

State 911 Administration Office Newsletter

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Dear Telecommunicator,

Now that we have introduced you to our staff and the different subcommittees we interact with at the State 911 Administrative Office, we would like to find ways that we can help you, the telecommunicator, with resources that are available.

As always, if you have any questions or concerns about what is available to you, please do not hesitate to reach out to one of the office staff. We are all here to help.

Warm Regards,

Your Friends at the State 911 Office

P.S.

Please make sure you are following proper LEIN procedures in completing confirmations for warrants. Our office has been made aware of a potential scam. An individual will call requesting personnel to run a subject and give the warrant information including bond and extradition information. The individual claims they have sent a hit request with no response so they are attempting to confirm by phone. Once the individual is advised to send a hit request again, the person claims the subject has run and they will send a response once they locate the subject again. This is just a reminder that confirmations should not be done by phone. We have been made aware of these incidents in Kalamazoo, Marquette, and Hillsdale Counties to date. The calls are coming from both blocked and unblocked phone numbers. All confirmations and providing of warrant details should be done through LEIN.

Legislative Action

Senate Bill 400 passed the House of Representatives on 2-14-18, and went back to the Senate with minor changes. It passed the Senate and was signed by the Governor on March 6. What does this mean for the dispatcher you may ask? This legislation will help to offset the costs in the local communities for an IP-based 911 network. Having an IP-based network is the first step in becoming NG-911 compliant. Along with raising funds in various areas, it will create more

Upcoming Events

March 14

State 911 Committee Meeting

April 10-11

Annual Emerging Technology Forum

May 15

Certification Subcommittee Meeting

May 16

Dispatcher Training Subcommittee Meeting

revenue to the 911 fund to pass on to the Public Safety Answering Points (PSAP) who apply for the dispatcher training funds each year. There will also be a slight increase in the distribution that will go to all counties for 911. To see more information on SB 400, visit the State 911 Committee (SNC) website under the Legislative Action tab.

Dispatcher Training Fund Applications

Ms. Theresa Hart worked diligently to examine all of the applications to make sure everything was included for the dispatcher training fund application process. Ms. Hart organized the materials, to assist the Dispatcher Training Subcommittee on application day. The Application Meeting took the majority of the day to review each PSAP application and ensure that each PSAP met the standards. The Dispatcher Training Subcommittee held the Appeal Meeting on February 22, 2018, and two application denials were overturned. The information will be passed along to the State 911 Committee for approval of the full time equivalent (FTE) count. The training funds are based on the FTE count for each PSAP. The money is typically distributed in May and November. The application process and guidelines can be found on the SNC website under the Dispatcher Training tab.

Certification

Each year, the certification team has a goal to review a minimum of eight counties. Over the last year, several of the forms have been updated along with guidelines for the certification team that help to streamline the process by putting more work on the analyst and less work on the certification team and the counties being reviewed. Currently, Lyndsay Stephens is working with the Certification Subcommittee to update the Recommended Best Practices for Compliance Reviews document. This document is ever-changing as we move forward with 911 technologies and advancements. The document, along with all other documents utilized and requested during a compliance review, can be found on the SNC website under the Certification tab.

Emerging Technology

Ms. Cindy Homant is working with the Emerging Technology Subcommittee as they collaborate to create an informative technology forum to be held in Frankenmuth, Michigan on April 10-11, 2018. The purpose of the forum is to share upcoming technology with fellow PSAP directors and IT personnel. What began as an annual information session that lasted just a few hours more than thirteen years ago, has now turned into two days packed full of information facing each PSAP. To register for the Technology Forum, visit the MI-Train website. For more information on the Emerging Technology Subcommittee, check out the SNC website under the Emerging Technology tab.

Smart 911

The Smart911 platform allows for enhanced delivery of additional data with the 911 call. The data is entered by residents and stored offsite in geo-redundant databases to protect it against a breach. Smart911 prompts users twice annually to update their information. This information may include pictures, physical addresses, medical conditions, current medications, mobility impairments, and other critical information that can be accessed during a 911 call.

Did you know the Rave Mobile Safety website includes different marketing tools for Smart911? The marketing portal contains flyers, brochures, web badges, social media graphics, video public service aides, press release templates, marketing best practices, and pre-written text for email and newsletters. These free tools are available to use in helping spread the word about Smart 911. They can be found at: www.ravemobilesafety.com.

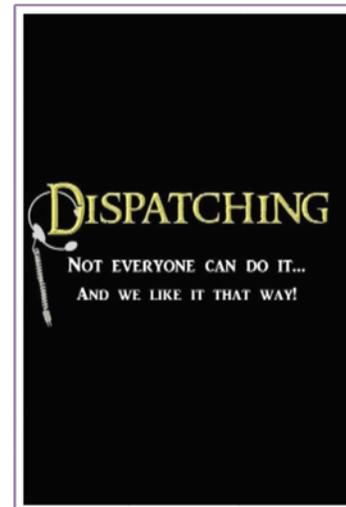
While Smart911 is not mandated in public safety answering points (PSAPs), the state can currently assist with funding for PSAPs that opt to participate and install Smart911 in their centers. Emergencies know no boundaries. It was because of this, that the Legislature determined a deployment across all PSAPs was the best approach. There is also the value of providing uniformity across all PSAPs, and help ensure residents are protected by Smart911 no matter where they are in the state. Since Smart911 is a national service, a Safety Profile also travels wherever a person goes. There is a continuum of benefits to uniformity as it relates to out of state travelers coming to Michigan from states who have also implemented Smart911.

In October 2016, the Michigan Legislature approved an appropriation to implement Smart 911 at all PSAPs in the State of Michigan to obtain Smart 911 for at least one year for all workstations at no cost to the local PSAP or city/county. The State 911 Office is tasked with administering the program and authorizing the distributions of the restricted funds. The State 911 Office continues to monitor the project as more PSAPs sign up with Smart 911, and make sure the counties are being represented fairly. Currently 57 PSAPs have deployed Smart911 and 22 are pending deployment.

Rave Mobile Safety has two programs designed to recognize the work and dedication of 911 professionals. The National Smart Telecommunicator Award is an annual award that accepts nominations of all 911 call takers nationwide. One national winner and 4 regional winners are selected each year.

The second program, the SmartSave Award, runs continuously throughout the year to recognize the call taker that has used Smart911 to positively impact the outcome of a call. There is no limit to the number of SmartSave recipients for each PSAP.

To find out more about Smart911, visit the Smart 911 Frequently Asked Questions under Emerging Technology tab.



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

- NG911
- Amber Alerts
- Ok2Say

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