



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, September 12, 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
Mr. Shawn Sible	Michigan State Police
Mr. Steven Berenbaum	Commercial Mobile Radio Service
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
Sheriff Richard Behnke	Michigan Sheriffs' Association
Sgt. Frank Williams	Michigan State Police Troopers Association
Mr. James Loeper	UP Emergency Medical Services Corporation
Chief Mark Barnes	Michigan Association of Fire Chiefs
Non-Voting Members Present	Representing
Mr. Joel King	Office of the Attorney General
Ms. Cindy Homant	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
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Ms. Jeanette Doll	Michigan Department of Licensing & Regulatory Affairs
Mr. Dave Hiller	Fraternal Order of Police
Mr. Mark Docherty	Michigan Professional Firefighters Union
Ms. Heidi Roberts	Deputy Sheriff's Association
Deputy Chief David LeValley	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

Mr. Jeff Troyer called the State 911 Committee (SNC) meeting to order at 10:00 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 June 13, 2018, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Troyer referred the State 911 Committee (SNC) members to a letter received from the Michigan Communication Directors Association (MCDA). The letter referred to migration and conversion issues, and it has been forwarded to the office of the Attorney General (AG) for review. While it may be necessary to put together a workgroup consisting of SNC members, no action will be taken until the AG recommendation is issued. Mr. John Bawol offered to participate in the workgroup if one is established.

IV. Old Business

A. Informal Dispute Resolution - Peninsula Fiber Network

A memorandum was issued to Peninsula Fiber Network (PFN) upon the completion of the informal dispute resolution. The memorandum includes privileged details, but in summary there was a lack of communication between various parties, and a solution has been implemented to resolve the issue. The Chair, Mr. Jeff Troyer, thanked the following SNC members who participated in the workgroup: Ms. April Heinze, Ms. Jordyn Sellek, and Ms. Wendy Thelen.

V. New Business

A. Proposed 2019 SNC Meeting Schedule for Approval

The proposed schedule for the quarterly meetings was provided to the members. There was a discussion of the September meeting date.

A **MOTION** was made by Mr. James Loeper, with support by Chief Mark Barnes, to approve the 2019 meeting schedule of March 13, June 12, September 18 (replacing September 11), and December 11. With no further discussion, the **MOTION** carried.

B. Office of the Auditor General – Final Audit report of 911 Fund

The Office of the Auditor General (OAG) issued a final audit report, and Ms. Harriet Rennie-Brown had emailed it separately from the quarterly SNC binder. For the last two years, there has been a finding to the Department of Treasury's accounting system. The Department of Treasury has already responded to the OAG.

A **MOTION** was made by Mr. James Loeper, with support by Mr. Shawn Sible, to accept the final audit report and place it on file. With no further discussion, the **MOTION** carried.

VI. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Rich Feole, with support by Ms. April Heinze, to accept the May 15, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Compliance Review Report – Livingston County

Livingston County was randomly drawn for review at the February meeting, and the site visit was completed on July 16. There were no recommendations or findings, and Livingston County was found to have its 911 operations to be functional and fiscally in compliance.

Chief Mark Barnes acknowledged that Livingston County is also a Regional Emergency Dispatch (RED) Center through the Mutual Aid Box Alarm System (MABAS).

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

C. Compliance Review Report – Manistee County (Final Addendum)

The Manistee County Compliance Review Report was previously accepted by the SNC. The required findings itemized in the report have been completed and are noted in the addendums. The last addendum confirms the last requirement, of updating the 911 plan, was completed.

A **MOTION** was made by Mr. Rich Feole, with support by Ms. April Heinze, to accept the Manistee County Compliance Review Report with its final addendum as presented. With no discussion, the **MOTION** carried.

D. Compliance Review Report – Montcalm County

The Montcalm County Compliance Review Report was presented with several recommendations, but no required findings. The site visit occurred on April 26, 2018. At the time the review was being approved by the Certification Subcommittee, Montcalm County's independent audit was completed. It was found through the audit that a sizable transfer needed to occur through Municipal Employees Retirement System (MERS) from the Montcalm County Pension Plan to the Montcalm County Central Dispatch Authority Pension Plan. The subcommittee also received confirmation that the indirect cost allocation memorandum as recommended had been updated.

A **MOTION** was made by Mr. Dale Berry, with support by Mr. James Loeper, to approve the Montcalm County Compliance Review Report as presented. With no discussion, the **MOTION** carried.

E. Lake County Report

The Lake County Report was presented with the dispatch center's issues and findings from the meeting with Lake County representatives. The issues originally presented were found to be addressed.

A **MOTION** was made by Mr. Rich Feole, with support by Mr. Shawn Sible, to approve the Lake County Report as presented. With no discussion, the **MOTION** carried.

F. Subcommittee Updates

The Shiawassee County Compliance Review also has a MERS issue pending. A letter requesting information and documentation has been requested, but the administrator from the county has to grant permission to provide access to MERS or provide the responses that become available. The MERS payments had increased drastically and included staff that did not belong in the plan. The undersheriff and the new 911 director are aware of the information requests and the requirements that need to be satisfied before the compliance review can be finalized. Shiawassee County is one hundred percent surcharge funded.

The Gratiot County Compliance Review is experiencing delays of the normal documentation deadlines due to the director having been on medical leave and only recently returning to work. There have been offers to meet and assist with the collection of the necessary records. Since the compliance review is by request, those requesting the review have been provided an update.

At the last Certification Subcommittee meeting, Allegan County and Kalamazoo County were both randomly drawn for a compliance review. Allegan County has started to provide documentation and a site visit will be scheduled. Kalamazoo County has requested and received a six-month extension since it is presently in the process of a consolidation. Because of the extension granted to Kalamazoo County, another drawing was conducted and Meceola

Consolidated Central Dispatch was randomly drawn for a compliance review. Meceola Consolidated Central Dispatch, which serves the counties of Mecosta and Osceola, has started to submit its records.

The Oakland County Compliance Review has been going through final edits and is expected to be presented at the next SNC meeting.

VII. Dispatcher Training Subcommittee

A. Approval of Minutes

A **MOTION** was made by Chief Mark Barnes, with support by Ms. Jordyn Sellek, to approve the May 16, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Training Fund Distribution Approval Request for November

The number of full-time equivalents (FTE) of 1,962 will be reduced for the November distribution by five FTEs since the Fraser Police Department's dispatch center was consolidated on June 1, and is now served by the South East Regional Emergency Services Authority (SERESA).

A **MOTION** was made by Mr. Marc Gramlich, with support by Ms. April Heinze, to approve the FTE count of 1,957 as presented for the November 2018 PSAP Training Fund distribution. With discussion, the **MOTION** carried.

It was explained how the FTE was computed and the trend. The first FTE payment approved earlier this year was the highest FTE count known to the subcommittee. While there is significant improvement in participation, there were approximately nine agencies that did not apply this past year. The Dispatcher Training Subcommittee will continue to monitor the application process to identify any outreach efforts needed for non-filing agencies.

Any agency performing primary public safety answering point (PSAP) duties are subject to the dispatcher training standards, including police departments. Police officers already have the option of applying for the Michigan Commission on Law Enforcement Standards (MCOLES) 302 training fund. However, if they perform telecommunicator duties, there is also the option of applying for the Dispatcher Training Funds, but not both. The agency must choose one training fund as provided by the guidelines that control the available training funds. More details regarding the funding restrictions were requested.

C. Subcommittee Updates

With the need for Next Generation 911 training, the subcommittee discussed options. The Dispatcher Training Manual's internal training references will be revised with proposed language for consideration.

The meeting schedule for 2019 has been established.

As an update, the Southfield Police Department training fund review from the Oakland County Compliance Review was issued with a requirement to return training funds. The Southfield Police Department returned \$3,965.99 to the Dispatcher Training Fund on August 30, 2018.

There are three new members to the subcommittee. Mr. Gramlich introduced Jennifer Robertson, a Communication Section Supervisor, of Farmington Hills Police Department who was present. Also named to the subcommittee are: Kimberly Grafton, a Deputy Director of Calhoun County Consolidated Dispatch Authority, and Melissa Harris, a Supervisor at Ingham County 911 Central Dispatch Center.

According to the records, there are approximately 20 delinquent telecommunicators and 41 undesignated telecommunicators.

The subcommittee discussed the different deadlines for employee training. The different deadlines are difficult to track in the current system, and agencies often maintain separate tracking practices. It is possible the software development project may address these issues, and the subcommittee may further explore that deadline date to simplify the tracking.

A PSAP recently had a telecommunicator who after serving the military was now marked as delinquent. The newly hired employee had been deployed for military service, returned for a period, and has the needed training scheduled. However, the training is past due according to the Module II requirements. Once the telecommunicator completes the training requirement, the designation will be removed, and it is not kept in the records. The director would like to have the Module I and II delinquency to be similar to the requirements of Module III (continuing education) so the telecommunicator would not have to be designated as delinquent. The subcommittee was sympathetic to the situation, but the telecommunicator had a sufficient period of time to complete the training.

VIII. Emerging Technology Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. April Heinze, with support by Mr. James Loeper, to approve the June 6, 2018, and August 1, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

The 2019 meeting schedule for the subcommittee has been set with the April meeting date to be cancelled if the subcommittee is fully prepared for the upcoming 2019 Emerging Technology Forum.

2019 Emerging Technology Forum planning is underway with the Technology Talk Dinner on Monday, April 15, and the forum on April 16 and 17. This year's dinner will be opened to all forum participants. A save the date was sent, and the forum will be held at the Great Wolf Lodge in Traverse City. The subcommittee is in the process of narrowing session topics. A letter for sponsors is being drafted for sponsorships of the dinner and lunches. If a vendor is interested in sponsoring a portion of the forum, please contact a subcommittee member or Ms. Cindy Homant.

Multiple discussions have been held to determine the content and assist with the drafting an IP Best Practices document.

Through the federal grant process, it was determined that an update would be needed to reflect the new legislation. A workgroup was formed, out of the subcommittee, to work with Ms. Harriet Rennie-Brown to update the State 911 Plan.

On September 5, 2018, the Federal Communications Commission published a proposed rulemaking pertaining to Kari's Law Act of 2017 relating to Multi-Line Telephone Systems and to Section 506 of the Ray Baum's Act of 2018 which relates to ensuring dispatchable location is conveyed regardless of the platform used.

IX. Legislative Action Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Dale Berry with support by Mr. James Loeper, to approve the May 3, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Update

The Legislative Action Subcommittee has three applicants to review. However, before the review is done, the subcommittee is developing guidelines for its membership. The subcommittee reviewed proposed guidelines and offered revisions which will be provided to the members for approval at the next meeting.

The first appropriation Rave Mobile Safety's SMART 911 is almost depleted, and the second appropriation will then be used. Discussions have been held with PSAP directors about the uses of the appropriation, including marketing. However, the directors are interested in keeping the appropriation to pay the licenses only.

Mr. Jim Loeper offered that the entire Upper Peninsula has the Panic Button in all hospitals, schools, and government buildings and suggested the school grant was worth pursuing.

X. Policy Subcommittee

No update was provided.

XI. State 911 Administrator's Report

In Ms. Harriet Rennie-Brown's absence, Ms. Cindy Homant provided the report. The surcharge fund information, which is pulled from Treasury just before the SNC meeting packets are sent, looked more in keeping with past distributions this time. The information from Treasury changes daily. A meeting is scheduled with Treasury next month to discuss multiple issues as it pertains to the Treasury's old system, the SNC's automation project, and the processes that will assist with the compliance of the new legislative requirements.

The last Administrator's Report had the available Treasury information, but it was impacted by the timelines in the complicated processes of batching and posting of payments at Treasury. The subsequent interim report provided more information with numbers that the SNC members would normally expect. The present process of obtaining information from Treasury is through a read only system. This requires a considerable amount of time in a copy and paste process, sorting, and looking at each individual account in Treasury to put a spreadsheet together. It's important to the State 911 Administrative Office to include Treasury as the automation project is being designed to improve processes that can be helpful to both agencies.

There are presently 376 retailers remitting payments to Treasury and approximately 400 retailers identified as no longer remitting payments. Over 2,000 non-compliance letters have been sent from the State 911 Office to retailers and suppliers. As letters have been sent, some of the entities have contacted the office. As the information is tracked for compliance, site visits may be performed. There is one large retailer that is non-compliant. The State 911 Office will need to meet with the Michigan Public Service Commission to establish the collection process for the non-compliant retailer as required by the new legislative requirements.

FirstNet has been completing site visits in the Lower Peninsula beginning August 27, 2018. The group will be going to PSAPS and Emergency Operation Centers up north and the Upper Peninsula the week of September 24, 2018. A FirstNet survey was sent out, and the State 911 Office shared it as well. Responses to the survey are due September 30, 2018.

There are 81 PSAPs enrolled in SMART911. Of those, 69 PSAPs are live and 12 PSAPs are working through the process.

Mr. Shawn Sible indicated that Rave Mobile Safety brought a proposal to the Michigan State Police to provide Rave Prepare for emergency managers. The proposal was being conditionally offered as long as the PSAPs enrolled in SMART911 were to continue to receive funding. The Rave Prepare cross populates its profiles with SMART911 and could provide a way to increase the profile enrollment. The parties are in early discussion of the terms, and no decision has been made.

The certification for the Next Generation 911 Grant, due September 10, 2018, was completed by Ms. Harriet Rennie-Brown. The services of Grant and Community Service Division of MSP are needed to process the grant application. The State of Michigan has the opportunity to qualify for \$3.1 million dollars from the federal grant, as well as an opportunity to request additional funds. Information is being gathered to request the full amount and additional funds. There are three focuses for the grant: 1) assistance to PSAPs in need of IP-capable CPE, 2) last mile IP911 connectivity, and 3) address points for the 911 GIS repository for IP based 911 call-routing.

XII. Public Comment

Mr. Dale Gribler, of Rave Mobile Safety, provided the committee members with a handout to invite them to the upcoming free Rave User Group events. The first event will be held in St. Johns at AgroLiquid on October 2, 2018. Mr. Dale Gribler also offered to meet with Christian Marcus to answer his specific questions on geofencing and the profile's need to update every six months. A reminder has been sent to the PSAPs about the statute's deadline of October 1, 2018, for signing up for SMART911.

XIII. Next Meeting

Michigan State Police Headquarters, Wednesday, December 12, 2018, at 10:00 a.m.

XIV. Adjourn

A MOTION was made by Mr. Rich Feole, with support of Mr. Marc Gramlich, to adjourn the meeting. The meeting adjourned at 11:27 a.m.