

State 911 Administration Office Newsletter

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



Dear Telecommunicator,

As we sit and prepare this newsletter, we can see the blue skies out the office window. It is so nice to see blue skies and not grey rain clouds. But, like ALL things in this journey of life, we know that sunshine always follows rain.

Just like many other agencies, our staff tend to take vacations over the summer, and we try to make sure we put an out of office message on our email and voice mails. We always have at least one person staffing the office.

If you need of something right away and the person you attempted to contact is not available, please contact one of our other staff members and we will try to assist you the best we can. For a full list of our contacts visit the SNC website at: www.michigan.gov/snc.

Warm Regards,

Your Friends at the State 911 Office

Upcoming Events*

August 5, 2019

Emerging Technology
Subcommittee Meeting

August 15, 2019

Certification Subcommittee
Meeting

August 21, 2019

Dispatcher Training
Subcommittee Meeting

August 26, 2019

Legislative Action
Subcommittee Meeting

September 9, 2019

Emerging Technology
Subcommittee Meeting

September 18, 2019

State 911 Committee
Meeting

*See the website for meeting
time and location.

Legislative Action

There are 3 bills currently on the radar of the Legislative Action Subcommittee; HB 4249, HB 4523, and section 97 of SB 146.

HB 4249 is the bill concerning multiple-line telecommunication systems (MLTS), members from the Michigan Communications Directors Association (MCDA) and the State 911 Committee (SNC) have been working to come to a compromise that works for both the industry and the public safety community keeping the citizens and their safety in mind. It has been signed by Governor Whitmer and is now P.A. 30 of 2019. An updated MLTS Guidelines document and FAQ will be posted in the coming weeks.

HB 4523 is a bill concerning a Newborn safety device. The concern surrounding this bill is the device would be in a safe place with an automatic alarm going to 911 with no way of calling back so dispatch would be required to send first responders. The Legislative Action Subcommittee has sent a letter of concern to the Legislature after reviewing the components of the bill that impact PSAPs.

Section 97 of SB 146 is a bill concerning panic buttons in schools. The two main concerns with this bill is the lack of metrics. It appears that two payments are made to the vendor with no follow-through on whether or not the system is implemented statewide. In order to benefit from the features there may be a cost to the public safety answering points (PSAPs). The other issue is the possibility of a vendor specific project, however there is more than one vendor capable of this task. There are current facilities that have vendors in place currently. The Legislative Action Subcommittee is working on a response after reviewing components of the bill.

Dispatcher Training

Finally, to the end of the alphabet. It is a lot of work to have to manually go through the dispatcher training database in order to calculate the number of training hours for each employee. All grandfathered employees have been manually checked for compliance with the training standards and the PSAP directors have been contacted if there is an issue with the training hours.

Toe Touch Challenge

Dispatchers sit for long periods of time. We want to help you get a little exercise, have fun and enjoy a friendly little competition. We want to see which dispatch center can do the most toe touches in 30 seconds.

Get out your camera and timer.

Set timer for 30 seconds, press record on the camera.

Touch those toes! You've got this!

Send the video to info@dispatcheducation.com or link us on social media with #toetouchchallenge. Have fun and be safe!

The next step will be starting those employees that are not grandfathered. Ms. Hart will be so happy once we have a new program in place that will automatically calculate the hours and send notifications to the PSAPs when someone is close to their due date or lacking hours.

Please make sure you are doing your part in the PSAPs and entering the information into the database within 30 days of hire or completion of a training course. This helps to make sure the database is current. If you happen to receive a notice from Ms. Hart please remember to update her as training has been added to the individual's training record. Ms. Hart has to go in manually and change the status once the requirements are met in the current system.

Certification

It is amazing and appreciated that we had 100% compliance and submission for the call volumes and funding sources this year. It is nice to be able to submit our reports to the FCC and the ICO knowing that we are providing the most accurate information we can give.

For your information, according to the documentation submitted by all 137 PSAPs, there are 1,956 full-time and 216 part-time telecommunicators in the State of Michigan with 161 full-time and 51 part-time positions open. Those 2,172 telecommunicators fielded 6,653,734 911 calls and 7,511,890 non-emergency administrative calls in 2018. Thank you all for the great work you do every day, we are grateful and appreciate you!

Emerging Technology

The 2019 Emerging Technology Forum is over, and the subcommittee is already planning the 2020 forum. All survey responses were shared with the ETS members at the last meeting and there was discussion on how to improve the forum with the responses given. Thank you to everyone that submitted a survey and we were happy to see so many positive responses. We loved some of the suggestions to incorporate as well and we are working on some of those.

We were also very impressed with the number of new attendees this year! Due to the SNC Dispatcher Training Subcommittee rules, there must be a certain number of education hours provided for a two-day training session. That would be 12. This year we had 13.5. Allowing for more or longer breaks is a challenge, but we are looking at new networking opportunities. We will also be re-arranging the room layout to allow for more space between tables and to be able to see TWO screens instead of one. We will once again hold the Tech Talk Monday dinner, but it will go back to the same format as the first year which is meant for new attendees, directors and those that would like to learn more about the technology topics and acronyms that will be discussed in the following two days.

We will be sending out a survey in August after the National conferences to see if there are any new technology topics you've seen or read about that you'd like us to incorporate into

our Forum. Please feel free to share them with us and provide the speaker name so we can review it.

SAVE THE DATE! The Emerging Technology Forum will be held April 20-23, 2020 at the Great Wolf Lodge! We will be looking for a new location in 2021 to continue our plan to move it around the state.

Missing Persons

Recently at the Michigan Public Safety Conference on Mackinac Island, D/Sgt Sarah Krebs (now Lt. Krebs) gave a presentation covering some of the legislative updates regarding missing persons for Michigan. In sitting through the session, there were a few points that need to be passed on to all telecommunicators in Michigan.

Although the primary focus of the Adam Walsh Child Protection and Safety Act is not on missing persons, this act organizes sex offenders into three tiers according to the crime committed and requires an update regarding their whereabouts. Tier 3 offenders update every three months, Tier 2 every six months, and Tier 1 every year. The other piece of the act is that reports of missing juveniles need to be entered into the National Crime Information Center (NCIC) within two hours of receiving the report.

Suzanne's Law is a federal law concerning missing persons signed into law by President Bush as part of the national "Amber Alert". It provides that there shall be no waiting period before a law enforcement agency initiates an investigation of a missing person under the age of twenty-one (21) and reports the missing person to the NCIC of the Department of Justice. It requires local authorities to notify the NCIC immediately if someone between the ages of 18 and 21 goes missing. Information on how to enter missing persons into the Law Enforcement Information Network (LEIN) and NCIC database can be found in Chapter 8 of the LEIN operations manual.

The last bit of information that was discussed is the National Missing and Unidentified Persons System (NaMus) program. This is a publicly accessible national information clearinghouse and resource center for missing, unidentified, and unclaimed person cases across the United States. In 2018, Governor Rick Snyder signed a bill (HB 4633) requiring Michigan law enforcement agencies to use the national database. All missing person reports should be immediately reported to NaMus simultaneously with NCIC. NaMus data entries are user specific while entries into LEIN and NCIC are ORI specific.

If you have any questions, you may contact Michigan State Police Missing Persons @ MSP-MissingPersons@michigan.gov

Recognitions

Director Tim Smith - Ottawa County Central Dispatch Authority

Tim Smith has been the Executive Director at OCCDA since March 21, 2006. Prior to joining OCCDA, he oversaw the Michigan Consolidated Gas Co.'s emergency call center. One of Tim's first projects at OCCDA was overseeing the construction of a multimillion-dollar state of the art 911 facility where he was involved in every facet of its design and construction. He quickly became familiar with all aspects of 911, the technology it involved, its delivery, and what was needed to support emergency dispatchers.

Throughout his 13-year career in 911 Tim served on various committees including the Michigan Communication Director's Association (MCDA), Legislative Action Subcommittee, Governor's Council on Law Enforcement and Reinvention or CLEAR, State 911 Committee, Emerging Technologies Subcommittee, Certification Subcommittee, and Cybercrime Support Network. His interactions on these various committees has allowed Tim to serve as a mentor to countless 911 Directors and professionals throughout the state. Tim also played a critical role in working with the State 911 Office and assisted in conversations to help rollout the Smart911 Basic model for all PSAP's across the state. We would like to thank Tim for his 13 years of dedicated service to Ottawa County and 911 in Michigan.

Director Shawn Grabinski - Muskegon County Central Dispatch

After 33 years with the Muskegon County Central Dispatch, Executive Director Shawn Grabinski will be hanging up the towel. Ms. Grabinski started her career with Muskegon Central Dispatch 911 in 1986 as a fire dispatcher. Throughout her career Ms. Grabinski held the positions of telecommunicator, trainer, supervisor, operations manager, and most recently as executive director.

Not only has Ms. Grabinski played an important role at Muskegon Central Dispatch, but she has also been a consistent supporter and figure within the different organizations in the state of Michigan. Ms. Grabinski has consistently participated in the Michigan Communications Directors Association (MCDA) meetings and trainings since becoming executive director in 2014. Ms. Grabinski has also helped in some capacity or another with the joint APCO/NENA conference. We would like to thank Shawn for her 33 years of dedicated service to Muskegon County and 911 in Michigan.

PSAP Spotlight- Chippewa County Central Dispatch

Chippewa County Central Dispatch is located in the beautiful Upper Peninsula of Michigan. The center dispatches for Chippewa, Luce & Mackinac Counties. The tri-county area consists of 6,711 square miles- serviced by 26 law enforcement agencies, 32 fire departments, and 21 EMS agencies. Chippewa County Central Dispatch employs 10 full time dispatchers and two part-time dispatchers ranging in experience from a few months to well over 20 years. The center also has an Operations Manager who keeps everything

moving and operating smoothly. The telecommunicators are both call takers and dispatchers simultaneously. There are always two telecommunicators on duty and during peak hours there is a third.

In 2018, Chippewa County Central Dispatch answered over 20,000 911 calls and over 43,000 non-emergency calls.

Just like many other PSAPs in Michigan, Chippewa County Central Dispatch faces the challenges of staffing and dispatchers are often required to work overtime at the beginning or end of their shifts or on their day off to cover open shifts so that their co-workers can enjoy a day off. As many of us are all too familiar, staff often miss out on family dinners, sporting events, holidays and special events because they are answering calls to help citizens. They have all missed time with their families and loved ones, days of fun at the beach, camping or vacationing to pick up extra shifts and keep chairs filled and the center staffed. They are fortunate to have such an amazing crew that always steps up to fill the open shifts.

Never do they ask for recognition. Never do they expect anything in return. They do their thankless job because it's in their blood. They care. They make a difference. They help people. They are there for the citizens 24/7/365. We also want to give a shout out to everyone that puts the headset on! Please know that you **ALL** are appreciated more than you know!

