



GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

State 911 Committee Meeting
June 12, 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
Mr. Steven Berenbaum	Commercial Mobile Radio Service
Mr. Kevin Wilkinson	Michigan Association of Ambulance Services
Ms. Lisa Hall	Assoc. of Public Safety Communications Officials
Mr. Ken Barnes	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. Ken Mitchell	Michigan Association of Counties
Det. Jonathan Pignataro	Deputy Sheriff's Association
Mr. David Willis	Michigan Fraternal Order of Police
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. Stacie Hansel	State 911 Administrative Office
Voting Members Absent	Representing
Mr. Bryce Tracy	U.P. 911 Authority
Lt. Col. Ryan Pennell	Michigan State Police
Ms. Wendy Thelen	Michigan Public Service Commission

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 a.m.

II. Roll Call

Roll call was taken, and a quorum was present.

III. Approval of Minutes

A **MOTION** was made by MITCHELL, with support by MCKEE, to approve the State 911 Committee meeting minutes for March 13, 2024. With no discussion, the **MOTION** carried.

IV. Correspondence

Genesee County sent a card thanking the SNC for the National Public Safety Telecommunicator Week proclamation.

V. Chair / Vice-Chair Report

New Member

The SNC welcomed new members Lt. Col. Ryan Pennell, representing Michigan State Police and Mr. Ken Barnes, representing the Michigan Professional Firefighters Union.

VI. Certification Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by HEINZE, with support by LEHMAN, to approve the Certification Subcommittee meeting minutes for February 21, 2024. With no discussion, the **MOTION** carried.

B. Compliance Review Reports

Wayne County

The review process began in 2022. There were numerous findings, both requirements and recommendations, which are listed in the report.

Chippewa County

This review included Mackinac and Luce counties. There were no significant findings for Chippewa County. There is one requirement for Mackinac County. Luce County had numerous findings, both requirements and recommendations, which are listed in the report.

A **MOTION** was made by GREENLEAF, with support by WILKINSON, to approve the compliance review reports for Wayne and Chippewa counties. With no discussion, the **MOTION** carried.

C. Subcommittee Updates

- The Kent and Dickinson counties' reports are in progress and should be completed soon. The virtual financial review was held earlier this week for Leelanau County with the site visit scheduled for July 12.
- During the Alpena County review, it was found they were overcharged in their cost allocation plan. Over \$82,000 has now been put back into their 911 account.
- Gogebic County has confirmed all departments have paid back the cell phone charges to the 911 account.
- Mr. Stringham resigned from the subcommittee. This leaves the membership at 13 so no posting is needed to fill the vacancy.
- The next counties randomly drawn for review are Genesee County (to include Fenton PD) and Otsego County (to include Crawford County).
- The next subcommittee meeting will be held August 21 at 1 p.m.

VII. 911 Training Subcommittee Report

A. Subcommittee Updates

- The subcommittee meeting was rescheduled from May 21 to June 7.
- As a reminder, the training rules do not recommend using undesignated telecommunicators except in exigent circumstances.
 - As of June 11, there are 17 delinquent and 57 undesignated telecommunicators.
- Review Teams
 - As of June 4, the review team has approved 135 requests for training, denied five.
 - There were 239 instructors approved, with eight denials. A reminder to PSAPs to ensure not only the course is approved, but also the instructors. Internal instructors need to go through the process in MiSNAP to become approved.
 - There were 20 plans of action approved, with nine denials. As a reminder, when submitting a plan of action, the course name and date that will bring the telecommunicator into compliance must be included. This should be submitted within 180 days of becoming delinquent.
 - The next subcommittee meeting will be held on August 21.

B. Policy Updates

The training fund application instructions were sent to all SNC members. Ms. Lehman asked if the instructions need to come before the SNC each time they are modified or can the subcommittee update as needed. These are only instructions on how to apply; they are not policy or guidelines. Members agreed the subcommittee can modify instructions without bringing to the SNC.

There are several changes proposed to the training fund application process:

- Currently, the application deadline is the last Friday of January (with that specific date listed) at 4 p.m. Proposing: The last Friday of January (no specific date listed) at midnight.
- Changing the number of signatures to approve the application before submitting from three to one. The signature would be from the responsible party for the PSAP regardless of title.
- There are currently two forms. The 101 form lists the address of the PSAP, the approval signatures, and how many FTEs the PSAP is requesting. The 101W form lists employees and number of hours worked. Proposing combining these two forms into one.
- Changing the submit button from a checkmark as it is now to an actual button that says submit.
- Upon submission, the application would be locked. If the PSAP needs to make a change, they would contact the State 911 Office (SNO) and ask for it to be reopened. At that time, the PSAP would be advised if changes are made, the application will need to be resigned.

Asking for approval to move forward with the five changes conceptually. If the concept is approved, the system updates can move forward in development. The policy updates will come to the SNC for approval after the above enhancements have been made as the policy cannot be updated until it is known exactly how the enhancements were developed.

There is concern with the deadline being changed to midnight, anticipating phone calls at 10 p.m. to unlock an application. That will be stricken from the proposed concepts and if the SNO finds there is only one way to list a time, that can be reflected in the policy updates.

Another suggestion was when an application is submitted to trigger a message letting the PSAP know a signature is missing; however, applications cannot be submitted without a signature.

A **MOTION** was made by CAVERLY, with support by MCKEE, to approve the concepts, noting once the updates are completed in the system, the policy revision will come back to the committee for approval. With no further discussion, the **MOTION** carried.

VIII. Emerging Technology Subcommittee Report

A. Approval of Minutes

A **MOTION** was made by HEINZE, with support by LEHMAN, to approve the Emerging Technology Subcommittee meeting minutes for March 6, 2024. With no discussion, the **MOTION** carried.

B. Subcommittee Updates

- All members are invited to attend the Technology Forum held on September 30 through October 2 at the Crowne Plaza in Lansing. There are many great topics lined up.
- The next subcommittee meeting will be held July 31.

IX. Legislative Action Subcommittee Report

A. Subcommittee Updates

- After the special elections in April, the House has the democrat majority again.
- The focus is the budget which is statutorily required by July 1.

X. State 911 Administrator's Report

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

- Quarter 1 revenue is \$10,071,224.78.
- Detroit is scheduled the week of July 15 to begin cutover from AT&T to PFN.
- The latest GIS map is on the SNC website. Reaching out to counties that have not uploaded data into the system.
- Staff reclassifications in SNO are completed. The posting for the vacancy closed on June 4.
- The SNO began the biennial audit with the Office of the Auditor General.
- The annual report is in final draft stages. The FCC report is being finalized.
- Working with schools to have their curriculum submitted for SNC approval. Oakland County Dispatch Academy has achieved accreditation.
- Seven PSAPs met the deadline to submit projects for the OHSP traffic safety grant. Awards expected to go out in September with a start date of October 1.
- NENA still working through the 911/988 standard.
- The NG911 Interoperability Taskforce created a testing and conformance program for NG911. They have released the Release for Information, which closes on June 22.
- The SLCGP committee is currently working through the process of awarding FY22 funds.

In mid-May, Mr. Troyer, Ms. Heinze, Ms. Hall, and Ms. Harvey attended a CISA Symposium. CISA discussed their technical assistance programs, then did a walkthrough of an actual cyber-attack. One purpose of the workshop is CISA has created a new office, the Cyber Resiliency 911 Office. They are trying to gather feedback as to what they can do. Discussions are being held to host a similar symposium in Michigan; a two-day workshop to provide assistance to the PSAPs. Mr. Troyer and Ms. Harvey have a meeting scheduled with CISA to discuss planning.

The CJIS Security Policy covers much of the same information such as recovery process, training, and requiring annual scenario exercises. Suggested coordinating efforts with LEIN Field Services.

Mr. Mitchell requested a white paper or anything to share information with the counties. There are many resources available on the CISA website.

The Emergency Communications Coordinator for CISA in this region, Mr. Jim Jarvis, is retiring. Mr. Troyer thanked him for attending SNC meetings and providing assistance to public safety. There will be an interim representative until his vacancy can be appointed.

XI. Other Reports

Interoperability Board

Discussions continue regarding encryption and the interpretations about encryption with the most recent LEIN CJIS audit.

The CISA technical assistance communications training is changing the process in defining roles for the Statewide Interoperability Coordinator (SWIC) and how requests are reviewed by CISA in the future. Currently, the SNC would submit a request to the SWIC who is the key point going to CISA. Changing the process for who can request and receive direct assistance.

Emergency Alerts and Warnings

Regional training and outreach are being distributed to local entities.

XII. Old Business

Supplier Surcharge Delinquency Update

The SNC voted to move for investigation. The MPSC is being very detailed on the packet as to what information needs to be included and what the format should look like. This is the first investigation and it will set the precedent moving forward. The SNO, Attorney General's office, and the MPSC are actively working together.

XIII. New Business

Revision of Bylaws

During the last SNC meeting, discussion took place on removing from the bylaws the requirement of the chair or vice chair of a subcommittee to be an SNC member. The modified bylaws, showing the changes, were included in the meeting packet. Additional changes included:

- Page 1, item 6a, removing the word "proposed."
- Page 3, item 7i, rewording the first sentence to read, "A subcommittee shall make a report/recommendation to the Committee containing all actionable items that have passed with a majority vote of the subcommittee."

A **MOTION** was made by SELLEK, with support by HEINZE, to approve the revised bylaws with two additional changes to 6a, striking the word proposed, and 7i, changing the first sentence wording to actionable items. With no discussion, 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		
Mr. Steven Berenbaum	X		
Mr. Kevin Wilkinson	X		
Ms. Lisa Hall	X		

Member	Yes	No	Abstain
Mr. Ken Barnes	X		
Ms. Jeanette Doll	X		
Ms. Stephanie Lehman	X		
Mr. Gordon Caverly	X		
Chief Dale Greenleaf	X		
Mr. Ken Mitchell	X		
Det. Jonathan Pignataro	X		
Mr. David Willis	X		
Sgt. Louis Velaga	X		

The **MOTION** carried.

SNC Comment on NPRM

Currently, 988 calls are routed by area code, which leads to major issues for both 988 and 911. The FCC has put out a Notice of Proposed Rulemaking (NPRM) for carriers to develop a way for 988 calls to be geo-routed (by a tower site location). The caller's information is still protected making a 988 call; however, this will help 988 use the most appropriate resources for the caller's location.

The meeting packet included a proposal to be submitted on behalf of the SNC, supporting the transition from area code call routing to cell site geo-routing. One addition is on page one, the second sentence regarding the 'proof of concept'. A footnote has been added to reference the proof of concept document.

A **MOTION** was made by CARROLL, with support by WILKINSON, to approve the SNC comment on the NPRM geo-routing 988 calls. With no discussion, the **MOTION** carried.

Ms. Harvey will submit the comment on behalf of the SNC.

XIV. Comments

Public Comments

There were no comments.

Member Comments

Mr. Caverly stated the Telecommunications Association of Michigan has changed its name to Broadband Association of Michigan.

XV. Next Meeting

September 18, 2024
10 a.m.
Michigan State Police HQ

XVI. Adjourn

The meeting adjourned at 11:15 a.m.