



GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, June 12, 2019
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
Mr. Jeff Troyer, Chair	House Appointee, Public Member
Lt. Col. W. Thomas Sands	Michigan State Police
Ms. Jordyn Sellek	Michigan Communication Directors Association
Mr. Rich Feole	Association of Public Safety Communication Officials
Chief Dale Greenleaf	Michigan Association of Chiefs of Police
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Mr. Gary Johnson	UP Emergency Medical Services Corporation
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Mr. John Bawol	Governor's Appointee, Public Member
Chief Mark Barnes	Michigan Association of Fire Chiefs
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Michael Grodi	Deputy Sheriff's Association
Ms. Jeanette Doll	Michigan Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
Ms. Harriet Rennie-Brown	State 911 Administrative Office
Ms. Cindy Homant	State 911 Administrative Office
Ms. Theresa Hart	State 911 Administrative Office
Ms. Lyndsay Stephens	State 911 Administrative Office
Ms. Kristine Bond	State 911 Administrative Office
Mr. Joel King	Office of the Attorney General
Voting Members Absent	Representing
Mr. Mark Docherty	Michigan Professional Firefighters Union
Sgt. Frank Williams	Michigan State Police Troopers Association
Ms. April Heinze, Vice Chair	Senate Appointee, Public Member
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. Christian Marcus	Michigan Association of Counties
Mr. Michael Sauger	Michigan Fraternal Order 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. Jeff Troyer called the State 911 Committee (SNC) meeting to order at 10:00 a.m., roll call was taken, and a quorum was present.

II. Approval of Minutes

The meeting minutes of March 13, 2019 were presented. Mr. Jeff Troyer also indicated that the final conference call with the Michigan Communication Directors Association (MCDA) was held on March 18, 2019, and follow up letter dated March 25, 2019 was sent.

A **MOTION** was made by Chief Mark Barnes, with support by Mr. Marc Gramlich, to approve the meeting minutes of March 13, 2019, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Jeff Troyer welcomed two new SNC members to the State 911 Committee as follows:

Mr. Gary Johnson	Upper Peninsula Emergency Medical System (UP-EMS) Corporation
Mr. Michael Grodi	Deputy Sheriff's Association of Michigan

Since Mr. Michael Grodi is the president of the Deputy Sheriff's Association of Michigan, and did not assign his position on the State 911 Committee, it was not necessary to provide a letter.

A **MOTION** was made by Mr. John Bawol, with support by Mr. Richard Feole, to approve the filing of the UP-EMS Corporation correspondence on file with the State 911 Office, as presented. With no discussion, the **MOTION** carried.

IV. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Rich Feole, with support by Chief Dale Greenleaf, to accept the February 14, 2019, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Compliance Review Report – Lapeer County

The Lapeer County Compliance Review had no required findings or recommendations.

A **MOTION** was made by Mr. Rich Feole, with support by Chief Dale Greenleaf, to approve the Lapeer County Compliance Review Report as presented. With no discussion, the **MOTION** carried.

C. Compliance Review Report – Delta County

The Delta County Compliance Review had two (2) employees in the training database that were determined to be delinquent in their training requirements. All telecommunicator training should be entered into the database within 30 days of a course being completed. The public safety answering point (PSAP) was given a deadline to provide a plan of action for the telecommunicators by June 1, 2019, but a plan had not been received as of the date of the June SNC meeting. The report included a recommendation for the policies and procedures to be updated, and it was also recommended that the SNC's Student Expense Sheet form be utilized to sufficiently track the training expenses.

A **MOTION** was made by Mr. Rich Feole, with support by Mr. Marc Gramlich, to approve the Delta County Compliance Review Report as presented. With no discussion, the **MOTION** carried.

D. Compliance Review Report – Kalamazoo County

Kalamazoo County was drawn for a compliance review just before the consolidation of the five (5) PSAPs into the Kalamazoo County Consolidated Dispatch Authority (KCCDA). An extension of six (6) months was given to allow for the consolidation of the centers and KCCDA

to become operational. The training funds for all former PSAPs were reviewed for the required spend down and invoiced as needed. There were no findings or recommendations for the compliance review.

A **MOTION** was made by Mr. Rich Feole, with support by Mr. John Bawol, to approve the Kalamazoo County Compliance Review Report as presented. With no discussion, the **MOTION** carried with Mr. Jeff Troyer abstaining from the vote.

E. Subcommittee Updates

Wexford County and Cass County were drawn for a compliance review and each had a site visit in the last month. The reports have been drafted and are under review.

Shiawassee County is waiting for its Board of Commission to meet on July 15 when it will receive the completed audit of the MERS accounts from the accounting firm, Yeo and Yeo. The audit results require the transfer of funds that will benefit the PSAP if accepted.

Berrien County and Branch County were each recently drawn for a random compliance review and have the deadline of June 27, 2019 for submitting documentation. The site visits will likely be scheduled in August.

A day of education for compliance review training has been scheduled for the Certification Subcommittee to be held immediately after its scheduled August meeting.

V. Dispatcher Training Subcommittee Report

A. Approval of Minutes

A MOTION was made by Mr. Marc Gramlich, with support by Chief Dale Greenleaf, to accept the February 21, 2019, meeting minutes as presented. With no discussion, the MOTION carried.

B. Subcommittee Updates

The subcommittee's meeting of May 15, included the review of proposed revisions to the 2020 Dispatcher Training Fund Guidelines and Instructions (Leaves of Absence). The intent is to provide a better definition for the leave of absence in calculating the full-time equivalent (FTE). During the appeals, this year, it was clarified that paid leaves of absence are countable hours toward the FTE count and therefore an appealing PSAP was granted an additional FTE. The subcommittee plans to further discuss and revise the language at its next meeting. It is important for the PSAPs to receive the funding since telecommunicators are still held to the training standards despite being on a leave of absence.

The annual notice of conflict (State Ethics Act and Public Entities Act) was sent to the subcommittee with their meeting packet and a read receipt was used with the email to gain the members acknowledgment of the notifications. Those in attendance were asked to sign an acknowledgment of receipt.

Three training course evaluations were submitted and reviewed by the subcommittee. The members also discussed upcoming courses that could be reviewed.

To date, in 2019, the Dispatcher Training Subcommittee's review team has reviewed and approved/renewed 97 courses and denied 1 course.

The Michigan Department of Treasury issued the first training fund distribution for the year on May 31, 2019, to the eligible PSAPs. The amount per FTE is \$641.53 for the distribution. This is a significant increase since last year the amount per FTE was \$513.25. The training fund payment details are available on the State 911 Committee's website.

VI. Emerging Technology Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Michael Grodi, with support by Mr. Rich Feole, to approve the March 4, 2019, and May 6, 2019, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. State 911 Plan

The State 911 Plan was revised after a number of discussions. One of the revisions is the requirement to track changes in the footnote section within the revised State 911 Plan. There have been numerous changes that would be difficult to track, therefore the requirement has been changed to keep the current and previous plan on the SNC website in case there is a need for comparison. The revisions also include the 2018 passed legislation details and the objectives that were incorporated into Michigan's Statewide Communication Interoperability Plan.

A **MOTION** was made by Mr. John Bawol, with support by Chief Mark Barnes, to approve the State 911 Plan and its revisions as presented. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

The Emerging Technology Forum was held in April, and there was a record attendance of 148. Overall, the follow up survey gave positive responses. The next forum is planned for April 20-23, 2020. For 2021, new venues are being considered to allow the forum to keep moving around the state. The subcommittee is reviewing the forum format and topics, including the Monday night dinner. There was a large number of State 911 Committee members who attended the forum this year, and it was appreciated.

The geographic information system (GIS) repository, which has an increase of new users, has received requests for training. The Michigan Department of Technology Management and Budget's Center for Shared Solutions plans to create training resources. The PSAPs are also being encouraged to provide regular updates to the GIS repository.

Ms. Annie Urasky of the Michigan Department of Civil Rights attended the May meeting of the Emerging Technology Subcommittee (ETS). There is a lack of knowledge among the deaf, deafblind and hard of hearing regarding the availability of text-to-911. Assistance was being sought by Ms. Urasky to collaborate to create a public service announcement (PSA). The ETS is supportive of this endeavor and provided sample PSAs with plans for follow up meetings as needed.

Mr. Tim Smith, who is scheduled to retire from Ottawa County Central Dispatch, announced his resignation to the ETS. Therefore, the ETS will be accepting applications for membership to its subcommittee until July 31, 2019. Interested individuals are asked to submit their resume and cover letter of interest to Ms. April Heinze with a copy to Ms. Harriet Rennie-Brown. The meeting schedule of the ETS can be found on www.michigan.gov/snc.

Chair, Mr. Jeff Troyer, thanked the ETS and the State 911 Administrative Office staff for a well ran forum. Mr. John Bawol expressed his thanks for the registration fees which were waived for the State 911 Committee members who attended the Emerging Technology Forum.

Chair, Mr. Troyer, also announced that the absence of the SNC Vice Chair/Chair of the Emerging Technology Subcommittee, Ms. April Heinze was due to her transition from INdigital, to her recently accepted position with the National Emergency Number Association.

VII. Legislative Action Subcommittee

A. Approval of Minutes

A **MOTION** was made by Lt. Col. W. Thomas Sands, with support by Ms. Jordyn Sellek, to approve the February 4, 2019, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Update

The legislation for the Multi-Line Telephone Systems, House Bill 4249, has passed through the Michigan Senate. The subcommittee has been working for compromises and the bill maintains the original requirements with some adjustments to buildings and facilities.

Two draft letters to the Michigan Senate and House of Representatives were handed out to the State 911 Committee for review along with the pending legislation. The first letter was regarding House Bill 4523 for the Safe Delivery Newborn Device and the second letter was for the Senate Bill 146 (Section 97) which refers to an appropriation for school safety.

The Safe Delivery Newborn Devices are being proposed for placement at hospitals. Earlier legislation included placement of the devices at public safety buildings as well, but that is not included in the current bill. The letter, while supporting the health and safety of infants being safely delivered to these devices, also outlined the concerns such as auto dialing which is prohibited in Michigan and the burden on the PSAPs for the testing call volume annually of approximately 95,000 plus the necessary follow up with the hospital. The removal of the public safety buildings, and the legal safe delivery of a newborn does not require a law enforcement response. Therefore, it was suggested that hospital security and the state agency normally contacted for infant delivery might be more suitable immediate contacts than the PSAPs.

The appropriation which proposes funding a pilot secure schools program, in the form of a panic button phone application, raised several concerns. The first concern is that the bill is tied to one provider requiring all schools to utilize the same product without consideration of current measures in place, other products that are available, and other local PSAP options that can be easily integrated. The concern from the PSAP perspective to the bill relates to the availability of the full functionality that is promised, which may also result in there being a Headlee issue in the PSAPs incurring costs to integrate the requirements and operate optimally. The payment schedule without performance oversight, standards, and metrics are also of concern since the previous appropriation for SMART911 has required substantial follow up. The cost of SMART911 has been costly at around \$4,100 per console, which leads to concern that the school safety the program may be costly, and continue after the pilot.

When a SNC member asked how the phone application worked, Mr. Michael Armitage of Eaton County Central Dispatch explained that Rave Mobile Safety's Rave Panic Button is application on the school staff phones with options for different types of emergencies. However, the difference of what is seen or can be done at the dispatch center to communicate with the schools will depend on the available technology and services at the dispatch center.

A **MOTION** was made by Mr. John Bawol, with support by Mr. Marc Gramlich, to approve the State 911 Committee to send letters for House Bill 4523 and Senate Bill 146 (Section 97) after final revision and approval by the LAS to the Michigan House of Representatives and the Michigan Senate. After discussion, the **MOTION** carried.

The Legislative Action Subcommittee (LAS) voted to approve Mr. Scott Temple of INdigital as a member subject to the SNC Chair's approval. Mr. Jeff Troyer, Chair of the SNC has approved the addition to the subcommittee. Lt. Col. W. Thomas Sands, Chair of the LAS, introduced Mr. Scott Temple to the State 911 Committee.

VIII. Policy Subcommittee
No Report

IX. State 911 Administrator's Report

The funding section of the report shows the gradual increase that were anticipated according to the projections of the legislation passed in 2018. The effort to reach out to communication providers and manually track the payments has resulted in a number of letters being sent to request remittance of the fees, correct rates, insist on timely returns, and inquire whether inactive accounts can be closed.

The automation project, a three (3) year project, has been awarded Kunz, Leigh & Associates (KL&A). A kickoff meeting will be scheduled in the near future and will include the Chair of the SNC, and the Chair of each subcommittee that the automation will affect.

Recently Hillsdale County joined the GIS repository. Another county is considering joining the GIS repository.

SMART911 has 84 PSAPs that have opted in for the program and 78 are operational. There is follow up continuing to see that the remaining PSAPs become operational.

In Michigan, 62% of the population have access to text-to-911. There are approximately 25 PSAPs that are scheduled to deploy text-to-911 by the end of this year.

The Next Generation 911 Grant program has not announced the grant awards and there is speculation that the information may become available in July. The original application which included a request for last mile fiber was denied. Therefore, in the amended application, the funds requested for the last mile fiber were split between the CPE request and the GIS address points request.

Save My Heart, a non-profit organization, has received approval from the ETS to obtain the shape files from the GIS repository for the PSAP boundaries for its research, subject to a non-disclosure agreement, to improve survival rate of cardiac events. Mr. Dale Berry also plans to obtain further information about the project.

The Enhanced Pre-Hospital Outcomes for Cardiac Arrest (EPOC) program is reaching out to the MCDA to offer to provide a presentation on its program and goals. Ms. Harriet Rennie-Brown, as the Governor's Appointee to the Emergency Medical Services Coordination Committee (EMSCC), had suggested that coordination should begin with the MCDA.

X. Old Business

None

XI. New Business

A. Annual Notice Regarding Conflicts of Interest

The members of the SNC that were present were asked to sign for the receipt of the State Ethics Act and Public Entities Act. A signature sheet was passed around to the members.

XII. Public Comment

None

XIII. Member Comment – Added to the Agenda

Chief Mark Barnes congratulated Ms. Harriet Rennie-Brown for her service to the board of the National Association of State 911 Administrators (NASNA).

The SNC Chair, Mr. Jeff Troyer, indicated that Mr. Tim Smith is scheduled to retire July 13, 2019, from Ottawa County. Mr. Smith has also retired from the SNC's Legislative Action Subcommittee, and the Emerging Technology Subcommittee, but plans to continue working with the SNC's Certification Subcommittee after his retirement.

XIV. Next Meeting

Michigan State Police Headquarters, Wednesday, September 18, 2019, at 10:00 a.m.

XV. Adjourn

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