



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 911 Committee Meeting
Tuesday, March 11, 2014
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. Rich Feole	Association of Public Safety Communication Officials
Ms. Yvette Collins	Commercial Mobile Radio Service
Mr. Jeff Troyer	House Appointee, Public Member
Mr. John Buczek	Fraternal Order of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Jim Valentine, alt. for Mr. Tim Smith	Michigan Communication Directors Association
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. April Heinze	National Emergency Number Association
Ms. Susana Woolcock	Michigan Public Service Commission
Mr. Jon Campbell	Michigan Association of Counties
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. Adam Starkweather	Michigan State Police Troopers Association
Non-Voting Members Present	Representing
Mr. Hal Martin	Office of the Attorney General
Ms. Harriet Miller-Brown	State 911 Administrator's Office
Ms. Theresa Hart	State 911 Administrator's Office
Ms. Amanda Kennedy	State 911 Administrator's Office
Ms. Stacie Hansel	State 911 Administrator's Office
Ms. Anne Zerbe	State 911 Administrator's Office
Voting Members Absent	Representing
Mr. Shawn Sible	Michigan State Police
Mr. Lloyd Fayling	Senate Appointee, Public Member
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. Don Welch	Governor's Appointee, Public Member
Lt. Frank Baker	Deputy Sheriff's Association
Ms. Karen Towne	Department of Licensing & Regulatory Affairs
Chief Kay Hoffman	Michigan Association of Chiefs of Police

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Licensing and Regulatory Affairs
 Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services
 Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association
 Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff's Association
 Michigan State Police Troopers Association • National Emergency Number Association • Telecommunications Association of Michigan • Upper Peninsula
 Emergency Medical Services • Members of the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate

I. Call to Order/Roll Call

Sheriff Dale Gribler called the State 911 Committee (SNC) meeting to order and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Chief Trinka, with support from Ms. Heinze, to approve the meeting minutes of December 10, 2013, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

None.

IV. New Business

None.

V. Certification Subcommittee

A. Approved Minutes – December 4, 2013

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Feole, with support from Mr. Smith, to approve the December 4, 2013, meeting minutes. With no discussion, the **MOTION** carried.

B. County Compliance Reviews

- Baraga County – A **MOTION** was made by Ms. Heinze, with support from Mr. Campbell, to accept and approve the Baraga County compliance review. With no discussion, the **MOTION** carried.
- Houghton County – A **MOTION** was made by Mr. Feole, with support from Mr. Smith, to accept and approve the Houghton County compliance review. With no discussion, the **MOTION** carried.
- Keweenaw County – A **MOTION** was made by Mr. Troyer, with support from Ms. Heinze, to accept and approve the Keweenaw County compliance review. With no discussion, the **MOTION** carried.
- Lake County – A **MOTION** was made by Mr. Feole, with support from Ms. Heinze, to accept and approve the Lake County compliance review. With no discussion, the **MOTION** carried.
- Negaunee Regional Communications Center – A **MOTION** was made by Mr. Campbell, with support by Ms. Collins, to accept and approve the NRCC compliance review. With no discussion, the **MOTION** carried.
- Ontonagon County – A **MOTION** was made by Mr. Smith, with support by Ms. Collins, to accept and approve the Ontonagon County compliance review. With no discussion, the **MOTION** carried.
- Schoolcraft County – A **MOTION** was made by Mr. Feole, with support by Mr. Campbell, to accept and approve the Schoolcraft County compliance review. With no discussion, the **MOTION** carried.

At the last Certification Subcommittee meeting, it was decided to go back to the original goal, set by the ETSC, of 10 percent of the counties reviewed each year, approximately eight reviews annually. Asked if there is room on the subcommittee for additional members, Mr. Feole stated yes and he has already received suggestions. Additional members would replace Mr. Piasecki who retired, and also to increase membership in order to help with the additional reviews.

VI. Dispatcher Training Subcommittee

A. Approved Minutes – October 30, 2013, and February 11, 2014

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Troyer, with support from Mr. Smith, to approve the meeting minutes of October 30, 2013, and February 11, 2014, as presented. With no discussion, the **MOTION** carried.

B. Updates

For 2013, the course review committee approved 143 training requests and denied 21. To date in 2014, 20 requests have been approved and one was denied.

There was a PSAP exigent circumstance form created to report the use of non-designated telecommunicators. In the training standards, there is an exigent circumstance clause, which states it is to be reported when such a circumstance occurs. The subcommittee will review all forms submitted to the State 911 Office. One was submitted by Grosse Pointe Farms Department of Public Safety, which has been placed on file. A letter is being sent to the director thanking him for submitting the form.

A complaint was received regarding a training course instructor. The subcommittee reviews all complaints and decides what, if any, action is needed. No action was taken on this particular complaint and it was placed on file.

C. Dispatcher Training Fund Distribution

The subcommittee met on February 11 to review the initial applications for dispatcher training funds. There were 132 PSAPs that applied for a total of 1,887 FTEs. Through the application process, 24 PSAPs, for a total of 330 FTEs, were recommended for denial and 108 PSAPs, for a total of 1,553 FTEs, were recommended for approval. Notices were sent to all PSAPs, denials and approvals. One appeal was received from Wayne County Airport Authority. The subcommittee met with their representative, Mr. Marty Kolakowski, to discuss the appeal. A roll call vote, which was not unanimous, was taken and the appeal was denied. There were no additions or deletions from the original review of applications as no application was initially received by Wayne County Airport Authority.

The Dispatcher Training Subcommittee is recommending for approval, for 2014 dispatcher training funds, 108 PSAPs with a total of 1,553 FTEs and a denial of 24 PSAPs with a total of 330 FTEs. The **MOTION** was made by Mr. Troyer, with support from Mr. Smith. Mr. Troyer stated there is a spreadsheet included in the packets which identifies what was applied for, what was approved, and what was denied and the reason for the denial. With no further discussion, the **MOTION** carried. Ms. Woolcock abstained.

To compare this year with last, the May training fund distribution had a total of 1,489 FTEs for 100 PSAPs and the November distribution was 1,536 FTEs for 105 PSAPs.

Sheriff Gribler stated if the SNC looks at the spreadsheet and sees an agency in their area that did not apply, it would be good to call them just as a reminder training funds are available.

VII. **Emerging Technology Subcommittee**

A. Approved Minutes – November 19, 2013

The approved minutes are included in the SNC packet. A **MOTION** was made by Ms. Heinze, with support from Mr. Feole, to approve the November 19, 2013, meeting minutes. With no discussion, the **MOTION** carried.

B. Technology Forum

The flier is included in the SNC packet. Ms. Heinze stated the forum is going to focus mostly on text to 911. May 15 is the deadline for delivery of text to 911 upon request. The forum will give PSAPs information on what text to 911 is and how to go about requesting it. Chrysler U-Connect will be presenting as well. NENA has been working closely with Chrysler to assemble instructions for PSAPs regarding their 911-assist feature in their vehicles. Other topics at the forum will include a FirstNet update and creating a PSAP Facebook page.

C. Text to 911 Draft Document

The subcommittee has put together guidelines regarding text to 911 deployment, in coordination with national standards. The initial version is included in the SNC packet, with changes made as needed on an ongoing basis. This document is a best practices guideline for PSAPs to reference. There are three ways to deploy text to 911: IP-based CPE, a web-based portal, and text to TTY.

When text to 911 is deployed, the ETS recommends it be done on a countywide basis. This will affect counties with multiple PSAPs. The reason for the recommendation is this is how 911 plans are implemented, how wireless was deployed, and to save citizens from confusion. This is an interim solution and what the FCC has coordinated with the "Big 4" carriers (Sprint, Verizon, AT&T, and T-Mobile).

Mr. Berry asked what the best practice is; once a text has been received, is the best practice to make voice contact with the caller? Ms. Heinze stated the majority of texts will come from the deaf and hard of hearing community or in a dangerous situation where voice calls cannot be made, so the texting session must be continued until the end.

Mr. Troyer was curious if the ETS knew where Michigan stands as far as the May 15 deadline and approximately how many PSAPs will be ready. Ms. Miller-Brown stated once the new analyst is in place in the State 911 Office, an assigned task will be taking an inventory.

Public education will be key to the tagline "Call if you can, text if you can't." General discussion followed.

A **MOTION** was made by Mr. Smith, with support from Mr. Troyer, that the State 911 Committee endorse the work-in-progress text to 911 initial guidelines. Discussion followed.

Asked how the different versions will be tracked, Ms. Miller-Brown stated the date and version number is on the bottom of the document. After the technology forum, the most current version will be posted on the Web site. Ms. Heinze stated there are many documents on the NENA Web site regarding PSAP training, FAQ sheets, etc.

Mr. Berry suggested the ETS include in the document what the best practices are, explain the reasons some will text, and when possible make voice contact. Mr. Docherty asked about dispatching EMD with text to 911 and canned responses. Ms. Heinze stated that is currently being looked into. Mr. Berry asked if texting will use the location to route to the correct PSAP. Ms. Heinze stated the location will route slightly different than a regular wireless call. It will use the centroid location of the sector of the tower. It will be slightly less accurate and may route to a neighboring PSAP. PSAPs will need to work with each other to get the information as texts cannot transfer.

With no further discussion, the **MOTION** carried.

D. FCC Wireless Location Accuracy and Text to 911 NPRMs

Ms. Heinze stated the FCC has two notices for proposed rulemaking (NPRM) currently out. One is regarding wireless location accuracy and the other is text to 911. Where text to 911 is concerned, right now it is voluntary, but they are looking at ways this will not be a voluntary option in the future. There has been no timeline given for when it will no longer be an option; however, those working on the document are recommending moving forward with an interim solution now and not waiting.

The main topics of the wireless location accuracy NPRM is looking at indoor location accuracy requirements, adding a time to first fix requirement, adding Z access or vertical location requirement, and location accuracy requirement applying per county or PSAP basis rather than

national basis. Both notices are open with a 30 day window. If you have concerns, Ms. Heinze stated it is important to get comments to the FCC during the open period. General discussion followed.

VIII. Legislative Action Subcommittee

A. Approved Minutes – October 30, 2013

The approved minutes are included in the SNC packets. A **MOTION** was made by Ms. Collins, with support from Mr. Campbell, to approve the meeting minutes of October 30, 2013. With no discussion, the **MOTION** carried.

B. MLTS Discussion

The LAS is bringing a recommendation that the State 911 Committee approach the Michigan Public Service Commission (MPSC) in regards to the rules that currently exist for MLTS. The LAS developed rules under SB410 and 411 when the rulemaking over MLTS and dispatcher training was given to the MPSC. The rules are in place, but the statutory deadline for compliance is December 31, 2016, which would give the MPSC time to open the rules and make the recommended changes.

Ms. Zerbe gave a presentation to the SNC regarding MLTS, the current rules, the proposed changes, etc. General discussion followed.

A draft document included in the packets is a draft memo of what would be filed with the MPSC on behalf of the State 911 Committee asking the MPSC to consider opening the rules for clarification of the 7,000 square foot issue.

A **MOTION** was made by Mr. Campbell, with support from Mr. Troyer, to send the letter to the Michigan Public Service Commission. With no further discussion, the **MOTION** carried. Ms. Collins opposed and Ms. Woolcock abstained.

C. Legislative Update

Ms. Miller-Brown stated there has been no action on any outstanding legislation with the exception of HB5110, which requires the posting of the notice of information so public safety and law enforcement can contact wireless providers for locations. This is something that is already being done. This has been moved for a second reading in the House.

Senate Bill 636 has passed the Senate and is in the House for a third reading.

IX. Policy Subcommittee

Nothing to report.

X. State 911 Administrator

A. State 911 Fund

The funds are down a little from last quarter. Mr. Troyer asked about the categories. Ms. Miller-Brown stated the "State 911" is the post-paid on wireless, VoIP, and landline. The "Emergency 911" is the old pre-paid fund, somebody who remitted an old fund. It is all monies being contributed into the three categories before any distributions. The "Prepaid" is the retail remittances.

B. Analyst Position

Several candidates were interviewed and reference checks are currently being conducted. The position should be filled by the end of March or mid-April. Working with Ms. Kennedy, DTMB, and Treasury, files will be turned over to the new analyst and access given to treasury's database. Ms. Kennedy has started listing retail providers who are paying into the fund and also looking at places known to sell prepaid cards but are not remitting funds. A form letter will

be sent to retailers who are not remitting funds. A form and letter is sent to providers each year to update their contact information, which is kept in a database in the State 911 Office.

C. IP-911 Report/CLEAR NG911 Project Plan

There has been no work done on the CLEAR/NG group.

There were eight applications received in response to the NextGen Request For Information. Of the eight, five were involved in a vendor showcase to answer questions. The Technical Advisory Committee has an onsite meeting to discuss next steps, so Ms. Miller-Brown will have more to report at the June SNC meeting.

D. SNC Web Site

The staff in the State 911 Office is brainstorming the new layout of the Web site to make the site more accessible and useful. The new site will be divided into PSAP and citizen sections. Ms. Miller-Brown asked if the SNC members had any input, it would be welcomed.

E. FirstNet/State and Local Implementation Grant Planning

There will an update on FirstNet at the technology forum. If anyone has a public safety group who would be interested in having a presentation on FirstNet, contact Ms. Laura Blastic at DTMB; her information and more detail is found in the report included in the packet.

XI. Public Comment

None.

XII. Next Meeting

Tuesday, June 10, 2014

10 a.m.

MSP Headquarters

XIII. Adjourn

The meeting adjourned at 12:08 p.m.