

State 911 Administration Office Newsletter

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Dear Telecommunicator,

Many agencies made it through the August election with approval on ballots. Whether it be a renewal or an increase for the local surcharge, or a renewal or increase on a millage. We all know the impact the polls have on your agencies.

At the Michigan State Police, we complete a community service project bi-annually. This is the second year our office has collected school supplies to take to a local non-profit. It is amazing to our small little staff the large impact the five of us can make. As we were loading the van (yes, we needed a van because the collection was significant) to make our delivery, we all related our small staff and the large impact we have. You as telecommunicators are the same way. You are such a small group in the public safety field and sometimes play a role that only lasts a few minutes, but that time and your work is so important. You have the ability to completely change the chain of events and make such a large impact on so many lives. Again, we are grateful and appreciative of the work you do day in and day out that often goes unacknowledged. We appreciate the hard work and effort you put into making this profession so great. Thank you!

Warm Regards,

Your Friends at the State 911 Office

Upcoming Events*

November 7, 2018

Dispatcher Training
Subcommittee Meeting

November 7, 2018

Emerging Technology
Subcommittee Meeting

December 4, 2018

Certification Subcommittee
Meeting

December 5, 2018

Emerging Technology
Subcommittee Meeting

December 10, 2018

Legislative Action
Subcommittee Meeting

December 12, 2018

State 911 Committee
Meeting

*See the website for meeting
time and location.

Legislative Action

The Legislative Action Subcommittee has three applicants to review. However, before the review is done, the subcommittee is developing guidelines for its membership. The subcommittee is considering the establishment of specific factors that will help the subcommittee review the applicants in order to gain members who possess various factors of knowledge and experience to assist the subcommittee in its work.

Dispatcher Training

The Dispatcher Training Subcommittee would like to welcome three new members: Ms. Kimberly Grafton – Calhoun County Consolidated Dispatch Authority, Ms. Melissa Harris – Ingham County 911 Central Dispatch, and Ms. Jennifer Robertson, Farmington Hills Police Department.

As the summer has flown by, don't forget to make sure to obtain the required dispatcher training and more importantly that it is updated in the MiCJIN training database. As a telecommunicator, there is a requirement to have 24 hours of continuing education every two years. Your start date will determine when your training hours are due. For all telecommunicators that started prior to December 13, 2011, your next 24 hours of continuing education are due December 13, 2018. If you are behind on your training hours from previous years, those hours will need to be completed in addition to the current hours needed.

Certification

The Certification Subcommittee would like to welcome Ms. Joni Harvey, Livingston County 911 Central Dispatch.

It has been a busy year for the Certification Subcommittee. None of the members of the team thought we would be able to get through all of the Oakland County PSAPs as quickly as we did, let alone continue to stay on track to meet the minimum number of counties to review for the year. The subcommittee has done a great job staying on top of the site visits and reviewing the documents that are submitted for each compliance review. The subcommittee is made up of all volunteers. It is so amazing to see so

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

- LEIN
- EAS
- 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

many individuals that care about the 911 profession enough to volunteer their time to ensure we are meeting the recommended best practices in the State of Michigan.

Emerging Technology

The committee is in full force gathering data for the 2019 Annual Emerging Technology Forum. The team hopes to have the topics for the forum finalized at its October meeting to start identifying the best speaker for the topics that will be presented.

Stay tuned for more information on the forum as soon as it becomes available to make sure you can reserve your spot.

If you have missed the save the date for the forum, make sure you mark your calendars for April 16-17, 2019, at the Great Wolf Lodge in Traverse City.

Cybersecurity

Did you know that Governor Rick Snyder has proclaimed October as [Michigan's Cybersecurity Awareness Month](#) for the eighth straight year? According to the Federal Bureau of Investigation Internet Crime Complaint Center, Michigan residents and businesses have lost more than \$36 million to cybercriminal activities so far this year.

The Michigan Cyber Initiative website provides information ranging from practicing proper cyber hygiene to learning about available law enforcement. To learn about staying safe and protected online, as well as contact the Michigan Cyber Command Center (MC3) individuals are encouraged to visit www.michigan.gov/cybersecurity

Cybercrime Support Network (CSN) has received a Department of Justice grant to pilot a program in west Michigan and central Florida and is working with Region 6 Homeland Security to bring the program to Kent County in 2019. CSN will work with Heart of West Michigan United Way 2-1-1 to provide a place for dispatch centers to send victims of cybercrime. Heart of West Michigan United Way 2-1-1 and the dispatch centers will work together to get citizens connected and find help during and after a cybercrime incident. Stay tuned for more information as Cybercrime Support Network looks to continue to expand their reach statewide.



We make a difference!

You make a difference!

PSAP Recognition



Many of you follow many different social media pages and have one for your agency. I love to see all of the positive recognition throughout the state. How does your agency recognize its dispatch staff?

If you follow Ottawa County Central Dispatch, you will often see posts recognizing the staff for the efforts they have made "doing their job," gathering information from callers, and passing it along for positive outcomes in various emergency situations. Thank you, Ottawa County leadership, for letting your employees know they are doing a great job.

We at the State 911 Office were happy to hear about the staff at Ottawa County Central Dispatch and their response to an event that didn't even happen in our state.

In true EMT servant fashion Ryan, Meagan and Megan saw a need and jumped in to help. "We were at the pool a gal was at our end of the pool talking to the life guard then got in the water a few minutes later we saw someone pulling her out of the water at the other end of the pool. Meagan R said does she need help? She and Ryan ran down there to assist. They both assisted with performing CPR. Megan C got towels and dried the girl off so they could use the AED (automated external defibrillator). Ryan, Meagan R and a life guard took turns doing CPR for about 10 minutes till others arrived and they were relieved. At one point it looked like efforts were effective. Ryan then went out to meet the ambulance team to guide them to the correct location. They arrived about 7 minutes later. Unfortunately, the girl did not respond prior to being removed by the ambulance crew about 35 minutes later. Our selfless folks jumped in while others stared and did an outstanding job rendering aid and working with the life guards and onsite medic team. They are truly heroes!"

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