



GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
June 8, 2022
Meeting Minutes

Voting Members Present	Representing
Mr. Jeff Troyer, Chair	House Appointee, Public Member
Chief Adam Carroll	Michigan Association of Fire Chiefs
Mr. Tim McKee	Governor's Appointee, Public Member
Sheriff Richard Behnke	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Assoc. of Ambulance Services
Mr. Matthew Sahr	Michigan Professional Firefighters Union
Ms. Jeanette Doll	Department of Licensing and Regulatory Affairs
Ms. Stephanie Lehman	National Emergency Number Association
Mr. Bryce Tracy	U.P. 911 Authority
Mr. Ken Mitchell	Michigan Association of Counties
Major Beth Clark	Michigan State Police
Ms. Wendy Thelen	Michigan Public Service Commission
Sgt. Kelly Linebaugh	Michigan State Police Trooper's Association
Voting Members Call-in	Representing
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Ms. Lisa Hall	Assoc. of Public Safety Communication Officials
Non-Voting Members Present	Representing
Ms. Joni Harvey	State 911 Administrative Office
Ms. Theresa Hart	State 911 Administrative Office
Ms. Lyndsay Stephens	State 911 Administrative Office
Ms. Stacie Hansel	State 911 Administrative Office
Voting Members Absent	Representing
Ms. April Heinze	Senate Appointee, Public Member
Mr. Scott Stevenson	Telecommunications Association of Michigan
Chief Dale Greenleaf	Michigan Association of Chiefs of Police
Sgt. Matthew Miller	Deputy Sheriff's Association
Mr. David Willis	Michigan Fraternal Order of Police
Ms. Jordyn Sellek	Michigan Communication Directors 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

Mr. Jeff Troyer called the State 911 Committee (SNC) meeting to order at 10 a.m.

II. Roll Call

Roll call was taken, and a quorum was present.

III. Approval of Minutes

A **MOTION** was made by Mr. Ken Mitchell, with support by Ms. Stephanie Lehman, to approve the March 9, 2022, State 911 Committee meeting minutes, as presented. With no discussion, the **MOTION** carried.

IV. Correspondence

There was no correspondence.

V. Chair / Vice-Chair Report

Welcome New Members

Mr. Troyer welcomed Mr. Bryce Tracy, representing the U.P. 911 Authority, and Mr. Matthew Sahr, representing the Michigan Professional Fire Fighters Union.

MACP/SNC Workgroup

Mr. Troyer, Ms. Lehman, Mr. Berry, and Ms. Harvey are assisting the MACP in creating a communication center accreditation program. The main goal is to align the newly created program with the standards and best practices of the Certification Subcommittee's review process. If a county or PSAP has accreditation through MACP, when they are randomly selected for a review by the subcommittee, they would not need to take part in the operational portion of the review. By statute, the financial portion is required; however, by being an accredited center, the county or PSAP would meet the operational requirements of the subcommittee.

VI. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Dale Berry, with support by Mr. Tim McKee, to approve the February 23, 2022, meeting minutes, as presented. With no discussion, the **MOTION** carried.

B. Compliance Review Reports

Arenac County

General fund money is received each year to supplement. Any issues with the training funds were able to be worked out, and everything is up to date in MiSNAP. There are no recommendations or requirements.

Wayne—Downriver Service District

The state and local surcharges stay with Downriver to use for equipment, then gets distributed to the PSAPs within the service district. Several agencies need to get training records updated in MiSNAP. There were a few agencies that did not respond to the request for a virtual meeting; however, those agencies either did not receive training funds or they provided the information needed.

Wayne—Detroit Service District

Most of the training records were able to be entered in MiSNAP, but there are still employees who are not meeting the training standards. The command staff at Detroit Police Department are working to make changes to be more in line with best practices. Other than training standards, there are no requirements.

Huron County

This was the first review going back to in person meetings. The report is updated to reflect changes which came out of the subcommittee's educational training day. The county is receiving a supplement from general funds. The surcharge is not meeting the expenditures, so they will be going to the citizens for a millage to supplement surcharge. If it passes, they will no longer receive general funds.

A **MOTION** was made by Mr. Dale Berry, with support by Mr. Ken Mitchell, to approve the compliance reviews for Arenac County, Wayne Downriver Service District, Wayne Detroit Service District, and Huron County. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

There are several counties in different stages of the review process.

The subcommittee is looking into how Wayne County distributes funds to the four service districts.

With the annual reporting forms being completed in MiSNAP this year, Ms. Stephens is requesting feedback, good and bad.

Three counties, Manistee, Lake, and Clare, were randomly selected for review at the last meeting.

A discussion took place during the May meeting which should have occurred either prior to or on an individual basis. Mr. Troyer made a public apology to Chief Greenleaf for any misperception that occurred at that meeting.

VII. 911 Training Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Ms. Stephanie Lehman, with support by Mr. Ken Mitchell, to approve the meeting minutes of February 23, 2022, as presented. With no discussion, the **MOTION** carried.

B. Revised FTE Count

An error was found in the original FTE count. Initially, a PSAP was approved for four, but they actually had eight FTEs. The change in the overall count will move from 1,742 to 1,746 FTEs.

A **MOTION** was made by Mr. Bryce Tracy, with support by Mr. Dale Berry, to approve the revised FTE count of 1,746. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

The Detroit Emergency Telephone District was asked to provide documentation of expenditures for a conference attended in 2021. The PSAP is working with Ms. Hart to provide the information.

This year to date, the review team has approved 91 course approvals or renewals, and denied eight. They have also approved 208 instructors and denied 20.

Vacancies on the subcommittee have been filled by Mr. Dave Plumb, Genesee County Central Dispatch and Mr. Jason Hamman, Jackson County Central Dispatch.

The next meeting will be held on August 17 at the Plymouth Township Police Department.

VIII. Emerging Technology Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by Mr. Tim McKee, with support by Mr. Ken Mitchell, to approve the meeting minutes of March 7, 2022, as presented. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

Registration has been opened for the Tech Forum. All SNC members are welcome to attend.

IX. Legislative Action Subcommittee Report

A. Subcommittee Updates

The legislature is still focused on the budget, looking to finalize by July 1. They will break until September, with Fall limited due to the election.

The MCDA legislative committee will be presenting Michigan representatives with an appreciation for their work on 911.

X. State 911 Administrator's Report

A copy of the full report was included in the meeting packet.

State 911 Fund

The Q1 revenue is \$10,429,385.69. Still working with Treasury to get a breakdown.

Text-to-911

There are currently 82 counties and two service districts that have deployed text-to-911.

FirstNet/MiPSB

AT&T is no longer required to provide the metric data they had previously. With the new chair, the overall scope of the workgroup will be more problem solving focused and less on the predominant presentations. The next meeting is planned for June or July.

MiSNAP

The first round of enhancements has been submitted to the contractor for the training fund section of MiSNAP. The list of enhancements was reviewed for importance, to get more urgent items taken care of first.

The first year of submitting annual reporting forms in MiSNAP has been completed. Please send any feedback to Ms. Stephens.

Next Generation 911 Grant

The grant is being wrapped up. An email was sent regarding training the end of June, along with the May training sessions PowerPoint. The GIS repository was scheduled to go live today. Ms. Harvey recognized Ms. Stephens, Mr. Mark Holmes, Ms. Tiffanie Reuss, and partners at the MPSC, PFN, and Treasury. Everyone has been supportive and helpful during the process.

Mr. Tracy commented on the importance of the GIS repository rollout. The testing done in the U.P. is beneficial not only for the U.P., but the entire state as a foundation block for the evolution of NG911 as it continues. The call routing is going to be very important in the upcoming years. For the 911 community as a whole, this is the foundation, and the sustainment of the program is very important for any future NG911 system grant opportunities.

Activity of the State 911 Office

The SNO was notified the 2020-2021 E911 audit is expected to begin in the spring.

There have been discussions with Treasury regarding their use of 2020 census information for the per capita distributions. The census liaison notified Treasury of the official census information at the end of January. The payments which went out in April were for January, February, and March. Those census numbers had been updated so there are no retro payments needing adjustment.

Ms. Harvey and Ms. Homant continue to work with Treasury on the required pre-paid audit. There are 19 accounts going through the process either due to size of the account or for-cause. A report of the findings will be submitted to the legislature next June.

Ms. Harvey is working on the Infrastructure and Jobs Act Statewide Stakeholders Group and the Statewide Cybersecurity Planning Committee to ensure 911 is represented for upcoming cybersecurity grant funding. There is \$1B in funding distributed to the states over four years. The funds may be used to develop cybersecurity plans, implementing plans, and addressing imminent cybersecurity threats. They cannot be used for supplanting funds, cost sharing, or ransomware payments. Each grant has a three year performance period. The grant will be managed and administered through MSP EMHSD.

The workgroup continues to develop a plan for coordination and communication between 911 and 988. A 911 coordinator position is being created to provide outreach to each 911 center as 988 rolls out. Focus is being placed on the field-side responders first. A workplan is being finalized, which Ms. Harvey will send to PSAPs, subcommittees, and SNC so everyone has a visual of what is being accomplished in what timeline. Ms. Heinze is assisting on the federal side to develop NENA standards. They are working to educate federal partners on the challenges of implementing 988 and the limitations of the system as it is today.

The Annual Report to the Legislature is due August 1. Members of the SNC will receive a copy once it is completed.

At the last NTS meeting, there was discussion with a vendor interested in training for telecommunicators on topics such as wellness, and recognizing cultural and behavioral health. The vendor was advised to conduct research on topics needed in the state by reaching out to the PSAPs, APCO, NENA, and MCDA. In order to avoid any conflicts of interest, the NTS cannot aid in the development of vendor-specific training. Prior to making any considerations for training requirement changes, there needs to be quality training available and SNC approved.

3G decommissioning began in February 2022.

There has been no movement regarding the reclassification research. Information gathered has been forwarded to legislative contacts so they understand what reclassification means, what effect it will have on telecommunicators, PSAPs, the 911 industry, etc. Still in the homework stage.

XI. Old Business

There was no old business.

XII. New Business

Subcommittee Guidelines

Every subcommittee treats vacancies different as far as how vacancies are applied for, how they are vetted, who makes the recommendation, and who makes the appointment. There were no guidelines regarding member qualification or meeting standards. Guidelines were developed to standardize the process and make sure there is consistency across the subcommittees.

A **MOTION** was made by Mr. Bryce Tracy, with support by Ms. Stephanie Lehman, to approve the Subcommittee Membership Guidelines as presented. With no discussion, the **MOTION** carried.

Conflicts of Interest

On an annual basis, the State Ethics and Public Entities Act is distributed to SNC and subcommittee members. Roll call was taken for members to acknowledge receipt of the acts.

Voting Members	Yes	No	Abstain
Mr. Jeff Troyer	X		
Chief Adam Carroll	X		
Mr. Tim McKee	X		
Sheriff Richard Behnke	X		
Mr. Dale Berry	X		
Mr. Matthew Sahr	X		
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman	X		
Mr. Bryce Tracy	X		
Mr. Ken Mitchell	X		
Major Beth Clark	X		
Ms. Wendy Thelen	X		
Sgt. Kelly Linebaugh	X		

Report on May 20 NG911 Network Interruption

On May 20, approximately 11:54, technicians were installing a third party product for cybersecurity monitoring within the Grand Rapids data center. The configuration necessary to complete the installation was mistakenly classified as routine, which was not an accurate evaluation of the risk associated with the change. At 11:54, the detection shut down the ports within the center and alarms indicated an event which isolated the Grand Rapids core services. The change was made, and approximately 12:37, data was restored. Any calls coming into the data center at that time would have been interrupted. There were 25 PSAPs affected by the interruption. By 12:47, testing was complete and everything was restored.

XIII. Public Comment

Mr. Troyer called for a moment of silence in honor of Ms. Stephens and her family.

Mr. Mitchell asked how PSAPs were doing regarding staffing levels and if they are having the same issues as other areas. In general, PSAPs are struggling just as any other public safety entity. Getting qualified applicants who want to work 40 hours is a struggle. Other types of business are offering higher wages with no holidays or weekends, so that makes it difficult to compete with. Once new hires come in, agencies need to invest in their people. General discussion followed.

XIV. Next Meeting

September 21, 2022, at 10 a.m.
Michigan State Police HQ

XV. Adjourn

The meeting adjourned at 11:04 a.m.