



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

TIM SMITH
CHAIR

State 911 Committee Meeting
Monday, December 14, 2015
MSP - HQ
Meeting Minutes

Voting Members Present	Representing
Mr. Tim Smith, Chair	Michigan Communication Directors Association
Mr. Jon Campbell, Vice-Chair	Michigan Association of Counties
Mr. Rich Feole	Association of Public Safety Communication Officials
Ms. Yvette Collins	Commercial Mobile Radio Service
Mr. Shawn Sible	Michigan State Police
Mr. Jeff Troyer	House Appointee, Public Member
Mr. Dale Berry	Michigan Association of Ambulance Services
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Dee Ann Summersett	National Emergency Number Association
Ms. Wendy Thelen	MPSC
Ms. April Heinze	Senate Appointee, Public Member
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Ms. Crissy Miller	Deputy Sheriff's Association
Mr. Nate Johnson, (rep. Mr. Adam Starkweather)	Michigan State Police Troopers Association
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
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. Dave Hiller	Fraternal Order of Police
Mr. Don Welch	Governor's Appointee, Public Member
Mr. Mark Docherty	Michigan Professional Firefighters Union
Ms. Alesha Gensler	Department of Licensing & Regulatory Affairs
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

Mr. Smith called the State 911 Committee (SNC) meeting to order and roll call was taken.

II. Approval of Minutes

A **MOTION** was made by Mr. Campbell, with support by Mr. Sible, to approve the meeting minutes of September 28, 2015, as presented. With no discussion, the **MOTION** carried.

III. Correspondence

Mr. Smith stated Mr. John Hunt is resigning from the SNC subcommittees (LAS, Policy, and ETS). He has taken a new position and does not want to cause a conflict of interest. Mr. Smith thanked Mr. Hunt for his years of service to the SNC.

IV. New Business

A. Schedule of 2016 meeting dates

Mr. Smith suggested keeping the meetings on Monday, but move to 10 a.m. A **MOTION** was made by Ms. Summersett, with support by Chief Trinkka, to hold the SNC meetings on Mondays at 10 a.m. Discussion followed.

Mr. Troyer stated Monday mornings are generally not good. Mr. Loeper stated Monday morning would require him to travel on Sunday. Ms. Heinze suggested Wednesday meetings. Ms. Greenburg stated the original Tuesday meeting date was changed due to the legislative calendar.

Ms. Summersett amended the **MOTION**, with support by Ms. Heinze, to hold the 2016 SNC meetings on Wednesdays at 10 a.m. With no further discussion, the **MOTION** carried. The 2016 SNC meeting dates are:

- March 9
- June 8
- September 14
- December 14

B. Nominations and election of 2016 chair and vice-chair

A **MOTION** was made by Mr. Campbell, with support by Mr. Loeper, to nominate Mr. Smith as the 2016 chair of the SNC. With no discussion, a **MOTION** was made by Mr. Campbell, with support by Mr. Sible, to close the nominations and cast a unanimous ballot for Mr. Smith. With no further discussion, the **MOTION** carried.

A **MOTION** was made by Mr. Smith, with support by Mr. Troyer, to nominate Mr. Campbell as the 2016 vice-chair of the SNC. With no discussion, a **MOTION** was made by Mr. Smith to close the nominations and cast a unanimous ballot for Mr. Campbell. With no further discussion, the **MOTION** carried.

V. Certification Subcommittee

Mr. Feole stated there are four reviews currently in process: Iron, Gogebic, and Saginaw Counties. Alcona County will have their onsite review Friday, December 18. The review team will include Ms. Kennedy, Mr. Vic Martin, Mr. Chris Izworski, Mr. Phil Bates, and Ms. Yvette Collins.

The onsite review for Iron County, which dispatches for Gogebic County, was held in October. The review team included Ms. Kennedy, Mr. Feole, Mr. Greg Clark, Mr. Gary Johnson, and Mr. Ron Bonneau, with Mr. Bob Stewart assisting with the financial documents. The review reports will be ready for approval at the March SNC meeting.

In 2015, the subcommittee completed and approved reviews for Dickinson, Sanilac, Roscommon, Iosco, and Grand Traverse Counties, with four counties at different stages in process. Mr. Smith stated he knew there were challenges this year and thanked the subcommittee for their hard work.

VI. Dispatcher Training Subcommittee

A. Approval of Minutes

A **MOTION** was made by Mr. Troyer, with support by Chief Trinka, to approve the September 10, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. 2016 Dispatcher Training Fund Application

The DTS is recommending the SNC approve the application in order to be distributed to the PSAPs. A **MOTION** was made by Mr. Troyer, with support by Ms. Heinze, to approve the 2016 dispatcher training application packets as presented. With no discussion, the **MOTION** carried.

Mr. Troyer stated the deadline for submitting the application is typically the first Friday in February; however, this year it was moved up one week to the last Friday in January as the State 911 Office will be moving in February. Notices have been sent to inform PSAPs of the date change as well as letting them know of the deadline to return funds in order to qualify for 2016 training funds.

Mr. Troyer stated PSAPs are still awaiting Treasury to distribute the November training funds. Each year, the application packets have the distribution amounts built into the 510 forms, but Ms. Hart has not been able to enter the distribution due to the delay. The applications cannot be sent to the PSAPs until Treasury completes the distribution.

Mr. Troyer stated there are funds dedicated to Treasury for the collection and distribution of state 911 surcharge monies, and the training dollars are part of that. The FTE counts, approved by the SNC, were sent to Treasury on October 14. Treasury informed Ms. Hart the distribution should go out today. He asked if there is anything the SNC could do about the delay.

Mr. Loeper asked if the applications are not going out until January, should the deadline be extended. Mr. Troyer stated the applications will go out in December, within a few days after the distribution. The application process is not changing, and PSAPs will still have over a month to complete.

C. Dispatcher Training Fund Review Policy

There was one edit to the draft policy Ms. Hart provided to the DTS. Regarding large counties with multiple PSAPs, the last paragraph permitted the process of going back three years for training fund review versus the full five years. The reason for five years is training funds have five years to be spent before they must be returned. The subcommittee felt regardless how large a county is, all PSAPs should be held to the same standard. That paragraph was removed.

A **MOTION** was made by Mr. Troyer, with support by Mr. Campbell, to approve the training fund review policy as presented. With no discussion, the **MOTION** carried.

D. Subcommittee Updates

- The DTS meeting dates for 2016 have been scheduled and are posted on the website.
- The review team has approved 151 training courses and denied 7, with one denial appeal which was overturned and approved.

VII. Emerging Technology Subcommittee

A. Approval of Minutes

A **MOTION** was made by Ms. Heinze, with support by Ms. Summersett, to approve the February 27, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

In the previous meeting, the ETS discussed:

- Creating an IP deployment best practices document.
- Wireless location accuracy and the various topics that includes, specifically confidence and uncertainty factor. It is one of the first things PSAPs need to adopt for the new wireless location accuracy. This is because confidence and uncertainty factors are now required to be delivered at a 90% confidence. Only five PSAPs in Michigan were using confidence and uncertainty; however, that number has gone up slightly as others have deployed. The ETS will review other topics included in the wireless location accuracy FCC ruling and will get information out to everyone.
- As the annual Technology Forum has many topics this year, it will be a two day event held at the training academy on April 27-28, 2016. Topics include cyber security, lessons learned on IP deployment, MLTS, wireless location accuracy, CAD2CAD, text-to-911, FCC taskforce on PSAP architecture, FirstNet, new public safety applications, and many more.
- Notice of FCC rulemaking on NSI phones was also discussed. Ms. Heinze stated as of right now, they have not moved on the notice, but the ETS is watching closely.
- The next ETS meeting will be held in February.

VIII. **Legislative Action Subcommittee**

A. Approval of Minutes

A **MOTION** was made by Mr. Sible, with support by Ms. Summersett, to approve the August 10, 2015, meeting minutes as presented. With no discussion, the **MOTION** carried.

B. MLTS Guidelines for Approval

Mr. Sible stated the final guidelines are included in the meeting packet and asked for approval. A **MOTION** was made by Ms. Heinze, with support by Ms. Summersett, to approve the MLTS guidelines. Discussion followed.

Ms. Thelen noted clerical edits to be made.

- Page three, third paragraph states, "...provisions of MPSC Rule 484..." should be changed to, "...provisions of MLTS Rules..." Ms. Thelen stated 484 is the first part of the statute and would cover several different rules. In making the edits, it refers to a specific set of rules that only refer to the multi-line.
- Page six, second to last paragraph states, "...of non-compliance with Rule 484." Change to, "...of non-compliance with the rules."
- Page seven, first header states, "...non-compliance with Rule 484." Change to, "non-compliance with the MLTS Rules."
- Page seven, first paragraph states, "...in violation of Rule 484..." should be changed to, "...in violation of the rules..."
- Page seven, fourth paragraph states, "...meet the requirements of the Rule..." should be changed to, "...meet the requirements of the Rules..."

The **MOTION** was amended by Ms. Heinze, with support by Ms. Summersett, to approve the MLTS Guidelines including the amendments suggested by Ms. Thelen. With no further discussion, the **MOTION** carried.

Once the amendments are made, it will be posted on the website.

C. SB444

Mr. Sible stated this is the bill that would provide for confidentiality for public service responders, including 911, to deal with stress management. As a general concept, the LAS has supported the bill in the past, but today is asking the SNC to send a letter of support.

A **MOTION** was made by Mr. Loeper, with support by Ms. Heinze, to send a letter in support of SB444. With no discussion, the **MOTION** carried.

D. Subcommittee Updates

Mr. Sible announced there are two new members to the LAS – Ms. Cherie Bartram from SERESA and Ms. Jordyn Sellek from the Conference of Western Wayne.

IX. Policy Subcommittee

Nothing to report. Mr. Berry stated after Mr. Hunt's retirement, he will need members on his subcommittee and asked about the process. Mr. Smith stated Mr. Berry would need to collect letters of interest and review those letters with the SNC chair.

Mr. Berry stated the Policy Subcommittee reviews policies and is the keeper of the policy book. On the website there are six or seven policies the subcommittee has reviewed. Generally, the meetings are phone meetings. He asked if anyone was interested, please send him an email.

X. State 911 Administrator's Report

A. State 911 Fund

A report on the revenue is included in the meeting packet.

B. Smart911

Ms. Miller-Brown stated the contract was to end at the end of the year based on the Statement of Work. There was money left over from the contract and Community Health will carry it over. They have given Ms. Miller-Brown approval to renegotiate the Statement of Work with Smart911. Likely, the counties that have already signed on will get an extension and counties new to signing on will get a longer time period of service.

Mr. Berry asked who owns the program and if the SNC should take ownership to improve participation. Ms. Miller-Brown stated ETS drafted deployment guidelines and if the SNC would like to take more ownership, she would welcome assistance with participation. Mr. Sible stated one concern is that it is non-competitive sole source in terms of vendor arrangement, so he would suggest being somewhat cautious on how much SNC wants to own it.

C. Upcoming 911 Grant Funding

Ms. Miller-Brown has received ideas on potential grant projects. The rulemaking for the grant will probably open within six to eight weeks. She will not draft or make grant proposal without support from the SNC.

D. IP-911 Report/CLEAR NG911 Project Plan

Ms. Miller-Brown testified in September as a subject matter expert as representative of the SNC. The information she provided came mostly from the annual report.

E. FirstNet/SLIGP Update

Ms. Miller-Brown stated her continuing role is to help distribute information to the 911 community.

F. MLTS

Ms. Miller-Brown has had meetings with Consumers Power and the National Guard, and serving as resource to the MLTS community. The MLTS guidelines recognize direct dial of 911 as a best practice. There has been federal legislation introduced by Rep. Gohmert called Kari's Law. At a later date, that law may need to be incorporated as part of the guidelines.

Mr. Troyer asked if the FCC considers direct dial out for 911, will federal properties be subject to them as well. Ms. Miller-Brown did not know, but stated the National Guard is looking at the State's administrative rules for MLTS and becoming compliant. She has also discussed with

DTMB the State becoming compliant. She does not know if federal buildings are also doing the same.

G. Outage Reporting

Ms. Miller-Brown completed the draft report and submitted it to the outage workgroup for review and input by the end of January. She would like it adopted by the March SNC meeting.

H. Text-to-911

Michigan received a shout-out by the FCC for being one of the more progressive states as almost 30% of the population is being covered.

I. Other Activity of the State 911 Office

Ms. Miller-Brown congratulated Mr. Armitage on receiving his ENP certification.

Things have come up that require more attention resources than can be addressed in the State 911 Office or a subcommittee. The statute requires a policy in place for informal dispute resolution; a draft policy is included in the meeting packet.

Ms. Miller-Brown is working with Mr. Martin on a brief guide for what changes should and should not be made in county plans.

XI. Public Comment

Ms. Heinze stated most PSAPs in Michigan have received an email from Rapid SOS. She believes it is something everyone needs to know about. It is a brand new app that will likely revolutionize how text-to-911 can be delivered with accurate location information. The delivery method will be done via 911 phone call. They will be sending text messages through a voice channel to 911, which will be received in that capacity over 911. There will be the capability for the dispatcher to ask questions back via voice to text. There is much information going back and forth between NENA and APCO with this company and she hopes they will create a focus group to get information out like they did with Ford, etc.

When looking at this as a PSAP, if a dispatcher received one right now, more than likely they will hear a computer-generated voice call and hang up. If they do receive, they will not know they can ask questions back. To Ms. Heinze it sounds like this company has found a way to do a relay center through technology. She will ask to add to the ETS agenda.

Rapid SOS has bypassed the cellular companies in providing accurate location information. Calls could come in as a VoIP call or as a cellular call. The company's website states they have tested in all 50 states, but have not tested in the manner PSAPs are typically tested. Everyone should at least be aware of its existence and when she gets more information, she will share.

XII. Next Meeting

Wednesday, March 9, 2016
10 a.m.
New MSP Headquarters

XIII. Adjourn

The meeting adjourned at 3:07 p.m.