

State 911 Administration Office Newsletter

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Dear Telecommunicator,

It's that time of year again where we reach out and acknowledge all of the accomplishments you as telecommunicators have made over the last year. National Public Safety Telecommunicator Week is April 14-20. We have seen so many different positive posts and information through Facebook, and email throughout the year it is amazing to read all the stories. We love seeing the positive side that we in our office know is abundant throughout the state.

Thank you for giving up your holidays, missing your favorite sporting events, and taking the time and dedicating yourselves to your community. Thank you for putting forth the effort to make this the great profession that it is and for helping to keep all our first responders safe so that they are able to go home to their families at the end of their shift. Thank you for being there for the citizens of this state in their time of need.

The work you do and the information you provide does not go unnoticed. Please know that our staff appreciates all that you do and for serving the great State of Michigan.

Warm Regards,

Your Friends at the State 911 Office

Upcoming Events*

April 8, 2019

Emerging Technology
Subcommittee Meeting

April 16-17, 2019

Emerging Technology Forum

May 6, 2019

Emerging Technology
Subcommittee Meeting

May 15, 2019

Dispatcher Training
Subcommittee Meeting

May 16, 2019

Certification Subcommittee
Meeting

June 10, 2019

Legislative Action
Subcommittee Meeting

June 12, 2019

State 911 Committee
Meeting

*See the website for meeting
time and location.

Dispatcher Training

The dispatcher training subcommittee made it through another year of dispatcher training fund applications. Out of the 137 PSAPs in the state 127 applied for training funds. As we begin a new year, just a reminder that you will need to spend down all your 2017 funds and prior in order to be eligible for dispatcher training funds in 2020.

For the May 2018 distribution there were 1,962 FTEs, for the May 2019 distribution there are 1,963 FTEs approved.

Now that the training fund application period is over Ms. Hart will be picking up and working on the 3rd cycle of training and compliance with the dispatcher training standards for all grandfathered employees.

Certification

The certification subcommittee has now completed the site visit for Lapeer County Central Dispatch and is in the drafting stage of the report writing. The site visit for Delta County will be scheduled sometime in late April or early May.

At the last meeting the next two counties were randomly drawn so we will soon be making our way to Wexford and Cass counties to complete the next set of compliance reviews.

The SNC 500 and SNC 301 forms were sent out in early February, the due date for both forms is May 15, 2019.

Emerging Technology

The agendas have been finalized and the speakers have been set for the annual Emerging Technology Forum. Please check the website for the updated flyer with detailed information. This is two full days' worth of training filled with great information that members from the industry and other directors felt needs to be shared with you.

Please login to Mi-Train to register for the [2019 Technology forum](#) now. Registration deadline is April 5! The discounted lodging block is almost sold out for the second time so please book your room ASAP if you are planning on staying. The deadline is March 25 or until sold out!

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

- 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

Legislative Action

Now, House Bill 4249 seeks to repeal language in P.A. 349 of 2007. If passed, this legislation would negate all the progress and investments that countless businesses and institutions have already made, via upgrades, to keep their multi-line telephone systems MLTS users safe. Equally concerning, it leaves people in buildings without MLTS 911 capabilities at risk. The SNC has reached out to the sponsor of the bill and has asked to put a working group together to find a solution that will for everyone's safety.

A quick background on MLTS and its importance, when 911 is dialed from a MLTS line that has not been updated, the call routes to a 911 center. However, the main switch of the MLTS phone system is the location that will display on the 911 operator's screen, and not the caller's exact location.

Over the years, the SNC has worked to develop guidelines and provide widespread information to the MLTS community about the rules. During that time, MLTS owners in both the private and public sectors made significant investments in time and money to become compliant with the rules. In 2016, other parties within the MLTS owner community approached the Legislature for another extension of the deadline. The SNC supported the extension with the qualified position that it be the final extension and MLTS be implemented statewide by the end 2019. Subsequently, P.A. 878 of 2016 was enacted and the deadline for MLTS was extended to December 31, 2019.

MCDA, the Michigan Chapters of NENA, and APCO have sent sample letters out to their membership asking for help in contacting your local representatives concerning this manner, and how the repeal would adversely affect the local PSAPs. The SNC is showing opposition but suggesting that the leaders form a work group to come to an understanding that will work for all.

You can find out more about MLTS and the guidelines that have been established on the SNC website: https://www.michigan.gov/msp/0,4643,7-123-72297_47748_47760---,00.html

Integrate Public Alert and Warning System (IPAWS)

Throughout the State of Michigan there are several different agencies that are capable of sending out IPAWS messages. With the potential for hazardous weather in Michigan during the spring please look at ways to alert the public of potential hazards. March 24-30, 2019 will be Severe Weather Awareness Week for the State of Michigan.

To find out more about IPAWS, visit the FEMA website. The FEMA website also contains different independent study courses to help you learn more about the different types of alert systems ([FEMA](#)).

IPAWS Systems

Emergency Alert System (EAS): The message dissemination pathway that sends warnings via broadcast, cable, satellite, and wireline services.

Wireless Emergency Alert (WEA): The message dissemination pathway that broadcasts alerts and warnings to cell phones and other mobile devices.

NOAA Weather Radio (NWR): A nationwide network of radio stations including 1,000 transmitters covering all 50 states, adjacent coastal waters, Puerto Rico, the U.S. Virgin Islands, and the U.S. Pacific Territories.

Internet Systems: The All-Hazards Emergency Message Collection System, also known as "HazCollect," automatically relays Non-weather Emergency Messages over the internet to subscribing software providers.

Recognition

Director

Director Jim Loeper started his adventure as Gogebic County Emergency Management/911 Coordinator in 2002, developing and implementing 911 for Gogebic County. In 200?, Jim became an alternate on the State 911 Committee, according to our records in 20?? He became the representative for the U.P. Jim was appointed to quite a few SNC subcommittees such as the Stable Funding Workgroup, Certification Subcommittee, and the Legislative Action Subcommittee to name a few. Jim was instrumental in developing NG911 in connecting all PSAPs to one CAD system throughout the UP. Jim always jokes that in the amount of time it takes him to drive through Michigan to get to Lansing for a meeting he could drive west and go through 3 or 4 states in the 10-12 hours it takes to get to Lansing.

Upon retirement Jim is looking forward to spending more time with his family and friends.

We at the State 911 Office would like to thank Jim for all his hard work and dedication to the 911 industry, you made a difference in the State of Michigan.

PSAP-Shiawassee County Central Dispatch

Shiawassee County Central Dispatch has had a very hectic year. PSAP Director Angela Norling states that the staff has been amazing to work with and she is very lucky to have such a great crew. Most of them had over 400 hours of overtime last year due to short staffing. Some of them gave back vacation time to be there and help. Several dispatchers helped deliver babies safely and had successful deliveries. Two dispatchers were working the day of the officer involved shooting with the suspect that shot the officer in Saginaw.

They maintained their poise and communicated with multiple agencies at the same time. It was flawless and could not have gone any better than it did.

The CTOs have been training trainees non-stop to try and get their PSAP up to full staff. Although they were frustrated, they fought through it and they are almost fully staffed now.

That is just a small view of what they have been through. Ms. Norling states that she is so proud of them. She is approaching her first year as 911 Director and she can honestly say that without all their support, loyalty and passion for what they do she doesn't think she would have made it through without them. They have a team atmosphere and she loves that about their center. She is proud of every single one of them.

Supervisor Kristin Drake Supervisor Kelsey Stone Supervisor Jenny Plowman
Supervisor Scott Walton Dispatcher Kelsey Curtis Dispatcher Trent Burke
Dispatcher Janelle Janes Dispatcher Megan Stievenart

There are a few dispatchers that have just started or returned to the PSAP:

Dispatcher Courtney Rzepecki, Dispatcher Brent Wesley and Trainee Sarah Miller. She is happy to have them back and part of the TEAM. They are going to be great assets for Shiawassee County.

Submitted By: Director Angela Norling



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