



APRIL 2021

Volume 10 Issue 2

National Telecommunicators Week Honors PSAP professionals

IN 1991, the United States Congress designated the second week in April as National Public Safety Telecommunicators Week (www.npstw.org).

During the week of April 11-17, MPSCS joins the State 9-1-1 Committee in giving tribute to Michigan telecommunicators for their dedication and vital contributions to public safety.

Telecommunicators serve as a crucial liaison between people in need of emergency services and the first responders who come to their aid. In the same way, MPSCS serves both the telecommunicators at 91 Public Safety Answering Points (PSAPs) and the police, fire and EMS personnel who interact directly with the public.

The past year's pandemic has been a daunting challenge to the public safety community, according to Joni Harvey, State 9-1-1 Administrator.

"This past year has been a remarkable time for 9-1-1, and all of the public safety and health services we partner with," she said. "While the main focus has been on the pandemic, every day emergencies did not stop, and our telecommunicators continued to respond to calls for a variety of emergencies, large and small."

A common thread among telecommunicators is that they are well trained. This helps them deal with an often pressure-packed job — one on which lives depend. Michigan's certified 9-1-1 telecommunicators must complete at least 80 hours of basic and advanced dispatch training within their first two years of employment, and also participate in continuing education.

Technicians at the MPSCS Network Communications Center (NCC) work closely with PSAPs and public safety agencies.

The NCC is an around-the-clock operation that monitors the system. The NCC is not a 9-1-1



From April 11-17, public safety officials nationwide will commend telecommunicators for the vital job they perform. April is also National 9-1-1 Education Month.

dispatch center, but does provide system support so that members need not worry about the status of the system's infrastructure. Normally, a local communications center that functions on a stand-alone system must worry about vandalism, catastrophic weather and other acts of God, as these factors have the capability to impact an entire county's communications within seconds. With MPSCS, local communications managers can be relieved of these concerns and focus on their essential operations.

Tune in to our newly released podcast featuring Marty Gill, NCC Tech, as he talks about the history of the NCC. (Link on Page 2.)

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MPSCS Update is produced by MPSCS Communications & Outreach. For questions, corrections, or story ideas contact Tom Black, Communications Representative, at BlackT8@michigan.gov.

More Info on 9-1-1 Telecommunicators

- ⇒ 9-1-1 Education Month: www.know911.org
- ⇒ National 9-1-1 Program: www.911.gov
- ⇒ APCO International: www.apcointl.org
- ⇒ National Academies of Emergency Dispatch: www.emergencydispatch.org



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MPSCS Podcasts Talk Tech with Staff and Public Safety Partners

JOIN us for our official podcast, [Tune In with MPSCS](#), as we talk with public safety partners and staff about their vital work supporting the MPSCS system and first responders.

In the first episode, [Hanging with Steeplejacks](#), we chat with Nate Salziger, an MPSCS steeplejack tower tech who covers the west side of Michigan. Steeplejacks scale the MPSCS towers – up to 485 feet tall – to install and maintain tower components such as lights, antennas, microwave dishes, and cables.

In Episode Two, [NCC: Supporting First Responders](#), we talk tech with Marty Gillis, who has worked in the Network Communications Center since the beginning of MPSCS in 1995. The NCC is available 24 hours a day to support public

safety members and first responders with issues regarding system problems and maintenance. What is the day like in the NCC and how did it all start? Find these answers and more.

More to come. Stay tuned! ■



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MPSCS podcasts (<https://soundcloud.com/mpscs>) provide first-hand accounts of the jobs performed by MPSCS staff members and partners. You can listen and subscribe on Apple Podcasts and Google Podcasts (both linked above).

A Helpful Resource Page

FOR agencies that are new to MPSCS, members bringing new equipment onto the system, or anyone simply wanting to check equipment compatibility, MPSCS has got you covered!

Click on the laptop to see lists of compatible radios and other equipment, as well as manufacturers' tips for cleaning/disinfecting equipment.



MPSCS performs comprehensive testing of mobile radios, portable radios, consoles and paging receivers. Only equipment that meets established MPSCS technical and operational standards is eligible for use on the system. ■

System Snapshot (through March 31, 2021)



292
TOWER SITES



118,796
RADIOS



7,108
FIRE PAGERS LIVE



2,111
AGENCIES SERVED
Includes State, Local, Federal, Tribal & Private Public Safety Agencies



91
9-1-1 DISPATCH CENTERS



12.5 million
PUSH-TO-TALKS PER MONTH