

# State 911 Administration Office Newsletter

7150 Harris Drive, Dimondale, Michigan 48821  
www.michigan.gov/snc T: 517-284-3033



Dear Telecommunicator,

We hope everyone made it through the holidays and ready to take on the new year.

We are excited and hopeful to see some progress with the automation project for our office and we continue to work through the process of putting out a request for proposal (RFP) to initiate this process. As we move forward, we will be reaching out to different agencies for input on this project.

One of the other major things that is happening in our office is the Federal grant process that Harriet is working on to help move NG911 forward in the State of Michigan.

Many of our different projects and federal reports request information from the PSAP level, this is why the surveys and requests for information from the local levels is so important in making sure we have everyone included in the data collection.

Warm Regards,

Your Friends at the State 911 Office

## Upcoming Events\*

### February 4, 2019

Emerging Technology  
Subcommittee Meeting

### February 4, 2019

Legislative Action  
Subcommittee Meeting

### February 12, 2019

Dispatcher Training  
Subcommittee Meeting

### February 14, 2019

Certification Subcommittee  
Meeting

### February 25, 2019

Legislative Action  
Subcommittee Meeting

### March 4, 2019

Emerging Technology  
Subcommittee Meeting

### March 13, 2019

State 911 Committee  
Meeting

## Legislative Action

You will see some major changes to a couple of the sections in the SNC 301 this year. We are trying to ensure that we include all of the survey questions we receive throughout the year in the reports that we have to submit on behalf of the entire state. The changes will mostly be in the PSAP section inquiring about the total number of dispatchers an agency has, currently the only way to track this is through the dispatcher training database which is not always kept up to date. We have also been asked about the individual discipline protocols.

The NG911 section has been updated and modified to help with the information needed for the Federal grant. It is important that we know where each agency is in the process.

If you have any questions on how to complete the SNC 301 form, please contact Lyndsay Stephens.

## Dispatcher Training

The 2019 Dispatcher Training Fund application period is coming to a close. All applications need to be submitted by Friday, January 25, 2019 at 4:00 PM. The Dispatcher Training Subcommittee will be reviewing the applications during their meeting on February 12, 2019. Please make sure that you have read the instructions and complete all necessary tasks in order to qualify for 2019 training funds.

Ms. Theresa Hart will be working on running the reports for all dispatchers in conjunction with the dispatcher training applications. This is a busy time of the year for Ms. Hart with the application deadline and December being the deadline for all grandfathered employees to meet their continuing education requirements.

If you have any questions or need assistance with the dispatcher training fund application, please contact Ms. Theresa Hart. Please make sure you are keeping the information in the training database up to date and current.

### Important Announcement

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

- EAS
- NCMEC

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](mailto:stephensl5@michigan.gov)

## Certification

The certification team is ready to start the compliance reviews for 2019. Currently Kalamazoo, Delta and Lapeer Counties are gathering their documentation for submission. Once their documentation is submitted to the State 911 Office a site visit will be set and a team will be assembled for each of the reviews.

Late January 2019, the county 911 coordinators will see the SNC 500 and SNC 301 forms in their mailbox. Both forms contain the information that the State 911 Office requests annually for the various reports that they are required to submit to the Legislature as well as other federal reports such as the Federal Communications Commission (FCC).

## Emerging Technology

The finishing touches are being put together on the 2019 Emerging Technology Forum. As the speakers are confirmed and their information is gathered the subcommittee are making some last-minute adjustments to the time slots. The technology forum is 2 days packed with new technology and information. This year all participants in the forum will be invited to the dinner Monday evening to give a high-level overview on the topics discussed at the forum.

## PSAP Recognition

Call if you can text if you can't. This is still what we want individuals to remember. There was a recent news story done by WILX and WLNS in Eaton County where a 47-year-old female having an asthma attack texted 911 for help. Thankfully Eaton County has their text to 911 up and running and were able to provide the help needed. Dispatcher Nolan Brown from Eaton County Central Dispatch was able to obtain enough information from the caller to get her the help needed while trying to keep her calm when responders were on the way. You can view the interview done by WILX and Dispatcher Nolan Brown below. Supervisor Francis D'Huyvetter spoke with WLNS on the positive outcome from this particular call with WLNS. This new technology is helping in many ways. We passed on a story a few months ago where texting was able to help in a hostage situation. We have also heard stories where texting has helped in domestic violence situations. As of December 12, 2018, there are forty-four (44) counties and one (1) Wayne County Service District that have deployed text to 911. The 44 counties equate to 57.62% of the population and 59.99% of the square land miles in Michigan. It is important to know how text to 911 differs from voice calling 911 on a cell phone.

<https://www.wlns.com/news/have-you-ever-needed-to-call-9-1-1-how-about-text-them-1665177496>

<https://www.wilx.com/content/news/Text-to-911-saves-womans-life-during-asthma-attack-503076312.html>

## Civilian of the Year

Each year the Michigan State Police name recipients for Trooper of the Year, Motor Carrier Officer of the Year, and Civilian of the Year. To obtain this honor, one must be nominated for the award. After the deadline has closed there is a committee that is put together to review the anonymous applications and one individual is chosen for each of the three awards. The 911 community should be proud of their representation within the Michigan State Police. The 2017 recipient for Civilian of the Year was Mr. Brian McEachern the Director for the Negaunee Regional Communication Center for the Michigan State Police. The 2018 recipient for Civilian of the Year is the State 911 Office Resource Analyst Ms. Cindy Homant. Ms. Homant has and continues to go above and beyond her duties. We at the State 911 Office are happy she has been acknowledged for all of her hard work and dedication to the 911 Community. Please help us by taking the time to congratulate Ms. Homant on this accomplishment.



### Staff Contact Information

Harriet Rennie-Brown  
State 911 Administrator  
Cell: (517) 243-2075

Theresa Hart  
Dispatcher Training Analyst  
Phone: (517) 284-3026

Cindy Homant  
Resource Analyst  
Phone: (517) 284-3032

Lyndsay Stephens  
Certification Analyst  
Phone: (517) 284-3030

Kristine Bond  
Administrative Assistant  
Phone: (517) 284-3033