



RICK SNYDER
GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

State 911 Committee Meeting

Tuesday, June 10, 2014

MSP - HQ

Meeting Minutes

Voting Members Present	Representing
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. Rich Feole	Association of Public Safety Communication Officials
Mr. Shawn Sible	Michigan State Police
Mr. Jeff Troyer	House Appointee, Public Member
Mr. Dave Hiller	Fraternal Order of Police
Mr. Tim Smith	Michigan Communication Directors Association
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Dee Ann Summersett	National Emergency Number Association
Mr. Lloyd Fayling	Senate Appointee, Public Member
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. Don Welch	Governor's Appointee, Public Member
Mr. Jon Campbell	Michigan Association of Counties
Mr. Adam Starkweather	Michigan State Police Troopers Association
Ms. Karen Towne	Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
Mr. Hal Martin	Office of the Attorney General
Ms. Harriet Miller-Brown	State 911 Administrator's Office
Ms. Theresa Hart	State 911 Administrator's Office
Ms. Amanda Kennedy	State 911 Administrator's Office
Mr. Michael Armitage	State 911 Administrator's Office
Ms. Stacie Hansel	State 911 Administrator's Office
Voting Members Absent	Representing
Ms. Yvette Collins	Commercial Mobile Radio Service
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Susana Woolcock	Michigan Public Service Commission
Lt. Frank Baker	Deputy Sheriff's Association
Mr. Mark Docherty	Michigan Professional Firefighters Union
Chief Kay Hoffman	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

Sheriff Dale Gribler called the State 911 Committee (SNC) meeting to order and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Mr. Smith, with support from Mr. Campbell, to approve the meeting minutes of March 11, 2014, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. John Buczek submitted a letter announcing his retirement from the Fraternal Order of Police. Sheriff Gribler, Mr. Smith, and Ms. Miller-Brown presented Mr. Buczek a plaque for his contributions, dedication, and committed service to Michigan 911.

IV. New Business

Sheriff Gribler welcomed new SNC members: Mr. Dave Hiller, replacing Mr. John Buczek for Fraternal Order of Police, and Ms. Dee Ann Summersett, replacing Ms. April Heinze for NENA. Ms. Miller-Brown introduced Mr. Michael Armitage, an analyst in the State 911 Office whose primary responsibility will be to oversee the funds submitted by the retailers through post- and pre-paid phone services.

V. Certification Subcommittee

A. Approved Minutes – March 6, 2014

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Feole, with support from Mr. Loeper, to approve the March 6, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

Mr. Feole stated the subcommittee is going to increase the number of compliance reviews conducted each year from four to eight. With the increase, the subcommittee added new members; Mr. Ray Hasil from Mason/Oceana 911, Mr. Phil Bates from INdigital, and Mr. Bob Stewart from Frontier.

The Bay County review is expected to be approved at the subcommittee level later in the month and presented at the next SNC meeting.

The subcommittee is working on a best practices document for compliance reviews.

C. Counties for Review

Dickinson and Marquette Counties were chosen at random at the last subcommittee meeting as the next counties up for review.

VI. Dispatcher Training Subcommittee

A. Approved Minutes – February 25, 2014

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Troyer, with support from Mr. Smith, to approve the meeting minutes of February 25, 2014, as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

At the May 20, 2014, meeting, the subcommittee heard an appeal to the denial of a request for training course approval. The appeal was denied and no notice was given by the provider to appeal to the full SNC.

All subcommittee members are encouraged to attend an approved training course so materials submitted for approval can be validated against what is actually being taught in the class. A course is only approved by what is submitted on paper, so the subcommittee relies on feedback from those actually attending the course. Instructors for each course also have to be

approved. A resume and bio must be submitted for an instructor to be approved. The review committee looks at the instructor's training, education, PSAP experience, and any other supporting documentation related to the criteria of the course they wish to teach. Revisions are being made to the approved course listing so the approved instructor will also be included. For 2014, the review team has approved 63 requests for training course approval and denied two.

The dispatcher training tracking program is live; however, there are still a few issues. There are some date discrepancies with the deadline for anyone who was hired 12 months prior to the effective date of the training standards. Ms. Hart will be running reports to identify individuals with the incorrect dates.

The initial 18 months deadline to complete Module I for employees hired in the one year prior to the implementation date is June 13. Ms. Hart will be notifying PSAPs with individuals who have not completed Module I. For those individuals, the PSAP must submit a Plan of Action of how it intends to bring the dispatcher up to the standards. The Plan of Action must be submitted by the first day of the following month. The PSAP then has six months to bring the dispatcher up to the standards. Mr. Loeper asked what happens to PSAPs who do not follow the training standards. Ms. Miller-Brown stated the governing board of the non-compliant PSAP would be notified, and it would become public knowledge. It would then be for the governing board to discuss with their risk managers and legal counsel. Mr. Troyer stated the subcommittee would also notify the Certification Subcommittee so they are aware in the event that particular county comes up for review.

Mr. Troyer continued with his report stating concerns have been raised regarding Detroit Communications Center with their decision to civilianize the center by staffing with temps through Kelly Services. Questions have been raised regarding the temps meeting the training standards since they are not employees of the PSAP, but of Kelly Services. Also, how does the center count the individuals on their personnel listing as they do not qualify for training funds. General discussion followed.

The only information known at this point is from an e-mail Sheriff Gribler received stating Detroit will civilianize their center. Without knowing the full details, committee members suggested doing homework to research the background of this issue. Then, if need be, meet with representatives from Detroit to make sure they fully understand the training standard requirements. Ms. Bianconi also suggested including the Police Chief and Mayor in any scheduled meetings.

C. Dispatcher Training Funds – May Distribution

The distribution went out at the end of May with a total FTE of 1,553 from 108 PSAPs for a total of \$546.96 per FTE.

VII. **Emerging Technology Subcommittee**

A. Approved Minutes – February 27 and April 10, 2014

The approved minutes are included in the SNC packet. A **MOTION** was made by Mr. Smith, with support from Mr. Sible, to approve the February 27 and April 10, 2014, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Technology Forum

This year's forum had the largest attendance to date. Text-to-911 was a large part of the forum and feedback was very positive. Ms. Heinze thanked Ms. Miller-Brown and her staff for the work on the forum.

C. Text-to-911 Best Practices Guidelines

Revisions were made to the guidelines and the most current version will always be posted on the Web site.

D. Chair for Emerging Technology Subcommittee

Sheriff Gribler thanked Ms. Heinze for her service and hard work as chair of the subcommittee. Mr. Tim Smith was announced as the new chair of the Emerging Technology Subcommittee.

VIII. Legislative Action Subcommittee

MLTS

The SNC had agreed to submit a request to the Michigan Public Service Commission to modify the MLTS rules. There is an interpretation of the rules, due to how it is written, that buildings of certain sizes or multiple buildings may not be covered. That request was submitted informally and the response back was the MPSC does not see an issue with how the rules are written; however, if the SNC wants to proceed, they recommend submitting a formal request. Sheriff Gribler went around the room to ask each individual committee member whether they wanted to proceed in submitting a formal request.

A **MOTION** was made by Mr. Troyer, with support from Mr. Campbell, to have Ms. Miller-Brown's staff draft a formal request to the Commission. As Mr. Hiller and Ms. Towne were not involved in the original discussions, they abstained from the vote. With no further discussion, the **MOTION** carried.

IX. Policy Subcommittee

Nothing to report.

X. State 911 Administrator

A. Annual Reporting Forms and Requirements

Ms. Miller-Brown uses the counties information to give notice to the providers of the change in the state or local fees. She gave notice this year for a number of counties for amounts that were less than what the counties submitted. Several counties have ballot proposals which expire at the end of the year. In the instructions included with the forms, it states if there is a ballot scheduled for the current year, it needs to be in place by May 15.

Mr. Campbell gave background information for clarification stating their county is collecting \$2.80 and they are requesting to be able to go up to \$3.00 on the August ballot. Their amount of \$2.80 will expire on December 31, 2014. Ms. Miller-Brown is notifying the providers that Allegan County is collecting \$2.80, but can only legally collect that from July 1 to the end of the year. Ms. Miller-Brown is in the position of reporting an amount that may only be good for six months. General discussion followed.

Mr. Troyer asked where the dates came from. Ms. Miller-Brown stated July 1 is the date the technical surcharges change. (This was agreed to as part of the Stable Funding Workgroup's recommendations in 2007). The May 15 deadline was for counties who wanted elections to get higher rates. The May 1 date would give them time to have the May ballot, get an approval from the board of commissioners, and provide notice by the deadline. Mr. Sible stated if the providers are willing to accept modifications more than once a year, it may be time to start having conversations. Mr. Martin stated it is written in the statute that every July 1 the county can adjust their charge and let the committee know by May 15. Sheriff Gribler suggested this issue be put to the Legislative Action Subcommittee's agenda.

B. State 911 Fund

Mr. Armitage reported \$48,000 from retailers who have not been paying into the fund has been received by Treasury. In general, prepaid cards are sold in higher quantities in stores selling liquor and lottery tickets, so Mr. Armitage contacted the Liquor Control Commission for their database. He identified and contacted 16 major retailers. Over the next couple of months, more funds should be coming into the fund as some retailers, who have not yet remitted to

Treasury, are in the process of implementing a system. Ms. Miller-Brown stated Mr. Armitage will next be looking into postpaid retailers.

C. IP-911 Report and CLEAR NG911 Project Plan

There has been no further work done by the CLEAR NG911 group.

At the end of March, the Technical Advisory Group completed a draft RFP so structures are in place when the time is right. Ms. Greenburg asked if this document is only if and when the legislature moves forward, this document will be ready, but as of now there is no authority to do so, to which Ms. Miller-Brown confirmed.

D. FirstNet/State and Local Implementation Grant Planning Update

Ms. Miller-Brown stated most of the work being done is reaching out to the communities. Ms. Blastic and members of the 911 community are involved at all levels. DTMB is taking an approach much like in the GIS grant in creating several advisory committees incorporating members from the public safety community.

E. Other Activity

Ms. Miller-Brown will be attending the annual NASNA conference in Nashville. Ms. Kennedy will be attending the NENA conference with Ms. Miller-Brown.

The GIS project was awarded the Innovation Award from IMAGIN.

Much of the focus of last quarter was compiling the best practices guidelines for text-to-911.

XI. Public Comment

None.

XII. Next Meeting

Tuesday, October 7, 2014
10 a.m.
MSP Headquarters

XIII. Adjourn

The meeting adjourned at 11:38 a.m.