



GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
March 13, 2024
Meeting Minutes

Voting Members Present	Representing
Mr. Jeff Troyer, Chair	House Appointee, Public Member
Ms. Jordyn Sellek, Vice Chair	Michigan Communication Directors Association
Ms. April Heinze	Senate 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
Ms. Lisa Hall	Assoc. of Public Safety Communications Officials
Mr. Matt Weil	Michigan Professional Firefighters Union
Ms. Jeanette Doll	Department of Licensing and Regulatory Affairs
Ms. Stephanie Lehman	National Emergency Number Association
Mr. Gordon Caverly	Telecommunications Association of Michigan
Chief Dale Greenleaf	Michigan Association of Chiefs of Police
Mr. Bryce Tracy	U.P. 911 Authority
Det. Jonathan Pignataro	Deputy Sheriff's Association
Ms. Wendy Thelen	Michigan Public Service Commission
Sgt. Louis Velaga	Michigan State Police Trooper's Association
Non-Voting Members Present	Representing
Ms. Joni Harvey	State 911 Administrative Office
Ms. Lyndsay Keith	State 911 Administrative Office
Ms. Cindy Homant	State 911 Administrative Office
Ms. Stacie Hansel	State 911 Administrative Office
Voting Members Absent	Representing
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Mr. Kevin Wilkinson	Michigan Association of Ambulance Services
Mr. Ken Mitchell	Michigan Association of Counties
Mr. David Willis	Michigan Fraternal Order of Police
Major Beth Clark	Michigan State 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

The State 911 Committee (SNC) meeting was called to order at 10:01 a.m.

II. Roll Call

Roll call was taken, and a quorum was present.

III. Approval of Minutes

A **MOTION** was made by SELLEK, with support by MCKEE, to approve the State 911 Committee meeting minutes of December 13, 2023. With no discussion, the **MOTION** carried.

IV. Correspondence

There was no correspondence.

V. Chair / Vice-Chair Report

New Member

The SNC welcomed new member Sgt. Louis Velaga, representing the Michigan State Police Troopers Association.

Bylaws

Originally, the bylaws stated subcommittee chairs needed to be a member of the SNC. Two years ago, the bylaws were revised to state either the chair or vice chair needed to be an SNC member. After reconsideration, that statement limits knowledgeable individuals, who are not SNC members, from chairing a subcommittee. SNC members are not always the best candidate to hold the position of chair or vice-chair for subcommittees. It is suggested we remove that requirement. This does not; however, prohibit a member of the SNC to hold either of the positions. With no opposition from SNC members, the State 911 Office (SNO) will revise language in the bylaws to be presented to the SNC at the June meeting.

VI. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by LEHMAN, with support by HEINZE, to approve the Certification Subcommittee meeting minutes for November 8, 2023. With no discussion, the **MOTION** carried.

B. Compliance Review Reports

Alpena County

The review team reviewed the cost allocation plan, going back five years and found disallowable expenses. The county has since corrected two years and the review team is currently waiting notification the other years have also been corrected. There were no other findings.

Clinton County

There was a large radio project paid for out of the 911 funds that included disallowable expenses. This has since been fixed. There were no other findings.

A **MOTION** was made by TRACY, with support by HALL, to approve the compliance review reports for Clinton and Alpena counties. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

The draft compliance review report for Wayne County is completed and has been submitted to the service district leaders for review. Feedback is due to Ms. Keith by March 18 and anticipating presenting it to the full subcommittee for approval at the next meeting.

There were several findings from Luce County in the compliance review of Chippewa, Luce, and Mackinaw counties which are still being reviewed. A site visit was conducted at Chippewa County. The review is still in process.

Marquette County and Dickinson County reviews are still in process. Both counties have submitted their documentation. Leelanau County was randomly selected at the last subcommittee meeting.

Currently waiting on the required reimbursements from Ironwood Public Safety and Ontonagon County which came out of the Gogebic and Ontonagon counties appeals heard by the SNC.

The next meeting will be held in conjunction with the APCO NENA conference in Muskegon on May 21 at 1 p.m.

VII. 911 Training Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by CARROLL, with support by HALL, to approve the 911 Training Subcommittee meeting minutes for November 8, 2023, and February 7, 2024. With no discussion, the **MOTION** carried.

B. Training Fund Application Appeals

History and Background

The training fund application process occurs annually. The application period opened on December 14, 2023, with a deadline of 4 p.m. on January 26, 2024. Announcement of the application period is received via email and within MiSNAP as well as instructions on how to complete and submit the application. The instructions state, "Once all signatures have been obtained, it is the responsibility of the PSAP director to submit the application." In addition, the guidelines, approved by the SNC, state, "Updated, complete, and accurate information on the DTS 101W and the DTS 510 must be submitted electronically through MiSNAP to the State 911 Office no later than 4 p.m. on the deadline. Applications received after the due date shall be ineligible for funding."

The subcommittee reviewed applications on February 7. The application consists of several forms including the number of full-time equivalent (FTE) hours, training and expenses, and one requiring three separate signatures. Key points the subcommittee looks for during review is if the application was received on time and if all forms were complete. At the application review meeting, 93 PSAPs were approved, 27 were denied, and 19 did not apply. Those denied receive a notification regarding the appellate process. There are only two options within MiSNAP – the application is approved or denied; there is currently no option for did not apply. Because of this, agencies who did not apply received notice their application was denied and were provided instructions on how to appeal. This created some confusion for the PSAPs and the NTS. Applications that were partially filled out but not complete and/or actually submitted were included in the meeting packet which created some confusion for the NTS.

The subcommittee appeals meeting was held on February 21 with 15 PSAPs' appeals overturned, an FTE count was corrected, and eight appeals were upheld. The PSAPs then have the option of appealing to the SNC. Ms. Lehman expressed the extreme challenge the NTS had going through the applications and appeals this year, and also stated it is not a responsibility the NTS takes lightly. It is very difficult to look a colleague in the face and tell them they are being denied training funds, but the NTS was consistent in following the process put in place with the guidelines they are given to work within.

Huron Township PD

The application was part of the initial review on February 7; however, as there was no application submitted, it was denied. On February 8, applications were locked and a notification of the denial was sent. By the subcommittee appeal meeting, no application had yet been submitted.

Ms. Jill Evans represented Huron Township. It was a clerical error as Ms. Evans mistook the application deadline with another report deadline. She did not know she could submit the application prior to the subcommittee appeal meeting but did submit on February 26. This is the first time she has submitted late.

Committee members voiced opinions regarding following policy versus having funds available for public safety. Most PSAPs have separate monies in general funds to conduct training or have previous years of training funds still available for use. This process is a way the statute allows PSAPs to offset minimum training standards costs; however, the standards are in place regardless if an agency receives training funds, so they must budget accordingly. Huron Township does have 2022 and 2023 funds remaining to use.

A **MOTION** was made by GREENLEAF, with support by PIGNATARO, to approve the Huron Township PD appeal for 911 training funds for 2024. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer		X	
Ms. Jordyn Sellek			X
Ms. April Heinze		X	
Chief Adam Carroll		X	
Mr. Tim McKee		X	
Sheriff Richard Behnke		X	
Ms. Lisa Hall		X	
Mr. Matt Weil	X		
Ms. Jeanette Doll			X
Ms. Stephanie Lehman		X	
Mr. Gordon Caverly		X	
Chief Dale Greenleaf	X		
Mr. Bryce Tracy		X	
Det. Jonathan Pignataro	X		
Ms. Wendy Thelen			X
Sgt. Louis Velaga		X	

The **MOTION** failed and the appeal is denied.

Marquette County

The application was part of the initial review on February 7; however, as there was no application submitted or signatures obtained, it was denied. On February 8, applications were locked and a notification of the denial was sent which led to Marquette County's request to appeal. The appeal was upheld at the subcommittee's February 21 appeal meeting.

Mr. Gerald Hebert represented Marquette County. This is the first year he went through the process on his own. It was unintentional, he thought he had a longer period to submit. He

received an email stating the application period would open on December 13 but after reaching out to surrounding PSAPs, he discovered there were further emails he did not receive. He stated he also did not have the notifications on his MiSNAP dashboard. Mr. Hebert is now aware the application deadline falls around the same time every year so he can note it going forward. His PSAP has a lot of turnover and overtime expenses, so receiving training funds is very important.

The application gets locked so a complete application could not be submitted. To get the system unlocked, a PSAP would need to email the SNO and request modifications.

A **MOTION** was made by SELLEK, with support by HALL, to deny Marquette County's 911 training fund appeal. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer	X		
Ms. Jordyn Sellek	X		
Ms. April Heinze	X		
Chief Adam Carroll	X		
Mr. Tim McKee	X		
Sheriff Richard Behnke	X		
Ms. Lisa Hall	X		
Mr. Matt Weil	X		
Ms. Jeanette Doll			X
Ms. Stephanie Lehman	X		
Mr. Gordon Caverly	X		
Chief Dale Greenleaf	X		
Mr. Bryce Tracy	X		
Det. Jonathan Pignataro	X		
Ms. Wendy Thelen			X
Sgt. Louis Velaga		X	

The **MOTION** carried and the appeal is denied.

Oakland County

The application was part of the initial review on February 7. Only one signature was obtained by the deadline; however, all signatures were obtained the day after. The application was denied. At the appeal meeting, there were also questions regarding their FTE counts, which resulted in a reduction of one FTE from 79 to 78.

Capt. Jen Miles and Sgt. April Setla represented Oakland County. Captain Miles began the application process in early January and on January 9 obtained all three signatures. They found one employee had a change in hours, so after making corrections, they obtained all signatures again. Per Captain Miles, all signatures were obtained on January 10 and submitted. They did nothing else in MiSNAP until January 27 when they received an email stating their application was not submitted. Captain Miles obtained the missing signature after receiving the email and resubmitted. Her only explanation of the signature being deleted is the system timed out.

Opinions were voiced again regarding following policy versus having funds available for public safety. The process of the subcommittee needs to be consistent across the board for everyone and the guidelines state if the application is not complete it shall be denied.

A **MOTION** was made by HEINZE, with support by GREENLEAF, to approve the Oakland County 911 training fund appeal. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer	X		
Ms. Jordyn Sellek	X		
Ms. April Heinze	X		
Chief Adam Carroll	X		
Mr. Tim McKee	X		
Sheriff Richard Behnke	X		
Ms. Lisa Hall	X		
Mr. Matt Weil	X		
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman		X	
Mr. Gordon Caverly	X		
Chief Dale Greenleaf	X		
Mr. Bryce Tracy	X		
Det. Jonathan Pignataro	X		
Ms. Wendy Thelen	X		
Sgt. Louis Velaga	X		

The **MOTION** carried and the appeal is approved.

SERESA

The application was part of the initial review on February 7. One signature was missing by the deadline; however, all signatures were obtained by the review meeting. The application was denied.

Mr. Tony Leese represented SERESA. The appeal does not come out of lack of respect for the subcommittee, the process, or the statute. It comes from precedence of the subcommittee for overturning denials based on similar circumstances. The DTS-510 and 101W were completed prior to the deadline. One external signer, despite multiple reminders, signed the application on the Monday following the Friday deadline. The board member provided a letter in the packet stating his explanation for missing the deadline. SERESA is altering their process to ensure this does not happen again. The funds are vital and used to enhance the ability to provide exceptional life-saving service to their community.

A **MOTION** was made by HEINZE, with support by SELLEK, to approve SERESA's 911 training fund appeal. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer	X		
Ms. Jordyn Sellek	X		
Ms. April Heinze	X		
Chief Adam Carroll	X		

Member	Yes	No	Abstain
Mr. Tim McKee	X		
Sheriff Richard Behnke	X		
Ms. Lisa Hall	X		
Mr. Matt Weil	X		
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman		X	
Mr. Gordon Caverly	X		
Chief Dale Greenleaf	X		
Mr. Bryce Tracy	X		
Det. Jonathan Pignataro	X		
Ms. Wendy Thelen	X		
Sgt. Louis Velaga	X		

The **MOTION** carried and the appeal is approved.

Tuscola County

The application was part of the initial review on February 7; however, the application was submitted late and as the 101W form was not complete, there were no FTE counts to review. A completed 101W with the FTE count was provided in their documentation for the February 21 appeals meeting. The application was complete by the February 21 meeting.

Mr. Jon Ramirez and Ms. Carrie Tabar represented Tuscola County. The staff member who was accessing MiSNAP and tracking all training suddenly left the PSAP. After she left, Mr. Ramirez realized training was not being tracked so he submitted what he had record of. He believed after the last external approver signed the application that they submitted it. He takes responsibility and understands he is the only one who can submit the application. There is no explanation for the FTE counts not being submitted with the application as they had the information entered. After the deadline, Mr. Ramirez received a phone call saying the application was not submitted. He logged in and submitted it that same day. They have a process in place going forward to make sure the application is completed on time.

During the appeals meeting, it was understood Mr. Ramirez was not aware the spreadsheet could not be uploaded into MiSNAP which is why the FTE count was not completed. He explained they track the training on a spreadsheet and then transfer the information from that into MiSNAP. Mr. Ramirez stated all signatures were obtained on November 30.

An audit log may be helpful to show which user accessed the system and when. This is provided by the MiSNAP vendor and is not readily available. A committee member commented this may show forms agencies say were submitted. However, the application could not have been submitted in November as they were able to go in and make edits.

If a PSAP is able to make edits, then the application has not yet been submitted. The only way a PSAP can modify their application after it has been submitted is to contact the SNO and ask for the application to be returned for modification. Tuscola County does have 2022 and 2023 funds remaining to use.

A **MOTION** was made by SELLEK, with support by HEINZE, to deny the Tuscola County 911 training fund appeal. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer	X		
Ms. Jordyn Sellek	X		
Ms. April Heinze	X		
Chief Adam Carroll	X		
Mr. Tim McKee	X		
Sheriff Richard Behnke		X	
Ms. Lisa Hall	X		
Mr. Matt Weil		X	
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman	X		
Mr. Gordon Caverly	X		
Chief Dale Greenleaf	X		
Mr. Bryce Tracy	X		
Det. Jonathan Pignataro		X	
Ms. Wendy Thelen	X		
Sgt. Louis Velaga	X		

The **MOTION** carried and the appeal is denied.

Warren PD

The application was part of the initial review on February 7; however, as there was no application submitted, it was denied. On February 8, applications were locked and a notification of the denial was sent. Warren PD submitted the application with the FTE count included on February 8. The denial was upheld at the February 21 appeal meeting.

Corporal Kevin Barnhill represented Warren PD. He has submitted the application in the past and takes full responsibility for the lateness. He began the process shortly after the applications opened to get everything completed before he left the country. Corporal Barnhill had obtained all the signatures before the deadline but did not submit the application. Upon receiving the denial notification, he then realized the information for the 101W was not entered. Protocols have since been put in place to ensure this does not happen going forward. Warren PD does have 2023 funds remaining to use.

A **MOTION** was made by GREENLEAF, with support by WEIL, to approve the Warren PD training fund appeal. A roll call vote was taken:

Member	Yes	No	Abstain
Mr. Jeff Troyer		X	
Ms. Jordyn Sellek	X		
Ms. April Heinze	X		
Chief Adam Carroll	X		
Mr. Tim McKee		X	
Sheriff Richard Behnke	X		
Ms. Lisa Hall		X	

Member	Yes	No	Abstain
Mr. Matt Weil	X		
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman		X	
Mr. Gordon Caverly		X	
Chief Dale Greenleaf	X		
Mr. Bryce Tracy		X	
Det. Jonathan Pignataro	X		
Ms. Wendy Thelen	X		
Sgt. Louis Velaga	X		

The **MOTION** carried and the appeal was approved.

C. Approval of FTE Count

A **MOTION** was made by LEHMAN, with support by MCKEE, to approve the FTE count for the May training fund distribution equivalent to 1,822. With no discussion, the **MOTION** carried.

Further explanation from Ms. Lehman on the NTS appeals process: Appeals were divided into four groups. The first group had everything entered and complete but did not hit the submit button. The subcommittee overturned all denials in that group. Group two were late applications due to missing signatures. Two agencies from that group chose not to appeal to the SNC. Group three included various denials such as agencies with incomplete 101W's, a reduction in FTEs after the subcommittee review meeting, and applications that were not submitted. Group four included two agencies who selected the wrong year when entering expenses. The clerical errors were corrected and the denials were overturned by the subcommittee.

At the February 21 appeals meeting, 15 denials were overturned with eight denials upheld, six of which appealed today.

D. Subcommittee Updates

The review team has approved 56 requests for training courses approval, renewal, or denial. There have been 130 instructors approved and two denied.

There are currently four delinquent and 69 undesignated telecommunicators. There have been four plans of action reviewed. Communication was sent to all directors with an employee on the list.

The next meeting will be held in conjunction with the APCO NENA conference in Muskegon on May 21 at 10:30 a.m.

VIII. Emerging Technology Subcommittee Report

A. Approval of Minutes

It was found the January 31 minutes approved at the subcommittee level stated 2023 but should be changed to show January 31, 2024.

A **MOTION** was made by HEINZE, with support by CARROLL, to approve the Emerging Technology Subcommittee meeting minutes for November 13, 2023, and January 31, 2024. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

The Tech Forum will take place September 30 through October 2 at the Crowne Plaza in Lansing. The call for papers was sent out last week.

IX. Legislative Action Subcommittee Report

A. Subcommittee Updates

Committee meetings happening in the House, but until the special election in April there will not be votes on the floor.

The Michigan Association of Counties asked the subcommittee to give a presentation to them on 911 funding. The presentation went well and is a good partnership as support from the association will be needed during the act rewrite.

Previously, a technology vendor reached out to discuss legislation in the senate. The subcommittee denied the request. Recently, a lobbyist reached out to the SNO requesting a meeting with legislative representatives to discuss a bill. It was discovered this lobbyist is for the vendor. It is not the policy of the subcommittee to meet with vendors seeking legislation to benefit their company.

X. State 911 Administrator's Report

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

- Ms. Keith is back from maternity leave.
- The reclassification was approved for the 911 Training Analyst position and is going through the posting process.
- Ready to begin the biennial audit with the office of the Auditor General for the 911 emergency fund.
- The annual report documentation for the PSAPs is due May 15. Save progress as you fill out the form so you do not lose any information. The issue with the timing out is not with MiSNAP, but with MiLogin which is done through DTMB and is for security purposes. Ms. Homant will be meeting with the MiLogin team to see if anything can be done. Currently, there is no auto save, but there is a floating save button that will be on the page.
- The Interoperability Task Force is looking to create something to do performance testing and certification for NG911 providers. Ms. Heinze stated Ms. Harvey is chairing the Governance Committee of the performance testing taskforce. The taskforce was created to ensure NG911 service providers and all of their components are performance tested. Ms. Harvey is doing an amazing job to ensure the testing is being done at a very high level.
- Ms. Harvey presented at the Michigan Traffic Safety Summit on March 12. The Office of Highway Safety Planning receives grant funds every year, and the intent is for PSAPs to receive some of the grant funding to purchase CAD, CPE, use for GIS, etc. Ms. Harvey is showing the connection between 911 and how it can impact traffic safety.
- NENA is still working through the 911/988 standard and is going through another round of public comment.
- The SNO has been trying to get 911 certification in high school programs and alternative schools so when they graduate, students are coming to the PSAP with Modules 1 and 2. The first graduation of a student who earned Module 1 certification occurred in February.
- An email will be coming out regarding FY 23 funds for the State and Local Cybersecurity Grant Program. Michigan did get approved for 2023 funds.

XI. Other Reports

Interoperability Board

Mr. Tracy gave credit to the conference planners. The conference was well attended with a lot of good information presented. There was good representation from local, state, and federal partners.

Next meeting is today at 2 p.m. Important information by the workgroups will be discussed, particularly the encryption workgroup. Maintaining and protecting interoperability will be other items for discussion.

XII. Old Business

There was no old business.

XIII. New Business

National Telecommunicators Week Resolution

National Telecommunicators week is mid-April. A proposed resolution is included in the packet for consideration and approval.

A **MOTION** was made by WEIL, with support by TRACY, to approve the resolution in appreciation of Michigan 911 telecommunicators, recognizing National Telecommunicators Week for 2024.

With no discussion, the **MOTION** carried.

XIV. Comments

Public Comments

Ms. Harvey acknowledged the work of the SNO over the past few months. There was extra work placed on the subcommittees and it is appreciated. She apologized for the lack of some things that were not done that usually are done.

Member Comments

There were no member comments.

XV. Next Meeting

June 12, 2024

10 a.m.

Michigan State Police HQ

XVI. Adjourn

The meeting adjourned at 12:10 p.m.