

State 911 Administration Office Newsletter

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Dear Telecommunicator,

The summer and warmer temperatures have arrived. Hopefully those of you who were able to make it to the first joint APCO/NENA conference enjoyed your time on beautiful Mackinac Island.

We would love to hear about some of the ways you help beat the summer slump and vacation time in your centers. Does anyone celebrate the summer by doing something special in your center?

Feedback is always appreciated and welcomed in regards to this newsletter. This is the best way those of us in the State 911 Office can think of to let you know about what we are doing for you as a telecommunicator. If you would like help in any regard please reach out to one of the State 911 Office Staff. We are here to help, and if we cannot help, we will put you in touch with someone who is able to help.

Warm Regards,

Your Friends at the State 911 Office



Upcoming Events*

August 1

Emerging Technology
Subcommittee Meeting

August 21

Certification Subcommittee
Meeting

August 22

Dispatcher Training
Subcommittee Meeting

September 4

Legislative Action
Subcommittee Meeting

September 12

State 911 Committee
Meeting

Dispatcher Training

Theresa has kept busy this month going through all of the Oakland County PSAPs to ensure that they are correctly spending their training fund money. One of the hardest things about this process is making sure that each telecommunicator is up to date on their training. The only way for us to check to make sure training standards are upheld currently is to refer to the dispatcher training database records. Therefore, please ensure that you are communicating all of your training with

the individual at your PSAP that is adding information to the database. Unfortunately, the system is not always able to catch all individuals who are behind on their training, and we are finding some during the review.

Remember for those telecommunicators that started dispatching before December 2011, you must have your 24 hours of continuing education completed and updated in the dispatcher training database by December 13, 2018.

With recent resignations and retirements in 911 across the state, there are currently three open positions on the dispatcher training subcommittee. If you are interested in a position, please send a resume and letter of interest to Theresa Hart at the State 911 Office. The deadline for this application is close of business June 15, 2018. If you would like more information on this subcommittee or requirements, please contact Theresa Hart. If applicable to your position, please include any required letter of approval from your PSAP's administration.

Certification

At the end of the first week of June, 16 of the 18 PSAPs site visits will be completed in Oakland County. Oakland County has been quite a learning experience for the analyst and the certification team.

When you are out of your PSAP doing your continuing education, if you are training at another PSAP, or you are given the opportunity to take a tour of a local PSAP you've never visited, you should definitely take the tour. Yes, many of us complete the same tasks, but we all do these tasks with different equipment and in a different environment. This is one of the biggest learning experiences I continue to gain going into the many different PSAPs. You never know when you might get an idea that might help your center. Even if the idea is not operational but a morale booster, we all could use a pick me up from time to time. It's nice to see the ideas that different centers come up with.

Emerging Technology

A majority of the discussion at the last emerging technology subcommittee involved the Michigan Public Service Commission (MPSC) Case No. U-20146. This case was opened by the Michigan Public Service Commission in connection to Public Act 51. The subcommittee was tasked with putting together a draft Response Comment of the State 911 Committee for the State 911 Committee to approve.

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

- Amber Alerts
- LEIN

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

The Emerging Technology Subcommittee has also put together a workgroup to draft an IP Deployment best practices document.

Stay tuned for more information as the planning begins for the 2019 Emerging Technology Forum. With the forum in the beginning stages, the first item to tackle will be the venue. Ms. Cindy Homant is in the process of obtaining quotes for the subcommittee to review.

Text to 911

Texting to 911 is not as scary and bombarding as everyone thought it would be. The typical PSAP that has a texting platform sees an increase in the 911 call volume by less than 1%. How many agencies have implemented a policy for 911 hang up calls after a failed attempt to call back, you attempt to text the call back? This is one of the suggestions in the Best Practices document that the Emerging Technology subcommittee has put together. This document, along with other documents related to texting 911, can be found on the State 911 Committee website under the emerging technology tab within the text to 911 accordion folder.

There are currently 42 Michigan counties that are capable of text to 911, and 16 counties that are actively working to implement text to 911. There are 81 PSAP's that have enrolled in Smart911, which means there are 81 PSAPs out of 143 that are capable of using a platform where you are able to text your caller.

Recently Ottawa County Central Dispatch was able to use Smart911 and the texting platform in a hostage situation. The ability for the telecommunicator to talk to her caller and make her caller feel safe and still provide information to the first responders in this situation was crucial. Here is the link and story about this success in our own state:

<https://www.rrmediagroup.com/Features/FeaturesDetails/FID/842>

The State 911 website has many resources from questionnaires for the various suppliers, to presentations from the suppliers. One of the resources we would like to point out is the Text to 911 Best Practices Guidelines Document. This document provides a lot of information pertaining to the implementation of text to 911 in your dispatch center and answer some of the questions you or the citizens may have.

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