

STATE 911 COMMITTEE
Emerging Technology Subcommittee
 May 2, 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. Scott Temple	INDigital
Mr. Mike Armitage	Calhoun County Consolidated Dispatch
Mr. Jerry Nummer	Michigan Public Safety Communications System
Ms. Angela Elsey	Macomb County Sheriff's Office
Mr. Eric Mulvaine	Barry County Central Dispatch
Voting Members Remote	Representing
Ms. Jaime Seling	Peninsula Fiber Network
Non-Voting Members Present	Representing
Ms. Cindy Homant	State 911 Office
Ms. Joni Harvey	State 911 Office
Voting Members Absent	Representing
Mr. Patrick Savage	TSSI Consulting, LLC
Mr. Dan Morden	Gratiot County Central Dispatch

- 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—March 7, 2022**
 A **MOTION** was made by Ms. Patricia Coates, with support by Mr. Jerry Nummer, to accept the meeting minutes of March 7, 2022, as presented. With no discussion, the **MOTION** carried.
- D. Call for Additions to the Agenda**
 What3words will be added under new business.
- E. Old Business**
 There was no old business for discussion.
- F. Standing Agenda Items**
SCIP Update
 Next Monday is the in-person COMU workgroup meeting at the Amway Grand.

NASNA is hosting a series of governance workshops to look at big picture emergency communications. Attending are state 911 program managers, statewide interoperability

coordinators, and potentially an elected official representing the legislature. The workshops may create goals which would be beneficial to include in the SCIP.

Location-Based Routing Update

Before a plan can be created on how to proceed and roll out, a process needs to be developed; PFN is working with INdigital to develop. The intent is to notify counties and get their authorization to move forward, assign URIs, validate data, update ESRPs in database, and then conduct testing. This will be done on a county-by-county basis in order to avoid interruption in the transfer process. It is important PSAPs participate in the GIS repository and get their boundaries included and updated.

The repository is going through the onboarding process in May. The team is working to get a couple fields populated. In the NENA standard, there is a field called discrepancy agency ID, which can be applied if PFN and INdigital have that information. Mr. McKee will meet with Mr. Holmes to make sure PFN knows what information is needed and can collect it in their process.

Technology Issues and Challenges

Vendor Reference List

A third vendor, TeleLanguage, is available for translation/interpreter services and the subcommittee was asked if anyone had experience with them. Macomb County contracted with them a few years ago, receiving positive feedback from staff. However, within the last few months, the hold times for a translator have ranged from five to 15 minutes if it is not a common language. Ms. Eisey is collecting data for commonalities in such things as language being requested and time of day of the request in order to take some feedback to the vendor's administrative team.

At the last meeting, it was suggested the ETS create a reference list of vendors PSAPs use for different equipment. Then, when a PSAP is selecting a vendor, they can contact others who are using the same vendor for input. The ETS would be responsible for naming all the components they would want on a reference list, then work with the Certification Subcommittee to include additional information, not already asked, on the annual reporting forms.

Right now, the Certification Subcommittee uses the information from the annual reporting forms during compliance reviews. When a PSAP is looking for a different vendor/equipment, the subcommittee review team can find who else is using that vendor and share the contact information to give input. This way the input is coming from users of the equipment and not coming from the state. Education is needed to let PSAPs know the information exists and is available if requested; NENA, APCO, and MCDA can help share that message. Ms. Stephens will forward a list of what is currently collected on the annual report to see what additional information the ETS might want included.

It was suggested to add a 15 minute segment to the forum, or during the Tech Talk dinner, to talk about things available, information that may be requested, etc. And to keep this segment every year, updating and changing the information.

NG911 Credentialing

Annually, every internet site needs to obtain a certificate basically stating they are who they say they are. In a NG911 world, that credentialing is needed for the users. The certificate is given per person, not by PSAP or position. It needs to be determined who is responsible for the credentialing, what is the certificate for, what are the rules for requesting certificates, etc. Ms. Heinze will see about setting up a presentation for the subcommittee on this topic.

Tech Forum

The speaker workgroup met to review the speaker forms submitted and will be drafting an agenda. Once the agenda is finalized, it will be sent to the full subcommittee. The Tech Talk dinner is not restricted, everyone who registers is welcome to attend. With multiple sessions submitted on

cybersecurity, ETS reached out to one of the presenters to request a different topic. The hope is to open registration the first of June and will need to be closed by the end of August.

G. New Business

Update FCC After Text Deployments

Almost every PSAP has deployed text; however, the FCC website does not reflect the current status. On the other hand, there are issues with the registry. For instance, PSAPs listed on the website are not PSAPs, or information is incorrect, etc. Having the correct information or status on the FCC website is important as the carriers go there first to see if deployed, or for other reasons. Also, if there is a director change or change in contact information, PSAPs need to let the FCC know so they can update their records.

Conflicts of Interest Annual Distribution

The SNC bylaws require the acts be distributed annually. Roll call was taken to acknowledge receipt:

Voting Members	Yes
Mr. Tim McKee	X
Ms. Patricia Coates	X
Ms. April Heinze	X
Mr. Jon Moored	X
Mr. Mark Holmes	X
Mr. Scott Temple	X
Ms. Jaime Seling	X
Mr. Mike Armitage	X
Mr. Jerry Nummer	X
Ms. Angela Elsey	X
Mr. Eric Mulvaine	X

H. Public Comment

- CISA continues to add information to the Shields Up website on new, known vulnerabilities. Mr. Jarvis encourages everyone to go to CISA.gov to review the information. Also, CISA will be putting out information on multi-factor authentication.
- Webinars have been completed for the repository's new platform, providing an overview of the onboarding. Data is being loaded into the system now, and training will be held May 12 and 24. The goal is to have all the data entered and onboarded throughout May.

I. Next Meeting

Monday, July 11 at 1 p.m.
Michigan State Police HQ

J. The meeting adjourned at 2:18 p.m.