



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 911 Committee Meeting
Tuesday, March 12, 2013
MSP - HQ
Meeting Minutes

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. Shawn Sible	Michigan State Police
Mr. Jeff Troyer	House Appointee, Public Member
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Tim Smith	Michigan Communication Directors Association
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Patricia Coates	National Emergency Number Association
Ms. Susana Woolcock	Michigan Public Service Commission
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
Mr. Jon Campbell	Michigan Association of Counties
Sgt. Christopher Luty	Michigan State Police Troopers Association
Ms. Karen Towne	Department of Licensing & Regulatory Affairs
Chief Kay Hoffman	Michigan Association of Chiefs of Police
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. Stacie Hansel	State 911 Administrator's Office
Members Absent	Representing
Mr. John Buczek	Fraternal Order of Police
Lt. Frank Baker	Deputy Sheriff's Association
Mr. Mark Docherty	Michigan Professional Firefighters Union

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. Roll Call

Sheriff Dale Gribler called the State 911 Committee (SNC) meeting to order at 10:05 a.m.

II. Approval of Minutes

A **MOTION** was made by Chief Kay Hoffman to approve the meeting minutes of December 11, 2012. Supported by Mr. James Loeper, the **MOTION** carried.

III. Correspondence

None.

IV. Old Business

Update on MPSC Case

Mr. Hal Martin advised the meeting enter into executive session to discuss litigation. A **MOTION** was made by Chief Paul Trinka, supported by Mr. Jon Campbell. A roll call vote was taken.

	Yes	No	Abstain
Sheriff Dale Gribler, Chair	X		
Mr. Rich Feole	X		
Ms. Yvette Collins	X		
Mr. Shawn Sible	X		
Mr. Jeff Troyer	X		
Mr. Dale Berry	X		
Mr. Tim Smith	X		
Chief Paul Trinka	X		
Ms. Patricia Coates	X		
Ms. Susana Woolcock			X
Mr. Lloyd Fayling	X		
Ms. Jennifer Greenburg	X		
Mr. James Loeper	X		
Mr. Don Welch	X		
Mr. Jon Campbell	X		
Sgt. Christopher Luty	X		
Ms. Karen Towne			
Chief Kay Hoffman	X		

The **MOTION** carried and the meeting went into executive session.

V. New Business

Sheriff Gribler asked for a **MOTION** for a resolution honoring the telecommunicators throughout Michigan for Michigan Telecommunicators Week, which is the week of April 14. A **MOTION** was made by Mr. Don Welch. Supported by Chief Kay Hoffman, the **MOTION** carried.

VI. Certification Subcommittee

Mr. Feole stated the subcommittee met March 5, 2013, and discussed open and upcoming reviews.

Otsego County - The Otsego review is still being processed. All documentation is in from MSP and should be ready to be finalized at the next SNC meeting.

Huron County - The director in Huron County retired, so they have asked for an extension. All documentation is due to the State 911 Office by May 24, 2013. The new director is Randy Miller.

Baraga County - Baraga County also went through a change and was granted an extension. Mr. Loeper has taken himself off the review team to assist the county in gathering the needed documentation. Ms. Miller-Brown will be setting a deadline for their documentation to be submitted.

Lake County – The subcommittee discussed the recent court opinion on Lake County's lawsuit and if anything needed to be looked into. Ms. Miller-Brown shared a summary of a review done shortly after the lawsuit began with Lake County, and at the time the subcommittee was satisfied with their findings. The subcommittee decided nothing further needed to be done with the county.

For clarification, Sheriff Gribler stated the Lake County lawsuit was filed years ago, then dismissed, appealed, and reopened. The lawsuit ended in a settlement.

Schoolcraft County – Schoolcraft County was the next county selected for review. The review team will try to conduct this review along with Baraga County.

Ms. Miller-Brown asked for a **MOTION** for the quarterly distribution of funds from Treasury to go out to the counties. A **MOTION** was made by Mr. Rich Feole. Supported by Mr. James Loeper, the **MOTION** carried.

VII. Dispatcher Training Subcommittee

A. Meetings

Mr. Troyer stated the course review subcommittee approved 46 approvals/renewals for training courses in January, 23 were reviewed and 15 were approved in February, and to date eight have been reviewed and approved in March.

Since the last SNC meeting, the Dispatcher Training Subcommittee (DTS) has met three times. February 13 was the annual training application/review meeting. The Otsego/MSP-Gaylord certification information was also reviewed. It was brought to the subcommittee to review the Emergency Medical Dispatching recertification and Continuing Dispatch Education (CDE) quizzes, which were previously approved for eight hours each. The DTS changed the allowable hours to one, for all of the recertification courses. In most cases it is not going to a class, but mostly filling out paperwork and taking a small quiz, usually online. The February 26 meeting was the appeals meeting.

In addition to the appeals, the DTS discussed auditing training courses that have been approved. Providers are aware the subcommittee reserves that right. Now that training standards are in place, the DTS sent letters to all the vendors as well as the PSAP administrators letting them know the subcommittee will be selecting random courses to audit throughout the year. In addition, the DTS recommends any PSAPs who have issues with a course or instructor, report them to the subcommittee. Mr. Fayling asked if the subcommittee or the SNC has the authority to disallow a class because of an instructor. Mr. Troyer stated in the past, there was a course revoked due to the instructor; however, the course only had one instructor. He stated the subcommittee approves courses and individual instructors. For example, if provider A has five instructors who teach one course, and one instructor is disallowed, that does not prevent the course itself from being disallowed, only the individual instructor.

On March 5, the subcommittee met via conference call to review the program manual, which further details the training standards.

B. Ingham County Appeal

Before the appeal, Mr. Troyer gave a summary of the application review process. There were 121 PSAP applications received for training funds. In the initial process, 99 were approved for a total of 1,435 full-time employee equivalents (FTEs). There were 22 PSAPs initially denied, with a total of 241 FTEs; 20 denied due to non-spend down and 2 for other reasons. Ingham County was denied for failure to return unspent funds by December 31, 2012, and St. Joseph County for an expense accounted for in 2012, but not occurring until 2013. There were five PSAPs who submitted updated 510s but did not apply for this year's funds, and 30 who did not

submit anything. Sheriff Gribler stated that in the past, there has been follow-up with the PSAPs not applying, and he asked if that was planned by the DTS. Ms. Miller-Brown stated there was a letter sent in the past stating the SNC encourages making use of the available funds, and Mr. Troyer and Ms. Hart could work together to send one out.

During the initial appeal process, there were two PSAPs that appealed; St. Joseph and Ingham. During the application review meeting, the DTS had St. Joseph County on the phone and informed them they would be denied because it was believed the expense actually occurred in 2013, not 2012. If the county supplied supporting documentation, they were encouraged to appeal. The supporting documentation actually proved the expense did occur in 2013. Their appeal was denied and no notice was supplied by St. Joseph County to appeal to the full SNC.

Ingham County was denied for failure to return unspent 2010 funds by the deadline of December 31, 2012. The unspent funds were returned, but on February 8, 2013, which is past the deadline stated in the guidelines. Ingham County chose to appeal to the full SNC. (A letter and supporting documentation from the county was included in the SNC packets). Mr. Troyer introduced the director, Mr. Lance Langdon and deputy director, Mr. Bruce Gaukel to the SNC.

Mr. Langdon stated Ingham County had recently gone through a consolidation. The previous year, the Lansing PSAP returned funds after the deadline, and there were no issues. This year, Ingham County turned in the unspent funds with their application. Mr. Langdon admitted it was their mistake missing the deadline, but he tried to comply with all the requirements. Due to the consolidation and staffing, approximately \$40,000 was returned. Mr. Gaukel added the missed deadline was not intentional, rather approached from the same standpoint as the previous year. Mr. Gaukel stated the training funds may not be missed this year, but over the next two years will be greatly needed to train new staff.

Mr. Fayling asked what happened last year with the mailing. Ms. Miller-Brown stated Treasury did not send the November 2011 distribution until December. The State 911 Office uses that distribution information to calculate the 510s and forward them to the PSAPs. Due to the three week delay, DTS allowed an additional three weeks for returning funds; however, other than this exception to the rule, the deadline has always been December 31 to return funds. Mr. Gaukel stated prior to the consolidation, they have never had to return funds so the deadline was never an issue.

Mr. Troyer explained to the Committee that Ingham County currently has 2011 and 2012 funds totaling approximately \$96,000 available; \$44,000 of which needs to be spent by December 31, 2013. Mr. Berry stated if the appeal is approved, it should be for a reason other than being late. This reason would be worded in the motion for future referencing; otherwise there could be many PSAPs appealing because of training funds that were returned late.

A **MOTION** was made by Mr. Berry to approve the appeal due to extenuating circumstances the agency had with consolidation between the Lansing and East Lansing PSAPs. Ms. Yvette Collins supported the **MOTION**. Further discussion followed.

Mr. Sible asked what Ingham County saw as their annual training budget. Mr. Langdon stated they would have no problem spending down their funds due to training needs of new staff and with the consolidation. He agreed with the comment regarding the funds they currently have, but stated it will leave a large hole down the road if the 2013 funds do not come in. Mr. Gaukel stated they have a plan in place and have already scheduled training.

Mr. Fayling asked if there were any other counties who had issues with returning funds late due to the mailing. Mr. Troyer stated, other than last year, he cannot recall a circumstance where a PSAP did return the funds, but returned them late. Most of the time, when a PSAP gets denied due to funds it is because the PSAP does not return the funds at all.

Discussion followed regarding belief that Ingham County did not miss the deadline intentionally and they had never needed to have a deadline before because they have always spent their funds. On the other side, there was a discussion that while Ingham County had good intentions, there are other PSAPs who were denied who may have returned their funds also if they were given the extra six weeks.

Mr. Feole asked if it was possible to decrease their funding amount and only receive one of the two payments as a penalty. Sheriff Gribler stated the DTS uses the guidelines to base their decisions and cannot look at extenuating circumstances at the subcommittee level. Mr. Troyer stated he spoke with Mr. Langdon and explained the DTS is bound by the guidelines and the application was denied by the subcommittee based on those rules.

Mr. Troyer stated a precedent could be set not using the guidelines. The last thing the DTS wants is for a PSAP to go without funds, but at the same time there are deadlines and rules. Mr. Welch stated since Ingham County returned their funds before their application was denied, the intentions were always to return the funds. Mr. Gaukel stated if they realized they had missed the deadline, they would have kept their funds and not applied for 2013 funding. Chief Hoffman stated it is important that the subcommittees follow their guidelines, but when appeals come to the SNC it is on a case-by-case basis and does not necessarily open the door for others.

Mr. Sible asked Mr. Gaukel and Mr. Langdon what will be done to resolve the issues so Ingham County does not have these same problems going forward. Mr. Langdon stated they have been able to get staffing levels up and with new hires, there is a need for training. Previously, training needs could not be met due to employees working overtime to fill vacancies instead of backfilling while others attended training. Mr. Gaukel stated they have set a date of November to have all training completed. Ms. Coates stated if they missed the deadline and returned the funds late, we should not have accepted their money. Mr. Troyer stated the DTS discussed avenues to give their money back; however, once funds are received at Treasury, there is no process to return the funds.

Sheriff Gribler asked for the number of FTEs for Ingham County, which is 56, and the number of FTEs prior to consolidation, which was 62. Mr. Troyer stated the FTE count is at 1,435 without the 56 from Ingham County. After discussion, a roll call vote was taken.

	Yes	No	Abstain
Sheriff Dale Gribler, Chair	X		
Mr. Rich Feole		X	
Ms. Yvette Collins	X		
Mr. Shawn Sible		X	
Mr. Jeff Troyer		X	
Mr. Dale Berry	X		
Mr. Tim Smith		X	
Chief Paul Trinko	X		
Ms. Patricia Coates		X	
Ms. Susana Woolcock			X
Mr. Lloyd Fayling	X		
Ms. Jennifer Greenburg		X	
Mr. James Loeper	X		
Mr. Don Welch	X		
Mr. Jon Campbell	X		
Sgt. Christopher Luty	X		
Ms. Karen Towne		X	
Chief Kay Hoffman	X		
TOTAL	10	7	1

With a vote of 10 to 7, the **MOTION** carried.

C. Telecommunicator Training Program Manual

The Committee received a copy of the proposed 2013 Dispatcher Training Manual. Mr. Troyer stated it further explains the training standards and answers questions regarding the process, he requested the SNC approve this document. Mr. Fayling made the **MOTION** to approve. Supported by Ms. Coates, the **MOTION** carried.

D. Training Monies

Mr. Troyer requested approval of the dispatcher training applications. With the adjustment of Ingham County, the FTE count is 1,491. Mr. Fayling made the **MOTION** to approve. Supported by Mr. Campbell, the **MOTION** carried.

VIII. Emerging Technology Subcommittee

Ms. Heinze announced the Technology Forum is April 11 at the training academy from 9 a.m. to 4 p.m. There is a registration and the forum is free to all attendees, with lunch provided.

Ms. Heinze and Ms. Miller-Brown confirmed the agenda:

- Public Safety Ecosystems; Brett Whitney, Cassidian
- RFPs for NG911; Lori Kleckner, LR Kimball
- FCC Update; Harriet Miller-Brown
- FirstNet and Public Safety Broadband; Brad Stoddard, MPSCS
- Text to 911; April Heinze
- U.P. 911 Network Project; Gary Johnson, Marquette County
- CHEMPACK and MEDDRUN; Amber Pitts, MDCH

Mr. Troyer asked if the subcommittee thought about submitting a request for training fund approval for travel. Ms. Heinze will follow up with Ms. Miller-Brown.

IX. Legislative Action Subcommittee

Mr. Sible stated the subcommittee met on January 25 and will meet again on March 26. The biggest issue discussed is the response to the audit and how to move forward. Mr. Sible stated everyone had been notified and it was determined not to modify the requirements for the current year. There is a working group to discuss how to move forward long-term. The biggest concern is the auditors do not understand what the criteria being asked of them are. One of the ideas the working group is looking at is the concept of a statewide audit, which will still need criteria. The audit workgroup includes Ms. Bianconi, Mr. Leese, Mr. Smith, Ms. Coates, Mr. Campbell, Mr. Sible, Ms. Miller-Brown, Mr. Bob Daddow from Oakland County, and Mr. Joe Heffernan from Plante Moran.

The SNC packets contain a copy of HB4011, which Mr. Sible stated proposes to change the Freedom of Information Act as it relates to the privacy protection of 911 calls. The idea is good; however, the proposed language is not updated regarding NG911 and does not deal with all upcoming issues. There is a workgroup, which includes a few members of the LAS to look at how to modify the language. For background information, Mr. Sible stated there have been issues in the past where 911 calls are requested by the media. The language needs to reflect not only voice recordings, but video and other communication.

Mr. Sible stated the Governor indicated moving forward with NG911, which means over the next few months statutes will be opened and reviewed. For the March 26 meeting, the LAS has been tasked with reviewing the statute for any changes they would like to see, as there will be a window of opportunity to address any other changes along with the legislative changes dealing with NG911. He asked that if any member of the SNC has issues they would like addressed, please contact a member of the LAS.

X. Policy Subcommittee

Nothing to report.

XI. State 911 Administrator

Ms. Miller-Brown stated there was discussion at the last SNC meeting of putting a workshop together for CLEAR NG911 recommendations. Schedules did not permit; however, following the SNC today, Ms. Miller-Brown, Mr. Smith, and Ms. Coates will be presenting the recommendations if anyone has questions. The presentation will also be sent to the SNC.

Ms. Miller-Brown's office has sent all the reporting to the counties. The deadline to report surcharges is May 15, 2013.

One of the goals of her office is to update the Web site. Ms. Miller-Brown requested the SNC members review the site and forward any feedback and suggestions for the updates to her office.

Ordinarily, a report is prepared for the SNC regarding revenues. With the staffing changes in her office, Ms. Miller-Brown stated there is no report this quarter. Interviews for the open analyst position in her office will be held Thursday, March 14 and Friday, March 15.

The next event is 911 Goes to Washington. Ms. Miller-Brown has a draft white paper prepared, which she will forward to the SNC when finalized by the delegates. They are not asking for anything, only providing information regarding what Michigan is doing with NG911, updates on the Enhanced 911 grant, training standards, and national training standards. Mr. Smith stated there are eight confirmed meetings and one or two tentative.

XII. Public Comment

Ms. Bianconi stated the Committee made comments regarding the number of PSAPs applying for training funds is getting less every year, which, she believes, is due to the fact there are no excess dispatchers to send others to the training sessions. She believes the intent when establishing the training standards was to assist the PSAPS and as more PSAPs are unable to meet the guidelines, maybe changes need to be made.

Ms. Bianconi asked Mr. Troyer if the Training Program Manual will be distributed. Mr. Troyer stated it will also be available on the Web site. Ms. Bianconi suggested adding meeting minutes to the Web site and also posting the SNC agenda.

Mr. Loeper stated one of the counties in the U.P. received a fax from the Department of Health notifying the dispatch center their ambulance service had their license revoked and could not dispatch that particular ambulance. The other services are one to two and one-half hours away. The director asked Mr. Loeper what he was supposed to do. It is not the responsibility of the PSAP to make sure ambulance services are properly licensed, but what do they do when an issue like this comes up?

Mr. Fayling sent Mr. Loeper a copy of the court decision involving EMS dispatching. He stated their circuit court judge clearly states in the order a 911 dispatch center may send the closest, most appropriate, with disregard, if necessary, of medical control or community wishes. This issue began with a community contracting with an ambulance company and then the ambulance company sued because the PSAP refused to use only that ambulance. The judge made it clear it is completely up to the dispatch center to take care of the citizens. In Mr. Loeper's situation, whether certified or not, Mr. Fayling would consider appropriate because that is the service you have.

Ms. Miller-Brown stated she sent a copy of the Genesee county documents to the SNC members. If the e-mail did not go through, copies were provided in the SNC packets. Mr. Berry stated it sounds like the state has revoked or suspended the license to operate. The lesson learned for the

PSAP is to know who neighboring ambulance services are. He would hope Department of Community Health would communicate better with local government and 911 centers if situations occur, giving notice and time for an alternate plan to be put in place.

Mr. Jim Jarvis from the Department of Homeland Security, Office of Emergency Communications explained that there was a denial of service attack recently at two PSAPs in Louisiana and Florida. A situation occurred where their administrative line was receiving a repeat call and that line rolled over to the secondary line impacting their ability to receive emergency calls. They have a reporting process if you experience anything like this and they will add it to the list of issues they are looking into.

XIII. Next Meeting

June 11, 2013

XIV. Adjourn

The meeting adjourned at 11:53 a.m.