

STATE 911 COMMITTEE
Emerging Technology Subcommittee
 November 1, 2021
 Meeting Minutes

Voting Members Present	Representing
Mr. Scott Temple	INDigital
Ms. Patricia Coates	Oakland County
Mr. Jon Moored	Kalamazoo County Consolidated Dispatch
Mr. Mark Holmes	Department of Technology Management and Budget
Ms. Jaime Seling	Oakland County Sheriff's Office
Mr. Tim McKee	Peninsula Fiber Network
Mr. Mike Armitage	Calhoun County Consolidated Dispatch
Ms. Angela Eley	Macomb County Sheriff's Office
Mr. Patrick Savage	TSSI Consulting, LLC
Non-Voting Members Present	Representing
Ms. Cindy Homant	State 911 Office
Ms. Lyndsay Stephens	State 911 Office
Ms. Stacie Hansel	State 911 Office
Voting Members Absent	Representing
Ms. April Heinze	National Emergency Number Association
Mr. Steven Berenbaum	AT&T
Mr. Jerry Nummer	Michigan Public Safety Communications System
Mr. Steven Stryd	Kalamazoo County Sheriff's Office

A. Call to Order

The meeting was called to order at 1:05 p.m.

B. Roll Call

Roll call was taken, and a quorum was present.

C. Meeting Minutes Approval—September 13, 2021

A **MOTION** was made by Mr. Mike Armitage, with support by Ms. Patricia Coates, to accept the meeting minutes of September 13, 2021, as presented. With no discussion, the **MOTION** carried.

D. Call for Additions to the Agenda

There were no additions.

E. Old Business

Chair/Vice-Chair Position

Subcommittee chair and vice-chair positions will be appointed by Mr. Jeff Troyer and Ms. April Heinze. Members asked if they are able to make recommendations. If ETS members would like to nominate someone or are interested themselves, send an email to Mr. Troyer.

Proposed 2022 Meeting Dates

A list of proposed meetings dates was given to the subcommittee to review. All dates were approved with the exception of January 3; that will be moved to January 10 due to the holiday weekend. The meeting notices for 2022 will be sent out.

F. Standing Agenda Items

SCIP Update

No update given.

Emerging Technology Forum

Mr. Holmes created a map showing where attendees of past forums have been from to use for review when making decisions about next year's location. Future locations discussed included Port Huron, Grand Rapids, and Bay City.

There were concerns raised by some members of the NTS regarding attendance. Attendance decreased drastically by the afternoon of day two and individuals are getting credit for attending training hours when they are not actually present. Some solutions discussed were scanning badges or having a raffle at the end of the forum. This will be discussed more with the planning workgroup.

The survey results were reviewed and will be used in the planning of next year's forum.

Legislative Update

House Bill 5026 passed the House and will go to the Senate, with the first hearing on November 9. There were amendments added at the second reading. First, clarifying language regarding the rollback. Secondly, adding an effective date for 6% pre-paid. Continue to send Mr. Armitage letters of support to include.

Other pieces of legislation being watched include the abandoned baby box. This legislation calls for an automatic 911 call be placed within 30 seconds of when a baby is placed. The issue is the automatic notification to 911 is not permitted under the state statute.

The other legislation is a grant program for mental health; this would provide non-law enforcement response and intervention. A recommendation was made by MCDA that the language will not require dispatch to make a determination whether a mental health professional is dispatched. Those changes have been adopted.

TAC Update

The CPE portion is down to a few agencies finishing their installation. Ms. Stephens will be reaching out to a couple as they may not meet the deadline for installation. A virtual tour was conducted in June. There are questions with the match and documentation needed, so until that is completed, the funds will not be reallocated.

The address point gap fill is getting data from the last few counties. The data import tool will launch another testing phase through November.

Location-based Routing

Ms. Amy Marion from RapidSOS provided the ETS with a high-level overview of an issue. In speaking with agencies, she has noticed there have been misunderstandings in how their location is delivered and things that affect delivery. It all comes into play when an agency says the RapidSOS portal is not working. It is not always a matter of not working; if they do not get the location information, they cannot deliver it. RapidSOS also recognizes the telecommunicators are the ones using it every day. If they received the location one day and not the next, that is how issues are identified.

An agency reached out to RapidSOS to report T-Mobile and Sprint phones were not delivering location in the RapidSOS portal. A specific point in time was identified when the delivery changed. Testing was conducted. Other testing was conducted with other agencies experiencing similar issues. One red flag discovered was T-Mobile's data feed changed to deliver 5,000 characters as opposed to less than 1,000 for all the others.

Ms. Marion is bringing this to the ETS to see if the change in location delivery is an isolated issue or if it is more widespread. Mr. McKee stated Ms. Fuller tested in six counties and location displayed in all areas. There have been no changes to the network overall.

If anyone hears of an agency having issues, have them reach out to Ms. Marion.

Technology Issues and Challenges

There were no issues to discuss.

G. New Business

There was no new business.

H. Public Comment

Mr. Jim Jarvis gave information and updates of things for the ETS to be aware of. There was an incident recently in Lake Superior with individuals in the water. The Coast Guard listened to the 911 recording and were not sure how the PSAP knew where the individuals were in the water. The Coast Guard is starting to use an I-911 application. They enter the caller's phone number, which sends a text message. The receiver clicks to agree to share their information with the Coast Guard and it then, in turn, populates on their screen. Some issues with that include it will only populate on that particular screen, so it cannot be shared with anyone else. Also, if location based sharing is not enabled on the smartphone, it will not send the information. In Region 5, Mr. Jarvis had a meeting with all the state 911 administrators and program managers. The take away is to look at NENA standards, and what the call taking process is related to someone calling from a boat, how the call taker should handle this call, and where the Coast Guard fits in.

Mr. Jim Jarvis has posters available at no cost related to ransomware awareness. Critical Infrastructure Resilience Institute has come up with a basic cyber hygiene for PSAPs and emergency communication centers. Mr. Jarvis has not seen it published yet, but they are looking at a legacy, hybrid, and full NG911 PSAP operation and where you should be from a minimum controls perspective. Policies and practices that should be followed related to security in the PSAP. They provide a technical assistance offering to come into a PSAP, interview staff and technical control staff to see where they fall within particular cyber controls applicable to a PSAP environment. They also have a ransomware readiness module self-assessment, and other tools available.

I. Next Meeting

December 6, 2021, at 1 p.m.
Michigan State Police HQ

J. The meeting adjourned at 2:26 p.m.