

State 911 Administration Office Newsletter

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Dear Telecommunicator,

We at the State 911 Administrative Office would like to be able to communicate with you personally on a more regular basis.

We understand many of you may not know who we are or a lot about what we do, so we will use this first issue of the newsletter to tell you a little bit about the staff. In future issues we will be discussing things that may be of interest to you, the telecommunicator, in the 911 community.

Warm Regards,

Your friends at the State 911 Office

Harriet Miller-Brown

State 911 Administrator

Ms. Harriet Miller-Brown is the State 911 Administrator for Michigan. Ms. Miller-Brown began her career as a dispatcher at the Benzie County Sheriff Department. For the past 25 years she has been involved in public safety and 911 in Michigan, both at the local and state level. Past work experience include implementing CAD, radio, and Mobile Data systems, as well as facility construction and operational transitions. Ms. Miller-Brown, as the State 911 Administrator for Michigan, works on policy development, system planning, program oversight, and is currently focused on assisting Michigan in moving towards Next Generation 911.

Ms. Miller-Brown is the secretary of the National Association of State



Upcoming Events

January 3

Emerging Technology
Subcommittee meeting

February 9

Dispatcher Training
Subcommittee Application
Review

February 20

Certification Subcommittee
meeting

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. Please feel free to pass along your positive stories, or suggestions for the newsletter. We are here to help and inform all levels of telecommunicators.

911 Administrators (NASNA). She holds an associate's degree in law enforcement from Northwestern Michigan College, a bachelor's degree in criminal justice from Western Michigan University, and a law degree from Thomas M. Cooley Law School.

Theresa Hart

Dispatcher Training Analyst

Ms. Theresa Hart has been employed with the Michigan State Police for 25 years. She is currently the Dispatcher Training Analyst for the State 911 Administrative Office where she is tasked with analyzing PSAP training fund applications for review and approval by the Dispatcher Training Subcommittee and the State 911 Committee. She also performs periodic audits of dispatch centers to ensure they are in compliance with the guidelines set forth by PA 32, and manages the approval process for providers requesting to be approved to provide training for dispatch centers in Michigan. She also runs reports, sends notifications and assists PSAP managers with telecommunicator training standards and compliance.

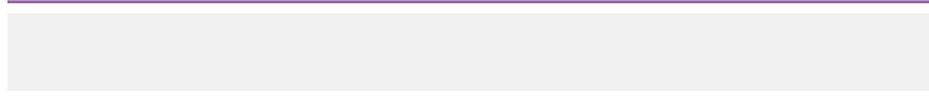
Prior to joining the State 911 Administrative Office, Ms. Hart worked as an analyst in both the Firearms Records Unit of the Criminal Justice Information Center and the Michigan Commission on Law Enforcement Standards.

Cindy Homant

Resource Analyst

Ms. Cindy Homant is the Resource Section Analyst for the State 911 Administration Office. She researches, collects, analyzes, and maintains financial data for the State 911 Fund necessary to meet program reporting and requirements. She also maintains several databases and tracks revenue. She oversees the Smart911 deployment statewide as well as Text-to-911 and fiber connections.

Cindy began with MSP in January 2003. Her first assignment was as an Executive Secretary for the Criminal Investigation Division. In March 2007, she transferred to the Executive Division at MSP Headquarters then moved to the Emergency Management and Homeland Security Division in June 2008. In February 2010, Cindy was promoted to a Departmental Analyst with the Intelligence Operations Section where she managed numerous projects including the implementation of a new Computer Aided Dispatch (CAD) system. Her areas of focus included new dispatch center technology projects, management of 911 training funds for all four MSP Regional Communication Centers (RCC), the relocations of the Detroit and Gaylord RCC's, and purchase and installation of new 911 telephony equipment. Cindy



More Events

State 911 Committee Meeting

December 13, 2017 10:00 AM
Meetings held quarterly

Michigan State Police HQ
7150 N Harris Drive
1917 Room
Dimondale, MI 48821

Annual Emerging Technology Forum

April 10-11, 2018

Bavarian Inn
One Covered Bridge Lane
Frankenmuth, MI 48734

State 911 Committee Meeting

June 13, 2018 10:00 AM
Meetings held quarterly

Michigan State Police HQ
7150 N Harris Drive
1917 Room
Dimondale, MI 48821

was also the project manager for the statewide MSP Automatic Vehicle Locator (AVL) equipment and P1 Mobile software as well as the statewide CAD2CAD initiative.

Cindy holds a Project Management Certification through the State of Michigan and also holds the Professional Emergency Manager (PEM) designation.

Lyndsay Stephens

Certification Analyst

Ms. Lyndsay Stephens is the Certification Analyst for the State 911 Administrative Office. She performs random compliance reviews throughout the State on a county basis to ensure they are in compliance with P.A. 32 with a team of others from her subcommittee. Ms. Stephens is also responsible for maintaining the SNC website. Along with performing the compliance reviews Ms. Stephens collects and compiles information that is sent in on an annual basis from the PSAPs for inclusion in the Annual Report to the Legislature that the State 911 Office prepares on behalf of the SNC.

Prior to joining the State 911 Office Ms. Stephens started her career in public safety as a firefighter and EMT in 2002, then became a dispatcher for the Lenawee County Sheriff's Dept. in 2005. As a dispatcher, she worked her way up into the position of CTO, then to shift leader supervising the CTO program. Ms. Stephens holds a B.A. in Business Administration and another in Public Safety Administration. She also has an M.A. in Leadership. She is a fire instructor I and holds her EMS IC license.

Kris Bond

Administrative Assistant

Ms. Kristine Bond is the Administrative Assistant for the State 911 Office. Ms. Bond provides assistance to Ms. Harriet Miller-Brown and the three analysts as they perform their duties. Ms. Bond manages the general office responsibilities as well as maintain the PSAP information, prepares the meeting minutes for each committee, and compiles the records for the State 911 Committee reports.

Prior to joining the office, Ms. Bond worked for a law firm for twenty-four years. She earned her membership with the State Bar of Michigan's Paralegal/Legal Assistant Section in 1997. Ms. Bond has an Associate's Degree in Business, and is presently working to earn a Bachelor of Business Administration at Northwood University. Since 2013, Ms. Bond has also continued to serve on local township Zoning Board of Appeals.

Check the SNC website for the individual subcommittee meetings to see whether conference bridge information is available.