



**RICK SNYDER**  
GOVERNOR

State of Michigan  
**STATE 911 COMMITTEE**  
LANSING

**JEFF TROYER**  
CHAIR

**State 911 Committee Meeting**  
Wednesday, March 14, 2018  
MSP - HQ  
Meeting Minutes

<b>Voting Members Present</b>	<b>Representing</b>
Mr. Jeff Troyer, Chair	House Appointee, Public Member
Ms. April Heinze, Vice Chair	Senate Appointee, Public Member
Ms. Jordyn Sellek	Michigan Communication Directors Association
Mr. Christian Marcus	Michigan Association of Counties
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Rich Feole	Association of Public Safety Communication Officials
Mr. Shawn Sible	Michigan State Police
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Chief Mark Barnes	Michigan Association of Fire Chiefs
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. John Bawol	Governor's Appointee, Public Member
Sgt. Frank Williams	Michigan State Police Troopers Association
Ms. Jeanette Doll	Michigan Department of Licensing & Regulatory Affairs
<b>Non-Voting Members Present</b>	<b>Representing</b>
Mr. Joel King	Office of the Attorney General
Ms. Harriet Miller-Brown	State 911 Administrator's Office
Ms. Theresa Hart	State 911 Administrator's Office
Ms. Cindy Homant	State 911 Administrator's Office
Ms. Lyndsay Stephens	State 911 Administrator's Office
<b>Voting Members Absent</b>	<b>Representing</b>
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Heidi Roberts	Deputy Sheriff's Association
Deputy Chief David LeValley	Michigan Association of Chiefs of Police
Mr. Dave Hiller	Fraternal Order of Police
Mr. Mark Docherty	Michigan Professional Firefighters Union
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

**I. Call to Order/Roll Call**

Mr. Troyer called the State 911 Committee (SNC) meeting to order at 10:04 a.m., and roll call was taken.

**II. Approval of Minutes**

A **MOTION** was made by Mr. Marc Gramlich, with support by Mr. John Bawol, to approve the meeting minutes of December 13, 2017, as presented. With no discussion, the **MOTION** carried unanimously.

**III. Correspondence**

The State 911 Office received the following letters for the reappointment and appointment of members of the State 911 Committee:

Mr. John Bawol	Public Appointee (Reappointment)
Ms. Jordyn Sellek	Michigan Communication Directors Association
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Sgt. Frank Williams	Michigan State Police Troopers Association

The State 911 Office also received a letter from Charlevoix, Cheboygan and Emmett (C.C.E.) 911 Central Dispatch Authority regarding the fiber line cut and its impact on its public safety answering point. The Next Generation 911 system provided uninterrupted and continued services, as it transitioned to the backup system until the issue could be identified and resolved.

**IV. New Business**

Resolution for Public Safety Telecommunicators Week – April 8-14, 2018

The proposed Resolution from the State 911 Committee (SNC) was presented. A **MOTION** was made by Mr. James Loeper, with support by Mr. Rich Feole, to approve the Resolution as presented. With no discussion, the **MOTION** carried unanimously.

**V. Certification Subcommittee Report**

A. Approval of Minutes

A **MOTION** was made by Mr. James Loeper, with support by Sheriff Richard Behnke, to accept the November 7, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

Manistee County has its first required public hearing scheduled June 19, 2018, to update its 911 Plan. This is the last required item on the Compliance Review Report findings.

Oscoda County has had recent changes in staff and there are new policies that will be implemented. The Oscoda County 911 Plan update has begun, however due to the employee turnover and training, it has not been completed.

Shiawassee and Ingham County have had site visits and each Compliance Review draft is being reviewed by the team assigned to the review.

Montcalm County has submitted some of its documents for the review.

At the last subcommittee meeting, the counties of Livingston and Oakland were drawn. A two week extension was given to Livingston County for its document production. The documents for Oakland County will be due shortly. Site visits will be scheduled after the documentation is received and reviewed.

The subcommittee has had several membership changes. Ron Bonneau, Yvette Collins and James Loeper are no longer on the subcommittee. The new members are: Jeremy Ludwig of Allegan County Central Dispatch, Scott Temple of AT&T and Phyllis Fuller of Peninsula Fiber Network.

## VI. Dispatcher Training Subcommittee

### A. Approval of Minutes

A **MOTION** was made by Mr. Marc Gramlich, with support by Ms. April Heinze, to approve the November 8, 2017, and February 12, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

### B. Approval of 2017 Public Safety Answering Point (PSAP) Full-Time Equivalent (FTE) Count

After the Dispatcher Training Subcommittee reviewed 133 applications, the nine denial letters were sent, and two PSAPs appealed. Bloomfield Township Police Department and Brownstown Township Police Department both had their appeal granted.

A **MOTION** was made by Mr. Marc Gramlich, with support by Chief Mark Barnes, to approve the FTE count of 1,962 approved and 38 denied. With discussion, the **MOTION** carried.

### C. Telecommunicator Training Manual

The Telecommunicator Training Manual was reviewed and revised. The copy provided included the track changes so the changes could be seen. The subcommittee fully approved the document.

A **MOTION** was made by Mr. Marc Gramlich, with support by Ms. April Heinze, to approve the 2018 revised Telecommunicator Training Manual as presented. With no other discussion, the **MOTION** carried.

### D. Subcommittee Updates

The records currently indicate that there are 39 delinquent telecommunicators and 49 undesignated telecommunicators. There are continued efforts to confirm the data in the database.

The Dispatcher Training Subcommittee (DTS) review team has approved 34 requests for training course approval and/or renewal and denied two requests for 2018.

## VII. Emerging Technology Subcommittee

### A. Approval of Minutes

A **MOTION** was made by Ms. April Heinze, with support by Mr. Shawn Sible, to approve the November 1, 2017, December 19, 2017, January 3, 2018, and February 7, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

### B. Emerging Technology Forum

The 2018 Emerging Technology Forum is less than a month away. The forum is scheduled to be held at the Bavarian Inn in Frankenmuth on April 10-11, 2018. Registration for the forum closes March 30, 2017. The SNC was invited, and it is hoped that members can attend. The DTS has approved the Forum, so dispatcher training funds may be used. The subcommittee is working on an acronym list for the sessions and a Tech Talk Monday in efforts to make the forum's technical information easier to understand.

### C. Subcommittee Updates

The Emerging Technology Subcommittee (ETS) has welcomed two members: Steven Berenbaum of AT&T who is also a newly returned SNC member, and Mark Holmes of Michigan Department of Technology Management and Budget.

In December, the Text-to-911 Best Practices Guidelines updates were approved. The document can be found on the SNC website.

The subcommittee will be looking at updating the Outage Reporting Guidelines and preparing an IP Best Practice and Selection Guidelines using national guidelines.

The Federal Communication Commission will be looking at the wireless routing for location on March 22. An inquiry is expected to be issued to obtain more information on the wireless routing of handset location and tower location. There are two wireless carriers are already experimenting with handset location.

#### **VIII. Legislative Action Subcommittee**

##### **A. Approved Minutes – none - Subcommittee Update**

Mr. James Loeper is also retiring from the Legislative Action Subcommittee (LAS) and he will be missed. Applications have been received for membership. Mr. Sible is working with the State 911 Committee Chair, Mr. Troyer to establish a formal membership process for the acceptance and composition of the Legislative Action Subcommittee.

##### **B. Legislation Update - Public Act 51 of 2018**

Senate Bill 400 was signed into Public Act 51 of 2018, on March 8, 2018. Thanks were given to everyone who worked to have the legislation passed. Details are on the State 911 Committee's website.

Mr. Troyer gave a special thanks Mr. Ben Bodkin and Sgt. Matthew Williams who worked behind the scenes for countless hours to work on the legislation. Mr. James Loeper asked that the SNC issue a letter of thanks to each of them.

##### **C. Legislation Update - Senate Bill 314**

The legislation offered in Senate Bill 314 is an effort to eliminate the established Multi-Line Telephone System (MLTS) guidelines and there has been no legislative activity. The SNC has worked since 2004 to have MLTS in place so callers can be located. Therefore, LAS will continue to follow the legislation.

#### **IX. Policy Subcommittee**

There was nothing new to report.

#### **X. State 911 Administrator's Report**

Notifications by mail and email have been sent to providers and retailers regarding Public Act 51 of 2018. The State 911 Charge of 25 cents is effective May 5, 2018, and the retailer's prepaid wireless 911 surcharge of 5% per retail transaction took immediate effect as of March 8, 2018. The letter also included the new legislative requirements of the State 911 Committee to track revenues and report to the Michigan Public Service Commission for the collection of the fees, and the Michigan Attorney General's standing to pursue providers for non-collection of those fees.

The revenue for the State 911 Fund is down this last quarter. The increases from the legislation will likely not be seen until August based on the collection and remittance dates.

The proposed revised Memorandum of Agreement (MOA) for the Michigan Geographic Information System (GIS) is in draft form for the Michigan Department of Technology Management and Budget and the GIS participants to sign. The document gives ETS the responsibility to vet and approve requests to use the GIS repository and the SNC would be responsible for hearing the appeals.

A **MOTION** was made by Mr. John Bawol, with support by Mr. Marc Gramlich, to approve the MOA for the GIS repository, with the addition of the statement that the requests for access would be reviewed at the "next regularly scheduled meeting". With discussion, the **MOTION** carried.

The National Highway Traffic Safety Administration (NHTSA) is still awaiting the final approval on the NG911 federal grants rules.

The annual 911 Goes to Washington event was held last month. While Michigan had its smallest group which included Harriet Miller-Brown, and SNC members Ms. Jordyn Sellek and Ms. April Heinze, they managed its busiest schedule ever with back to back meetings.

The Federal Communication Commission's Ninth Annual Report is available, and a link is also provided on the SNC website. Michigan is known for being one of most transparent states in providing its reports on the state and local funding levels.

The State 911 Office will be helping with part of the SLIGP2 process with FirstNet as it pertains to the integration at the PSAP level. The grant itself will be administered by another division of the Michigan State Police (MSP).

The Smart911 report of numbers and licenses were provided to members. Mr. Shawn Sible, identified that State of Michigan's budget development cycle is in progress and the current Smart911 licenses are anticipated to be paid for through this fiscal year and the next fiscal year. Therefore, MSP is not supporting any requests for additional funding for the upcoming budget plan at this time. Mr. Jeff Troyer requested data for the profile pops (a pop is considered to be a caller with a 911 Profile calling 911) on a quarterly basis to determine a use and cost analysis. Mr. Sible confirmed that those working on the budget presently do not have this information available to them, however it will be necessary to look beyond the initial percentages to determine the true enrollment. The fiscal year 2018 appropriation will be negotiated once the first appropriation has been spent down and will likely include discussions for marketing strategies.

The State 911 Office staff was introduced, including Ms. Lynsday Stephens who started a Telecommunicator newsletter this year to be sent to telecommunicators. A copy of the March newsletter was handed out to the State 911 Committee members.

Federal legislation known Kari's Law was signed recently, and it may affect the State of Michigan's current MLTS best practices/guidelines. Therefore, Mr. Joel King from the Attorney General's office will be reviewing the same and providing guidance.

## **XI. Public Comment**

Mr. James Loeper addressed the membership regarding the continued losses of ambulance services. The most affected areas appear to be in the rural areas which commonly utilize volunteers. The volunteer services are not seeing youth or new member enrollment. Also, the regulations and training for ambulance staff has created a financial burden for the communities. He is concerned about the effect on 911.

Mark Barnes further added that Public Act 291 was recently updated to require firefighters to have training requirements beyond the basic initial required training. Small communities will likely be affected by the costs associated with the required continuing education.

Ms. April Heinze mentioned that the 50<sup>th</sup> Anniversary of the first 911 call was on February 16, 1968, in Alabama. The 50<sup>th</sup> anniversary is momentous as well since Kari's Law was signed at approximately the same time and Michigan's Public Act 51 of 2018 was also recently signed.

Ms. Jordyn Sellek inquired as to the balance on the SMART911 account. The current balance from the first appropriation is \$898,000 and there is 2.2 million in the second appropriation.

**XII. Next Meeting**

Michigan State Police Headquarters, Wednesday, June 13, 2018, at 10:00 a.m.

**XIII. Adjourn**

A MOTION was made by Mr. Rich Feole, with support of Mr. Marc Gramlich, to adjourn the meeting. The meeting adjourned at 11:16 a.m.