



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, September 13, 2017
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
Mr. Jeff Troyer, Chair	House Appointee, Public Member
Ms. April Heinze, Vice Chair	Senate Appointee, Public Member
Mr. Jason Torrey	Michigan Communication Directors Association
Mr. Christian Marcus	Michigan Association of Counties
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Rich Feole	Association of Public Safety Communication Officials
F/Lt. Shelley Heindel for Mr. Shawn Sible	Michigan State Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Chief Mark Barnes	Michigan Association of Fire Chiefs
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. John Bawol	Governor's Appointee, Public Member
Mr. Adam Starkweather	Michigan State Police Troopers Association
Ms. Jeanette Doll	Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
Mr. Michael Moody	Office of the Attorney General
Ms. Harriet Miller-Brown	State 911 Administrator's Office
Ms. Theresa Hart	State 911 Administrator's Office
Ms. Cindy Homant	State 911 Administrator's Office
Ms. Lyndsay Stephens	State 911 Administrator's Office
Members Present by Teleconference/Non-Voting	Representing
Ms. Yvette Collins	Commercial Mobile Radio Service
Voting Members Absent	Representing
Mr. Dave Hiller	Fraternal Order of Police
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Ms. Heidi Roberts	Deputy Sheriff's Association
Mr. Mark Docherty	Michigan Professional Firefighters Union
Deputy Chief David LeValley	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. Troyer called the State 911 Committee (SNC) meeting to order at 10:04 a.m., and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Mr. Berry, with support by Mr. Feole, to approve the meeting minutes of June 14, 2017, as presented. With no discussion, the **MOTION** carried unanimously.

III. Correspondence

The State 911 Office received several letters of support from various organizations and counties in reference to Senate Bill 400 and House Bill 4651.

IV. New Business

2018 SNC Meeting Schedule

The proposed 2018 State 911 Committee (SNC) Meeting schedule of March 14, 2018, June 13, 2018, September 12, 2018 and December 12, 2018 was presented. A **MOTION** was made by Mr. Gramlich, with support by Mr. Loeper to approve the SNC 2018 meeting schedule as presented. With no discussion, the **MOTION** carried unanimously.

V. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Feole, with support by Mr. Bawol, to accept the May 30, 2017, and July 6, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. SNC Policy for Compliance Review

The Policy for Compliance Review draft was presented. A **MOTION** was made by Mr. Loeper, with support by Ms. Heinze, to approve the SNC Policy for Compliance Review submitted by the Certification Subcommittee as written. It was clarified that the compliance reviews are not being changed, but rather a policy outlining the steps for the review team to follow. With no further discussion, the **MOTION** carried.

C. Subcommittee Updates

Both the Manistee County Review draft and the Oscoda County Review draft are being reviewed by the subcommittee. Each county has also received its draft report for review, and has the opportunity to respond by September 25, 2017.

The Ogemaw site visit is scheduled for September 26, 2017.

On August 22, 2017, Shiawassee County was selected as the next random compliance review, and its paperwork is due at the end of September. However, it is anticipated that there will be a delay in conducting the site visit since the Public Safety Answering Point (PSAP) is in the process of moving to a new location.

The subcommittee is continuing to work on the guidelines for compliance reviews.

VI. Dispatcher Training Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Gramlich, with support by Mr. Bawol, to approve the May 23, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Approval of 2017 Public Safety Answering Point (PSAP) Full-Time Equivalent (FTE) Count

The number of full-time equivalents (FTE) will stay the same for the November distribution. A **MOTION** was made by Mr. Gramlich, with support by Mr. Berry, to approve the FTE count of 1,742 as presented for the November 2017 PSAP Training Fund distribution. With discussion, the **MOTION** carried.

C. Revisions to DTS-45 Form

The subcommittee prepared a voluntary evaluation form, to obtain feedback on the approved courses and improve the program. The Directors would be asked to complete with form with their trainee and return it to the subcommittee. The form would be available on the SNC website, but not as a fillable form due to software licensing issues.

A **MOTION** was made by Mr. Gramlich, with support by Ms. Heinze, to approve the DTS-45 form as presented. With no other discussion, the **MOTION** carried.

D. Subcommittee Updates

The Dispatcher Training Subcommittee is updating the Dispatcher Training Manual.

Group Crisis Intervention made an appeal for denial of the Module II(d) Stress Management Endorsement, even though the course itself was approved. The subcommittee denied the appeal after review.

The 2018 Dispatcher Training Subcommittee Meeting Schedule was approved as follows: February 9, 2018 (Application Review), February 22, 2018 (Application Appeals), May 16, 2018, August 22, 2018, and November 7, 2018.

An inquiry was made whether one course number could be established to allow American Heart Association and Red Cross to administer CPR courses throughout the state. Based on the current approved courses, the subcommittee determined it was not feasible. There are too many possible variables for the teaching materials and the hours that could be assigned.

There are approximately 50 delinquent and 75 undesignated telecommunicators. Discussion was held on the issue of compliance with the training standards, including the differences of the designations and the various steps taken to follow up with the non-compliance. There have been instances of new PSAP staff who were not aware of the requirements and the database. The subcommittee members are reaching out to specific PSAPs as needed.

VII. Emerging Technology Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. Heinze, with support by Mr. Gramlich, to approve the May 19, 2017, and August 1, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Emerging Technology Forum

The save the date for the 2018 Emerging Technology Forum, found in the SNC binder, will be sent out shortly. The forum will again be held at the Bavarian Inn in Frankenmuth on April 10-11, 2018. The lodging rate was improved to the state rate of \$75.00. The committee plans to host an opening session to preview the acronyms and technology that will be covered during the forum.

C. Subcommittee Updates

The next meeting is scheduled for September 26, 2017, and a regular meeting schedule will begin in November due room scheduling policy. The meetings will be held on the first Wednesday of each month at 2 p.m., and will be modified as needed. The Text-to-911 document on the SNC website is being reviewed for updates. Also, a separate document for Real Time Text is planned.

The Federal communications Commission (FCC) had a workshop on 911 Outage Reporting, and 911 Service Providers reporting outages to PSAPs is an issue. Michigan's State 911 Office has a place for service providers to notify PSAPs of an outage. Service providers will still

notify the PSAP directly. As a reminder, please take time to respond to the service providers' request to confirm contact information. There was also a highly debatable topic about the 30 minute time line to report an outage to PSAPs, and how it is determined. The FCC will likely be referring the issue for further discussions.

VIII. Legislative Action Subcommittee

A. Legislation Update

There has been no activity on Senate Bill 314, involving Multi-Line Telephone Systems (MLTS).

B. Senate Bill 400

A hearing on Senate Bill 400, for Next Generation 911, is scheduled September 14, 2017, at 12:30 p.m., with the possibility of a second hearing on September 28, 2017.

The Legislative Action Subcommittee receives updates of the legislation via weekly conference calls. For the beginning testimony, it is planned that Ms. April Heinze, Mr. Jeff Troyer and Sgt. Matt Williams will speak. There will be several other 911 Coordinators speaking, including Mr. Jim Loeper, and Mr. Jason Torrey on behalf of the Michigan Communication Directors Association (MCDA). The support of the legislation continues to be great, and the State 911 Committee's website has over three dozen letters and resolutions posted.

IX. Policy Subcommittee

There was nothing new to report.

X. State 911 Administrator's Report

A. Smart911

An updated Smart911 report was handed out and questions were discussed. In August, legislature approved 2.2 million dollars towards Smart911 with the new budget. A statement of work will be negotiated with Rave Mobile Safety once the current money allocated is spent.

B. GIS Repository

Another county has joined the repository, bringing the county participation up to 90%. The memorandum of agreement is being reviewed for possible modifications. The issue will be presented to the Emerging Technology Subcommittee to consider the potential revisions.

C. Text to 911

The counties within the State of Michigan have reached fifty percent (50%) participation.

D. Kunz, Leigh and Associates (KL&A)

The State 911 Office would like to have online reporting available, and automate multiple functions for more efficiency. A Department of Technology Management and Budget (DTMB) contractor, KL&A, has been reviewing the current required tracking, reporting and connecting processes of the office. The contractor is working to offer program options to streamline, connect common information, and prepare automatic processes. The office staff, on a daily basis, presently performs a lot of the work manually to track, report and publish information regarding many areas of 911 including: communications providers, PSAP contact information, Treasury information, surcharge changes, training designations. The dispatcher training database is also 10 years old and no longer supported by DTMB.

XI. Public Comment

Mr. Bawol asked Mr. Troyer to speak about the use of the teleconference in the SNC meetings. Mr. Troyer restated to the membership that an email was sent after the June meeting after conferring with the Attorney General's office. It was verified that it's acceptable to offer a teleconference to the members. Members calling in to the meeting would be restricted to listening and participating in discussion, but would not count towards the quorum or be able to vote. It was also restated that the meeting room may impact the availability or the quality of a teleconference.

Mr. Jim Jarvis from the US Department of Homeland Security Office of Emergency Communications, is going to be doing a survey nationwide including all levels and all disciplines in

the public safety community. The sample pulled 420 agencies for Michigan, and of those, approximately 100 were PSAPs. The questions will be sent through the SNC.

Mr. Jim Jarvis would like assistance of the SNC while he works with the Michigan Public Safety Communication Interoperability Board to update the Strategic Plan in regards to 911 issues.

Ms. Anne Urasky, Director for the Division of Deaf, DeafBlind and Hard of Hearing, from the Michigan Department of Civil Rights, indicated her office is interested in NG911, and its impact. Ms. Urasky is always looking at the emerging needs and programs available to Michigan residents and offered her office as a resource. Mr. Jeff Troyer offered that some counties are reaching out when Text-to-911 becomes available.

Mr. Dale Gribbler, on behalf of Smart911, announced work group sessions for Smart911 will be held on October 24, 2017, in St. Johns, and October 25, 2017, in Petoskey. The times will be sent out at a later date.

XII. Next Meeting

Michigan State Police Headquarters, Wednesday, December 13, 2017, at 10:00 a.m.

XIII. Adjourn

A MOTION was made by Mr. Loeper, with support of Mr. Feole, to adjourn the meeting. The meeting adjourned at 11:00 a.m.