



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

TIM SMITH
CHAIR

State 911 Committee Meeting
Monday, March 9, 2015
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
Mr. Tim Smith, Chair	Michigan Communication Directors Association
Mr. Jon Campbell, Vice-Chair	Michigan Association of Counties
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. Dave Hiller	Fraternal Order of Police
Chief Paul Trinko	Michigan Association of Fire Chiefs
Ms. Dee Ann Summersett	National Emergency Number Association
Ms. Wendy Thelen	MPSC
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
Ms. Crissy Miller	Deputy Sheriff's Association
Mr. Adam Starkweather	Michigan State Police Troopers Association
Ms. Alesha Gensler	Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
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
Mr. Michael Armitage	State 911 Administrator's Office
Ms. Stacie Hansel	State 911 Administrator's Office
Voting Members Absent	Representing
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Mark Docherty	Michigan Professional Firefighters Union
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

Mr. Smith called the State 911 Committee (SNC) meeting to order at 2:00 p.m. and roll call was taken. Mr. Smith made one change to the agenda, moving the State 911 Administrator Report under New Business as Ms. Miller-Brown has had a flight schedule change.

II. Approval of Minutes

A **MOTION** was made by Mr. Loeper, with support from Mr. Feole, to approve the meeting minutes of December 9, 2014, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Smith received correspondence from the Auditor General discussing terms and conditions of the upcoming audit. The letter is available if anyone wants to see it.

IV. New Business

A. Introduction of New Members

Mr. Smith welcomed Ms. Crissy Miller who will be representing the Deputy Sheriff's Association.

B. Resolution for National Telecommunicator Week

A **MOTION** was made by Mr. Campbell, with support by Mr. Troyer, for staff to create a resolution for Telecommunicator's Week and send to all PSAPs. Ms. Miller-Brown explained to the new members that each year the SNC passes a resolution recognizing and honoring telecommunicators for their work in 911. The State 911 Office then creates a certificate on behalf of the SNC to send to all PSAPs. With no further discussion, the **MOTION** carried.

V. State 911 Administrator's Report

A. Smart911

Smart911 deployment continues. There are currently 41 PSAPs deploying the Basic program, 7 who expressed they are not interested, and we are waiting to hear back from the others.

B. State 911 Fund

Revenues continue to stay steady with \$571,000 additional now coming in on the prepaid point of sale due to the work by Mr. Armitage. This equals to approximately \$48,000 per month in new revenue.

C. IP-911 Report/CLEAR NG911 Project Plan

Administration is starting to look for a sponsor. The Chair of CLEAR has stated there are still some items CLEAR's legal counsel will review. CLEAR will be meeting later in the month and should have the document approved for the Legislative Action Subcommittee to review at their April meeting.

Ms. Greenburg asked Ms. Miller-Brown if she is attending meetings to represent CLEAR or the SNC. Ms. Miller-Brown stated she is attending as a subject matter expert representing CLEAR. Ms. Greenburg wanted to make sure there was no misunderstanding in the meetings that Ms. Miller-Brown's attendance did not mean the SNC approves or supports the proposal. Ms. Miller-Brown stated, when presenting, she is very clear she is not speaking for the SNC. Mr. Sible stated when Ms. Miller-Brown presented to Senator Nofs that it was the same material everyone has already seen. Ms. Collins asked if there was any written legislation yet that anyone was aware of. Ms. Miller-Brown stated there is a draft document the CLEAR NG911 working group created on a legislative recommendation, but it has not been introduced or issued through LSB.

D. FirstNet/SLIGP Update

The State Interoperability conference was very successful. Ms. Miller-Brown co-presented with Mr. Stoddard on FirstNet and NG911.

E. Upcoming 911 Grant Funding

The incentive auction from the FCC was more successful than planned and the Federal Government will be able to fully fund the \$115 million grant program for 911. Funds will be dispersed in a similar manner as the Enhanced 911 (the grant that funded the GIS). It is expected in order to be eligible, it will need to be a large scale project, centrally coordinated with no diverting of 911 funds. Ms. Miller-Brown is asking for ideas from the SNC.

F. Outage Workgroup

Information will be shared as it progresses.

G. 911 Goes to Washington

Protection of 911 funds and creating incentives for states were topics discussed with members of Congress. The group also discussed how national issues affect Michigan. Meetings were held with 9 of the 14 Representatives, and both Senator's offices. Copies of the white paper are included in the meeting packets.

H. Media and Location Information

Ms. Miller-Brown has received a number of calls from media regarding the drowning tragedy in Georgia and the progress made in Michigan with the GIS project. Much of the focus is on 911 centers not processing location accuracy. Michigan has worked to have intergovernmental agreements, the GIS repository, and to have pieces in place for counties to get neighboring counties information to avoid an incident like the one in Georgia.

I. SNC Web site Update

Staff updated and redesigned the Web site. Everyone was encouraged to take a look and give any comments or suggestions.

J. Other Activity

The State 911 Office was reviewed regarding access to revenue data from Treasury. A few changes to make were requested, for example needing a shredder with specific dimensions as well as moving some information off the shared drive.

Ms. Miller-Brown will be going to the U.P. on April 15 to place the first official text-to-911 call. All counties in the U.P. will be cutting over to text-to-911.

Ms. Miller-Brown has been assisting the Detroit Arsenal with implementation of a DOD order that every active military base become its own PSAP.

VI. Certification Subcommittee

A. Approved Minutes – December 3, 2014

A **MOTION** was made by Mr. Feole, with support from Ms. Collins, to approve the December 3, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Dickinson County Compliance Review Report

Mr. Feole stated the report for Dickinson County includes a necessary action item to hold regular 911 meetings. The county has a 911 Administration Board and a Technical Operations Committee, but they are not meeting on a regular basis. A necessary action item is to meet at least quarterly with all members to review procedures and assist in quality assurance.

Under recommended action items, the review team suggested creating an agreement for office space as no agreement exists making official their central dispatch. Another recommended item is to formalize their recordkeeping. Dickinson County had the information needed for Ms. Hart's section of the report on training funds, but they couldn't always locate it in a timely manner.

A **MOTION** was made by Mr. Feole, with support by Mr. Loeper, to accept the Dickinson County compliance review report as presented. Mr. Campbell stated he spoke with the sheriff of Dickinson County and would like to set up a conference call with himself, Mr. Smith, Mr. Feole, and the sheriff to outline ideas on how they could get organized. The sheriff was open to suggestions. With no further discussion, the **MOTION** carried.

Sanilac County Compliance Review Report

Mr. Feole stated there were no necessary action items required. Recommended action items included hiring administrative and supervisory positions. The director, Ms. Cubitt, used to attend many APCO, NENA, and MCDA events but has now taken on much more responsibility in dispatch and is no longer able to get away to participate. Another recommendation is to get proper heating and cooling ventilation installed in the equipment room, along with adding a storage room.

A **MOTION** was made by Mr. Feole, with support by Mr. Campbell, to accept the Sanilac County compliance review report as presented. With no discussion, the **MOTION** carried.

Roscommon County Compliance Review Report

The site review came during a transition of directors. The previous director accepted a position at Missaukee County, but came back for the on-site visit. A necessary action item was to have all the dispatchers recertified in EMD, which they have since completed. The first recommended action item was to look at their workstation computers as some were still using XP which will no longer be supported. Secondly, it was recommended they look at their telephone system to begin planning for an IP-based phone system.

A **MOTION** was made by Mr. Feole, with support by Ms. Collins, to accept the Roscommon County compliance review report as presented. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

The subcommittee has been working on a PSAP Best Practice document. Mr. Feole divided the document into five topics: Administrative, Operational, Equipment, Backup, and Funding, and assigned subcommittee members different sections depending on their specialties. This document includes things to consider when putting together or changing a center, and things the subcommittee looks for when conducting the on-site visits for compliance review. Mr. Feole thanked the subcommittee for all their work and Ms. Kennedy for compiling it into one document.

A **MOTION** was made by Mr. Campbell, with support by Mr. Loeper, to approve the Best Practice document as presented with modifications as needed in the future.

Mr. Smith stated with all the turnover in the last few years, the document will be a great resource for people coming in either from an outside agency or moving up internally. Mr. Troyer stated the items included in the document are recommendations to a PSAP and not what will actually be reviewed during a compliance review. Mr. Feole stated the subcommittee understands some centers cannot afford a new CAD system for example, but the subcommittee recommends a center have a CAD with certain standards. Ms. Miller-Brown suggested when the document is posted on the Web site to include a link for people to suggest changes, additions, etc.

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

The Saginaw County on-site review was recently completed and the report may be ready for approval at the next SNC meeting. Iosco County was randomly selected as the next county for review.

VII. Dispatcher Training Subcommittee

A. Approved Minutes – September 30, 2014 and February 13, 2015

A **MOTION** was made by Mr. Troyer, with support by Mr. Welch, to approve the September 30, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

Highlights from the meeting of February 13, 2015, were given by Mr. Troyer.

1. A request for instructor waiver was received by Priority Dispatch. The subcommittee denied the request.
2. The Flint 911 consolidation with Genesee County was discussed at the subcommittee meeting and the DTS gave guidance as what to do with Flint dispatchers under the consolidation policy for dispatcher training funds.
3. A concern arose with subcommittee membership and members retiring and being out of the 911 industry for a number of years. Mr. Troyer received a copy of the bylaws for the SNC, which also covers the subcommittees. He believes there is enough included in the bylaws to have a discussion at the next DTS meeting before bringing the matter to the full SNC.
4. Meeting dates were set for the year in an attempt to give more notice to the members.
5. An appeal to two dispatcher training courses, Smart911 Dispatcher and Smart911 Administrator training, was heard by the subcommittee. The appeal was denied solely based on the training being a software platform system. It was thought to be similar to phone system or CAD system training, which are not approved. The decision was not unanimous, but the appeal was upheld, and they chose not to appeal to the full SNC.
6. To date 43 requests for training course approval have been approved and three have been denied.
7. Initial review of the training fund applications was completed. This year, 131 PSAPs applied and 1,925 FTEs were requested. A letter was received from Sterling Heights stating effective February 28 they are no longer functioning as a PSAP. They were included in the original count, so the final count, given later in this report, will be different than what was approved at the subcommittee level. There were 17 PSAPs recommended for denial, most of which was due to non-spend down.

On February 24, an additional meeting was scheduled for review of the three appeals that were filed. The first was from Warren Police Department who was originally denied due to a question of the validity of their signature page. The agency supplied ample documentation in support of the item in question and the denial was overturned by the DTS. Twenty-two FTEs were added to be recommended for approval.

South Downriver Communications Center was denied due to non-spend down and appealed. There were many expenditures which were not included in the original 510 that should have been (the amount not spent was approximately \$150). Once they entered all the expenses allowed, they submitted a revised 510, which then showed the correct spend down of funds. The DTS overturned the denial and nine additional FTEs were recommended for approval.

Grosse Pointe Park Department of Public Safety also appealed their denial. The original denial was due to a signature page discrepancy. Unable to attend the appeal in person, a letter was submitted by Chief Hiller. The denial was upheld by the subcommittee and Grosse Pointe Park DPS chose to appeal to the full SNC.

Chief Hiller, representing Grosse Pointe Park DPS, stated in filling out the training application, he signed the signature page twice as instructed by his new sergeant. When received, Ms. Hart notified Chief Hiller that the signature page was incorrect, that three different signatures were required. When the sergeant made the corrections, he signed for everyone and submitted the page again. Chief Hiller stated he will submit a revised signature page if the appeal is approved by the SNC.

Mr. Smith asked if the signature page was submitted before the deadline, which is correct. Mr. Sible asked if it is Mr. Troyer's belief the application would have been approved if the signature page was correctly submitted. Mr. Troyer stated the first incorrect page was submitted a few hours before the deadline. Ms. Hart then contacted Chief Hiller to inform him three separate signatures were needed. They submitted the second incorrect page shortly thereafter, which appeared as one person signing for all three places. Chief Hiller agreed that the sergeant did indeed sign for everyone due to time constraints and had they been correctly completed, to answer Mr. Sible's question, yes, it would have been on time.

Mr. Troyer stated if the signature page is not needed to make a valid application, then it should be removed from the application. Mr. Fayling stated when the application packet was being developed, the reason behind having a signature page was so three different people agreed with the FTE count, the expenditures, and if not spent down or spent on allowable expenses, the funds would be returned. Mr. Sible stated he is a believer in not changing precedent and following precedent if it has already been established. In the past it has been the SNCs position that if the page is not submitted correctly or on time, it is denied. Overturning the precedent may allow those denied in the past to question why standards have been changed. Chief Hiller stated it was a simple mistake and there was no intent to cheat the system. If they waited until the next day to have everyone present to sign, the application would have been denied because it was late. The new sergeant tried going above and beyond to fix the issue before the deadline. Ms. Collins asked if there was consensus at the subcommittee level that the application be denied, to which Mr. Troyer stated it was unanimous. General discussion continued.

A **MOTION** was made by Mr. Smith, with support by Mr. Campbell, to uphold the denial recommendation from the Dispatcher Training Subcommittee. A roll call vote was taken.

Name	Yes	No	Abstain
Mr. Tim Smith	X		
Mr. Jon Campbell	X		
Mr. Rich Feole	X		
Ms. Yvette Collins	X		
Mr. Shawn Sible	X		
Mr. Jeff Troyer	X		
Mr. Dave Hiller		X	
Chief Paul Trinko	X		
Ms. Dee Ann Summersett	X		
Ms. Wendy Thelen			X
Mr. Lloyd Fayling	X		
Ms. Jennifer Greenburg	X		
Mr. James Loeper	X		
Mr. Don Welch	X		
Ms. Crissy Miller		X	
Mr. Adam Starkweather	X		
Ms. Alesha Gensler			X
Total	13	2	2

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

A **MOTION** was made by Mr. Troyer, with support by Mr. Fayling, for approval of the 2015 dispatcher training funds for a total of 1,634 FTEs for the May distribution with a total of 115 PSAPs. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Troyer, with support by Mr. Loeper, to approve the meeting minutes of February 13, 2015, as presented.

Mr. Fayling asked for clarification on what was required of the SNC regarding the DTS membership. Mr. Troyer stated there are a few members on the subcommittee who are retired from the PSAP industry, but continue to make decisions for dispatchers in the line of duty. The DTS had discussion about the historical perspective and what they bring to the table. One of the individuals in question suggested a time frame of three years after leaving or retiring. Mr. Troyer was presented with the bylaws and believes there is enough leniency within the language that he can address the issue internally. With no further discussion, the **MOTION** carried.

VIII. Emerging Technology Subcommittee

A. Approved Minutes

A **MOTION** was made by Mr. Smith, with support from Mr. Sible, to approve the October 29, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Smith, with support from Mr. Campbell, to approve the January 8, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

The Technology Forum is scheduled for March 18. The subcommittee is finalizing questions for the panel discussion. Panel members and moderators will receive the questions in advance of the forum.

IX. Legislative Action Subcommittee

A. MLTS Order and Update

The LAS asked for modifications to rulemaking and submitted support from the SNC. Mr. Sible received notice additional comments were submitted. MCDA supplied a letter of support. The Michigan Collegiate Telecommunications Association, representing universities and colleges as well as non-profits and hospitals, submitted a brief opposing the modified rulemaking stating it would be a hardship on their members to comply in the timeline. Their suggestion is to have the rules be implemented as passed and then studied to see whether or not there are still concerns. Ms. Thelen stated the Commission is currently in the process of reviewing the comments; they will then issue their decision, and from there go to LSB. Mr. Sible stated the comments are available to view on the Web site.

B. HB4006

The bill requires location information be provided to law enforcement in emergency situations. There are concerns over the information being used inappropriately. Modifications are being made as the legislation goes through to put in safe guards and restrictions. This is only codifying what is currently already being done. Mr. Campbell has an appointment with Representative Heise and is going to encourage him to pass the bill clean without adding much additional information.

X. Policy Subcommittee

Nothing to report.

XI. Public Comment

None.

XII. Next Meeting

Monday, June 8, 2015
2 p.m.
MSP Headquarters

XIII. Adjourn

A **MOTION** was made by Mr. Troyer, with support by Mr. Campbell, to adjourn. With no discussion, the **MOTION** carried. The meeting adjourned at 3:23 p.m.