



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
Wednesday, March 8, 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
Mr. Christian Marcus	Michigan Association of Counties
Mr. Mark Docherty	Michigan Professional Firefighters Union
Chief Mark Barnes	Michigan Association of Fire Chiefs
Mr. Marc Gramlich	National Emergency Number Association
Ms. Wendy Thelen	Michigan Public Service Commission
Ms. Jennifer Greenburg	Telecommunications Association of Michigan
Mr. James Loeper	UP Emergency Medical Services Corporation
Mr. John Bawol	Governor's Appointee, Public Member
Mr. Adam Starkweather	Michigan State Police Troopers Association
Deputy Chief David Levalley	Michigan Association of Chiefs of Police
Ms. Marnie Wills	Department of Licensing & Regulatory Affairs
Non-Voting Members Present	Representing
Mr. Michael Moody	Office of the Attorney General
Ms. Harriet Miller-Brown	State 911 Administrator's Office
Ms. Theresa Hart	State 911 Administrator's Office
Ms. Kristine Bond	State 911 Administrator's Office
Ms. Cindy Homant	State 911 Administrator's Office
Ms. Lyndsay Stephens	State 911 Administrator's Office
Voting Members Absent	Representing
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Dave Hiller	Fraternal Order of Police
Ms. Heidi Roberts	Deputy Sheriff's Association

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.

Ms. Heinze noted a correction to the agenda for the Emerging Technology Subcommittee Section. The correct minutes to be approved are November 16, 2016 and January 10, 2017.

II. Approval of Minutes

A **MOTION** was made by Mr. Loeper, with support by Mr. Gramlich, to approve the meeting minutes of December 14, 2016, as presented. With no discussion, the **MOTION** carried unanimously.

III. Correspondence

Harriet Miller-Brown received word from Michigan Communications Directors Association (MCDA) that Greg Clark has been approved to represent them for a term on the State 911 Committee, replacing Tim Smith.

Harriet Miller-Brown received word from the Michigan Sheriffs' Association that Sheriff Richard Behnke has been approved to represent them for a term on the State 911 Committee, replacing Dale Gribler.

Harriet Miller-Brown received word from the Michigan Association of Counties that Mr. Christian Marcus has been approved to represent them for a term on the State 911 Committee.

IV. New Business

A. Harriet Miller-Brown introduced new State 911 Office staff

Ms. Kristine Bond has joined the State 911 Office staff, as an administrative assistant replacing Stacie Hansel.

B. Harriet Miller-Brown introduced new SNC Counsel

Mr. Michael Moody and Mr. Joel King from the Attorney General's office will be providing counsel as Hal Martin has retired.

C. Discussion on electronic delivery of SNC packets

Electronic Delivery of the SNC packets was discussed to reduce costs and delays. A **MOTION** was made by Mr. Bawol, with support by Mr. Loeper to approve the electronic delivery of the SNC packets, to permit members to contact the SNC office to request a hard copy which can be provided at the meeting, and to provide a printed agenda at the meeting; the **MOTION** carried.

V. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Feole, with support by Mr. Loeper to accept the minutes from the September 30, 2016 and January 20, 2017 meeting as written. With no discussion, the **MOTION** carried.

B. Compliance Review Report

The Monroe County compliance review was conducted. Ms. Stephens and subcommittee members visited Monroe County Central Dispatch. The Monroe County review went very well and there were no necessary changes and the recommendations are outlined in the report. In addition, financials were fiscally in compliance.

A **MOTION** was made by Mr. Feole, with support by Ms. Collins to accept the Monroe County review as presented. Mr. Gramlich, the Director of Monroe County Dispatch, thanked everyone for their assistance in the review which provided helpful insight since it covered a

period of time which included the past directors and assisted him in his future planning. Mr. Gramlich abstained from the vote, the **MOTION** carried.

C. Subcommittee Updates

Mackinac County was drawn for review and because it is dispatched by Chippewa County who also dispatches Luce County, they will all be reviewed at the same time as policy requires. Clare County and Manistee County have also been drawn for reviews.

VI. Dispatcher Training Subcommittee (DTS)

A. Approval of Minutes

A **MOTION** was made by Mr. Troyer with support by Mr. Gramlich, to approve the November 9, 2016 and February 10, 2017 meeting minutes as presented. With no discussion, the **MOTION** carried.

B. Approval of 2017 Public Safety Answering Point (PSAP) Full Time Equivalent (FTE) Count

Mr. Troyer thanked Mr. Vic Martin for running the meeting for the appeal that was held on February 22, 2017. The committee appeal overturned the denial therefore allowing Madison Heights Police Department to be approved for 6 FTEs.

A **MOTION** was made by Mr. Troyer, with support by Ms. Heinze to approve the 2017 PSAP FTE count as presented with 1,742 approved and 97 denied. With discussion, the **MOTION** carried.

C. Revisions to DTS-35 Form

A **MOTION** was made by Mr. Troyer, with support by Ms. Heinze to approve the Revised DTS-35 Form as presented (revisions highlighted). With no discussion, the **MOTION** carried.

Also, it was noted as of March 7, 2017, there are approximately 262 delinquent and 92 undesignated telecommunicators which includes the second cycle of the continuing education required for the grandfathered employees as to the required training standards. Notifications are expected to be sent to PSAPs and governing bodies within the next month.

It was mentioned that MCDA is planning a class for new directors later this year that will include the training and reporting requirements of the database.

For the current 2017 year, there have been 44 requests/renewals for courses that have been approved.

D. New DTS Chair

Mr. Jeff Troyer announced he is stepping down as DTS Chair and has appointed Mr. Marc Gramlich as the new chair for DTS. Mr. Troyer expressed his enjoyment of working with DTS and noted the many hours work involved. He thanked the group and Theresa Hart for their work.

VII. Emerging Technology Subcommittee (ETS)

A. Approval of Minutes

A **MOTION** was made by Ms. Heinze, with support by Mr. Bawol, to approve the November 16, 2016 and January 10, 2017 meeting minutes as presented. With no discussion, the **MOTION** carried.

B. IP Deployment Best Practices Update

A best practice document was originally intended, however it was rethought to do a Frequently Asked Questions (FAQ) document and provide a clearing house of documents to reduce the repetitiveness of information. It remains under review and planning.

C. Subcommittee Updates

Steven Stryd, who was present, of Kalamazoo County and Jerry Nummer of MSPCS have joined the Emerging Technology Subcommittee.

A draft of the revised State 911 Plan was provided to each of the SNC members. The goal is to address the revised plan at the June meeting. A redline/comparative copy of the existing plan to the proposed revised plan was requested. The current plan is on the SNC website.

Reminder to save the date for the Annual 911 Emerging Technology Forum, scheduled for April 18-19, 2017, at the Bavarian Inn of Frankenmuth. The subcommittee expects to open the MI-TRAIN registration shortly and the cost is \$50.

Envoy Spectrum announced in December the plan to PSAPs to deploy nomadic VoIP services in Michigan. Several PSAPs have not responded and it will cause a delay. Please help by asking your PSAPs to respond.

VIII. Legislative Action Subcommittee

A. Smart 911 update Smart 911 is a product that allows citizens to pre-enter information into a database that works with the participating PSAPs. This was not a SNC initiated project, but one from legislation. A new contract was negotiated with Rave Mobile Safety and is detailed in the ETS report in SNC packet. There was an incentive period (which is now closed) and 25 PSAPs signed up during this time. There are now a total of 59 PSAPs participating in SMART 911. There has been a concern by PSAPs on the on-going funding for this product.

B. Legislation update Next Generation 911 recommendations have been submitted. There is momentum building, but the enforcement language will most likely change, because of the extensive enforcement and provider audit language. The recent cases with the Public Service Commission against a provider were not allowed to proceed due to a lack of standing by the SNC to bring them. The second issue is the prepaid rate. The information in 2006 was limited for prepaid by the average revenue per unit (ARPU) of \$50.00. In the original recommendations submitted last year, the same ARPU rate was used again to reach the 2.12%. There is more data available now from the FCC and the information shows the most current ARPU is \$26.94 which equates to a rate of 4.19%. The funding information will need to be updated as part of the legislation.

C. MLTS FAQ document The Multi Line Telephone System Frequently Asked Questions (FAQ) document has been referred to Mr. Moody and Mr. King for a review and an opinion.

IX. Policy Subcommittee

Mr. Berry is not present and there is nothing to report at this time. Ms. Miller-Brown indicated that there are entities running into communication disputes. Through the informal resolution process, we may be approached to assist them.

X. State 911 Administrator's Report

On February 21, 2017, Ms. Miller-Brown participated in the 911 Goes to Washington and attached is the white paper which also identifies all of the attendees. After this trip, the office of Senator Peters contacted this group to discuss the draft legislation that was recently introduced.

Ms. Miller-Brown, Patricia Coates, and Jason Torrey gave a presentation to the new chair of the House of Communication and Technology and the new legislators at the Michigan House of Representatives Communications and Technology Committee regarding Next Generation 911.

FirstNet. The vendor has been challenged and oral arguments are scheduled at the Federal court. Therefore a provider has not been named at this time.

The Text-to-911 map is showing 49% participation statewide based on population.

XI. Public Comment

Mr. Marcus commented on issues of lack of potential dispatch employees and turnover.

Kevin Hatline from Rave Mobile Safety, who was present as a public attendee, introduced himself and offered to meet with members of the committee.

XII. Next Meeting

Michigan State Police Headquarters, Wednesday, June 14, 2017, at 10:00 a.m.

XIII. Adjourn

The meeting adjourned at 11:20 a.m.