



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

TIM SMITH
CHAIR

State 911 Committee Meeting
Monday, September 28, 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
Sheriff Dale Gribler	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
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Dee Ann Summersett	National Emergency Number Association
Ms. Wendy Thelen	MPSC
Ms. April Heinze	Senate Appointee, Public Member
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Ms. Alesha Gensler	Department of Licensing & Regulatory Affairs
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
Mr. Michael Armitage	State 911 Administrator's Office
Ms. Stacie Hansel	State 911 Administrator's Office
Voting Members Absent	Representing
Mr. Dave Hiller	Fraternal Order of Police
Mr. Don Welch	Governor's Appointee, Public Member
Ms. Crissy Miller	Deputy Sheriff's Association
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. Adam Starkweather	Michigan State Police Troopers Association
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 and roll call was taken. After roll call, a moment of silence was observed in honor of Mr. Lloyd Fayling.

II. Approval of Minutes

A **MOTION** was made by Mr. Loeper, with support by Ms. Summersett, to approve the meeting minutes of June 8, 2015, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Smith stated Senator Meekoff appointed Ms. April Heinze to the SNC as the Senate Appointee, public member, and Mr. Smith welcomed her on behalf of the committee.

IV. New Business

A **MOTION** was made by Sheriff Gribler, with support by Mr. Loeper, to approve the quarterly distribution to the counties. With no discussion, the **MOTION** carried.

V. Certification Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. Summersett, with support by Ms. Heinze, to approve the May 27, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Compliance Review Reports

- Iosco County was randomly selected at the February 17 subcommittee meeting, with a team of Mr. Feole, Ms. Amanda Kennedy, Mr. Ray Hasil, Mr. Bob Stewart, and Mr. Chris Izworski. The site visit was conducted on April 23, 2015, and the review report was approved by the subcommittee on August 27.

There were no necessary corrective actions noted. Some staffing recommendations were made. Iosco County is part of a consortium for a new phone system, so some issues raised by the review team are being addressed through that. The center uses mobile radios in their server room as base stations, and the review team recommended Iosco County look for an alternative.

A **MOTION** was made by Sheriff Gribler, with support by Ms. Collins, to accept and approve the compliance review report for Iosco County. With no discussion, the **MOTION** carried.

- Grand Traverse County was randomly selected on March 24, 2015, with a review team of Mr. Smith, Mr. Greg Clark, Mr. Gary Johnson, Mr. Bob Stewart, and Ms. Amanda Kennedy. An on-site visit was conducted on June 9 and the review report was approved by the subcommittee on August 27.

There were no necessary corrective actions noted. Recommended action items included planning for future growth as employees stated their center is at capacity. Grand Traverse County is working with other counties toward Next Generation 911 (NG911).

A **MOTION** was made by Mr. Troyer, with support by Ms. Summersett, to accept and approve the compliance review report for Grand Traverse County. Sheriff Gribler asked Ms. Kennedy if future review reports could include more information about fire, EMS, and police voice communications as far as what system they have, frequencies, etc. Ms. Kennedy stated it may have been an oversight as typically that is included. She will make sure it is in future reports. With no further discussion, the **MOTION** carried.

C. Subcommittee Updates

Mr. Feole stated the next county randomly selected for review was Iron County, which will include Gogebic County as they are dispatched by Iron County. The on-site review is scheduled for October 16, 2015, with a team to include Mr. Feole, Ms. Kennedy, Mr. Gary Johnson, Mr. Greg Clark, and Mr. Ron Bonneau.

Alcona County was also randomly selected; no date has yet been scheduled for the on-site visit.

The review team is still working with Saginaw County to gather information.

VI. **Dispatcher Training Subcommittee**

A. Approval of Minutes

A **MOTION** was made by Mr. Troyer, with support by Ms. Heinze, to approve the May 19, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

The DTS held a meeting on September 10, 2015. Items discussed included:

- The subcommittee has been working to create criteria for DTS membership. Mr. Troyer submitted the document to Mr. Smith and Ms. Miller-Brown for review and the subcommittee approved it at the meeting. The final document will be attached to the DTS meeting minutes and therefore will be included in the SNC packets for the next SNC meeting.
- There was an adjustment to the FTE count for the November distribution. Iron County provided notice to the State 911 Office that, through an audit process, it was determined there were errors in their DTS-510. Iron County had money left over from 2012, which was originally shown as spent down. They no longer qualify for the distribution of training funds. The May distribution was approved at 1,634 FTEs.

A **MOTION** was made by Mr. Troyer, with support by Mr. Loeper, to approve an FTE count of 1,624 for the November training fund distribution. With no discussion, the **MOTION** carried.

- The DTS suggested revisions to the Dispatcher Training Manual. The revisions were approved at the subcommittee level and are included in the SNC meeting packets. One change made by the subcommittee did not show up on the copy provided to the SNC; it will be revised to include the change. No revisions to content were made, only changes to wording.

Mr. Loeper asked about adding something regarding text-to-911 in Appendix A – Telecommunicator Essential Job Tasks. Mr. Troyer stated he could look into it; however, the items in Appendix A may be attached to the administrative rules. Ms. Heinze stated item number one, "Process calls received on all designated telephone lines" would cover that issue in the Next Gen world. Another suggestion was to change "calls" in that statement to "connections." After reviewing, Ms. Miller-Brown stated Appendix A items are not part of the rules.

A **MOTION** was made by Mr. Troyer, with support by Mr. Campbell, to formally approve the Dispatcher Training Manual modifications, with the amendment made today of adding, "upon request" at the bottom of page four, item C2. With no further discussion, the **MOTION** carried.

- A PSAP sent a request to the subcommittee asking if providers could be required to submit certificates of completion for staff attending training. The DTS felt most training providers do so already, and if they do not, certificates can be requested directly with the provider. If there are continuous issues, those can be addressed as needed. It was decided to not change the current process.
- Ms. Hart provided the DTS with a draft of a Dispatcher Training Fund Review Policy. When the Certification Subcommittee schedules a review of the county, the PSAPs in that county also submit their training fund documentation as part of the information requested for the review. The Certification Subcommittee asks for the previous three years of information, while the DTS asks for five years, as that is the number of years PSAPs have to spend down their funds.

If a large county, for instance Oakland County, gets randomly selected, Ms. Hart would have to review the past five years of each PSAP in that county, as the training funds are distributed on a PSAP level. Reducing the number of years for review would not hold the larger counties to the same standards as the other counties.

There were concerns raised by the DTS of the number of reviews per year required of the Certification Subcommittee. At the DTS meeting, Mr. Troyer stated he would bring the concerns to the SNC.

- Notifications were sent to PSAPs, along with their governing bodies, informing them of undesignated telecommunicators. There are currently 114 undesignated telecommunicators from 32 PSAPs. Mr. Smith asked if there was a process in place for telecommunicators who move from one PSAP to another. Ms. Hart stated once she is notified of the move, she transfers the employee and all training records to the new PSAP.
- To date, the review team has approved 131 training course approval requests and denied five.

VII. Emerging Technology Subcommittee

Sheriff Gribler stated the next subcommittee meeting will be held on October 28. The biggest items on the agenda will be creating a best practices for IP deployment document and discussing the FCCs wireless location accuracy rules.

Sheriff Gribler also shared an updated status map of text-to-911. The entire Upper Peninsula officially cut over last week.

VIII. Legislative Action Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. Heinze, with support by Ms. Greenburg, to approve the April 13, 2015, minutes as presented. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Sible, with support by Ms. Summersett, to approve the June 15, 2015, minutes as presented. With no discussion, the **MOTION** carried.

B. MLTS Update

After approval of the MLTS rules, it was decided to provide guidelines for the MLTS owners/operators. Mr. Sible directed attention to the top of page two, which requests MLTS systems, "...be programmed to allow the caller to dial the numbers 911 without having to dial '9' or another digit first." This is not required by the rules; however, the LAS included the statement as a best practice suggestion. The draft guidelines, including tracked changes, were included in the meeting packets.

Ms. Thelen raised concerns the MPSC had about items on page six regarding burdens placed on the PSAPs, which are not included in the rules. Per the rules, notification is required and the MLTS owners/operators are the ones who should report it, not the PSAPs; that should be specified in the guidelines. If PSAPs notice an MLTS provider is not in compliance when a call comes in, PSAPs have the option of contacting the MPSC, but the burden should not be solely on the PSAP to report it. This is keeping consistent with what the rules state.

Another concern the MPSC had was in some places the guidelines state issues would be reported to the MPSC, when it should state reporting would be to both the MPSC and the SNC, as per the rules.

Ms. Miller-Brown stated it will be the PSAPs that know about non-compliance. There is responsibility on the PSAPs to help the owners/operators of MLTS systems with implementation. Ms. Miller-Brown would like to ask for SNC approval of the guidelines at today's meeting in order to get the guidelines to the public in a timely manner.

Mr. Sible stated wording can be added making it clear it is the MLTS owners/operator's responsibility to notify if they are not going to come into compliance or if they come out of compliance for any reason. The workgroup softened the language so as not to put the legal requirement on the PSAPs, only that they *should* report if they become aware of non-compliance.

If the piece regarding the operator is modified, Mr. Sible asked Ms. Thelen if the MPSC is comfortable with the language regarding the PSAPs. Ms. Thelen stated it would be helpful and also gave other revision suggestions. In the last paragraph under Notification of Non-Compliance on page six, "...with MPSC *or* SNC..." should be inserted. Another suggestion was to strike, "...for determination and assessment of non-compliance penalties" at the end of the same sentence. Other grammatical and typos were noted and will be amended.

Mr. Sible stated he would be uncomfortable asking the SNC to trust the guideline revisions will be drafted appropriately and suggested the SNC approve today with the understanding the suggested language will be sent to the committee by email for review, and if accepted, approve. Mr. Smith stated after the revisions discussed today have been made, he would like to see the guidelines get in front of the PSAPs. Then the guidelines can be formally approved at the December SNC meeting, as opposed to voting by email.

A **MOTION** was made by Mr. Sible, with support by Sheriff Gribler, to adopt the guidelines, with the editing changes outlined today, and proceed to make the guidelines available to the appropriate parties. With no further discussion, the **MOTION** carried.

C. Subcommittee Updates

Mr. Sible stated there is a hearing scheduled in the House tomorrow; a joint session between Communications and Technology, and the Appropriations Subcommittee discussing the current state of 911. Ms. Miller-Brown was asked to be present to answer questions or provide background. Sheriff Gribler asked Ms. Miller-Brown to provide the committee with a briefing after the meeting. Ms. Coates stated she spoke with Representative Jacobson's office to see what people testifying should be focused on. She stated this will be the first of several meetings; the first one will be focused on the current status of 911 and funding. Next Gen will be the focus in later meetings.

Ms. Lisa Hall from Midland County is the newest member to the Legislative Action Subcommittee. She began her career as a dispatcher and is now the director. She comes to the subcommittee with much background and knowledge.

IX. Policy Subcommittee

None.

X. State 911 Administrator's Report

A. State 911 Fund

The one million dollar mark in additional revenue into the State 911 Fund was met. The revenue goes into the fund and is distributed per the formula. Ms. Miller-Brown thanked Mr. Armitage for his work to reach this mark.

B. Smart911

Ms. Miller-Brown stated Community Mental Health is considering the fact Smart911 has approached us with an opportunity for the counties who signed up, as well as counties considering signing up for the Basic program. They would extend their contract as their payment is tied to participation.

C. Upcoming 911 Grant Funding

Ms. Miller-Brown is still looking for input from the SNC members for grant money projects. The entire \$150 million will be awarded and she would like Michigan to get their share. She has received a few ideas including statewide IP development and further developing the statewide GIS repository.

D. IP-911 Report/CLEAR NG911 Project Plan

Ms. Miller-Brown was asked to attend a CLEAR meeting last week and give an update. She believes the Governor's office will be taking a closer look at the draft.

E. FirstNet/SLIGP Update

The FirstNet consultation meeting was very well attended. Sheriff Gribler stated in his opinion, Michigan should opt out due to being much further ahead of other states.

F. Audit

The 2014 audit had no findings.

G. Outage Reporting

Ms. Miller-Brown continues to work on outage reporting. She attended a meeting with providers as well as the MIOC. The LEIN test was successful on the PSAP message group. Mr. Armitage is beginning work with the National Weather Service so any widespread outages could go out through the NOAA system.

H. Other Activity of the State 911 Office

There are several counties making significant changes in the 911 plan structure, for instance switching providers without opening their plans. Ms. Miller-Brown stated the statute is clear on three things which can be done by county board resolution, everything else requires opening the plan. Mr. Hal Martin was asked to create a list of what counties should be opening their plans for; switching service providers would be one of those.

Mr. Troyer asked Ms. Miller-Brown if, when referring to providers, she was speaking of a selective router service providers, to which she replied yes. Mr. Troyer stated the selective router service provider is not required to be in the plan by statute, and therefore if not named, the plan would not need to be opened. If language is generic in the plan, for instance, "We will use an approved 911 provider," it is not required to name a specific provider. Ms. Miller-Brown agreed with Mr. Troyer.

Ms. Miller-Brown stated one of the concerns she has with that is if any standards are tied to funds in regard to technical standards being met as far as the approval process for providing 911. Ms. Thelen stated it is not a specific license to provide 911 service in the state.

Ms. Miller-Brown asked if they are required to meet the NENA i3 standards. Ms. Thelen answered when applying for a license, providers are to meet the managerial, financial, and technical qualifications as a provider of local exchange service, along with that they may provide 911 service as well. There is nothing specific the MPSC has requiring them to refer to that type of standard.

XI. Public Comment

Mr. Currier thanked the SNC for action on the MLTS guidelines. Much work has been done for a number of years regarding MLTS.

Ms. Miller-Brown thanked Ms. Greenburg for suggesting the reference list included in the MLTS guidelines. It is research on who owners/operators could contact for assistance on how to follow the guidelines.

Ms. Heinze asked if there is an outreach planned to the MLTS providers. The guidelines will be presented at the MCDA meeting later this week to start letting the PSAP community know what their roles and responsibilities are. The State 911 Office will be sending notifications to the hospitality, educational, and hotel industries, etc. on the requirements. Ms. Heinze suggested Ms. Miller-Brown reach out to various media outlets as there are more industries to reach than anyone may know of. The MSP has a media relations department, which Ms. Miller-Brown will work through.

Mr. Troyer stated Ms. Marsha Bianconi is retiring in October. He congratulated Ms. Jordyn Salmon who will be the new executive director of the Conference of Western Wayne.

XII. Next Meeting

Monday, December 14, 2015
2 p.m.
MSP Headquarters

XIII. Adjourn

The meeting adjourned at 3:29 p.m.