

STATE 911 COMMITTEE
Emerging Technology Subcommittee
October 2, 2013
Michigan State Police Headquarters
Meeting Minutes

I. Roll Call

Ms. Heinze added two items to the agenda: NENA Wireless and auto rebids, and Chrysler U-Connect.

The meeting was called to order and roll call was taken. A quorum was not present.

Voting Members Present:

Ms. April Heinze (Chair)
Ms. Patricia Coates
Ms. Sarah Taylor
Mr. Carl Rodabaugh
Ms. Lisa Beth Harvey

Representing:

NENA
CLEMIS
Washtenaw County Office of the Sheriff
Midland County Central Dispatch
Livingston County Central Dispatch

Non-Voting Members Present:

Ms. Harriet Miller-Brown
Ms. Stacie Hansel

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Ms. Pat Anderson
Ms. Marsha Bianconi
Mr. Bob Currier
Mr. Todd Jones
Mr. Mike Muskovin
Mr. John Hunt
Mr. Matt Groesser

Representing:

AT&T
Conference of Western Wayne
Intrado
Advanced Wireless Telecom
Motorola
TCS
Kent County

II. Approval of Meeting Minutes – September 6, 2013

There was no motion to approve the minutes as there was not a quorum. This will get tabled until the next meeting.

III. Old Business

None.

IV. New Business

1. Call Set-up Time

Ms. Karen Chadwick from Grand Rapids attended the ETS meeting. She stated they have been trying to develop a report to give them their entire call processing time by request of Insurance Services Office; however, they have no way to capture their ring time on wireless calls. Grand Rapids has updated both their phone system and CAD system and still cannot get the data. When a report is run, they only get the hour and minutes, but the seconds field zeros out, which can make a call time off as much as 59 seconds. Ms. Chadwick had a conference call with her CAD vendor, phone vendor, and IT staff and discovered Michigan's ALI screens do not capture the seconds. Ms. Chadwick stated AT&T told her they cannot piecemeal the data to specific PSAPs, it has to be the whole state or nothing.

Ms. Miller-Brown asked Ms. Chadwick to send her an e-mail with her questions, and she will forward them to Ms. Anderson and the rest of the subcommittee to reflect the discussion today. Once Ms. Anderson has answered the questions, the ETS will have another meeting to discuss before the December meeting of the SNC. If, after inquiries it is appropriate, the ETS will recommend the SNC set a best practice policy where the PSAPs request seconds information directly from the supplier.

2. Text to 911

Ms. Heinze stated May 15 is the deadline the four major wireless providers have to provide text to 911 services and the ETS needs to strategize how to assist the PSAPs with the process.

Out of the Jobs Act came three major report requirements and committees, regarding texting, regulatory framework for NG911, and a revised NET 911 report, that had to report back to the legislature. The texting subcommittee has adjourned into a service coordination group involving all stakeholders regarding text to 911. That group is charged with trying to get maximum consistency for implementation, clear messages, without acronyms, out to the PSAPs, and an information and planning guide updated periodically for everyone involved. There is also a group within National NENA who is charged with public education and PSAP training. The workgroup developed the fact sheets, which were e-mailed to the committee.

The DOJ stated there will be a window of time, but everyone will be required to have text to 911 in some form. There are a few options:

Text to TTY/TDD – This will likely be the easiest solution initially as every PSAP already has TTY/TDD; however, it will tie up a trunk. The issue is that text to 911 calls will take longer and will tie up the trunk until you disconnect. This is the main option Maine is looking at providing and the state will conduct tests to look in depth at error rates. Ms. Heinze stated this would only be an interim solution.

SMS to Web Server – This option must use a Text Control Center (TCC), which can send the text to an IP-capable network and IP-capable PSAP that is not NG911 yet.

SMS to TCC to NG911 PSAP – This would be for the PSAPs that have the ESInets already created.

Agent 511 - This is a Web app, working with Canada, Texas, and a few others across the country. It is not a true text to 911, it is a text to a five digit number.

Ms. Heinze and Ms. Miller-Brown previously discussed having the TCCs come and present. If the ETS is going to make recommendations, there needs to be complete understanding of all the TCCs as an interim model. A few questions to ask the TCCs are:

What is the one solution everyone could deploy right now?
What are the studies showing how much TTY/TDD is coming in?
How would this apply to pre-pay? Same level of service?

Ms. Taylor asked what the financial impact is. Ms. Heinze stated carriers are not supposed to be charging for text to TTY/TDD and the implementation process. If PSAPs do not have the equipment, then there may be charges. It is possible that the USF fund may be available to help pay for the costs.

An individual's phone needs to have a data plan in order to text to 911. Ms. Miller-Brown asked if the DOJ would get involved with that. The FCC can make requirements to the providers but cannot make requirements to the PSAPs; the DOJ can make the requests to the PSAPs.

Mr. Rodabaugh stated Agent 511 may not be the best interim solution. As a short code vendor, it would be training everyone on one system and then when the interim is over, it would tell everyone to forget what they learned and learn a new system. The ETS should go

on record stating this is not the solution; however, Agent 511 still needs to come in as one of the presenters in order to fully understand what they offer.

Ms. Heinze stated when the implementation begins, there needs to be a public education campaign keeping in line with the national rollout. The ETS should draft preliminary recommendations for the December SNC meeting, outlining the plans for the rollout, getting the SNC approval to move forward. In order to draft an informed document for the SNC, the next meeting should include presentations by the TCCs. Ms. Miller-Brown stated April is 911 education awareness month. If the ETS brings their draft plans to the SNC in December, finalizes the plans for approval at the March SNC, the rollout could begin during April, May, and June.

Ms. Miller-Brown will send e-mails to Intrado, Agent 511, TCS, and INdigital to present their solutions to the ETS on October 30. A core group of questions will be sent to the presenters in advance to make sure they cover. Additional questions could be e-mailed after the presentations if more information is needed. If the ETS is making recommendations, it needs to gather as much information as possible so there is clear understanding. Ms. Heinze stated there will also need to be billboards across the state during the rollout.

When asked if the carriers had an opinion on a solution, Ms. Heinze stated they will not voice an opinion; it will up to the PSAPs. As far as she knows, INdigital does not provide a true TCC, it comes through the TTY. Intrado and TCS are offering their own direct solutions, and both have Web-based solutions right now. The U.P. is ahead of everyone and will be able to go directly to text to 911 without needing an interim solution.

3. Wireless and Auto-Rebids - NENA

Ms. Heinze stated that what came out of the leadership meeting referred back to the Jobs Act and the three committees who had to report to the legislature. One of the needs was wireless auto-rebids; who does and does not have the capabilities, time intervals, and if there is a requirement for auto-rebids at the state level.

As part of the requirement, NENA needs information from the PSAPs. As Ms. Miller-Brown has contact for the PSAPs in Michigan, Ms. Heinze asked her if all PSAPs in Michigan have the ability to auto rebid. The information is needed for the Jobs Act to provide to Congress. The information needed includes:

- Do all the PSAPs in Michigan have the ability to rebid?
- Does the State require auto rebid?
- Do the PSAPs require auto rebid at the PSAP level?
- Does every PSAP have manual rebid functionality, and if yes, what are the manual rebid intervals?

Ms. Miller-Brown asked Ms. Heinze to compile a single document with the questions, which can be sent to the PSAPs. She would forward to the PSAPs with support of MCDA and NENA, making it a joint effort.

4. Chrysler U-Connect

Ms. Heinze stated Chrysler approached NENA and APCO regarding U-Connect. Representatives from those organizations gave Chrysler a list of issues that needed to be fixed and a suggestion to work through a focus group. There were many questions that needed to be answered for the PSAPs. There has been no follow up from Chrysler yet.

Ms. Coates stated the calls come over on Sprint networks, which is an issue due to coverage. Another issue is the occupant must press the button to connect, no air bag collision indicator. NENA and APCO are continuing to put pressure on Chrysler to get information. A packet of information will need to go to the PSAPs so they understand this program.

V. Public Comment
None.

VI. Next Meeting
October 30, 2013
8:30 a.m.
MSP Headquarters

VII. Adjournment
The meeting adjourned.