

State 911 Administration Office Newsletter

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Dear Telecommunicator,

We would like to take this time during the month of April to once again thank you all for the work you do. The second full week of April is set aside for telecommunicator appreciation. Many times the dispatchers are forgotten, but we want you to know we do not forget about you and the conditions you have to work through at times. We appreciate all the time and effort you put into making sure public safety users and citizens are taken care of.

Warm Regards,

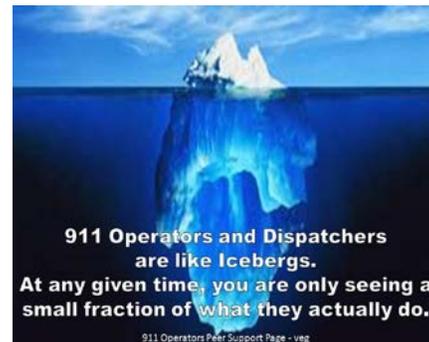
Your Friends at the State 911 Office

Legislative Action

Now that the Public Act has been passed, the State 911 Office has been making great strides to ensure all service providers have been made aware of the changes in the amounts to be withheld. The change in the fees collected for pre-paid devices, from 1.92% to 5%, began immediately. The change for post-paid devices, from \$0.19 to \$0.25 per month will begin May 8, 2018.

With the May 15 annual reporting deadline just around the corner for the county information, the State 911 Office will be compiling all of the information into the Annual Report to the Legislature, National 911 Profile Database, and the FCC Annual Report to Congress. If you would like to see the FCC's report to Congress it can be found at our website at:

http://www.michigan.gov/documents/msp/2017_9th_annual_911_fee_report_616198_7.pdf



Upcoming Events

April 10-11

Annual Emerging
Technology Forum

May 7

Emerging Technology
Subcommittee Meeting

May 15

Certification Subcommittee
Meeting

May 16

Dispatcher Training
Subcommittee Meeting

June 13

State 911 Committee
Meeting

Dispatcher Training

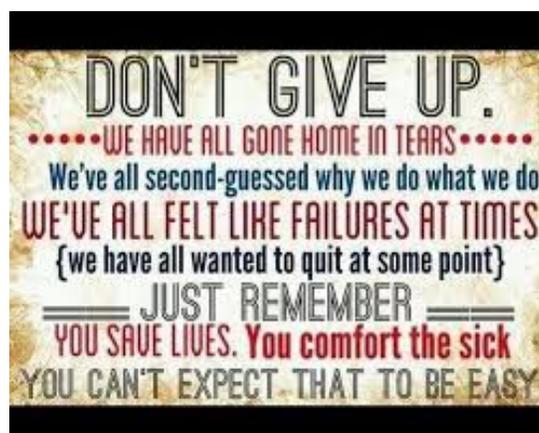
Now that the applications have been completed and the full-time equivalent (FTE) count has been approved by the State 911 Committee (SNC), Theresa is working on delinquent and undesignated telecommunicators. The dispatcher training standards that went into effect on December 13, 2012, can be found in the dispatcher training manual which was just updated on the SNC website. Every telecommunicator must complete a minimum of 24 hours of continuing education every two years. As a reminder, your 24 hours of continuing education does not start until after you have completed modules I and II, unless you are grandfathered (those starting in dispatch prior to December 12, 2011). Please go to the "Dispatcher Training" tab on the SNC website for more information.

Certification

The Certification Team has been working very hard to complete the assigned compliance reviews. With the holidays, the New Year, and end of year reporting, many reviews have been delayed at the counties' request. The SNC's goal is to complete eight counties each year. Livingston and Oakland County were selected randomly in February. Oakland County is one of the largest counties in Michigan with 18 public safety answering points (PSAP). Considering the number of Pass and size of the county, the compliance review may take more time than some of the other compliance reviews completed.

Emerging Technology

The Emerging Technology Forum is finally here! All of the effort the subcommittee has done to put on this informational forum with the new and upcoming technology is going to pay off, and we hope to see many of you there. Not only do many of the subcommittee members present at the forum, they also help to find speakers on the various topics to help to educate and make sure all Pass are aware of upcoming technology and how it will affect the PSAP.



OK2SAY

In the wake of the school tragedy in Florida, many people are wondering what they can do to keep our schools safe. Michigan's student safety program, OK2SAY is a confidential reporting system designed to allow Michigan students, parents, school personnel, community health service programs, and law enforcement to share and respond to safety threats. The purpose of OK2SAY is to stop harmful behavior before it occurs by encouraging anyone to report threatening behavior. Tips can be submitted anonymously using email, mobile app, telephone, text message, or the [OK2SAY website](#), 24/7.

In just a few years, OK2SAY has become Michigan's most effective prevention-based reporting mechanism. In 2017, OK2SAY logged 6,650 tips. And since it was launched in 2014, OK2SAY has logged nearly 12,000 tips.

Similar to Smart911, if you visit the Ok2Say website there are several different promotional items that you can print and share amongst your community. Along with sharing promotional items, you may request printed copies and make requests for presentations through the website as well. You can access the link on the State 911 website under the Citizen Guide tab then clicking on Kids' Corner.

In addition to the OK2SAY tip line, the Department of the Attorney General offers free student safety programming. Students in Kindergarten through 5th grade receive age-appropriate instruction from the [Michigan Cyber Safety Initiative](#) (CSI), a national award-winning program, and feeder program for OK2SAY. Students in 6th thru 12th grade receive dynamic [OK2SAY](#) student safety programs. Programming is also available for parents, guardians, and community leaders. To date, more than two million Michigan citizens have attended one of our safety seminars.

The work is not done. There are more lives to be saved, and you can help us by identifying schools and groups who could benefit from our programming. [Presentations can be registered online.](#)

With your support, we can "Stop the Silence and Help End the Violence."

Important Announcement

If you have any questions, concerns or would like to learn more about a specific aspect of the 911 Office please email: stephensl5@michigan.gov

In future issues we would like to spotlight different telecommunicators and dispatch centers. To do this, we need your help. Please feel free to pass along your stories, or suggestions for the newsletter. We are here to help and inform telecommunicators.

Coming Soon

- NG911
- Amber Alerts

Please send any questions or concerns on the topics so that we may research and address any concerns.