

**STATE 911 COMMITTEE**  
**Emerging Technology Subcommittee**

January 9, 2023  
Meeting Minutes

| <b>Voting Members Present</b>     | <b>Representing</b>                            |
|-----------------------------------|--|
| 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. Scott Temple                  | INdigital                                      |
| Mr. Mike Armitage                 | Calhoun County Consolidated Dispatch           |
| Mr. Patrick Savage                | TSSI Consulting, LLC                           |
| Mr. Dan Morden                    | Gratiot County Central Dispatch                |
| Mr. Eric Mulvaine                 | Barry County Central Dispatch                  |
| <b>Voting Members Absent</b>      | <b>Representing</b>                            |
| Mr. Mark Holmes                   | Department of Technology Management and Budget |
| Ms. Jaime Seling                  | Peninsula Fiber Network                        |
| Mr. Jerry Nummer                  | Michigan Public Safety Communications System   |
| Ms. Angela Eley                   | Macomb County Sheriff's Office                 |
| <b>Non-Voting Members Present</b> | <b>Representing</b>                            |
| Ms. Cindy Homant                  | State 911 Office                               |
| Ms. Lyndsay Keith                 | State 911 Office                               |
| Ms. Joni Harvey                   | 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. Members Ms. Seling, Ms. Eley, and Mr. Holmes participated in the discussion remotely.

**C. Meeting Minutes Approval—November 7, 2022**

A **MOTION** was made by MORDEN, with support by COATES, to accept the meeting minutes of November 7, 2022, as presented. With no discussion, the **MOTION** carried.

**D. Call for Additions to the Agenda**

Public education for text-to-911 will be added as an agenda item under new business.

**E. Old Business**

There was no old business.

**F. Standing Agenda Items**

SCIP Update

A workshop was held, focusing on including the strategic plan for 911 into the SCIP. Primary activity is to formalize a relationship between the different governing bodies. There is an intention to realign the State 911 Committee and the Interoperability Board meeting dates as many members participate in both.

State Plan Review

The workgroup reviewed the current plan, making a number of updates. Ms. Coates forwarded the updated, edited version to members of the workgroup and a meeting will be scheduled to review. It should be ready for review by the full ETS at the March meeting.

### Location-Based Routing Update

Expecting to roll out geo-routing this quarter.

Text 17.6 upgrade was recently pushed out. Testing was done in Oakland County and is currently being done in Berrien, Genesee, and Grand Traverse counties. The goal is for the update to be pushed to everyone on January 16. The changes in the update include:

- what3words location is in the ALI field on an incoming text.
- The logout button is prominently displayed.
- There is a message tab so PFN can send all users text messages.
- There is a keep alive function on the browser tab, which keeps the browser active.
- On the from tab in the history view, the number of the texter will be visible at the bottom of the column.

On the morning of the 16<sup>th</sup>, users will only need to log off and log back in to be on the 17.6 version. Release notes will be sent out explaining the updates.

### Cyber Security Grant Update

There is no update at this time.

### Technology Issues and Challenges

- Propio Language acquired TeleLanguage translation services. Since then, Ms. Elsey has had her staff track any issues or concerns and is sharing those items with others. There have been numerous issues since the acquisition, specifically with reaching available translators and dropped calls. They also use a recording system with a touchpad to reach certain languages. It is voice activated, instead of touch screen; however, it does not say that option is available. This causes issues with not muting receivers. Ms. Elsey has reached out to Propio Language a few times with no response.

Mr. Morden stated they had similar issues with Language Line, but they eventually found out it was more of a programming issue. He is working with Intrado, Viper, and courthouse IT staff on sporadic issues where they cannot transfer to, or take calls from, the jail.

- Mr. McKee, Mr. Morden, and Mr. Nummer are working on what services, providers, carriers, equipment, etc. are in the PSAPs. Not to take a position, but rather as a resource for PSAPs who may want to use a certain vendor or specific equipment. They would have a list available to see if there is another PSAP using it to get feedback. Some of the information is already collected during the annual reporting, so reviewing to see where the gaps are, what additional things should be included.
- There have been issues with the crash notification on Apple products with PSAPs receiving numerous hang up 911 calls (ex: someone falling on a ski slope sends a crash notification). The PSAPs need to report those issues directly to Apple. Ms. Heinze will send out the contact information to the subcommittee.
- CCE experienced a fiber outage, but it did not impact ability to receive 911 calls. A non-911 carrier that provides wireless and internet to the majority of the population in the area was impacted for hours. The PSAP could receive a 911 call, but no one could make a 911 call. With the internet out, the E-dispatching system was not functioning properly for the fire department. The question came up about how E-dispatch would notify them if there is a loss in connectivity. E-dispatch is not required to notify them because the connections are at the various fire departments and not the 911 center, which is why CCE did not receive notification.

The FCC has released a new report for 911 reliability which talks about the reporting requirements for not only the 911 service provider, but the ability for the public to contact the government using the 911 capabilities.

- There is a cable provider who has sent letters to a few PSAPs, advising them if they are currently using their services for administrative lines, fire paging, etc. that they will no longer be providing services.

## **G. New Business**

### ETF Workgroup Formation

Currently working on the call for papers, getting it finalized, and ready to be sent out. If anyone has a vendor in mind, please send their contact information to Ms. Homant so she can add them to the call for papers email.

#### Workgroup members are:

Speakers - Ms. Homant, Mr. Mulvaine, Ms. Coates, Ms. Selig, Ms. Eley, Mr. Morden, Ms. Heinze, Mr. McKee

Vendors - Ms. Homant, Mr. Temple, and Ms. Eley

Social hour/dinner - Mr. Holmes, Mr. Morden, Mr. Savage

Presentations/AV - Ms. Hansel, Mr. Armitage, Mr. Mulvaine, Mr. Moored

Registration - Ms. Hart, Ms. Keith, Ms. Hansel, Mr. Armitage

It was suggested to add a couple placeholders in the draft agenda for new technology topics that may come up. Another suggestion was to add vendor time in the agenda. Something to keep in mind is the number of training hours per day required to use training funds. Also look into what requirements there would be to count the dinner toward training hours, yet not everyone attends the dinner. Like last year, looking to have SNC approval for each day instead of the forum as a whole.

### Public Education for Text to 911

PSAPs are asking for educational materials for the public regarding texting to 911, making sure the public knows this is available. Ms. Selig, Mr. Morden, Ms. Homant, and Mr. Savage will work together to create the materials.

Mr. Morden is working at the local level on a curriculum for elementary schools about 911 education in general. Mr. Armitage is working on a public campaign for 911, with texting one of the components. He will share information that comes out of that campaign. In February, Ms. Homant and Ms. Selig will be presenting to the Prosecuting Attorneys Association of Michigan on ways they can get the awareness out to victims of domestic violence and others.

## **H. Public Comment**

Mr. Jim Jarvis stated they are getting ready to release a SAFECOM survey, which is an opportunity for local agencies to provide input directly to the federal government.

Also, the Department of Transportation and Department of Defense continue to work on their NG911 performance and interoperability program through their interoperability taskforce. This year, they are looking to move into Phase 3, which is the development of test tools, framework for reporting, certification, and program standup which will be funded by the Department of Homeland Security. There will be a series of webinars available with the next one held on January 12 at 3 p.m.

Partners at the FCC and NTIA are collecting your feedback on a nationwide broadband map. The information will be used by the NTIA when they release the next round of broadband grants.

## **I. Member Comment**

From the previous meeting, a discussion took place about Higher Ground Live 911, which was being piloted in Oakland County. Ms. Coates will contact them to see if they can present and which meeting would work best, and send the information to Ms. Homant to schedule. They may want to present virtually.

There was a meeting of the Technical Advisory Committee (TAC) held in December to look at additional communication strategies to continue getting counties onboarded and data entered into the

new platform. The TAC has a goal to get all data uploaded by January 31 and an email was sent to all 911 directors letting them know of the date. His office is holding weekly office support hours to assist any of the data importers, specifically those entering data into the GIS repository. A full training session will be held on January 18. Over 90% of the counties are connecting using the single sign on and ready to go for uploading data; about 50% have loaded their data in. Training will begin in February on the data download portion.

Mr. Armitage stated Great Lakes Rescue is a drone service, but they also have a mobile command center, private firefighters, and water rescue services. He will send contact information to Ms. Homant for the call for papers vendor list.

**J. Next Meeting**

March 13, 2023, at 1 p.m.  
Gratiot/Isabella RESD Building

**K.** The meeting adjourned at 2:24 p.m.