

# State 911 Administration Office Newsletter

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Dear Telecommunicator,

November already? Where did the year go? I am not sure if you feel it, but I cannot believe that the year is almost over. Although the weather is changing, the colors are my favorite thing about fall and our state really does have so many seasons to be thankful for.

I know we are looking forward to some of the fun competitions that the different communications centers put out through Facebook with decorating different areas of the center, the photo challenges, the Christmas cards, and the friendly challenges.

Our office will begin the transition process as Harriet is moving on to her next adventure. Don't worry, we are trying to gather as much of her knowledge as we can before her chapter here at the State 911 Office comes to a close. Harriet was the first State 911 Administrator 15 years ago and has made quite an impact on the 911 service in Michigan.

We are grateful for the leadership and knowledge she has brought to our office.

Warm Regards,

Your Friends at the State 911 Office

## Upcoming Events\*

Dispatcher Training  
Subcommittee Meeting

**November 14, 2019**

Certification Subcommittee  
Meeting

**November 25, 2019**

Legislative Action  
Subcommittee Meeting

**December 2, 2019**

Emerging Technology  
Subcommittee

**December 11, 2019**

State 911 Committee  
Meeting

**January 6, 2020**

Emerging Technology  
Subcommittee

\*See the website for meeting  
times and locations.

## Legislative Action

If you have not had a chance to check out the Multi-Line Telephone System (MLTS) Guidelines and Frequently Asked Questions document on the SNC website, please do so. Ms. Selig from the Oakland County Sheriff's Department made a great interactive document that you can walk through with the different businesses that will help to determine whether Public Act 30 of 2019 applies to that agency.

Since the last Legislative Action Subcommittee meeting, Senate Bill 0452 was introduced and passed (September 17, 2019). This bill helps to correct language in Public Act 51 of 2018 regarding the annual spillover provision of \$37 million. In the original act there was a section referencing the postpaid and prepaid spillover separately, but it was intended that they be calculated together. The correction has been made.

## Dispatcher Training

The automation project is in full force. We have had the chance to do some testing within the internal environment for the State 911 Office staff and should be seeing some of the external portion soon. We are so excited to bring this new up to date version of the training database.

If we continue to stay on track, shortly after the first of the year we will be working with those we have reached out to help us with the external testing phase. We want to make sure we work out the bugs before we go live with the system on April 2.

In the down time, Ms. Hart is still working to answer all your questions and ensuring that telecommunicators are up to date on their training in the database.

## Certification

For those that put in a letter of interest and a copy of your resume for the open certification subcommittee position, we will be reviewing resumes at the November 14 meeting. You should receive a notification after the Certification Chair and SNC Chair discuss the candidates.

Thank you to all those that have applied for the open position.

I began working with the Downriver Mutual Aid 911 district in 2012. During the first years and every year after, I have depended on Harriet's advice and experience. She has always responded immediately to any questions I had and has guided the DMA through some of the hurdles we all experience in the 911 world. I will truly miss her. I wish you well Harriet and thanks for everything you have done for the Michigan 911 districts.

Enjoy your much-deserved retirement.

Bob Heck

DMA System Administrator

We have had another busy year with compliance reviews. We have a couple more to get wrapped up yet this year and will be scheduling those site visits soon. We have two in the draft process currently waiting for our next Certification Subcommittee meeting. We hope to start 2020 off with a bang having a couple of PSAPs ready to go with site visits just after the holidays.

## Emerging Technology

**SAVE THE DATE!** The Emerging Technology Forum will be held April 20-22, 2020, at the Great Wolf Lodge! We will be looking for a new location in 2021 to continue our plan to move it around the state every two years. This year we will again have a Tech Talk dinner, but it will be held in the same format as it was two years ago. It will be directed toward the new directors and dispatchers and those new to technology. The purpose of the dinner is to review the sessions that will be covered during the following two days along with an acronym list and allow attendees to ask questions in an open, no pressure and casual environment so they can understand and participate in the session discussions.

Registration information will be sent out by early February. If you have any questions, please contact Cindy Homant at [homantc@michigan.gov](mailto:homantc@michigan.gov) or 517-284-3032.

## Text-to-911

Please make sure that once your PSAP begins accepting Text-to-911, you report it to the Federal Communications Commission (FCC). If you have not reported your status, please do so immediately. The PSAP Text-to-911 Readiness and Certification Registry lists PSAPs that are ready to receive text-to-911 messages and provides notice to Commercial Mobile Radio Service (CMRS) providers and other providers of interconnected text messaging services (collectively, "covered text providers") of the PSAP's notice date of readiness. The Text-to-911 Registry lists each PSAP by FCC PSAP ID and name, the county of operation, the primary point of contact for coordinating text-to-911 service, the method by which the PSAP will accept texts, and the state or local governing entity authorizing the PSAP to accept texts.

To be listed on the Bureau's centralized database, 911 authorities or PSAPs must submit the PSAP Text-to-911 Readiness and Certification Form (Form) to provide information on each PSAP that is ready to accept texts.

The Form provides entries for the PSAP to (1) indicate that it is text-ready and (2) include its contact information and other information necessary to notify covered text providers of the PSAP's readiness. The Form enables the entry of multiple PSAPs. Please visit <https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form> to complete the form and send it to the appropriate email address.

## Recognitions

### **Benzie County Central Dispatch**

Benzie County Central Dispatch was established on October 16, 2012 by the Board of Commissioners. Prior to becoming a consolidated, standalone dispatch center, 911 calls were answered by the deputized employees of the Benzie County Sheriff's Office. Once the Central Dispatch was established in 2012, the telecommunicators became committed to serving the community in the communications field, no longer a dual position of telecommunicator/corrections officer.

Benzie County is the smallest county in Michigan at 316 square miles. Located along the shores of Lake Michigan near the northwestern tip of lower Michigan. Benzie is abundantly rich in natural resources with many lakes, rivers, forests, and areas of productive farmland. Sleeping Bear Dunes National Lakeshore is truly a national treasure located in Benzie County.



### **Harriet Rennie-Brown**

Harriet Rennie-Brown started her career in public safety in Benzie County in 1988. Starting as a corrections officer/dispatcher, Ms. Rennie-Brown moved up the ladder to a team leader in 1991, and finally Jail Administrator in 1992 where she coordinated the initial county E911 telephone services.

From Benzie, she moved to Ionia County 911 Central Dispatch as the Director where she served from 1993-1994. While at Ionia County, she developed an initial departmental policy and procedures manual for a county-wide E911 system.

The next step in Ms. Rennie-Brown's career landed her at Allegan County Central Dispatch as the Director where she served from 1994-2004. While in Allegan County, she served as the coordinator for the new E911 dispatch center and emergency communications system building project.

In 2004, the Michigan State Police selected Ms. Rennie-Brown to serve as the first State 911 Administrator. She started the State 911 Administration Office 15 years ago, staffed by only herself and an administrative assistant. The office has grown over the years as well as the responsibilities.

While serving as the State 911 Administrator, Ms. Rennie-Brown was engaged at the local, state, and federal levels including serving as the past president, and secretary for the National Association of State 911 Administrators (NASNA). Ms. Rennie-Brown has taken great pride in where Michigan stands across the nation.

As she moves on to her next adventure as the Executive Director of NASNA, we would like to wish her much success! There will be a hole left with the knowledge Ms. Rennie-Brown takes with her, but we are grateful for her service and all the things she has brought to 911 service in the state of Michigan.



Harriet Rennie-Brown