

**STATE 911 COMMITTEE**  
**Legislative Action Subcommittee**

December 7, 2015  
Meeting Minutes

**A. Call to Order/Roll Call**

The meeting was called to order at 10:05 a.m. by Chairperson Sible and roll call was taken.

Voting Members Present:

Mr. Shawn Sible (Chair)  
Ms. Patricia Coates  
Ms. Yvette Collins  
Ms. Jennifer Greenburg  
Mr. James Loeper  
Mr. David Vehslage  
Mr. Tim Smith  
Mr. Robert Bradley  
Mr. Jon Campbell  
Lt. Mike Johnson  
Mr. Jeff Troyer  
Ms. Lisa Hall

Representing:

Michigan State Police  
CLEMIS  
AT&T  
Telecommunications Association of Michigan  
Gogebic 911  
Verizon  
Michigan Communications Directors Association  
CCE  
Michigan Association of Counties  
Michigan State Police  
Appointee, Speaker of the House of Representatives  
Midland County Central Dispatch

Non-Voting Members Present:

Mr. Hal Martin  
Ms. Harriet Miller-Brown  
Ms. Stacie Hansel

Representing:

Office of the Attorney General  
Michigan State Police  
Michigan State Police

Voting Members Absent:

Mr. Bob Carrier  
Sheriff Dale Gribler  
Mr. Dale Berry  
Mr. John Hunt  
Ms. April Heinze

Representing:

Public Member  
Van Buren County Sheriff's Department  
Huron Valley Ambulance  
Public Member  
Eaton County Central Dispatch

Mr. Sible asked the guests attending the meeting to introduce themselves. In attendance were Ms. Cherie Bartram from SERESA and Ms. Jordyn Sellek from the Conference of Western Wayne.

**B. Meeting Minutes Approval**

A **MOTION** was made by Mr. Vehslage, with support by Mr. Loeper, to approve the meeting minutes of August 10, 2015, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

1. MLTS Guidelines

The final guidelines were included in the meeting packet for review by the LAS and will go before the State 911 Committee (SNC) for approval at the December meeting. The guidelines may be revisited if items need to be included during the course of implementation. This past week Kari's Law was introduced in Congress, which deals with the direct outward dialing of 911 on MLTS being required. If passed at a federal level, what the SNC recognized as a best practice would be a requirement. This could cause a reason to revisit the guidelines.

Members of the MLTS guidelines workgroup, as well as the Public Service Commission, have seen the news release going through PR at the State Police. After notice by the SNC, the news release will go out and agencies can use as needed. The guidelines will also be posted on the SNC website.

Ms. Coates attended MLTS educational events SunTel hosted for their customers. She stated in the guidelines there is a portion dealing with an agency that cannot complete direct three digit dialing, which people read as they could block 911. It was believed they could get around spending the money to be compliant with the MLTS rules and block 911 from their systems. Ms. Coates explained direct dialing meant you do not need to dial a 9 to get an outside line before dialing 911. SunTel will clarify with their other customers, and found the rest of the guidelines very helpful. Mr. Sible stated that is why it is important for LAS, MCDA, and other groups to get the word out and make sure everyone understands what is required.

## 2. New LAS Member Process

Mr. Sible stated the process for joining LAS in the past has been whenever someone shows interest they are usually automatically on the subcommittee. There are currently three individuals interested in joining, so Mr. Sible put the issue on the agenda to discuss if there should be a more formal process, and if members would like the opportunity to review potential candidates. The majority felt it was not something they needed to review.

In the meeting packet was a copy of the SNC bylaws, which briefly talked about the issue, as well as a membership document the Dispatcher Training Subcommittee (DTS) created.

Ms. Collins asked if the bylaws specify how many individuals are allowed on a subcommittee; and it was determined there is no set limit. There are currently 17 members on the LAS, of which almost everyone is actively participating. Mr. Sible stated there are times when groups become too large and it becomes difficult to get decisions made, but he has not seen that issue with the members of LAS. Mr. Smith stated his concern with getting too large is the attendance and participation. Lieutenant Johnson stated his concern is having too many members from one sector who, for example, may not like a bill, and can overturn a vote by their majority.

The three individuals interested in joining the LAS are Ms. Jordyn Sellek, Ms. Cherie Bartram, and Ms. Terry Strother-Dixon. If there are no concerns with allowing the membership to continue to grow, those interested in a LAS position will submit a written request with a resume, showing their background in 911, to have on file.

If a limit needs to be put on a subcommittee, Mr. Loeper inquired if that should go to the chair of the SNC to decide. Mr. Sible stated there is nothing in the bylaws that allows the SNC to restrict the number of members on the subcommittees.

Mr. Troyer, chair of the DTS, stated at one point his subcommittee was close to 20 members and attendance did become an issue. The larger the subcommittee, the harder it was to have a quorum. As individuals have retired, DTS has only replaced about half of the members. Mr. Troyer believes it would be good to have some type of limit on subcommittee membership as it can get more difficult to get things accomplished the larger the membership becomes. Mr. Sible stated in the bylaws there is a condition which allows subcommittees to deal with that issue. If a member misses two meetings without notice to the chair, they can be removed.

The consensus seems adding two, possibly three, new members to the LAS will not cause undue difficulty. Mr. Sible welcomed Ms. Jordyn Sellek and Ms. Cherie Bartram to the subcommittee. Each gave a brief introduction of their background.

Ms. Lisa Hall from Midland County Central Dispatch is a new member who joined earlier; however, the meetings were cancelled, so this is her first official meeting as a member.

Mr. Vehslage announced he will be retiring at the end of the year. After 35 years, with 16 years on the LAS, he will open a spot for a new member. He was congratulated by the group.

#### **D. New Business**

##### **1. Briefing on Hearings in the House**

Ms. Miller-Brown stated the hearing on September 29 was on funding. Much of the information asked for is included in the annual report. Ms. Miller-Brown provided a brief explanation on operational and state funds, as well as the technical surcharge.

At the October 20 hearing, Ms. Miller-Brown was asked about Next Generation 911. She was not given much time to explain a large topic. Ms. Coates' additional explanation following Ms. Miller-Brown's helped. Everyone on the Joint Committee was also provided with a document explaining what NextGen911 is.

Mr. Sible stated he believes legislators are hearing rumors about 911-related items and they need to be asking questions, but are not sure what they need to ask. He did not feel there was a particular point they are driving towards. This is because usually when there is a hearing, it is because someone has made a decision which needs follow up and so a hearing takes place.

The majority who attended felt the same; the hearings left everyone wondering the purpose. Ms. Coates stated when she asked, legislators only said they needed to be educated. Ms. Sellek stated it showed how vast the misunderstanding of 911 is. Ms. Greenburg stated it is normal for committees to ask for education without providing parameters. This was a new committee and they do not have much on the agenda currently, so it is a good time to gather information. Ms. Greenburg stated the original intent of the hearing was to look at surcharges on telephone bills, then they came back and said they were going to incorporate it into 911.

Mr. Sible asked if this process pointed out that the LAS should be doing a better job educating legislators about 911 issues. The majority of members felt if there is something specific people want to know about, LAS can educate them, otherwise all the rest of the information is detailed in the annual report.

General discussion followed.

##### **2. SB444**

Ms. Miller-Brown stated SB444, dealing with Critical Incident Stress Management (CISM), has passed the Senate and was referred to the House in Health Policy. This bill protects personnel records and confidentiality in debriefing sessions. In going through the updated version, Ms. Miller-Brown stated the changes included adding additional symptoms to the list of services.

This bill was originally introduced as SB417 and did not make it out of committee. SB444 is mostly the same bill with more protections in confidentiality. Elder and child abuse is not protected.

Originally, the bill stated, "...an emergency service provider means an individual who provides emergency response services including a law enforcement officer, corrections officer, firefighter, emergency medical services provider, dispatcher..." The updated bill added in "emergency response communications employee or rescue service provider." Ms. Hall stated one of the CISM representatives reached out to her, wanting the list to be more inclusive of anyone involved in the incident. She provided them with some different language, but they chose the wording included in the bill.

It was stated it is a good idea to get the bill out there so first responders can have debriefing sessions and have confidentiality protections. Mr. Sible stated everyone understands the

stress fire, police, and EMS have, but the general public does not understand the stress dispatchers face daily.

The LAS supported the bill when it was first introduced.

A **MOTION** was made by Mr. Campbell, with support by Ms. Coates, to suggest the SNC send a letter of support for SB444. With no further discussion, the **MOTION** carried.

#### **E. Public Comment**

Mr. Sible asked what the subcommittee is seeing as far as training requirements. The training standards were approved, but it is nice to hear about the impact. Ms. Coates stated she was finding people did not know how to use the database to keep things up to date, but there were some actual issues. She stated she is very impressed with Ms. Theresa Hart for keeping on top of things and making sure, as the county coordinator, she is kept informed.

Mr. Sible asked if anyone is seeing a difference in the quality of dispatchers and if the training standards are having an impact. Mr. Troyer stated the majority of that would be seen at centers that did not do training or did little training before. Less of an impact will be seen from centers who were consistently doing training. He stated there are always a few employees who, regardless of opportunities offered, do not want to do anything. The training standards allows more pull for the individuals to complete training.

Ms. Coates stated it gives the profession more credibility going forward when speaking with elected officials that this is now a standards-based industry. Ms. Bartram agreed, noticing with ISO and insurance ratings, and speaking with her boards and city councils, it is now asked what type of training dispatchers have. Ms. Hall is encouraging training providers to create different courses so senior dispatchers will not have to repeat the same courses.

One of the concerns when first creating the standards was issues with overtime and when backfilling a position. Mr. Sible inquired if any of these issues have been seen. Ms. Bartram stated the ones who were already doing the training have not seen these issues. Ms. Coates stated those issues would likely be more with small centers and police departments who also have officers they need to cross train.

Mr. Bradley asked if it is known how many PSAPs do not receive training funds. It was stated it varies each year. Some do not apply because they have carryover money to use. If they do not apply, it does not mean they are not using training funds. Mr. Troyer stated in the 2015 application process, there were approximately 27 PSAPs that did not apply. There are some that never apply; while there are some that apply every other year. A few days before the deadline, Ms. Hart supplies the DTS a list of PSAPs who did not submit applications and the DTS makes calls to encourage applying.

There was no further public comment.

#### **F. Next Meeting**

Early February

#### **G. Adjourn**

The meeting adjourned at 11:25 p.m.