



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 9-1-1 Committee Meeting

Held at: Department of Military and Veterans Affairs
Tuesday, March 15, 2011
10:00 a.m.

Meeting Minutes

MEMBERS PRESENT	REPRESENTING
Mr. Rich Feole	Association of Public Safety Comm. Officials
Ms. Yvette Collins	Commercial Mobile Radio Service
Ms. Karen Towne	Dept. of Energy, Labor, and Economic Growth
Mr. Shawn Sible	Department of State Police
Lt. Frank Baker	Deputy Sheriff's Association
Mr. John Hunt	Governor's Appointee, Public Member
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. Jon Campbell	Michigan Association of Counties
Mr. James Fyvie, Vice Chair	Michigan Communications Directors Association
Chief Paul Trinko	Michigan Association of Fire Chiefs
Mr. Susana Woolcock	Michigan Public Service Commission
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. Andy Goldberger	National Emergency Number Association
Mr. Lloyd Fayling	Senate Appointee, Public Member
Mr. James Loeper	UP Emergency Medical Services Corporation
STAFF SUPPORT PRESENT (Non Voting)	REPRESENTING
Ms. Harriet Miller-Brown	State 9-1-1 Administrator's Office
Ms. Mary Jo Hovey	State 9-1-1 Administrator's Office
Mr. Hal Martin	Attorney General's Office
MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Mr. Dan Kuhn	House Appointee, Public Member
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. Christopher Luty	Michigan State Police Troopers Association
Ms. Jennifer Greenburg	Telecommunications Association of Michigan

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

ROLL CALL

The State 9-1-1 Committee (SNC) meeting was called to order by Sheriff Dale Gribler, Chair, at 10 a.m.

APPROVAL OF PAST MEETING MINUTES

A **MOTION** was made by Chief Paul Trinkka to approve the meeting minutes of the December 7, 2010, State 9-1-1 Committee meeting. Supported by Mr. Lloyd Fayling, the **MOTION** carried.

CORRESPONDENCE

Chair Gribler welcomed new members to the SNC: Mr. Jon Campbell, Ms. Karen Towne, and Ms. Susana Woolcock.

This was to have been Major Charles Bush's last meeting; however, he was unable to attend today. Mr. Shawn Sible is replacing Major Bush on the SNC.

Congratulations were extended to Mr. Joe Van Oosterhout who retired from Marquette County Central Dispatch. A letter of appreciation is being forwarded to Mr. Van Oosterhout for his many years of involvement on 9-1-1 subcommittees, most recently the Legislative Action and Dispatcher Training.

Ms. Janet Hengesbach, secretary to the State 9-1-1 Administrator and the SNC, has taken a promotion and moved to the Office of Highway Safety Planning. Ms. Mary Jo Hovey from the State 9-1-1 Office will be assisting until a new secretary can be placed. A **MOTION** was made by Mr. John Hunt to send a letter of appreciation to Ms. Hengesbach for her years of support to the SNC and 9-1-1 community. Supported by Mr. James Loeper, the **MOTION** carried.

National Telecommunicators Week is scheduled for April 11-15, 2011. A **MOTION** was made by Mr. John Hunt to forward a Certificate of Appreciation to each PSAP (Public Safety Answering Point) in the State of Michigan to express the State 9-1-1 Committee's gratitude for their commitment to public safety. Supported by Mr. James Fyvie, the **MOTION** carried.

OLD BUSINESS

None

NEW BUSINESS

None

9-1-1 EFFICIENCIES SUBCOMMITTEE UPDATE

The 9-1-1 Efficiencies Subcommittee (NES) met December 7, 2010; January 10, 2011; January 31, 2011; and February 23, 2011. The last subcommittee meeting was held via teleconference; however interaction via telephone between the subcommittee members was found to be difficult and future meetings will be

planned as face to face meetings as much as possible. There is a meeting scheduled directly after today's SNC meeting. The NES is moving forward with its charge. Surveys were recently sent to PSAPs and will be discussed later today at the NES meeting.

CERTIFICATION SUBCOMMITTEE REPORT

A. County Compliance Review Updates

Mr. James Fyvie reported that the Benzie County review is waiting for paperwork relative to the county's dispatcher training fund portion of the review. The acting center director has indicated the materials will be sent shortly.

The Chippewa County review is scheduled for an on-site visit on March 22, 2011.

B. Approval of Compliance Review Reports

There are three county reviews for approval today. Each will be voted on independently.

A **MOTION** was made by Mr. James Fyvie to approve the final Lenawee County compliance review report as presented. Supported by Mr. Andy Goldberger, the **MOTION** carried.

A **MOTION** was made by Mr. James Fyvie to approve the final Montmorency County compliance review report as presented. Supported by Mr. James Loeper, the **MOTION** carried.

A **MOTION** was made by Mr. James Fyvie to approve the final Van Buren County compliance review report as presented. Supported by Mr. Jon Campbell, the **MOTION** carried. (Sheriff Dale Gribler abstained from this vote.)

C. Annual Report

The information packets were forwarded to the PSAPs in January and are due back on May 16, 2011. If anyone would like to view the forms sent to the counties, they are available on the SNC web site.

D. Definition for Compliance Reviews

A question was raised by Mr. Lloyd Fayling as to if a request is still into the Attorney General's Office for a definition of what is required on the compliance reviews? Mr. Hal Martin noted that he was aware of the request but thought the issue had been resolved by consensus at the time and the committee felt comfortable with the process without having to take further action. He did not feel he was asked to do anything beyond that.

Mr. Fyvie noted that some centers have considered the compliance reviews to be quite subjective in the past and if we are in fact following the law than the reviews should be more objective. To that end, the subcommittee has decided to look at other formats in the industry that do reviews of PSAPs (i.e., the ISO for fire insurances). The intent of the subcommittee is to streamline the process. When a review is done, a more narrow focus can be made of following the requirements of the law and not subjective opinions, providing a more standard format.

Mr. Andy Goldberger noted that originally the purpose of the reviews was to insure funds going to the counties were being spent correctly. Some reports are now including additional issues such as comments from local chiefs/sheriffs on the running of the dispatch center, what types of operating systems a center has, etc. which are felt by some to be outside the preview of this committee.

Sheriff Gribler noted that the compliance reviews are not just financial. He believes the law is very clear to say what is reasonable and necessary and the subcommittee should be tasked to look at the operational part also. Mr. Fyvie noted that the subcommittee has a very good discussion going regarding the reviews and he will report back at the next SNC meeting.

(Mr. Sible arrived at 10:20 a.m.)

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Appeals

Sheriff Gribler stated that the subcommittee met to review the applications. A few centers were asked for additional information, some were denied, and all but two have been resolved.

(Chief Kay Hoffman arrived at 10:25 a.m.)

1. Milan Police Department

Ms. Gina Saucedo noted that the Milan Police Department e-mailed her yesterday and withdrew their appeal.

2. Detroit Regional Communication Center (DRCC) - Michigan State Police (MSP)

Discussion at the Dispatcher Training Subcommittee (DTS) meeting surrounded whether DRCC meets the definition of a primary PSAP, there are no direct 9-1-1 trunks going into the DRCC, and the center is not Phase 2 compliant. Ms. Pam Matelski, MSP Communications Section Commander, noted that DRCC primarily operates at a Phase 0 level and the majority of the calls which come directly from the public come in as default wireless calls. They receive default 9-1-1 calls from the southeast Michigan area, transfer calls, and overflow calls on the 10 digit line into the center. There are also calls that appear to come direct from the public which she believes qualifies DRCC to meet the terms of a primary PSAP. In 2010, DRCC received 61,790 9-1-1 calls, but are unable to identify how the calls came into the center (i.e., default or direct). DRCC has a total of 28 dispatchers and 3 shift supervisors.

It is Ms. Matelski's understanding that the county needs to be Phase 2 compliant and not the individual PSAPs. As an example, in Kent County MSP was the wireless 9-1-1 center for all calls outside the city of Grand Rapids. The remainder of the PSAPs in Kent County that were receiving landline calls were receiving the landline component of the funding and MSP was receiving a portion of the Kent County funding because they were taking the wireless calls. In that respect, there was no requirement for the other PSAPs to be Phase 2 compliant because the county was Phase 2 compliant.

Mr. Hunt noted that in the original 9-1-1 legislation, in addition to the requirement that PSAPs be identified in the county or emergency service district's final plan, those PSAPs needed to formally file a notice of intent to function as a PSAP. He does not know if that is currently a requirement, but suspects that it has not changed. Ms. Matelski questioned where in the current legislation it is identified for the purposes of receiving training funds that a PSAP has to be identified in the county plan. She feels that when the definition of a primary PSAP is reviewed, the legislation lists all the things that need to be done and it is her feeling that DRCC meets all of those terms in the definition.

Ms. Marsha Bianconi from the Conference of Western Wayne (CWW) noted that DRCC is not included in the Wayne County 9-1-1 plan. Ms. Pat Coates noted that DRCC is also not in the Oakland County plan. Ms. Matelski is aware of that, but stated that there is not anywhere she has found that says they would have to be included in the plan to receive training funds. Mr. Hunt noted that the legislation allowed Wayne County to create separate emergency telephone districts. Each one of the four districts that was established created their own tentative and final plans. They went through the process just like any other county did for their county plans, but they did four separate plans for Wayne County. That may have contributed to something falling through the cracks, but that is not a certainty.

Mr. Hunt noted that he feels strictly from a functional perspective it does not matter that the calls are default. A primary PSAP is the first answering point that receives the call, answers the call, and talks to the person on the other end. So from a functional perspective DRCC is a primary PSAP. It seems to him the matter is more legal as to whether or not DRCC is officially recognized as a primary PSAP or secondary PSAP by the legislation and would DRCC be required to be included in final plans and have filed a notice to be a PSAP. Sheriff Gribler believes the SNC needs to frame questions for Mr. Hal Martin to get an official opinion on this.

Does DRCC have money outside of the dispatcher training surcharge money coming in for training? Ms. Matelski replied no, this is the only funding available specifically to train DRCC dispatchers. The DRCC does follow all of the SNC recommended training guidelines and classes on the approved training list.

Mr. Fayling questioned if DRCC has the ability to send the closest car to a call? Not just an MSP car, but the closest car. Ms. Matelski replied that they would not know what the closest car was since police departments do not check in and out with DRCC unless it is a MSP car.

Sheriff Gribler feels there are two routes that need to be taken. First, the SNC has heard Ms. Matelski's appeal and the SNC needs a motion to sustain what the Dispatcher Training Subcommittee voted on or deny that and uphold the training funds going to DRCC. And second, the SNC Executive Committee will need to framework questions for Mr. Martin to look into for definitive answers.

A **MOTION** was made by Mr. James Fyvie to uphold the Dispatcher Training Subcommittee's determination of denial to the MSP Detroit Regional Communication Center based upon the default status and that DRCC is not recognized in either of the 9-1-1 plans in the area which it services. The **MOTION** was supported by Mr. James Loeper.

Mr. Hunt commented as a resident of Wayne County that when he or his friends or family dial 9-1-1 he wants that call to go to an answering point where the dispatchers receive training. The fact that DRCC is receiving calls today provides justification to him to give them the training funds. The details should be worked out afterward. They are obviously providing the service and they did not assume that responsibility in a vacuum. There may not be intent to function as a PSAP, but that's not something DRCC unilaterally decided to do.

Mr. Shawn Sible stated he did not know Ms. Matelski was going to be here today for the appeal, so he is not here solely to support her. It seems DRCC is doing the work, however, there are some legal issues that need to be resolved, and he thinks there are some questions that were raised as to whether they qualify or don't. It would make sense to continue on with the funding until the issues are resolved, instead of making a preliminary decision that DRCC does not qualify and then try to figure out whether they really do or don't after the fact.

Mr. Loeper noted that if the SNC takes Ms. Matelski's opinion that DRCC qualifies for the funds, Gogebic County as a back-up PSAP and an overflow would also be eligible for funds on the training side. A legal opinion is needed to resolve this as it may affect other centers also.

Ms. Harriet Miller-Brown noted that this meeting each year is when the dispatcher count is set for distribution (FTEs determined). Funds are distributed twice a year and in the past adjustments have been made during the course of the second distribution. Normally any adjustments that are made have been downward, meaning not to give money back but to approve it and make an adjustment. The certification could be withdrawn if there was a legal opinion which did not coincide with the vote.

The Dispatcher Training funds come from 6 percent of the state 9-1-1 surcharge. Last year approximately \$1.6 million was distributed. The funds are replenished every year. The fund balance will go out regardless of the outcome of this vote.

A roll call vote was taken:

Yes	No	Abstain	Absent
Deputy Sheriff's Assoc.	Assoc. of Public Safety Commun. Officials	MI Public Service Commission	Fraternal Order of Police
MI Communications Directors Assoc.	Commercial Mobile Radio Service		House Appointee, Public Member
MI Assoc. of Fire Chiefs	Dept. of Energy, Labor, and Economic Growth		MI Professional Firefighters Union
National Emergency Number Assoc.	Dept. of State Police		MI State Police Tprs. Assoc.
Senate Appointee, Public Member	Governor's Appointee, Public Member		Telecommunications Assoc. of MI
UP Emergency Medical Services Corp.	MI Assoc. of Chiefs of Police		MI Assoc. of Ambulance Services
	MI Assoc. of Counties		
	MI Sheriffs' Assoc.		

The **MOTION** failed.

B. Definition of Eligible PSAP for Training Funds

Sheriff Gribler directed the SNC Executive Committee to form questions by March 25, 2011, to Mr. Martin for providing a legal opinion regarding who is an eligible PSAP to receive Dispatcher Training funds. The goal is to have the issues discussed here today resolved by October's fund distribution.

C. Approval of Training Monies

A **MOTION** was made by Sheriff Dale Gribler to approve training monies for 1,790 telecommunicators representing 129 PSAPs in the State of Michigan for the May 2011 distribution. Supported by Chief Paul Trinkka, the **MOTION** carried.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

Mr. John Hunt noted the subcommittee has been busy since the December 2010 SNC meeting and held two formal meetings by conference call and one face to face meeting.

A. 2011 Spring Technology Forum

The forum is scheduled for April 20, 2011, at the Michigan State Police Training Academy in Lansing. The invitations were mailed out on March 8 and information also posted on the SNC web site. The agenda, speakers, and topics were reviewed.

B. Frontier and AT&T Presentations

On February 17, 2011, two Next Generation 9-1-1 presentations were made by the primary legacy 9-1-1 providers in the state: Frontier (formerly Verizon) and AT&T. The meeting minutes will be posted on the SNC web site, as well as both of the presentations (under Current Issues and Ongoing Activity).

C. Public Service Announcement (PSA) Update

The subcommittee has put together a PSA which is intended to be posted on the SNC web site taking a look at some of the current technology related issues from a general public perspective. The information provides the current status in Michigan of how these technologies affect 9-1-1, such as non-service initialized phones and texting to 9-1-1.

A **MOTION** was made by Mr. Lloyd Fayling for the State 9-1-1 Committee to adopt the Public Service Announcement and post it to the SNC web site for public use. Supported by Mr. James Loeper, the **MOTION** carried.

Ms. Karen Towne believes that the Department of Energy, Labor, and Economic Growth (DELEG) will link to it, especially with their disability work that will stay with them when the department branches off. The Public Information Officer (PIO) for MSP may want to get with DELEG to make the necessary arrangements. Mr. Fyvie noted that the Michigan Communications Directors Association (MCDA) has signed an agreement with one of the broadcasting companies that services all of Michigan to do some spot PSAs as well.

D. H. B. 4314

The bill is the Michigan Telecommunications Act rewrite. The subcommittee looked at it from the perspective of emerging technologies. At the end of their review, they came to the conclusion that from a technology perspective there weren't a lot of issues that the subcommittee would be concerned about or make any type of a recommendation to the SNC on. They do, however, recommend the SNC refer it to the Legislative Action Subcommittee (LAS) because this particular bill as written today could have serious impact to the operational capabilities of the PSAPs in the state. The Emerging Technology Subcommittee (ETS) would be willing to work with the LAS to review, analyze, and make a report to the SNC. Consensus of the SNC was for the ETS and LAS to work together on this project.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A. Next Gen 9-1-1 Update

Ms. Miller-Brown stated that based on the Kimball report that was received by the SNC at the last meeting, the Legislative Action Subcommittee (LAS) invited Ms. Evelyn Bailey from Kimball to attend the January LAS meeting. Ms. Bailey developed a decision and action plan checklist for the LAS to put together its recommendations to bring back to the SNC. The LAS will address the funding issue first. The subcommittee will be meeting regularly until they have worked through the checklist.

B. D-Block

The LAS made a recommendation in the last legislative session to support D-Block, which is the preservation of a portion of the public safety frequency. Those bills did not pass in the 111th Congress and have been re-introduced. Both bills are substantially the same (the House and the Senate bills), with a minor exception in the House bill. The House bill has a give back provision in it. The give back for the funding on the D-Block is to take another portion of the public safety spectrum (UHF and VHF) and those entities that hold those frequencies would have to give that back for sale to offset the cost. The Senate bill does not have a similar give back provision and leaves Congress to figure out where to find those funds for D-Block.

A **MOTION** was made by Chief Paul Trinko to forward a letter to Michigan's U. S. Senators and Representatives asking for their support of Senate Bill S. 28 as written, and non support of House Bill H.R. 607 as it contains give backs which may be devastating to other public safety entities within Michigan. Supported by Mr. Jon Campbell, the **MOTION** carried. (Ms. Yvette Collins, Ms. Susana Woolcock, and Ms. Karen Towne abstained from the vote.)

C. Surcharge Enforcement

Ms. Miller-Brown and Mr. Martin have met with the Michigan Public Service Commission (MPSC), the Michigan Department of Treasury, and have done research through the statute and found there are not a lot of provisions within the statute for surcharge enforcement. They have spoken to the LAS and asked to pursue opening a single section of the Act to address the issue. The LAS has not yet made a recommendation. It is being mentioned today as an update on the fact that there is discussion on looking at a single section amendment to the current Act to allow for enforcement provisions of the surcharge.

D. MLTS/Training Rulemaking Update

Ms. Miller-Brown stated that a rulemaking has been opened. Ms. Woolcock noted a meeting is scheduled for April 19, 2011, for verbal comments. Written comments will also be accepted. The Training Standards need more approvals before it can be moved forward with a hearing. There is no timeline available as of yet and one will not be known until the reorganization of the Department of Energy, Labor, and Economic Growth has occurred. Ms. Karen Towne noted that the department will not officially become the Department of Licensing and Regulatory Affairs until April 24, 2011. At this point the Executive Office is completely reorganizing the structure within the department and what the final structure is will not be known until then.

E. Addition Issues

A few other items will be added to the next LAS agenda:

1. Michigan Telecommunications Act (MTA)
2. Ms. Bianconi brought attention to another piece of Federal legislation which is a re-introduction of an old bill about telephone surcharges on cellular provisions. NENA National has it and is also evaluating it. It has been introduced as H. B. 1002, a Federal bill not a state bill. It prohibits any new discriminatory cell phone taxes from being placed by state or local government. It includes a subsection that excludes 9-1-1 surcharges.

POLICY SUBCOMMITTEE REPORT

No report

STATE 9-1-1 ADMINISTRATOR'S REPORT

A. Report Update

Enhanced 9-1-1 Grant – The matching funds were approved. Ms. Miller-Brown has been working with the Center for Shared Solution (CSS) on the implementation of the grant project. The CSS has put together a technical advisory group to assist with the technical aspects of the grant project through stakeholders to reach out to the local communities to help build the database. The advisory group includes several PSAP directors, IT departments, and GIS departments so that different aspects are involved in collecting the data that is needed. There is an upcoming webinar which information was shared previously with the SNC members.

IP 9-1-1 Report/Kimball Contract – This was covered previously during today's meeting.

Annual CMRS Fund Audit – Will start again soon. One of the recommendations during the last audit was for the SNC to continue to pursue some legislative course for enforcing the surcharge. Although it's not going as quickly as hoped because it has required a lot of background research, it is moving forward. Ms. Miller-Brown will be able to document and show that a sincere effort has been made.

NENA Goes to Washington – A list was provided to the SNC of who will be attending. Appointments have been set with legislative offices for visitations. It is anticipated there will be a lot of interesting activity with the new Legislature in place in Congress and a significant change at NENA with a new legislative affairs director who will be working with the group. The issues to be addressed include the preservation of D-Block, promotion of NG 9-1-1, reauthorization of the National Implementation and Coordination Office, and granting the FCC authority to create a special long term do not call list for PSAP circuits.

Other Activity – Ms. Miller-Brown has been working with the SNC subcommittees on various activities and also attended NENA TDC in Nashville last month. She and Ms. Cheri Bartrum have been working together in a group on a program for the National Center for Missing and Exploited Children (NCMEC) to start coordinating a statewide voluntary program to help bring together the 9-1-1 centers and responders to implement the NCMEC standards for call taking and dispatching calls involving lost and missing children.

B. Additional Topic

Mr. Andy Goldberger inquired about the \$1.7 million which was appropriated by the State of Michigan for the Next Gen 9-1-1 grant; has the federal money been appropriated? Ms. Miller-Brown stated that this is a reimbursement grant and as the money is spent, money is reimbursed.

PUBLIC COMMENT

Ms. Bianconi stated she would be happy to provide any assistance she can to the Executive Committee on the issue of the dispatcher training funds regarding the Detroit Regional Communication Center - Michigan State Police.

Mr. Rich Feole noted that Michigan APCO, Michigan NENA, and the MCDA have formed a workgroup to look at consolidation issues. Ms. Pat Coates and Mr. Jeff Troyer are the APCO representatives.

NEXT MEETING

The next meeting is scheduled for June 14, 2011, 10 a.m., at the MSP headquarters in Lansing. Sheriff Gribler noted that on behalf of this committee and the 9-1-1 Administration staff, he would like to thank Col. Kriste Kibbey Etue for allowing committee members to park in the secured parking area.

ADJOURN

The meeting was adjourned at 11:45 a.m.

Approved,



SHERIFF DALE GRIBLER, CHAIR