



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 911 Committee Meeting

Tuesday, October 7, 2014

MSP - HQ

Meeting Minutes

Voting Members Present	Representing
Sheriff Dale Gribler, Chair	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
Mr. Tim Smith	Michigan Communication Directors Association
Chief Paul Trinkka	Michigan Association of Fire Chiefs
Ms. Dee Ann Summersett	National Emergency Number Association
Ms. Wendy Thelen	MPSC
Mr. Lloyd Fayling	Senate Appointee, Public Member
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. Don Welch	Governor's Appointee, Public Member
Mr. Jon Campbell	Michigan Association of Counties
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
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Lt. Frank Baker	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

Sheriff Dale Gribler called the State 911 Committee (SNC) meeting to order and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Mr. Berry, with support from Chief Trinkka, to approve the meeting minutes of June 10, 2014, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Sheriff Gribler welcomed new SNC members: Ms. Alesha Gensler, replacing Ms. Karen Towne for the Department of Licensing and Regulatory Affairs, and Ms. Wendy Thelen, replacing Ms. Susana Woolcock for the Michigan Public Service Commission.

IV. New Business

A link to the audit report was previously forwarded to the SNC. Hard copies of the report were also available at the meeting. There were no findings.

V. Certification Subcommittee

A. Approved Minutes – May 27, June 25, and August 14, 2014

A **MOTION** was made by Mr. Feole, with support from Mr. Troyer, to approve the May 27, June 25, and August 14, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Marquette County Compliance Review Report

Mr. Feole stated Marquette County was selected at random on May 27. The site visit was done on July 29. The review team included Mr. Greg Clark, Mr. Jim Loeper, Mr. Barry Nelson, and Ms. Amanda Kennedy. There were no findings or recommended actions. The review report was approved by the subcommittee in September.

A **MOTION** was made by Mr. Feole, with support from Mr. Smith, to accept the Marquette County compliance review report. With no discussion, the **MOTION** carried.

C. Bay County Compliance Review Report

There were no findings during the Bay County site visit. The review report was approved by the subcommittee in September.

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

D. Subcommittee Updates

The report for the Dickinson County review is being finalized. The site visit was scheduled on July 30, with the team including Mr. Greg Clark, Mr. Gary Johnson, Mr. Jim Loeper, Mr. Barry Nelson, and Ms. Amanda Kennedy. Information from outside agencies is currently being collected. The report will be up for approval at the December SNC meeting.

The subcommittee is busy making sure they reach the goal of eight compliance reviews per year.

A Best Practices document is being developed for PSAPs' use, especially when selected for a compliance review, to assist the centers in knowing what the subcommittee will be looking at.

E. Counties for Review – Sanilac and Roscommon Counties

Sanilac and Roscommon Counties were both chosen for review at the last subcommittee meeting. Mr. Rich Feole, Mr. Ray Hasil, Mr. Bob Stewart, and Ms. Amanda Kennedy will be the review team for Roscommon County and will do the on-site visit on November 3.

The site visit for Sanilac County was scheduled for September 29. The review team included Mr. Tim Smith, Mr. Phil Bates, Mr. Vic Martin, Ms. Harriet Miller-Brown, and Ms. Amanda Kennedy. It is possible both county reviews will be ready for approval at the December SNC meeting.

VI. Dispatcher Training Subcommittee

A. Approved Minutes – May 20, 2014

A **MOTION** was made by Mr. Troyer, with support from Mr. Loeper, to approve the meeting minutes of May 20, 2014, as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

In the absence of Mr. Troyer, Mr. Vic Martin chaired the meeting on September 30. The subcommittee took an initial look at the DTS-34, which is the training application form. This form, along with the rest of the training application packet will be brought to the SNC for approval at the December meeting.

The subcommittee received an appeal to an original denial of training course approval for an “Excited Delirium” course submitted by Northern Michigan Medical Control. During the meeting, the original decision was overturned by the subcommittee and the course received approval.

There was discussion regarding the continuing education credits and the date for the credits. The rules state, “Every 24 months a designated telecommunicator shall complete Module III, a 24 hour designated telecommunicator training consisting of continuing education...” The unclear portion was when the 24 months begins. The training database is set up to look at the date Module II was completed. There are 18 months to complete Module I and an additional six months to complete Module II, which is the first two years of employment. The subcommittee voted the continuing education date would be based on the original date of hire versus the completion date of Module II. The subcommittee asked their recommendation be brought to the full SNC for acceptance of clarification of the rule.

A **MOTION** was made by Mr. Smith, with support from Mr. Fayling, to support the subcommittee’s recommendation. With no discussion, the **MOTION** carried.

The subcommittee reviewed and placed on file a training course audit which was completed in August on the basic 40 hour dispatch class provided by MACNLOW. No action is necessary.

A request for an extension on the training standards was received by Kalamazoo Department of Public Safety. The subcommittee is still currently reviewing the request.

One exigent circumstance form was submitted by Milan Police Department. The form was accepted and placed on file.

To date, the report shows eight delinquent, undesignated telecommunicators in the state. Downriver Wyandotte has three, Van Buren Township has two, Center Line has two, and Iron County has one. Iron County responded to the letter and now has an action plan in place; however, they will remain undesignated until the plan has been completed. No response has been received from the others.

The subcommittee review team has approved 98 requests for course approvals, and denied eight. Two appeals were received with one approved and one denied.

C. Dispatcher Training Funds – November Distribution

A **MOTION** was made by Mr. Troyer, with support from Mr. Fayling, to support the subcommittee's recommendation to approve the November training fund distribution for a total of 1,553 FTEs.

Mr. Fayling asked if the number of FTEs that a PSAP claims is compared against the entered training files for that specific PSAP. Mr. Troyer stated the employee worksheet that each PSAP submitted was used to enter employees into the database. The next application process will be the first year the subcommittee will be able to go back to the database to compare the worksheet submitted with their application. Mr. Fayling asked what happens when a PSAP has 25 FTEs showing for their training fund, but only have three or four they have given to the State 911 Office. There is criteria that gets reviewed during the application review process. For instance when officers are listed on an employee worksheet, MCOLES is contacted to see if they are receiving 302 funds. If any question is raised about an employee listed on the worksheet, the subcommittee contacts the PSAP and if unable to verify the hours, that employee is excluded from the FTE count.

Mr. Fayling asked how the eight undesignated telecommunicators were discovered, to which Mr. Troyer stated it is from a report Ms. Hart runs from the training database.

Mr. Sible asked how things are from the field now that the training requirements are in place. Mr. Fayling stated if a PSAP has someone to keep on top of everything, it works very well. Mr. Smith stated it equals things out between those who always went to training and those who never wanted to go.

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

VII. **Emerging Technology Subcommittee**

A. Approved Minutes – May 27, 2014

A **MOTION** was made by Mr. Smith, with support from Mr. Feole, to approve the May 27, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Smart911

Mr. Smith stated the subcommittee met in September to discuss statewide deployment of Smart911. Ms. Miller-Brown and Mr. Smith had a PowerPoint to present the information to the SNC. One of the recommendations made by the Mental Health and Wellness Commission to the legislature was to deploy Smart911 statewide. The draw for the Commission to recommend Smart911 came out of the ability to create the citizen profile, especially pertaining to people with disabilities and special needs. After the recommendations were made, the Commission approached the State 911 Office, who will serve as the liaison between Smart911, the Commission, and the 911 community. An \$812,000 appropriation was granted to the Commission for every PSAP to have Smart911 Basic. The Basic version has every feature as the Standard version except for the citizen data entry.

An FAQ document, which was included in the meeting packets, was created to answer questions PSAPs may have about the program. To be used as a reference, also listed in the document are the 12 counties who have previously purchased, and are using or in the process of deploying, Smart911 currently.

There are four features in the Basic version. One is the ability to initiate a text if the PSAP receives a hang up call and gets no response when calling the person back. The second feature provides facility information to be uploaded into the system, such as floor plans and contact information. The third feature is call notes, which stays attached to the phone number. Lastly is the panic alert feature which schools can purchase. If the panic button is hit, anyone within the school's contact group receives a text message to keep everyone informed

instantaneously without the information going over the P.A. system or radio. For clarification, Mr. Smith stated the panic alert comes in as an actual 911 call, not an alarm.

PSAPs will be allowed to purchase the Standard version, which allows for citizen data to be entered, if they choose, at a 25% discounted rate. The Mental Health and Wellness Commission made a recommendation that the State have funding to move to the Standard version statewide in fiscal year 2016.

Mr. Welch asked about the protection of the information being entered and who is entering the information. Personally, Ms. Miller-Brown said when she registered for the program, she received a text to set up an appointment to call and verify the information that was entered. After six months, Smart911 will again make contact to verify the information is still accurate. Mr. Adam Eisenman, from Smart911, stated on their end all the information is encrypted to make it secure and it also is a private database. Mr. Smith stated on the administrative end, it is not searchable to find out who is registered.

Ms. Summersett asked where the money allocated for a PSAP would go if a PSAP is not able to, or chooses not to, participate in the statewide deployment. Ms. Miller-Brown stated money is not allocated for PSAPs on an individual basis; it is a lump sum purchase.

Mr. Troyer asked if businesses are encouraged to build their profiles in the system and the following year Smart911 is discontinued, how do PSAPs retrieve the data that was entered. Mr. Eisenman stated Smart911 would maintain that data and provide the facility data to the PSAPs.

Mr. Fayling asked if any of the contracts with the twelve counties who currently have Smart911 were done on a competitive bid process with other vendors. Mr. Eisenman stated Smart911 is a sole sourceable product; no other vendor does Smart911.

Further general discussion followed.

Mr. Smith stated the subcommittee is looking for support for the FAQ document presented, along with any changes suggested. The FAQ document is what the subcommittee envisions going out to all the PSAPs going forward. Mr. Berry asked if a quarterly report could be given regarding the usage of Smart911, which Ms. Miller-Brown will start including in her quarterly report. Mr. Troyer suggested reviewing page three under the heading, "Who is paying for Smart911 Basic". The paragraph states stakeholders have been looking for funding for the past two years, but this is the first time the 911 community has heard of a statewide deployment of Smart911.

A **MOTION** was made by Mr. Smith, with support from Mr. Sible, to support moving forward with the deployment guidelines. With no further discussion, the **MOTION** carried.

VIII. Legislative Action Subcommittee

MLTS Update

Mr. Sible stated there were some concerns with the rules promulgated by the Michigan Public Service Commission. The MPSC has stated they would revisit the issue and have opened a rulemaking on the matter.

Subcommittee Updates

HB5110 states if law enforcement asks, the PSAP must provide location information. The bill had not had much movement, so the Senate introduced SB1089, which is exactly the same bill.

There has been nothing new in terms of a release date for any legislation related to NG911.

IX. Policy Subcommittee

Nothing to report.

X. State 911 Administrator

A. Text-to-911

Included in the meeting packet is a map of counties deploying text-to-911. There are a few counties who do not plan on implementing unless mandated. The FCC can tell the carriers what to do if a PSAP asks for text-to-911, the DOJ can tell the PSAPs they have to deliver, which has not happened yet, but may in the future.

B. State 911 Fund

Mr. Armitage has been tracking pre-paid retailers and who are submitting to Treasury. He has generated over \$170,000 in new revenue to the fund so far. Ms. Miller-Brown stated Mr. Armitage has a procurement card in order to purchase minutes at retailers who are suspected of not submitting to Treasury. With a receipt in hand, it is proof whether or not the surcharge was applied and is an effective tool in getting compliance.

C. Audit Activity

In response to the OAG's audit finding two years ago, Ms. Miller-Brown is working with DTMB on drafting an RFI for an independent auditor to do random sampling of the PSAPs and expenditures.

D. Outage Workgroup

There was a significant outage in a selective router in July. During the process, it was discovered a better job of communicating between the phone providers, network providers, and PSAPs should be created. A workgroup was created to develop a model policy for PSAPs to use. The OPS center at the State Police agreed to work as a hub to help with communications in any future outage.

E. FirstNet Update

FirstNet is requiring an inventory be done of the wireless data systems for public safety. The inventory will be combined with a survey for NG911.

F. Other Activity

Ms. Miller-Brown stated she was presented with her ten year MSP pin at the last Director's meeting.

XI. Public Comment

Ms. Bianconi stated a PSAP director is having issues getting access to PSAP direct phone numbers outside his own jurisdiction. For example, what PSAP dispatches for Alma or Clinton Township. The director's request is to have the SNC require PSAPs provide their 24x7 phone number and the numbers of who they dispatch for. Mr. Troyer stated the request came to Michigan APCO and the committee chose to take no action. While there is no specific database for the information, APCO believes there are resources available to get the information quickly. Ms. Summerset stated Michigan NENA also chose to take no action.

Mr. Jim Jarvis, from the Department of Homeland Security, stated there is a database called Communications Assets Survey and Mapping (CASM). He has been working with the communications workgroup under the Michigan Public Safety and Interoperability Communications board to look at standards on how to enter this type of information into a database. It allows someone to identify the PSAPs and all of the agencies dispatched by that PSAP.

Regarding the Annual Report to the Legislature, Mr. Campbell suggested focusing more on what is currently being worked on during the year, such as the U.P. project.

Sheriff Gribler stated he received notification that Cass County is going to the MPSCS system. Kalamazoo County board will vote to consolidate five PSAPs in the near future.

XII. Next Meeting

Tuesday, December 9, 2014
10 a.m.
MSP Headquarters

XIII. Adjourn

The meeting adjourned at 11:56 a.m.