



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, December 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. Rich Feole	Association of Public Safety Communication Officials
F/Lt. Jay Poupard sitting in for 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
Ms. Jeanette Doll	Michigan Department of Licensing & Regulatory Affairs
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
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
Voting Members Absent	Representing
Chief Mark Barnes	Michigan Association of Fire Chiefs
Mr. Christian Marcus	Michigan Association of Counties
Mr. Mark Docherty	Michigan Professional Firefighters Union
Mr. James Loeper	UP Emergency Medical Services Corporation
Ms. Heidi Roberts	Deputy Sheriff's Association
Deputy Chief David LeValley	Michigan Association of Chiefs of Police
Mr. Dave Hiller	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

A **MOTION** was made by Mr. John Bawol, with support by Mr. Rich Feole, to approve the meeting minutes of September 12, 2018, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Troyer referred the State 911 Committee (SNC) members to letters of reappointment for Ms. April Heinze from the Majority Leader of the Senate, Mr. Rich Feole from the Michigan Association of Public-Safety Communications Officials, and Mr. Jeff Troyer, from the Speaker of the House of Representatives.

IV. Old Business

A. Letter from Michigan Communication Directors Association

A service provider neutral group was established with: Jeff Troyer, Wendy Thelen, Jordyn Sellek, Jennifer Greenburg, and Harriet Rennie-Brown. Other SNC members who had offered to participate were thanked. The initial meeting was held with the Michigan Communication Directors Association (MCDA) representatives. Immediately afterward, the workgroup met and research is being done. There are plans to speak with the providers as needed to discuss the transition from the legacy environment. The MCDA has already reported that changes are occurring. The next meeting is planned for January. An update will be provided at the next SNC as allowable.

V. New Business

A. Presentation for Colonel Kriste Kibbey Etue

The SNC Chair, Mr. Jeff Troyer and past SNC Chair, Mr. Dale Gribler presented a letter of appreciation to Colonel Kriste Kibbey Etue who is scheduled to retire at the end of December. The letter was presented as a thanks by each SNC chair, including past SNC chair, Mr. Tim Smith that served during her leadership roles at the Michigan State Police.

B. Nomination and Election of Officers for 2019

A **MOTION** was made by Mr. John Bawol, with support by Mr. Rich Feole to approve a single ballot for the Chair, Mr. Jeff Troyer and Vice Chair, Ms. April Heinze to continue their current positions and the nominations be closed. Roll call for voting was completed, and the **MOTION** carried by an unanimous vote. Effective January 1, 2019, Mr. Jeff Troyer will serve as Chair, and Ms. April Heinze will serve as Vice Chair for one year.

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 August 21, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. 2019 Report to the Legislature: County Information Report (SNC 301)

The form, SNC 301 was updated for 2019 and includes an expanded section 8, to collect next generation 911 (NG911) data for research and various reports that the State 911 Administrative Office completes.

A **MOTION** was made by Mr. Rich Feole, with support by Ms. Jordyn Sellek, to approve the 2019 Report to the Legislature: County Information Report (SNC 301) as presented. With no discussion, the **MOTION** carried.

C. Compliance Review Report – Oakland County

The Oakland County review required many site visits. Therefore, the review was broke down into groups, dates, and different review teams. Mr. Feole highlighted the findings of the requirements and recommendations for the public safety answering points (PSAP) in Oakland County. Subcommittee Chair, Mr. Rich Feole also thanked Ms. Patricia Coates for her assistance with coordinating the review efforts.

A **MOTION** was made by Mr. Rich Feole, with support by Ms. Jordyn Sellek, to approve the Oakland County Compliance Review Report as presented. With no discussion, the **MOTION** carried.

D. Compliance Review Report – Gratiot County

The Gratiot County Review was by request of Gratiot County Central Dispatch. Within the findings, there were recommended and required findings. Within the three required findings, the first was a disallowable item for E-tickets that requires repayment of \$67,793.87 to the State 911 Administrative Office by January 11, 2019. E-tickets and its supplies for the patrol cars within the county were paid for using 911 funds. The second required finding, requires the update of the 911 County Plan, and finally the last requirement requires that all telecommunicator training be updated in order to comply with the dispatcher training standards. Mr. Dan Morden, previously the interim director, was recently named the full-time director and has already joined at least one organization (National Emergency Number Association – Michigan Chapter) to participate in regular 911 communications.

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

E. Compliance Review Report – Allegan County

The Allegan County Compliance Review had no required findings and one recommendation. The financials were complete and required no additional questions before or at the site visit.

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

F. Subcommittee Updates

The Meceola site visit for its compliance review will be taking place within the week. The Kalamazoo County compliance review will be delayed due to the recent consolidation. Delta County and Lapeer County were each drawn for a random compliance review.

VII. Dispatcher Training Subcommittee Report

A. Approval of Minutes

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

B. 2019 Dispatcher Training Fund Application Packet

The application packet is scheduled to go out today, after the SNC meeting. The November Dispatcher Training Fund distribution has not been received from Treasury, but information will be updated to the PSAPs once it is available.

A **MOTION** was made by Mr. Marc Gramlich, with support by Mr. John Bawol, to accept the 2019 Dispatcher Training Fund Application Packet as presented. With no discussion, the **MOTION** carried.

C. Telecommunicator Training Program Manual

The Telecommunicator Training Program Manual has suggested revisions to Module III for review. The revision will give training providers a guide to provide Next Generation 911 training for telecommunicators. The subcommittee discussed its placement in Module I and Module III, but chose Module III in order to give PSAPs the option to provide in house vendor specific training and include all employees in the training. The approved courses through the Dispatcher Training Subcommittee (DTS) cannot be vendor specific training and in Module I, only the new employees would receive the training. The addition to the manual was questioned for its placement by the SNC and whether it was necessary given the constant emerging technology. Given the questions by the SNC, the DTS Chair, Marc Gramlich offered to take the revisions back to the subcommittee for further discussion.

D. Subcommittee Updates

The subcommittee met on November 7, 2018, and welcomed three new members: Ms. Kimberly Grafton, Ms. Melissa Harris and Ms. Jennifer Robertson. The subcommittee is also preparing for the upcoming Dispatcher Training Fund application, review and appeal processes in February. The review of the applications requires a full day, and a second meeting date is scheduled for any appeals.

VIII. Emerging Technology Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. April Heinze, with support by Mr. Dale Berry, to approve the September 5, 2018, and October 3, 2018, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

The planning for the Emerging Technology Forum scheduled for April 16 and 17, 2019, at the Great Wolf Lodge in Traverse City continues. The Tech Talk Monday dinner on April 15, will be open to all attendees this year with no additional cost. Once the speaker biographies, session names and session descriptions are collected, an application to the DTS for course approval will be completed. Notification will be sent once the registration is available. The overall cost of offering the forum has increased, and therefore the registration fee has increased to \$75.00 and sponsorships are also being sought to defray the cost of food. The session agenda covers a wide array of next generation 911 topics.

A workgroup was formed to work with Ms. Harriet Rennie-Brown to update the State 911 Plan. The draft is expected to be presented to the SNC at the March 2019 meeting.

Another workgroup is also continuing to gain additional resources to review and develop a document for IP Best Practices.

IX. Legislative Action Subcommittee

A. Subcommittee Update

Due to a scheduling issue, the subcommittee's December meeting was rescheduled. There has been no known movement on Senate Bill 314 or Senate Bill 930. However, if any member learns of any developments, please notify the State 911 Administrative Office immediately.

X. Policy Subcommittee

No update was provided.

XI. State 911 Administrator's Report

The automation project is presently waiting for the assignment of a new procurement specialist to complete the request for proposals (RFP). The RFP is anticipated to be completed by the end of January of 2019. As part of the project, each analyst within the State 911 Administrative Office has assignments to assist with the progress of the lean process improvement (LPI) and automation.

The analysts are establishing workgroups as needed and involving various organizations and individuals to complete the project.

Due to non-disclosure/confidentiality requirements, the SNC can't be provided specific service provider or retailer information during collection efforts until a formal complaint is filed. Therefore, as the State 911 Administrator brings forth collection information, the account(s) that are brought to the attention of the SNC will have to be referred to generically.

A collection request was brought to the attention of the SNC within the administrator's quarterly report, however it recently became known that the account is filing under different employer identification numbers (EIN). Further follow up will be completed, but at this time it appears that the records are confirming the statements made.

Since the report was issued, another account in collections has been identified by Treasury that will require additional review by the State 911 Administrative Office. The account has been submitting Treasury forms/returns calculated at the old rate and has not responded to the correspondence sent. Calculations for the difference of the rates will be done to request collection. A certified letter will be sent with a 30 day deadline to respond. Therefore, it was requested that the SNC give permission to submit the account to the Michigan Public Commission (MPSC) if compliance cannot be established.

Because of the new legislative requirement, a discussion was held on the requirements of collection process. The SNC is required to refer collection accounts to the MPSC for investigation. The MPSC is required to process collection accounts and make recommendations as needed to refer accounts to the Attorney General for a formal action. The SNC inquired whether it had to approve each account for referral to the MPSC for investigation. Based on the statute and discussion that the State 911 Administrator requested approval of each account.

A MOTION was made by Mr. Dale Berry, with support by Mr. John Bawol, to authorize the State 911 Administrator, if needed, to initiate the process with MPSC regarding the unnamed retailer account(s) through its EINs for the irregularity in the collection process. With discussion, the MOTION carried. Ms. Wendy Thelen abstained from the vote.

The 911 fees associated with service providers, postpaid and retailers are collected differently. Additionally, retailers utilize different sales methods that either incorporate or keep the fees separate during the sale process that can impact the calculations during review. Therefore, Mr. Dale Berry suggested that the Administrator provide the committee a written policy and checklist that can be used on each case that is presented to the SNC. The format could aid the committee to determine the work completed and give a simple overview of the account issue(s) for the committee to review and authorize during referral requests to the MPSC.

The federal 911 Grant Program is being pursued to benefit the PSAPs in Michigan. The National Emergency Number Association (NENA), Association of Public-Safety Communications Officials (APCO), and Michigan Communication Directors Association (MCDA) have agreed to supply a letter of support for the grant application. The application will request for PSAPs in need of NG911 assistance with CPEs, and at least one PSAP that is known to be in need of last mile fiber connection to the Peninsula Fiber Network (PFN). The current grant request for Michigan is \$3.1 million and based on other states that do not qualify for the grant, and additional funds may be available to request during the second notice of funding opportunity announcement. Additional work to the GIS repository will be added if Michigan qualifies for more funds.

There has been a delay in the grant due to a number of states that have appealed the non-qualifying status notice. Any additional grant funds that become available will be set aside for work on the address points in the GIS repository. As in the prior grant, the establishment of a technical

advisory committee will be requested for any award received through the grant. As part of the application process, a request for a letter of support was requested by the State 911 Administrator.

A MOTION was made by Ms. April Heinze, with support by Mr. Dale Berry, to approve the issuance of a State 911 Committee letter to Ms. Harriet Rennie-Brown in support of the request for the federal grant. With no further discussion, the MOTION carried.

XII. Public Comment

Ms. Joni Harvey, of Livingston County, is a new member of the Certification Subcommittee and thanked the State 911 Committee for the opportunity.

Mr. Brad Stoddard from the Michigan Public Safety Communications System and the Statewide Interoperability Coordinator for Michigan requested the assistance of the State 911 Committee with the Statewide Communications Interoperability Plan. The plan provides objectives for the Department of Homeland Security by other areas of emergency planning, and he requested assistance to add 911 related components. He also indicated proposed deadlines based on his committee's upcoming March meeting in 2019. The SNC Chair indicated that the matter would be discussed with the State 911 Administrator and scheduled with the appropriate SNC subcommittee for further review.

XIII. Next Meeting

Michigan State Police Headquarters, Wednesday, March 13, 2019, at 10:00 a.m.

XIV. Adjourn

A MOTION was made by Mr. Dale Berry, with support of Mr. Rich Feole, to adjourn the meeting. The meeting adjourned at 11:34 a.m.