

STATE 911 COMMITTEE
Emerging Technology Subcommittee
November 19, 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. Marsha Bianconi
Ms. Patricia Coates
Mr. Bob Carrier
Ms. Sarah Taylor
Mr. Carl Rodabaugh
Ms. Lisa Beth Harvey
Mr. Matt Groesser

Representing:

NENA
AT&T
Conference of Western Wayne
CLEMIS
Intrado
Washtenaw County Office of the Sheriff
Midland County Central Dispatch
Livingston 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:

Mr. Todd Jones
Mr. Mike Muskovin
Mr. John Hunt

Representing:

Advanced Wireless Telecom
Motorola
TCS

II. Approval of Meeting Minutes – October 30, 2013

A **MOTION** was made by Mr. Carl Rodabaugh, with support by Ms. Patricia Coates, to accept the minutes of October 30, 2013, as presented. With no discussion, the **MOTION** carried.

III. Old Business

None.

IV. New Business

A. Text to 911 Recommendation to SNC December Meeting

Ms. Heinze asked how the structure should look as the recommendations go to the SNC. One suggestion is to create a guideline similar to what was done for wireless. For example, this is what the FCC says, these are what the options are, and this is what is recommended as best practice. Another suggestion was to create a frequently asked questions type of document, using the questions sent to the carriers and the providers and their answers.

Ms. Bianconi asked if it is possible to not have every PSAP choose to do text to 911, what if she has only three out of 18 PSAPs opt for it. At the national level, there is a push that there be at least one per county-wide rollout. It is also recognized that not all PSAPs will be ready immediately; however, it will be mandated that every PSAP have a piece of equipment that can take text. When Ms. Coates asked how she would route to multiple PSAPs, she stated both Intrado and TCS told her she would be able to do separate routing for text than regular voice calls. Her Sheriff's Department will be taking all text for the entire county until Next Generation is in place. Ms. Heinze stated this would also be a good idea to include in the recommendation, how others intend to do the rollout.

Ms. Anderson asked about setting thresholds. Ms. Heinze stated it is her understanding that the PSAPs will be able to set the chokes, and any text received once the threshold is reached will get a bounce back message. Mr. Carrier stated Intrado does not set chokes, but in the next software version upgrade, PSAPs will have the ability to set. It is unclear if that option will be available by the May deadline. Ms. Coates asked Mr. Carrier about alternate routing. He stated if the alternate PSAP is set up to receive text, they should get the text message, and if they are not, they will get the bounce back message.

Ms. Heinze asked Mr. Currier if a text message would come into Viper similar to the TTY module so there is a recording of the conversation. He replied if the direct connect platform is used, it will come in similar to an instant message and logged in Viper or other appropriate system. Ms. Heinze stated on the web portal the TCC's are recording the conversations at their level, so there is a way to get the recordings by that method as well. A time limit for how long the conversations will be kept has not yet been established.

Regarding routing based on the centroid of the tower, Ms. Heinze stated there is a routing schema from the tower. She asked Mr. Currier if there is a specific ESN for text to 911 in the areas already doing text to 911. Mr. Currier stated it uses the wireless routing map/shape file. It is routed to the ESN for the PSAP based upon the location within the shape of where the PSAP has responsibility. Ms. Heinze believes it is routing by centroid. For example, if the tower is physically in Eaton County but she has three sectors pointing in different directions, how is it getting routed to the PSAP actually taking the text? Mr. Currier stated it is routed based upon the location of the serving sector and the PSAP responsible. The tower will treat it as a wireless call. Ms. Heinze believes it is routed by the centroid of the sector. Mr. Currier is going to pose the question back to his team. The subcommittee can also ask the question to the providers presenting today.

B. Presentations

Presentations were given by Verizon, Sprint, AT&T, and T-Mobile on the solutions for text to 911. (There were a couple of PowerPoint presentations, which will be posted on the State 911 Committee Web site).

V. Public Comment

Ms. Miller-Brown stated future items to work on are the recommendation guidelines and to start putting together an agenda for the spring technology forum. Some suggestions for the agenda included:

- Two sessions of text to 911.
- One session of text and one session of other topics.
- Legislation, explaining options of phone service, who to contact with questions.
- Landline and what it means to surcharge money.
- Frequently asked questions.
- Social media.

Ms. Heinze stated since most everyone knows about swatting calls, she wanted to let the subcommittee know there are different types of swatting that can come through. On a 10-digit line, Eaton County received a call that started with a recording saying this is a Lifeline subscriber, stay on the line because the caller may be deaf or hard of hearing, speak loudly, etc. The call then forwards and when answered, it was a hotel. There was screaming in the background as the manager of the hotel and the center were talking, and to each, it sounds like the screams were coming from the other end of the call. The center called Lifeline and they stated they do not do a pre-recording.

VI. Next Meeting

Tuesday, January 28, 2013
10 a.m.
MSP Headquarters

VII. Adjourn

The meeting adjourned.