



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, June 13, 2018
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
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
Mr. Rich Feole	Association of Public Safety Communication Officials
F/Lt. Jay Poupard for Mr. Shawn Sible	Michigan State Police
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Mr. John Bawol	Governor's Appointee, Public Member
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Jeanette Doll	Michigan Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
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. Lyndsay Stephens	State 911 Administrator's Office
Ms. Kristine Bond	State 911 Administrator's Office
Voting Members Absent	Representing
Sgt. Frank Williams	Michigan State Police Troopers Association
Mr. James Loeper	UP Emergency Medical Services Corporation
Chief Mark Barnes	Michigan Association of Fire Chiefs
Deputy Chief David LeValley	Michigan Association of Chiefs of Police
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Dave Hiller	Fraternal Order of Police
Ms. Heidi Roberts	Deputy Sheriff's Association

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 10:02 a.m., and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Mr. John Bawol, with support by Mr. Marc Gramlich, to approve the meeting minutes of March 14, 2018, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Troyer referred the State 911 Committee members to the copy of the SNC thank you letter to Mr. Ben Bodkin and the SNC thank you letter for Sgt. Matthew Williams that was delivered to Colonel Kriste Kibbey Etue in regard to their efforts on Senate Bill 400.

IV. New Business

A. Informal Dispute Resolution

The State 911 Office was asked to assist with an informal dispute resolution process for Peninsula Fiber Network (PFN). Mr. Jeff Troyer included in these meetings the following SNC members: Ms. April Heinze, Ms. Jordyn Sellek, and Ms. Wendy Thelen. The group was presented with exchange splitting issues on the border exchanges that was found when cutting over to PFN from Windstream and AT&T. While there are final communications and a summary to be approved, the issue appears to have been resolved. A final summary will be provided to the SNC at the next meeting. Mr. Troyer thanked the SNC members that participated.

B. Lake County

Multiple sources of information gave concern that Lake County was experiencing staffing difficulties. While there could have been authority for the Certification Subcommittee to consider a For Cause Review, it was decided that a meeting might be helpful to review the concerns with Lake County 911 on its 911 Plan and moving forward with the other identified concerns. Several Lake County officials participated in the meeting where it was determined that funding was not an issue and the personnel and staffing issues appeared to have been resolved. A written report by the Certification Subcommittee will be provided at the next SNC meeting.

V. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Rich Feole, with support by Ms. April Heinze, to accept the February 8, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Request for Review – Gratiot County

A change in leadership has occurred, and a request for a review has been made. The Certification Subcommittee supports the request.

A **MOTION** was made by Mr. Rich Feole, with support by Ms. April Heinze, to approve the Request for a Compliance Review – Gratiot County as presented. With no discussion, the **MOTION** carried.

C. Compliance Review Report – Shiawassee County

Mr. Rich Feole presented the Shiawassee County Compliance Review Report to the SNC with the summary and the recommended findings pertaining to secured parking and removing warrants from the dispatch center.

Discussion was held on the recommended finding of the secured parking for the entire employee parking lot. It was questioned whether it was a best practice and whether all PSAP employee parking lots should be held to this added security feature or if it was overreaching.

The issue of removal of the warrants from the PSAP was also a request by the Director, and the team included it in the report. Mr. Rich Feole did not confirm that the removal of the warrants as a best practice requirement, but rather something many PSAPs have an interest in seeing changed so warrants would remain at the court. Through discussion, it was suggested that as long as LEIN requirements are followed, it would appear to be a local and funding decision. For reporting purposes, it was requested that a director requested statement be clarified as a director's request in the report.

A **MOTION** was made by Mr. Rich Feole, with support by Mr. John Bawol, to accept the Shiawassee County Compliance Review Report as presented. The **MOTION** after discussion, was withdrawn by Mr. Rich Feole for further consideration by the Certification Subcommittee.

D. Compliance Review Report – Ingham County

Mr. Rich Feole presented the Ingham County Compliance Review Report to the SNC with the summary and recommendations which included referral options for preparing its ballot proposal language and updating the website.

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

E. Subcommittee Updates

The Montcalm County Compliance Review is almost complete, and the Certification Subcommittee is awaiting the results of the county's independently contracted financial audit before finalizing the review.

The Oakland County Compliance Review has all of its site visits completed (Oakland County Sheriff Department is not participating in the site review) and a meeting is scheduled for June 26, 2018, to review the county financial records.

The Livingston County Compliance Review is scheduled for a site visit on July 16, 2018.

The Manistee County Compliance Review has outstanding required findings to complete. There is a hearing scheduled to finalize its updated 911 Plan. Once the process is complete, a final report will be issued.

The Oscoda County Compliance Review has outstanding required findings to complete. The Certification Subcommittee is awaiting receipt of 911 Plan draft and the updated Policies and Procedures along with complying with the training standards.

VI. **Dispatcher Training Subcommittee**

A. Approval of Minutes

A **MOTION** was made by Mr. Marc Gramlich, with support by Mr. Dale Berry, to approve the February 22, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Request for Training Course Approval Form (DTS-34) Update

The form was updated so the instructions now include the following statement, "If the course is conducted over multiple days, a sign in sheet will be provided for each day".

A **MOTION** was made by Mr. Marc Gramlich, with support by Mr. Christian Marcus, to approve the Training Course Approval Form (DTS-34) as updated. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

The Michigan Department of Treasury released the May distribution to the 126 eligible PSAPs which should have been received by May 31, 2018. The full-time equivalent (FTE) of \$459.40 is based on the total of 1,962 FTEs.

At the May Dispatcher Training Subcommittee meeting, three training provider appeals were reviewed with two appeals granted and the third appeal was denied. The denied appeal was given written notification of its right to appeal to the full SNC and the deadline for the appeal has expired. Also at the same meeting, concern was expressed over two approved courses based on issues with the instructors. Therefore, letters were sent to the course providers and each have responded appropriately. Follow up is planned and will continue as needed for these courses.

Mr. Vic Martin is retiring as of June 22, 2018, from the subcommittee. Together with Mr. Dave Ackley's retirement last fall, the subcommittee has posted three openings for the subcommittee. Applications are due June 15, 2018, and the subcommittee will review the applicants at the August meeting.

According to the records, there are approximately 41 delinquent telecommunicators and 47 undesignated telecommunicators. The Dispatcher Training Subcommittee's Course Approval Review Team has approved 81 requests for training course approval and/or renewal and denied five.

VII. **Emerging Technology Subcommittee**

A. Approval of Minutes

A **MOTION** was made by Ms. April Heinze, with support by Mr. Marc Gramlich, to approve the March 7, 2018, and May 7 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Emerging Technology Forum

The 2018 Emerging Technology Forum had more attendees than last year. The survey results were positive and will assist the subcommittee as it moves forward with planning the 2019 forum. The subcommittee is open to receive suggestions for topics and speakers. A Tech Talk Monday dinner was held, for the first time the evening before the forum began, and it was hosted by the subcommittee for newer attendees to share more information and provide a high level overview of Next Generation 911. This event also had great feedback and included requests for more time overall to enjoy the meal and network.

C. Michigan Public Service Commission (MPSC) Case No. U-20146 –Response to Comments

The original comment period was too short for the Emerging Technology Subcommittee and the SNC to participate in the initial filing. Therefore, it was determined that it would be appropriate to draft a response comment once the initial comments were filed. Ms. Harriet Miller-Brown outlined the draft Response Comments of the State 911 Committee document. The intent in drafting of the document was to remain vendor neutral and ensure the SNC based its comments on the needs of the PSAPs, including network cost recovery for NG911 to existing military PSAPs and any future tribal PSAPs in the State of Michigan.

A **MOTION** was made by Ms. April Heinze, with support by Mr. Christian Marcus, to approve the Response to Comments to the MPSC Case No. U-20146 as presented. With no further discussion, the **MOTION** carried with Ms. Wendy Thelen noted as having abstained for the vote.

D. Subcommittee Updates

Based on the Federal Communications Commission's (FCC) Outage Reporting Workshop, the FCC has called for a more standardized approach to inform PSAPs of a 911 outage. The Alliance for Telecommunication Industry Solutions (ATIS) is working with the telephone carriers, National Association of State 911 Administrators (NASNA), National Emergency Number Association (NENA), and the Association of Public Safety communications Officials (APCO) to prepare a major standardized resource with several features. A Best Practice policy will be a separate effort.

The Emerging Technology Subcommittee (ETS) has formed a workgroup to develop an IP Best Practices document for PSAPs in Michigan. A draft is planned for the ETS September meeting and the SNC may see the document at its December meeting.

Uber and RapidSOS have created a partnership to add Rapid SOS to Uber's application. Six PSAPs across the country have entered into the pilot, including Chattanooga, Tennessee. Through the application, the 911 button pinpoints the location using the Uber SOS system which in turn uses the RapidSOS location clearing house. The third party processing of the call was questioned and Ms. Harriet Miller-Brown will be hearing more at the upcoming National Association of State 911 Administrators (NASNA) meeting. It was also suggested that RapidSOS could be invited to present to the SNC. There are several standards, including those of NENA, which the third party applications need to meet.

VIII. **Legislative Action Subcommittee(LAS)**

A. Approval of Minutes

A **MOTION** was made by Mr. Dale Berry with support by Ms. April Heinze, to approve the November 6, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Legislation Update - Senate Bill 314

Senate Bill 314 was introduced a little over a year ago regarding Multi-Line Telephone Systems and the State 911 Committee provided a letter of opposition. There has been no activity.

It was also mentioned that the Senate Bill 930 which proposes to use 911 funds for road signs, and is contrary to the State 911 Committee's position, has had no activity. There is no action necessary at this time.

C. SNC LAS Letter Regarding Senate Bill 601 and House Bill 5579

The letter to address both bills, SB 601 and HB 5579, were signed by Mr. Jeff Troyer instead of the LAS Chair/Michigan State Police (MSP) Deputy Director, Mr. Shawn Sible to avoid a potential conflict of interest. Because of the short timeline involved, LAS took immediate action. Ms. Jordyn Sellek, explained the budget bills were similar in addressing a statewide panic button to be mandated for schools through Senate Bill 601 (MSP Budget -supplemental bill for current budget year) and House Bill 5579 (School Aide - next budget year).

The language was different from the Rave Mobile Safety's SMART911 contract because: the Panic Button was for three million dollars, it mandated participation, there was no accountability for work to be completed before payment, there were unclear definitions, and it was not clear whether it would force a county into participation in Rave Mobile Safety's SMART911 product. The language did not survive in HB 5579. However, through SB601, money was added to an existing school safety grant at MSP to allow for the purchase of: technology equipment, upgrade hardening measures, or to conduct school building safety assessments to improve the safety and security of school buildings, students, and school staff. This will allow schools to determine what resources/products are needed for its school, apply for the grant, and establish its own contracts for service by September of 2019.

D. Subcommittee Update

There are pending applications for LAS membership, but a proposed internal policy is under review before the applicants are reviewed. The meetings are open to the public and the applicants are also being notified in case they would like to attend. The issues of membership discussed included: quorum requirements, diversity in the subcommittee membership, and setting limits on the number of members for a subcommittee.

IX. **Policy Subcommittee**

There was nothing new to report. However, Mr. Dale Berry agreed that all subcommittees should have policies on membership and offered the Policy Subcommittee's assistance if needed.

A best practice for telephone CPR was assigned to the policy subcommittee. However, before beginning, the present membership should be reviewed since there have been a number of retirements. Those interested in the subcommittee should notify Ms. Harriet Miller-Brown with a letter of interest and a resume.

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

There is a significant decrease in the prepaid revenue this past quarter. Some of the decrease may be reflective of the prior lack of enforcement provisions and the providers who stopped paying. However, now that there are enforcement provisions and a mailing was sent with this information, there is already significant gains being seen in individual providers. By the December meeting, the full realization of the legislation should be understood. Mr. Christian Marcus noted the Michigan Retailers Association learned from a survey that six percent (6%) of retailers had or were planning to discontinue the sale of prepaid services.

For the decreased postpaid fee revenue, it's noted as a significant decrease at approximately \$1.8 million which translates into an estimated 35% decrease to PSAPs. The information is less than a week old. The Treasury's data of the service providers will each need to be reviewed individually to determine where the difference occurred. It was questioned whether Treasury made an error or should be made to notify the State 911 Office in such a situation of an abnormal decrease as well as be held to metrics. The SNC Chair asked what resources the SNC can provide to obtain the information sooner. The planned automation project is set with the goals of having Treasury data information available in real time, analytics, remittance information and reporting features. It was not known whether the new accounting system, SIGMA could be a factor. A progress update will be provided at the next quarterly meeting (Additional information will be provided to the SNC prior to that as needed).

A **MOTION** was made by Mr. Dale Berry with support by Mr. John Bawol, to approve the request the SNC Chair to meet and discuss with Mr. Sible the \$1.8 million funding loss and steps for monitoring the revenue and prevent such a discrepancy from occurring in the future. With discussion, the **MOTION** carried.

An automation project has begun for the State 911 Office, and a series of meetings are required with the Department of Technology, Management, and Budget (DTMB) as part of the process. Lean Process Improvement meetings, at no cost, are scheduled to assist with the assessment of collecting data, analytics and the streamlining of processes that would assist the State 911 office and its various users. After the meetings are completed, the procurement process will begin. There are several processes that require automation and the Dispatcher Training Database is no longer supported by DTMB. Also as mentioned, the Michigan Department of Treasury resources are also utilized through manual efforts which are cumbersome. Updates on the automation project will be provided at the quarterly meetings. Mr. John Bawol stated that strong support from the SNC is necessary since the office has been asking for this for years, and there is the potential to lose revenue without the automation.

Mr. Joel King from the Department of Attorney General was thanked for his review of the Multi-Line Telephone System documents that was required due to the recent federal legislation known as Kari's Law.

XI. Public Comment

Ms. Patricia Coates gave her compliments to the Certification Subcommittee for its work with the 18 diverse PSAPs to get through the documentation requirements and the site visits needed to complete the Oakland County Compliance Review.

XII. Next Meeting

Michigan State Police Headquarters, Wednesday, September 12, 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 12:06 p.m.