



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, December 13, 2017
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
Mr. Greg Clark	Michigan Communication Directors Association
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Rich Feole	Association of Public Safety Communication Officials
Ms. Yvette Collins	Commercial Mobile Radio Service
Mr. Shawn Sible	Michigan State Police
Chief Mark Barnes	Michigan Association of Fire Chiefs
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Mr. John Bawol	Governor's Appointee, Public Member
Mr. Adam Starkweather	Michigan State Police Troopers Association
Ms. Jeanette Doll	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
Mr. Christian Marcus	Michigan Association of Counties
Mr. Dave Hiller	Fraternal Order of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Ms. Heidi Roberts	Deputy Sheriff's Association
Mr. Mark Docherty	Michigan Professional Firefighters Union
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. Troyer called the State 911 Committee (SNC) meeting to order at 10:00 a.m., and roll call was taken. A quorum was present.

II. Approval of Minutes

A **MOTION** was made by Chief Barnes, with support by Mr. Gramlich, to approve the meeting minutes of September 13, 2017, as presented. With no discussion, the **MOTION** carried unanimously.

It was noted that the Agenda was amended and provided to members.

III. Correspondence

The State 911 Office received a Letter of Support from the Michigan Sheriffs' Association in reference to Senate Bill 400 and House Bill 4651.

Mr. Troyer shared the letter he received as the SNC Chair along with a copy of the annual Emergency 9-1-1 Audit performed by the Michigan Office of the Auditor General (OAG). It was noted on page 21, that the Treasury 911 database, the main source for collecting data, had several defects which limits the State 911 Office's ability to collect accurate and detailed data to perform its required duties. Treasury submitted a request for additional work to be performed on its database, but it was denied. It's a notable concern, since the State 911 Office is required to track remittance information and follow up with suppliers and retailers. Second, Mr. Troyer referred the members to page 10, the Schedule of Restricted Financing Sources, to identify the interest to the restricted account was not a separate line item. Rather, it was combined and included in the line item referred to Common Cash Earnings – Nonoperating. It was pointed out specifically since any interest earned at the state and local levels have to stay with the 911 fund, and it was not clear in this report.

IV. New Business

Nomination and Election of Officers for 2018

A **MOTION** was made by Mr. Feole, with support by Chief Barnes to approve the Chair and Vice-Chair to continue their current positions.

A **MOTION** was also made by Mr. Bawol, with support by Mr. Gramlich, for an unanimous ballot for both the Chair and the Vice Chair to continue their current positions.

With no further discussion, the **MOTION** made by Mr. Feole was presented for two separate votes (Chair and Vice Chair) and both carried unanimously. Effective January 1, 2018, Mr. Jeff Troyer will serve as Chair, and Ms. April Heinze will serve as Vice Chair for one year.

V. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Feole, with support by Ms. Collins, to accept the August 22, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. SNC 301 –2018 Report to the Legislature: County Information Report

The document incorporates questions from the Federal Communications Commission (FCC), the 911 Implementation and Coordination Office (ICO) of the National Highway Traffic Safety Administration, and data helpful to the state with the legislative process.

A **MOTION** was made by Mr. Feole, with support by Mr. Clark, to approve the form, SNC 301 - 2018 Report to the Legislature: County Information Report, as presented. With no discussion, the **MOTION** carried.

C. SNC -730 Compliance Review Request

The Compliance Review Request document outlines the requirements to standardize the process.

A **MOTION** was made by Mr. Feole, with support by Ms. Collins, to approve the form, SNC 730 - Compliance Review Request, as presented. With no discussion, the **MOTION** carried.

D. SNC -740 Travel Reimbursement Policy for Compliance Review Team Members

The Travel Reimbursement Policy for Compliance Review Team Members was updated. It was clarified that the requests are reviewed and approved by the State 911 Office.

A **MOTION** was made by Ms. Heinze, with support by Mr. Bawol, to approve the form, SNC 740 - Travel Reimbursement Policy for Compliance Review Team Members, as presented. With no discussion, the **MOTION** carried.

E.-G. Compliance Review Report – Manistee County

Mr. Feole presented the findings of Manistee County, including the recent addendum. The Compliance Review Report identified multiple required findings and recommended findings that will require follow up efforts by the Certification Subcommittee. The addendum also refers to a citizen concern that was received after the site visit concerning Manistee County Dispatch paging for the local hospital for hospital shift coverage.

Through discussion, the members referred to the multiple deficiencies and concerns. Mr. Sible referred to the significant discrepancies in the accounting that were identified and inquired whether there will be an effort to update the accounting practices to resolve the accounting issues found. Because the third party audit accepted the accounting practices, no finding was issued. Mr. Feole confirmed that ongoing reviews will be conducted and addendums reported to the SNC. Mr. Bawol suggested an additional site visit be done to confirm resolution of the findings as well as meeting with additional participants of the 911 community including additional board members. Possible enforcement timelines and options were reviewed.

Compliance Review report – Oscoda County

Mr. Feole presented the findings of Oscoda County. The Compliance Review Report identified required findings and recommended findings that will require follow up efforts by the Certification Subcommittee. There has been coordination with the State 911 Office to comply with the findings. Addendums will be completed and reported to the SNC.

Chief Barnes inquired whether a third party audit was provided, and it was clarified that it may be part of a larger audit such as the county level or a sheriff department. Ms. Stephens confirmed the audit was provided.

Compliance Review report – Ogemaw County

Mr. Feole presented the findings of Ogemaw County. The Compliance Review Report identified only recommended findings. Ogemaw County has struggled with funding the center, but has been proactive. Mr. Clark indicated that the suggestions were well received and heard most have been implemented.

Mr. Troyer reminded the members that Ogemaw County reached out to the State 911 Office last year to discuss discontinuing Ogemaw County 911 Central Dispatch. Ogemaw County has successfully utilized resources that were identified to fund the center.

A **MOTION** was made by Mr. Bawol, with support by Ms. Collins, to approve the Compliance Review Report – Manistee County, the Compliance Review Report- Oscoda County, and Compliance Review Report – Ogemaw County as presented. With no further discussions, the MOTION carried.

This was the eighth compliance review for the year, which put the Certification Subcommittee at its annual goal. Mr. Feole thanked the participants of the review teams and Ms. Stephens for their work on the compliance reviews.

H. Compliance Review Request –Montcalm 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. Gramlich, with support by Mr. Barnes, to approve the Request for a Compliance Review – Montcalm County as presented. With no discussion, the **MOTION** carried.

I. Subcommittee updates

Shiawassee County has been granted an extension, and the site visit will be scheduled after the center has moved to its new location.

At the last Certification Subcommittee meeting, Ingham County was drawn for a compliance review.

VI. Dispatcher Training Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Gramlich, with support by Mr. Feole, to approve the August 23, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. 2018 Dispatcher Training Fund Application Packet

The Dispatcher Training Fund Application Packet includes the date changes, the voluntary option adding an email address of the dispatcher, the departure date for employees for the year, and the deadline. The packets, after the SNC approval, are waiting for the November distribution amounts. If the information is not provided soon, the packets will be sent without the second distribution amount because of the many associated timelines. The PSAPs need to be able to spend down prior funds, meet the eligibility requirements, and apply for a determination and have an appeal period. All has to be done before the final determination of the full time equivalency (FTE) is due in March.

Even though the new SIGMA accounting system may play a role, Treasury has not issued the November payment and there has been contact with the supervisor without resolution. A Memorandum of Agreement may be needed to outline the specific distributions that have been done historically because of requirements connected to the payment distributions. While the statute only identifies twice a year, the payments historically have been made in the last week of May and November.

A **MOTION** was made by Mr. Gramlich, with support by Mr. Bawol, to approve the 2018 Dispatcher Training Fund Application Packet as presented. With no further discussion, the **MOTION** carried.

C. Subcommittee Updates

Telecommunicator Training Manual is being revised. A training provider issue was recently resolved, and there is a plan in place to continue to monitor the provider. There are presently 39 delinquent and 54 undesignated telecommunicators. In 2017, there were 127 course applications approved and six denied.

VII. Emerging Technology Subcommittee (ETS)

A. Approval of Minutes

A **MOTION** was made by Ms. Heinze, with support by Ms. Collins, to approve the August 29, 2017, and September 26, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Memorandum of Agreement – Geographic Information System (GIS)

An updated Memorandum of Agreement (MOA) was prepared for review by the Emerging Technology Subcommittee. The GIS Repository has restricted data received from the counties and PSAPs. Since the State of Michigan currently cannot release the data, it has to refer the provider to the county or holder of the data to obtain permission to access the GIS Repository. The update would allow for the Emerging Technology Subcommittee to approve 911 and public safety entities, and the SNC would have a role in the appeal process. The private entities would still be referred to the county/entity for approval. There are presently 79 participants who would have to sign the updated MOA. It was asked that the document, with track changes, be sent to all SNC members so revisions and suggestions could be shared.

C. Subcommittee Updates

The 2018 Technology Forum is scheduled to be held at the Bavarian Inn of Frankenmuth on April 10 & 11, 2018. The hotel rate was reduced to the state rate of \$75. New this year will be a dinner on April 9, 2018, which will preview the sessions and technical terms. The dinner is in response to the reviews which identify that attendees are not always comfortable with the terms or technology concepts presented. Also, sponsorship opportunities are available to aid with the costs of the forum.

The Emerging Technology Subcommittee reviewed the GIS Repository MOA and the SNC 301 form. The next document to be reviewed will be the Text-to-911 Best Practices Guide.

Scott Neal, of Mission Critical Partners, presented information regarding FirstNet to the ETS at the November 1, 2017, meeting. Informational sessions have been held across the state and the PSAP community has largely not been in attendance. Therefore, the ETS is exploring options of how to assist, including hosting a session specific to PSAPs.

The ETS is accepting applications to fill two vacant positions on the subcommittee. The subcommittee is looking for professionals who have both public safety answering point knowledge and a technical background to join the subcommittee. Applications will be accepted until the close of business on January 12, 2018. Applicants should provide a resume along with an email of interest to Ms. Harriet Miller-Brown and Ms. April Heinze.

VIII. Legislative Action Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Sible, with support by Ms. Heinze, to approve the May 15, 2017, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Smart911 update

The original budget was 2.2 million and a second 2.2 million was added to continue funding. There is currently approximately 3 million in the fund. The ongoing licensing should be covered through 2019. There have not been any questions for the fiscal year 2019. However, there is concern since there has been confusion in the legislature incorrectly identifying Smart911 as being the same as NG911.

Mr. Troyer pointed out that a secondary PSAP has coverage. The agreement does not specifically identify primary PSAPs, nor does it preclude secondary PSAPs.

C. Legislation update – Senate Bill 400

The Senate has passed Senate Bill 400 and the changes are reflected in the outline provided. An informational “pre-hearing” was held at the Michigan House of Representative’s Communication and Technology Committee. The committee is chaired by Ms. Michelle Hoytenga. It is not expected that there will be any substantial changes. The formal hearing is expected to be held in mid-January of 2018.

At a recent Legislative Action Subcommittee (LAS) conference call, the LAS members through a motion, requested the proposed letter be issued to all members of the Michigan House of Representatives asking for a hearing to be scheduled as soon as possible, and to ask for the full support in passing the bill which was a recommendation from the LAS to the SNC.

A MOTION was made by Mr. Sible, with support by Chief Barnes, to approve the proposed letter to the Michigan House of Representatives as presented. With no discussion, the MOTION carried. Ms. Thelen abstained from voting on the motion.

D. Legislation update – Senate Bill 314

A letter of opposition was sent previously, and there is no movement on the bill.

IX. Policy Subcommittee

No report was given.

X. State 911 Administrator’s Report

Compliments were given to Mr. Troyer and Ms. Heinze and others not present at the meeting for their presentations and testimony for Senate Bill 400 in the Senate Committee. As the proposals for changes in the bill were presented, it has taken considerable time for the State 911 Office to evaluate each of the potential impact of the proposed legislation.

The Smart911 participation continues to increase, and there are now a total of 77 PSAPs signed up with 76 primary PSAPs and 1 secondary PSAP. That statement of work included a two percent administration fee but with the considerable amount of time that it has taken to administer the program, it will need to be reevaluated.

The FirstNet grant cannot be accepted by the Department of Technology, Management and Budget so the State 911 Office will work with the Michigan Public Safety Broadband Office. The grant application will include a request for administration costs for the State 911 Office and Michigan State Police since there are fiscal managers that would be needed to oversee the grant funds.

Text-to-911 has reached 53%, with another county going live and one county going through final testing.

The NG911 federal grant is in the rule making process. It is expected that more information should be available by the March or June meeting.

Kevin Deitz, a news reporter for WDIV in metro Detroit, did a news story which aired last month about PSAPs and training standards. A link was included in the member's digital binder.

The notification system for outages in LEIN was used recently for an intermittent outage for Verizon Wireless by issuing an original notice, an update, and a final notification when the system was fully restored. Follow up with CJIC is being completed since some PSAPs did not receive the LEIN notifications.

Ms. Stephens is starting a newsletter meant for telecommunicators to bridge the programs and keep them informed. Ms. Heinze suggested the inclusion of links within the newsletters.

XI. Public Comment

Mr. Jeff Troyer introduced Deputy Director, Victoria Rose of Kalamazoo County Consolidated Dispatch Authority.

Mr. Rich Feole extended a thank you to Yvette Collins for her time and service on the Certification Subcommittee, the State 911 Committee and the Legislative Action Subcommittee. Ms. Collins indicated that a new Commercial Mobile Radio Service representative will be appointed.

XII. Next Meeting

Michigan State Police Headquarters, Wednesday, March 14, 2018, at 10:00 a.m.

XIII. Adjourn

A MOTION was made by Mr. Bawol, with support of Mr. Clark to adjourn the meeting. The meeting adjourned at 11:41 a.m.