

STATE 911 COMMITTEE
Emerging Technology Subcommittee
November 13, 2023
Meeting Minutes

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

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. Call for Additions to the Agenda

There were no additions.

D. Meeting Minutes Approval

A **MOTION** was made by TEMPLE, with support by SAVAGE, to accept the meeting minutes of August 14, 2023, as presented. With no discussion, the **MOTION** carried.

E. Old Business

Outage Policy Update

The workgroup reached out to other states to review their policies and are awaiting responses. Tim will reach out to Minnesota as they have an in-depth policy.

US Coast Guard NENA Standard Update

There is no update.

Remote Work Research

A workgroup was created to begin research into remote work discussing security, technology needs, etc. The workgroup consists of Elsey, Nummer, Temple, Gank, and Mulvaine, with Moored taking lead.

PSAP Equipment List Status

A spreadsheet was created to show what is currently asked for on the annual reporting forms. The workgroup of McKee, Nummer, and Mulvaine will review to see what additional information would be needed.

F. Standing Agenda Items

Geo-Routing

Geo-routing will be in place by November 16 for the entire state. Region 3 is being completed tomorrow and Region 5 will be completed on the 16th. Everything seems to be running smoothly so far.

GIS Repository

PSAP boundary reviews were sent out for geo-routing conversions for the wireless calls. Approximately a dozen PSAPs submitted minor changes.

Cybersecurity Grant

The first round of the grant is only services, not funding. There were no other updates.

Technology Issues and Challenges

It was suggested adding the benefit and risks of Artificial Intelligence (AI) in the PSAP to standing agenda items. With so many pieces of AI currently available, we need to begin focusing on what is safe, what is beneficial, remote capabilities, and security requirements. AI can be used for the non-emergency, administrative calls. Testing and implementation of AI for call taking and 911 has already begun in several states. Ms. Eley will reach out to Mr. Brad Flanigan for a Q&A at the next meeting. All his call takers are remote; introducing Chat Bot to offset some of the work.

Technology Forum and After Action

Positive feedback on breakout sessions, the more casual feel of Monday evening, the food, and the Slido app for questions. Some vendors suggested having more time in between sessions to speak with attendees; however, there are time requirements for training hours at conferences that need to be met. Monday evening is a time to meet with attendees also.

Port Huron was a possible location for next year's forum; however, there have been some issues with this venue. After discussing pros and cons of this venue, Ms. Homant will check with venues in Lansing before cancelling Port Huron.

The forum relies on vendors/sponsors to offset the costs. In looking at other similar conferences with a dinner, two days of sessions, breaks, etc., the registration cost for the forum is much less. As costs for everything are increasing, members discussed raising registration fees to \$200; however, that will be dependent on venue costs. Other questions to consider were paying speakers, increasing their gift budget, or comping their hotel room.

The forum will now be called 911 Technology Forum instead of 'emerging'.

G. New Business

2024 Meeting Schedule

All meetings will be held at MSP headquarters at 1 p.m. on the following dates: January 9, March 12, May 14, August 13, and November 12.

GIS Access Policy

There have been a lot of moving pieces for access into the GIS repository, for downloading data, and how permissions are assigned.

On the current MOA, under data use, it states a PSAP authorizes 911 GIS data to be used by other PSAPs that are participating in the GIS program for 911 purposes, that anyone using the repository have access to the data. The subcommittee set it up so if anyone made a FOIA request to a county, they would need to go to the county and follow their specific FOIA policies.

Walking through the process: the subcommittee receives the permission form, then Mr. Holmes' office and the State 911 Office track who is listed for each county to give the permissions. Mr. Holmes asked if the subcommittee could approve that is what should occur within the repository, that everyone listed as a designated importer/exporter by the PSAP has access to the statewide data.

The interpretation of the subcommittee is if an individual already signed the permission form and are authorized, they have access to the data.

If contributing to the dataset, they should be able to pull any data they want if it is for 911 purposes. Nothing needs to change how it is written, only need clarification.

Secondary PSAPs need a Non-Disclosure Agreement (NDA) so data is not given out to third parties.

A **MOTION** was made by MULVAINE, with support by ELSEY, the ETS interpretation is that all the designated data exporters can export all PSAP data in the GIS database for 911 purposes only. With no discussion, the **MOTION** carried.

A strategic plan for GIS statewide was created last year. One item that came from the plan is participants want to see more GIS data be open data.

A request came from MSP to have data in the Motorola CAD for dispatch. This would include DNR law, U of M public safety, and the four MSP PSAPs. The first request came from the Detroit Regional followed by a request from Gaylord. They are updating their CAD and if one center has access, then all will have access. However, they do not have data to import as a primary PSAP. The counties they contract with have GIS personnel other than MSP.

The current statement does not need to be reworded. A secondary PSAP is designated as a Secondary PSAP in a county plan and takes calls that are transferred to them.

A **MOTION** was made by ELSEY, with support by SELING, the ETS approve permission for designated secondary PSAPs, as identified in a county plan, to download GIS data from the repository if they have a signed NDA in place, provided the information is used for 911 purposes. With no discussion, the **MOTION** carried.

Technology Update in Newsletter

There are many discussions happening at the subcommittee; however, not much is shared. There is a technology corner section in the 911 office newsletter if anyone has any topics to submit. One suggestion to share information regarding the subcommittee researching remote work.

Subcommittee Focus for 2024

Items include AI, cyber security, equipment list, and the Technology Forum.

H. Public Comment

There was no public comment.

I. Member Comment

Mr. McKee thanked the members for all their work and efforts in moving the subcommittee forward.

J. Next Meeting

January 9, 2024, at 1 p.m.
MSP HQ

K. The meeting adjourned at 3:13 p.m.