



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 911 Committee Meeting
Tuesday, December 10, 2013
MSP - HQ
Meeting Minutes

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. John Buczek	Fraternal Order of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Jim Valentine, alt. for Mr. Tim Smith	Michigan Communication Directors Association
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. April Heinze	National Emergency Number Association
Ms. Susana Woolcock	Michigan Public Service Commission
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
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. Adam Starkweather	Michigan State Police Troopers Association
Ms. Karen Towne	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
Ms. Stacie Hansel	State 911 Administrator's Office
Members Absent	Representing
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Lt. Frank Baker	Deputy Sheriff's 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

Ms. Woolcock e-mailed edits under the State 911 Administrator's section of the October 8 minutes. Everyone received a copy of those edits in the packets. A **MOTION** was made by Mr. Jim Loeper, with support from Mr. Dale Berry, to approve the meeting minutes of October 8, 2013, with amendments. With no further discussion, the **MOTION** carried.

III. Correspondence

Sheriff Gribler received a letter from Sgt. Chris Luty regarding Mr. Adam Starkweather, the new representative for the Michigan State Police Troopers Association. Sheriff Gribler welcomed Mr. Starkweather to the committee.

IV. New Business

A. Election of Chair/Vice Chair

A **MOTION** was made by Chief Trinkka, with support from Mr. Loeper, to nominate Sheriff Dale Gribler as the Chair. With no other nominations, a **MOTION** was made by Chief Trinkka, with support from Mr. Troyer, that nominations be closed and ballots be cast for Sheriff Gribler. With no discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Valentine, with support from Mr. Sible, to nominate Mr. Tim Smith as the Vice Chair. With no other nominations, a **MOTION** was made by Mr. Loeper, with support from Ms. Heinze, that nominations be closed and ballots be cast for Mr. Tim Smith. With no discussion, the **MOTION** carried.

B. Proposed 2014 Meeting Dates

Sheriff Gribler stated he spoke with Mr. Brad Stoddard regarding a resolution to a conflict with meeting dates for the Broadband board, as they meet at 10 a.m. on the same dates. Both the Broadband and Interoperability boards will move their meetings to the afternoons if there are no conflicts.

The 2014 meeting dates are March 11, June 10, October 7, and December 9. All to be held at Michigan State Police headquarters.

V. Certification Subcommittee

A. Approved Minutes – October 2, 2013

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Feole, with support from Mr. Valentine, to approve the October 2, 2013, meeting minutes. With no discussion, the **MOTION** carried.

B. Huron County Compliance Review

The onsite review was done in June and has been completed. The review team consisted of Mr. Vic Martin, Ms. Amanda Kennedy, Mr. Rich Feole, and Mr. Barry Nelson. There was nothing necessary found that needed to be changed, and the only recommendation was to update their SOPs. The review team encouraged Huron County to stay active in APCO, NENA, and MCDA as they have a new director. A **MOTION** was made by Mr. Feole, with support from Mr. Loeper, to approve the Huron County Compliance Review. With no discussion, the **MOTION** carried.

C. Compliance Review Updates

A site review was conducted at Lake County on October 15. The report should be completed by the next SNC meeting.

Baraga County review was delayed a couple times due to extensions, but the review report is nearing completion. In 2005, the issue of using 911 funds for road signs and address signs was brought up; however, it was added to the disallowable expense list. At the time, Baraga, Ontonagon, and Keweenaw Counties were already into an addressing project, which was started in 2002 and were therefore grandfathered in and allowed to complete the project. As the SNC approved to grandfather the counties in, the Certification Subcommittee would like to have the SNC approve ending the grandfathering so no further projects could be started. They are asking for an end date of December 31, 2013.

A **MOTION** was made by Mr. Berry, with support from Ms. Heinze, that the SNC put an end date of December 31, 2013, to the grandfathering that was allowed in 2005 for their 2002 project for Keweenaw, Ontonagon, and Baraga Counties and the counties be notified. Discussion followed. Mr. Loeper stated each of the counties have their own funding source and should no longer be using those funds. With no further discussion, the **MOTION** carried.

Mr. Feole stated the next county under review is Schoolcraft County and the subcommittee believes they are spending 911 funds on road signs. It will be the determination of the subcommittee that Schoolcraft County repay the funds for the three years of the compliance review (2010, 2011, 2012) back into their 911 fund. They were not included in the original grandfathering, and since then have submitted a request, but were denied. It is the belief of the subcommittee they have continued with the project and will state in their final report that the funds be returned. Mr. Feole asked if any action is needed from the SNC. Sheriff Gribler stated action can be taken once the final report is submitted for approval to the SNC. Sheriff Gribler stated Schoolcraft was given written notification they could not use 911 funds for the addressing project.

The Schoolcraft, Houghton, Ontonagon, and Keweenaw County compliance review reports will be ready at the next SNC meeting.

D. Proposed Forms for 2014 Annual Reporting

Copies of the SNC-001 and -301 forms were included in the packets. On the SNC-301, the only change is the yes, no, or not applicable audit question was removed.

The SNC-001 form does include audit questions. Mr. Feole stated for those with a one county PSAP, only the front of the first page is required. For multiple counties, the other pages of the form are for PSAP information. Ms. Miller-Brown stated the new audit question is in reference to the audit finding from 2012. One step is to develop a Request for Information to get a budgetary idea of the cost to have a statewide audit done, which would meet the requirements set by the Auditor General. General discussion followed. Mr. Fayling stated there are no teeth for a PSAP to comply.

The State 911 Office is working on having the SNC forms be fillable pdf forms.

Once the cover letter is completed, Ms. Miller-Brown will forward to the SNC for discussion.

E. Compliance Review Guidelines Amendment

Mr. Feole stated Baraga, Schoolcraft, Houghton, Ontonagon, and Keweenaw Counties are all dispatched by Negaunee Regional Dispatch Center. When Baraga and Schoolcraft Counties were reviewed, the review team asked Houghton, Ontonagon, and Keweenaw Counties if they would like their review as well, as the review team was already conducting the onsite review. The subcommittee developed verbiage to change the compliance review guidelines:

“In the event that a county is pulled in which multiple counties are served by the same PSAP, all counties within that PSAP service jurisdiction are subject to review.”

As it is currently set up, the review team went to an onsite review for Baraga and Schoolcraft Counties. The next random pull of a county for review could have selected Houghton, Ontonagon, or Keweenaw County, which the review team would have to return. As long as the review team is doing a site review, all counties handled by the PSAP should be done together. A question from some of the subcommittee members came up regarding the counties with several large jurisdictions within, and so the following verbiage was also created:

“In the event that a county with a population of more than 250,000 or a 911 service district of Wayne County is pulled for a review, the Certification Subcommittee may define the parameters in consideration of length of time and approach to review.”

Mr. Troyer asked how P.A. 32 referenced the compliance reviews. Ms. Miller-Brown stated there is a document on the Web site that talks about the State 911 Committee, its role, and statutory support in doing the reviews. Mr. Troyer stated the reason reviews were done at the county level is because it was to be a review of local surcharge dollars, and why is the subcommittee going further than reviewing those funds. Ms. Miller-Brown stated it is not only the oversight of the money, but best practices. General discussion followed.

A **MOTION** was made by Mr. Feole, with support from Ms. Collins, the SNC accept the new compliance review guideline that was provided in draft form to include the new paragraph for the multi-county PSAP and densely populated county. With no further discussion, and only one vote opposed, the **MOTION** carried.

In addition, Mr. Feole thanked Ms. Kennedy for her help in co-presenting at the MCDA regarding compliance reviews.

VI. Dispatcher Training Subcommittee

A. Approved Minutes – September 23, 2013

The approved minutes are included in the SNC packets. A **MOTION** was made by Mr. Troyer, with support from Ms. Heinze, to approve the meeting minutes of September 23, 2013, as presented. With no discussion, the **MOTION** carried.

The Homeland Security minimum criteria, Module 2(e) of the training standards, identifies a homeland security endorsement requiring eight hours of training. The only thing in the training standards it refers to is NIMS compliancy. Over the last year, if providers thought their course fit under the umbrella of homeland security, they were submitting requests for an endorsement. The subcommittee created minimum criteria for this elective. NIMS 100 and 700 together, or an eight hour course providing an overview of homeland security, which must include but may not be limited to terrorism, weapons of mass destruction, coordinated response and communication, and the dispatchers role would meet the criteria for the endorsement. A letter will be send to the providers to make them aware of the criteria.

The DTS again discussed the county coordinator request that PSAPs be allowed to include in their FTE count the county coordinators who contract with a PSAP. The guidelines refer to an employee of a PSAP. The request was denied by the subcommittee.

The DTS received two significant complaints against training providers. One was regarding certification and recertification of protocol software applications used by many PSAPs. PSAPs were receiving notice by the provider that the certification was expired. Dispatcher training funds are allowed to be used for the certification, but there were some who paid for the recertification that were not truly expired. The provider was sent a letter stating concerns and requested an action plan. The first response letter stated what happened, but did not give an action plan. Mr. Troyer and Ms. Hart had a conference call with the representatives stating the DTS would like a notification to go to PSAPs that were impacted. The second response letter submitted an action plan, and was approved by the DTS.

The other complaint was regarding an eight hour course approved by the subcommittee. The provider used an unapproved instructor to teach the course and the course lasted 3.75 hours, which was approved for eight. The DTS sent notice to the provider requesting they refund all PSAPs who sent personnel and rescinded approval of the particular training course.

The November distribution of training funds was sent Monday, November 25 in the amount of \$643.16 per FTE.

Since January 1 there have been 143 training course requests approved or renewed and 21 denied.

B. 2014 Dispatcher Training Fund Application Packet

The application forms are included in the SNC packets. The first item is the letter to PSAPs notifying them of the application process and the 2014 instructions for the training application. The forms themselves are unchanged except for the dates. A **MOTION** was made by Mr. Troyer, with support from Mr. Welch, to approve the 2014 Dispatcher Training fund application packet. With no discussion, the **MOTION** carried.

Mr. Loeper stated he wanted the county coordinators to know that PSAPs may use 911 training funds to send coordinators to training.

VII. Emerging Technology Subcommittee

A. Approved Minutes – September 6, October 2, and October 30, 2013

The approved minutes are included in the SNC packets. A **MOTION** was made by Ms. Heinze, with support from Mr. Sible, to approve the September 6, October 2, and October 30, 2013, meeting minutes. With no discussion, the **MOTION** carried.

B. Update on Text to 911 and Spring Technology Forum

Ms. Heinze stated the big four carriers have said they will begin providing text to 911 service by May 15, 2014. All PSAPs will have to apply to the carriers for that service. The ETS has had meetings with the text control centers and the four major carriers with much additional work to be done. The goal of the ETS is to draft guidelines for PSAPs on text to 911 rollout and suggestions, which will hopefully be ready by the end of the first quarter.

The annual technology forum will be largely based on the text to 911 roll out, along with Chrysler's U-Connect product, FirstNet updates, and wireless issues. When asked what the issues were, Ms. Heinze stated most of the wireless issues are regarding location accuracy. There are concerns on a national level on rebids and the accuracy of the rebids, initial Phase II location delivery and its accuracy. She stated it is important for PSAPs to do rebids on Phase II calls because you cannot guarantee the Phase II location is accurate, and the timeframe it takes for a rebid is 30 seconds.

Grand Rapids is going to serve as an early adopter site for wireless call universal format display that contains seconds. Currently, when a 911 call is received the AT&T display only displays the hours and minutes. Grand Rapids was asked to provide reports from the time a call rings until the call ends and realized they did not have the seconds information.

Ms. Collins noticed there was a presentation given to the ETS by PFN and asked for updates with their project and text to 911. Mr. Loeper stated he understood the U.P. would go live in January.

VIII. Legislative Action Subcommittee

A. Approved Minutes – March 26, 2013

The approved minutes are included in the SNC packets. A **MOTION** was made by Mr. Sible, with support from Mr. Campbell, to approve the meeting minutes of March 26, 2013. With no discussion, the **MOTION** carried.

B. SB636

The overview of SB636 provides landline telephone providers to make the determination to pull their service out of particular areas of the state and codifies safeguards for citizens of those areas. The concerns are if it limits individuals' access to 911. Mr. Sible believes the bill is moving through legislation quickly and is likely to pass. There is discussion on whether technology will change before the bill goes into effect. The LAS has not taken an official position. General discussion followed both for and against the bill.

C. HB5110

This bill requires dispatch centers to maintain a list of private contacts to allow law enforcement to get addresses and contact information from wireless providers, codifying current practices. Mr. Sible stated there is no activity at this time.

D. Updates on HB4853, 4979, 4980, 4983, 4984

Mr. Sible stated HB4853 allows a county board to make minor modifications to the plan. There is no activity at this time.

Mr. Sible stated HB 4979, 4980, 4983, and 4984 are related to Medical Response. There was some language included that brought concerns. Mr. Troyer and a few others met with Rep. Lorrie to discuss amending some language to narrow the focus of HB4984 down from just stating public safety service unit to an EMS as that was the original intent, and to allow the PSAPs to develop policies and procedure with those entities. Since the meetings, Mr. Troyer has heard nothing new, but stated there is a group working on an entire rewrite. Mr. Sible stated the majority of these bills have nothing to do with 911. General discussion followed.

IX. Policy Subcommittee

Nothing to report.

X. State 911 Administrator

A. State 911 Fund

It is believed the overlap in revenue is due to the money that was paid into the old system, which is due on the quarter, and the new system, which is due every month.

B. Analyst Position

With the new retail provider system, tracking the revenue has grown more than the Compliance Analyst can include in her current duties. The State 911 Office will be hiring a new analyst to focus on revenue, trending, and tracking revenue. The Resource Analyst will also track PSAPs and where they are with text to 911 deployments, as well as other data.

C. IP-911 Report/CLEAR NG911 Project Plan

Recommendations from CLEAR are still with Administration and there is no news at this time. Ms. Miller-Brown stated an RFI has been posted. Key dates are included in the SNC packets. The RFI is for information only, looking at costs.

D. FirstNet/State and Local Implementation Grant Planning

The grant was accepted in mid-October, with a match from DTMB. Ms. Laura Blastic has been named the program director. Ms. Miller-Brown sent an e-mail to the SNC with a presentation by Mr. Brad Stoddard summarizing what the grant is for, which are:

- Establishing a governance structure to consult with FirstNet.

- To ensure local and tribal representation in the FirstNet consulting process.
- Education and outreach on public safety broadband networking among the users.
- To identify potential public safety users for public safety broadband.
- To assist with the development of memorandums of agreement.
- Facilitate existing infrastructure with private sector entities.
- Staffing plans to include a local and tribal representation.
- For governance and the preparation of data collection.
- Comprehensive plan for the statewide communications interoperability plan to describe the public safety needs for a nationwide broadband public safety network.

E. GIS Project

All but five counties are participating. As there are many new 911 directors and GIS users, a webinar discussing the GIS project is scheduled for December 11. Ms. Miller-Brown stated the presentation will be posted on the Web site after the webinar.

F. MLTS

Ms. Miller-Brown stated Ms. Anne Zerbe has a draft document for multi-line telephone systems. She thanked Ms. Zerbe for a great job in creating the draft, which will be used by the providers, PSAPs, and businesses and operators to have one document to refer to. The deadline is the end of 2016.

XI. Public Comment

To clarify next year's meeting dates, Mr. Feole asked if it was intentional to meet on the first Tuesday of October instead of the second. Mr. Gribler stated it is consistent with what was scheduled this year.

XII. Next Meeting

March 11, 2014
10 a.m.
MSP Headquarters

XIII. Adjourn

The meeting adjourned.