

STATE 911 COMMITTEE
Emerging Technology Subcommittee
 March 7, 2022
 Meeting Minutes

Voting Members Present	Representing
Mr. Tim McKee	Peninsula Fiber Network
Ms. Patricia Coates	Oakland County
Ms. April Heinze	National Emergency Number Association
Mr. Jon Moored	Kalamazoo County Consolidated Dispatch
Mr. Mark Holmes	Department of Technology Management and Budget
Mr. Mike Armitage	Calhoun County Consolidated Dispatch
Mr. Jerry Nummer	Michigan Public Safety Communications System
Ms. Angela Elsey	Macomb County Sheriff's Office
Mr. Patrick Savage	TSSI Consulting, LLC
Voting Members Remote	Representing
Ms. Jaime Seling	Peninsula Fiber Network
Non-Voting Members Present	Representing
Ms. Cindy Homant	State 911 Office
Ms. Stacie Hansel	State 911 Office
Voting Members Absent	Representing
Mr. Scott Temple	INdigital

A. Call to Order

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

B. Roll Call

Roll call was taken, and a quorum was present.

C. Meeting Minutes Approval—November 1, 2021

A **MOTION** was made by Mr. Patrick Savage, with support by Mr. Jon Moored, to accept the meeting minutes of November 1, 2021, as presented. With no discussion, the **MOTION** carried.

D. Call for Additions to the Agenda

There were no additions.

E. Old Business

eBodyguard

PSAPs were receiving automated emails directly from eBodyguard, which caused confusion. For clarity, the emails are actually training information regarding the how and why of eBodyguard. As their app can call 911 on behalf of someone, everyone should read the information being sent as PSAPs will begin receiving calls (eBodyguard began delivering calls in June of last year).

NENA is currently developing a standard, making sure all devices are sending call information consistently across the board. This standard will be speaking mostly to the providers sending the calls, explaining how to deliver calls, what is acceptable, and what is not acceptable. When the standard is complete, it will be made available to everyone.

F. Standing Agenda Items

SCIP Update

The 2019 SCIP was approved by the board and published, and 2021 will now be reviewed.

The subcommittee will begin having representation and participate during the COMU meetings rather than continue with their own workgroup.

Location-Based Routing Update

Currently, only Oakland County has been done but additional locations have been identified: Berrien, Niles, Grand Rapids, Kent, Crawford, and Roscommon. There are mixed reviews whether transfers have gone down significantly so a consultant has been hired to review the data, comparing transfers before and during the pandemic, and after the changeover. Oakland County is currently waiting for the report to be completed.

Technology Issues and Challenges

The responsibility of the subcommittee is to identify technology issues and challenges. The subcommittee does not make recommendations on one vendor or product over another; however, the ETS should have something to provide when asked. For instance, if a PSAP is looking for a new piece of technology, the list would give direction on who is using, etc. Some suggestions included:

- Gathering information from PSAPs on specific equipment or product they chose and why.
- White papers listing things to consider before purchasing such as RapidSOS or RapidDeploy, do you need both, what are the pros and cons.
- A reference list with contact information of PSAPs utilizing various types of technology so they have someone to reach out to.

One resource is SafeCom who has a white paper on NG911, incident-related imagery and its impacts. It would be a good resource to send out to all PSAPs.

The annual report includes information about equipment. Once a reference list is built, fields could be added in the annual report forms to collect information and keep the list up-to-date. As the forms have already been sent out this year, it was suggested the subcommittee create a supplemental form to send out, asking questions about equipment not currently asked on the annual report forms. One thing to consider is the Certification Subcommittee is the owner of the reporting forms. Once they approve the forms at the subcommittee level, they go before the full SNC for approval. The ETS should work with the Certification Subcommittee to discuss adding questions to the annual report forms.

It was asked if the MCDA would be a better place to house the reference list. However, it makes more sense to have one place collecting the information and the State 911 Office does that currently through the annual reporting forms. Also, not every director is a member of the MCDA.

Tech Forum

The planning workgroup met to go over each subgroup: speakers, AV, registration, vendors and sponsors, and the social hour. A call for papers will be sent out this year with the vendor/sponsor information at the same time. The ETS went over the call for papers document as well as the vendor/sponsor information, which includes sponsor packages. Subcommittee members are encouraged to share with individual vendors and potential speakers.

G. New Business

Cybersecurity Motorola Update

The MPSCS has done a sub-audit internally. For a recent project, they involved CISA and will be releasing comments on the final report. This approach helped them identify weak spots moving forward with additional assessments on what is available long-term and specific to security assessments.

A contract was signed with Motorola for more detailed assessments - what is at a PSAP, what applications are being used, how is it being monitored, how is it interfaced, and how it is being protected. In beginning stage of looking at what pieces to assess.

Mr. Jim Jarvis is working on an assessment with ICTAP using tools produced by CISA to do self-assessments on readiness. He partnered with a PSAP to focus on their CAD network and offers the same partnership with any other PSAP. If a PSAP doesn't have resources in-house to conduct a cyber assessment, Mr. Jarvis offers a partnership at no cost. His goal is to conduct six assessments, automatize the information, and create a gap analysis report that would show what he is seeing across PSAPs in the state. From that, it could be determined what resources CISA could bring for support. This is a self-evaluation tool; Mr. Jarvis is only offering a guided tour.

A **MOTION** was made by Ms. April Heinze, with support by Mr. Jon Moored, to direct the State 911 Office to send out the CISA option to the entire state.

When asked how PSAPs contact Mr. Jarvis, he said to send him an email. The State 911 Office only provided Mr. Jarvis with contact information, along with an estimate of the number of people in the PSAP, and he reached out separately. The information he collected was not shared with the office.

With no further discussion, the **MOTION** carried. Mr. Jarvis will forward the information to Ms. Homant to share with all PSAPs.

GIS Repository Update

Testing will be finishing this week and next. At the next TAC meeting, members will be discussing call forwarding planned for April. The plan is to do groups of eight to 10 for onboarding. Part of the testing included Coleman Engineering which does GIS maintenance for 15-20 counties across the state.

The address point gap fill portion finished all work on counties. Five counties are reviewing their data and will have the information back to GeoComm by March 24.

Statewide Map Data

A couple of vendors have asked for access to statewide data. To clarify requirements and make sure everyone is on the same page, the vendors need to come before the subcommittee, and the subcommittee will grant or not grant permissions, depending on the request.

Membership Vacancies

Resumes and letters of interest from those submitted were discussed. Mr. McKee and Ms. Coates will take their final recommendations to the chair and vice-chair of the SNC.

H. Public Comment

The Coast Guard has an application called i911. When not in immediate distress, individuals can use the app to contact the Coast Guard directly. NENA is working on standards relating to the notification process from the Coast Guard (pipelines, USCG, and DoD).

The federal government is looking at NG911 as far as how calls are handled at military bases.

The FCC's annual report to Congress includes two questions relating to cybersecurity: 1) did you spend money on it, and 2) has the PSAP implemented or participated in a region or state level program. The latest report shows 63 PSAPs use PFN and PFN follows i3 standards; however, i3 standards and cybersecurity practices are not the same thing. Mr. Jarvis encouraged everyone to look at SESRIC 7, workgroup 4 which talks about using the center for internet security implementation when it comes to determining if an agency is legacy 911, hybrid 911, or full NG911 capable.

There is a census-driven cyber response plan. CISA has been working with the MPSCS as to where the plan would come from at a county level.

Mr. Jarvis also encouraged everyone to enable multi-factor authentication for both personal and work accounts. There is information on CISA's website about protecting yourself, as well as information about the known exploitive vulnerability list.

I. Next Meeting

May 2, 2021, at 1 p.m.
Michigan State Police HQ

J. The meeting adjourned at 3:04 p.m.