

STATE 911 COMMITTEE
Emerging Technology Subcommittee
October 30, 2013
Michigan State Police Headquarters
Meeting Minutes

I. Roll Call

The meeting was called to order and roll call was taken.

Voting Members Present:

Ms. April Heinze (Chair)
Ms. Pat Anderson
Ms. Patricia Coates
Mr. Bob Currier
Mr. Todd Jones
Mr. John Hunt
Ms. Sarah Taylor
Mr. Carl Rodabaugh
Mr. Matt Groesser

Representing:

NENA
AT&T
CLEMIS
Intrado
Advanced Wireless Telecom
TCS
Washtenaw County Office of the Sheriff
Midland County Central Dispatch
Kent County

Non-Voting Members Present:

Ms. Harriet Miller-Brown
Ms. Stacie Hansel

Representing:

Michigan State Police
Michigan State Police

Voting Members Absent:

Ms. Marsha Bianconi
Mr. Mike Muskovin
Ms. Lisa Beth Harvey

Representing:

Conference of Western Wayne
Motorola
Livingston County Central Dispatch

II. Approval of Meeting Minutes – September 6 and October 2, 2013

A **MOTION** was made by Mr. John Hunt, with support by Ms. Sarah Taylor, to accept the minutes of September 6 and October 2, 2013, as presented. With no discussion, the **MOTION** carried.

III. Old Business

Call Set-up Time

For those not at the previous meeting, Ms. Karen Chadwick summarized her initial inquiry regarding a call processing time report her administration has asked for; from the time the call rings until the call is dispatched, broken down by priority. She has not been able to capture the ring time. Ms. Chadwick had a conference call with all of her vendors and discovered in her CPE software ring time is available, but when displayed on ALI screens, only minutes and hours are displayed, not seconds. The discussion began if there is a way to change the state format to capture the data. Ms. Anderson had previously sent an e-mail to Ms. Chadwick showing a report, which inserts the seconds, but Ms. Chadwick does not know what else changes by doing so. Mr. Currier stated there are different ALI formats available within Michigan.

Questions to ask are if the seconds' field even exists or does it populate with double zeroes because it is not "turned on". Ms. Chadwick can receive the report, but the field zeroes out as the seconds are not captured. The CPE captures the information but does not show on the ALI so CAD cannot grab it to display. She also wondered if one county is on one format and transfers the call to another county with a different format, how would the transfer come through?

Ms. Chadwick stated as all PSAPs need to report their ISO surveys, everyone will probably get asked for this same information, as the information was also asked on her ISO.

Initially, the ETS thought this might be an issue to take to the SNC to make a recommendation to the vendors. After gathering more information since the last ETS meeting, Ms. Heinze stated the issue sounds more vendor specific. Ms. Heinze stated that since AT&T is willing, Ms. Chadwick work with them to do a trial, find out how it will work, and if there will be any repercussions.

Afterward, she stated it could then be pushed out to the rest of the state, letting them know the option is available.

Ms. Heinze stated this issue will be tabled for now and the ETS will wait for an update from Grand Rapids.

IV. New Business

Provider Presentations

A list of questions regarding text to 911 was sent to the providers prior to today's meeting letting them know what kind of information the ETS is looking for. The questions may become a draft guideline, which will be available to the PSAPs in the future. Ms. Miller-Brown added a question to include not only how much this will cost, but how much each solution will cost the PSAP.

Some members of ETS stated it should be the carriers who are presenting as they will be the ones to implement and deploy service. The carrier will deploy based on the solution chosen by the PSAP, but there are only three options PSAPs can choose from. Ms. Heinze asked what solution will be available unilaterally. Mr. Hunt responded that today PSAPs can communicate text to 911 callers by TTY or web browser. Ms. Miller-Brown will work on inviting the major carriers to present on the delivery of text to 911 at the next ETS meeting.

Presentations were given by Intrado, TCS, INdigital, and Agent 511 on the solutions for text to 911. (The PowerPoint presentations will be posted on the State 911 Committee Web site).

V. Public Comment

None.

VI. Next Meeting

November 19, 2013
8:30 a.m.
MSP Headquarters

VII. Adjournment

The meeting adjourned.