

# State 911 Administration Office Newsletter

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Dear Telecommunicator,

You, as telecommunicators, are always deserving of your week of recognition, but after everything you have endured during this last trying year, we at the State 911 Office want to make sure you truly feel our appreciation.

This has been a rough year to say the least, not only for each and every one of you professionally, but personally too. Thank you from the bottom of our hearts. Thank you for showing up every shift, thank you for being there even though it may put your family at risk, thank you for being dedicated, thank you for being there when your children may have been at home, thank you for being there when the sun was shining, thank you for being there when the rain clouds came in and took over.

The work you do and the information you provide does not go unnoticed or unrecognized. We hope you realize how truly amazing you are in a profession that is so thankless at times. We are grateful you chose this profession. We are grateful for your dedication to your community and to your agency. We are grateful you continue to put forth the effort.

Warm regards,

Your friends at the State 911 Office

## Upcoming Events\*

\*See the website for meeting times and locations.

### **April 5, 2021**

Emerging Technology Subcommittee Meeting

### **May 3, 2021**

Emerging Technology Subcommittee Meeting

### **May 19, 2021**

911 Training Subcommittee Meeting

### **May 19, 2021**

Certification Subcommittee Meeting

### **June 9, 2021**

State 911 Committee Meeting

## Legislative Action

The Legislative Action Subcommittee developed two workgroups; the stable funding workgroup and a policy workgroup to split some of the work that goes into the rewrite of the Public Act. The workgroups have been meeting on a weekly basis for the most part.

The policy workgroup is going section by section to make sure that language is up to date with current technology.

The stable funding workgroup has been working tirelessly to find insight on why the funding for the NG911 network is falling short. In those discussions, a large portion of the feedback has been coming up with ideas of what we could implement in order to help ensure the funding will help support the 911 network in the future.

Please continue to monitor the State 911 website at [www.michigan.gov/snc](http://www.michigan.gov/snc) for additional meeting dates, which will be added as this process moves forward.

## 911 Training

The 2021 training fund application review has been completed, along with the appeal process. The 911 Training Subcommittee has made a recommendation to the State 911 Committee on the full-time equivalent (FTE) count. This was tabled at the March State 911 Committee meeting and will be addressed at a meeting in the near future.

The State 911 Office is still working on the Michigan State 911 Administration Portal to make sure we are addressing the concerns and issues submitted by the local agencies. Thank you for those who have been in the system and verifying the information for your agency is correct, along with the training summaries for each telecommunicator.

As a reminder, as of March 17, 2020, all SNC-approved training should be added by the training provider. If you have SNC-approved training that is missing from your training summary, please email our office at [sncdispatchertraining@michigan.gov](mailto:sncdispatchertraining@michigan.gov) to have the training added.

## Certification

The last three county/service district notifications for upcoming compliance reviews went out the end of January, early February. At the next Certification Subcommittee meeting, all counties and services districts will be put back into the compliance review pool for random draw, beginning the second round of state-wide compliance reviews.

For those counties and service districts that have recently completed a compliance review, there will be a five-year period before you will be chosen for another review. The

Certification Subcommittee made this decision based on the time period involved with the training fund portion of the compliance review to prevent any redundant review periods.

In order to help with clarification for the county coordinators, we have updated the notification and forms. Hopefully, this will ensure the county coordinators are aware of the required portions versus the optional portions of the compliance reviews.

There is currently a vacancy on the Certification Subcommittee. If you are interested in learning more about the duties and responsibilities, contact [Ms. Lyndsay Stephens](#). A request for letters of interest will be sent out soon.

## Emerging Technology

The Emerging Technology Subcommittee and Ms. Cindy Homant have sent out the 'Save the Date' flyer for the upcoming Emerging Technology Forum to be held September 28-29, 2021. At this time, we are moving forward with an in-person conference. The State 911 Office intends to open registration in June. An email will be sent to PSAP directors and county coordinators once registration has opened.

Ms. Homant and Ms. Hansel have been working to verify all speakers and presentation topics are finalized, along with completing the final agenda. As soon as the final agenda is approved by the Emerging Technology Subcommittee, we will add the information to the SNC website.

If you have never attended the forum before, inquire about coming! You can learn the behind-the-scenes technology that drives the equipment you operate, as well as learn where we are going in the 911 industry. There is a Tech-Talk dinner hosted the evening prior to the forum to educate attendees on acronyms, technical terms, and other introductory information so all attendees are able to understand the material presented. You can sign up for the dinner at the time of registration, but seating is limited!

If you have any questions, please contact [Ms. Cindy Homant](#) or [Ms. Stacie Hansel](#).

## 911 Administrator



*"A hero is someone who, in spite of weakness, doubt or not, always knowing the answers, goes ahead and overcomes anyway."* – Christopher Reeve

*"You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. You are able to say to yourself, 'I lived through this horror. I can take the next thing that comes along.'"* – Eleanor Roosevelt

It's hard to put into words what this past year has been like for all of you and us, or how much it has meant to me that we are part of this extraordinary 911 community. The quotes above are just a couple of the hundreds of motivational and heroic quotes I have come across that reminds me whole-heartedly of our Michigan 911 family.

I hope you take some time to truly recognize the amazing job you all do, and how incredibly strong you all are. I know most of you dread recognition, but NTW is not the time for hiding behind the curtain. Pat yourself on the back! Wear that giant smile, hold your head high, and let your pride radiate!! You deserve nothing less, every day!

## Recognition

### National Public Safety Telecommunicators Week is April 11-17

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You might forget them when you hang up the phone. You might forget them when you hang up your uniform. But they don't forget the sound of your baby breathing again. They don't forget the sound of fear on the other end of the radio or how to react to it. They are sad for you when your loved one passes. They rejoice with you when your missing child is found. And if the world were to shake and crumble, they would leave their own families to answer your 911 calls. ~Author Unknown

Thank you for what you do!

## Statewide Community Engagement Opportunity



The MSP is sponsoring an initiative called 'Purses with a Purpose' beginning mid-March through the end of April, which is Sexual Assault Awareness Month. This initiative connects the MSP with a partner agency, such as a women's shelter, and members of the community to collect purses filled with comfort items to

benefit survivors of sexual assault. This initiative was initially held in 2019 and was hugely successful, receiving nearly 500 purse donations from across the state. Feel free to share with your local partners including fire and police departments, prosecutor offices, and EMS!

If your PSAP would like to participate in your local community, donations are being accepted through April at the following post locations. Each community has chosen a specific, local organization to donate the items to. Suggested comfort items are toiletries, hand sanitizer, face coverings, combs, and socks.

- Lansing Post (MSU Survivor Center and CARE Program)

- Metro North Post (Haven of Oakland County and Turning Point of Macomb County)
- Metro South Post (Vista Maria and Alternatives for Girls of Wayne County)
- Tri-City Post (TBD—still working with local agency)
- Lakeview Post (TBD—still working with local agency)
- Cadillac Post (TBD—still working with local agency)
- Houghton Lake Post (TBD—still working with local agency)
- Gaylord Post (TBD—still working with local agency)

If you have any questions, please contact [Cindy Homant](#).