, classes are blended with experienced 911 professionals who are attending individual classes for continuing education. This provides opportunity for networking and experience sharing during training with the veteran dispatchers.

Starting in the Fall of 2024, the 911 Dispatch Academy is an accredited class! Attendees who complete this program will earn an Oakland Dispatch Academy Certificate of Achievement and 11 college credits!

The 911 Dispatch Academy certification includes the total 152 hours of training. Each class will also issue individual certificates. The program includes 24 hours of 911 Dispatch Simulation Training, which will provide hands-on experience with both a generic CAD and radio interoperability, and four hours of scenario-based training with the Oakland Police Academy.

Visit their [website](#) for more information.

911 Administrator

I hope everyone is doing something fantastic this summer