

State 911 Administration Office Newsletter

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Dear Telecommunicator,

We hope you all received the recognition you deserve during telecommunicator's week. There were many different agencies that recognized its employees in some way or another. It is nice to see on social media the different ways each of the areas celebrated. Whether it be a week of celebration or just taking the time to say thank you for all that you do and recognize the complexity of the job, it is nice to see the recognition. Would love to hear about some of the different successes in the dispatch centers across the state. Don't be afraid to share your successes with our office.

Warm Regards,

Your Friends at the State 911 Office

Legislative Action

At a recent meeting on May 3, 2018, the Chair of the Legislative Action Subcommittee (LAS) introduced proposed membership guidelines for the members to consider. The subcommittee has several vacancies that will be filled in the near future. However, before the new process is adopted, the LAS members were asked for their opinions in setting a formal process with guidelines that could be used for the consideration of the new members. The other subcommittees of the State 911 Committee have already successfully implemented a more formalized processes to create a balanced membership from various agencies and locations throughout the state and within the 911 community.



Upcoming Events*

May 7

Emerging Technology
Subcommittee Meeting

May 15

Certification Subcommittee
Meeting

May 16

Dispatcher Training
Subcommittee Meeting

June 13

State 911 Committee
Meeting

*See the website for meeting
time and location.

Dispatcher Training

The dispatcher training funds should be dispersed in May. The funds are dispersed twice a year based on the FTE count that is determined at the Dispatcher Training subcommittee meetings. Now that the dispatcher application period is over, the dispatcher training subcommittee is working hard to get caught up on approving the courses and instructors that apply during the application period.

Along with going through the new approval course listings, Theresa is spending a lot of time going through the dispatchers training hours to ensure each agency is aware of any undesignated or delinquent telecommunicators, and helping PSAPs to update the training records to make sure the telecommunicators are in compliance with the dispatcher training standards.

Certification

The month of May will be busy with 12 scheduled site visits. The team will be going into several different PSAPs in Oakland County. This is one of the interesting parts of the compliance review. Visiting each center allows the team to see how each PSAP accomplishes the same tasks and how they vary at each center. The wide array of technology and equipment is amazing. Each time we complete a site visit, the review team members come away with a new appreciation for the work each of the telecommunicators accomplish on a daily basis.

Emerging Technology

The first Tech talk Monday night dinner prior to the technology forum was a great success for those in attendance. So many different things were discussed during the packed two days at the Technology forum. Stay tuned for future issues of the newsletter for some of the information that was discussed during the forum. The subcommittee will begin discussing best practice guidelines for the items discussed at the technology forum. Make sure to check back at the SNC website for the latest news and guidelines as they are produced. If you were unable to attend the technology forum many of the presentations have been uploaded to the website under the 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

- Amber Alerts
- LEIN

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

NG911 Technology Impacts

Many people think of Next Generation 911 (NG911) and believe that it only means that dispatchers might be able to see a picture or watch a video in real time. Although these are things that are associated with NG911, there is a lot more than just how these new technologies that affect the operations of a 911 center.

First of all, let's begin by defining NG911. NG911 will enhance emergency number services by creating a faster, more resilient system that allows digital information to flow seamlessly from the public, through the 911 network and eventually directly to first responders. It will also enable 911 centers to transfer 911 calls to other centers, and improve the coordination of call overload, disasters, and day to day transfer of 911 calls to other jurisdictions. The system provides location-based routing to the appropriate PSAP. The system delivers location information and the call back number to the PSAP. The system supports the transfer of calls to other NG911 capable PSAPs.

Think how far along technology has come in the last 50 years. Our current 911 system (often referred to as the legacy network) was based on that technology from 50 years ago. The change from an analog system to a digital or Internet Protocol (IP)-based system is what is commonly referred to as NG911. Knowing that technology is the most critical component to NG911, it is important to be able to fund the building of a network capable of sustaining the new technology options. The funding component was a large piece to Public Act 51 of 2018. You can view Public Act 51 under the legislative action tab on the SNC website.

As we begin to move forward with the implementation of NG911, we will need to determine Best practices and a minimum guideline for those companies that are wanting to improve their network making the change from the analog network to the IP network. Both NENA and APCO have begun work groups to put a standard in place, check out their websites for more information on the status of those workgroups. The Emerging Technology subcommittee will be looking at the standards and making recommendations for the way in which the State of Michigan will be moving forward in the future.

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