

STATE 911 COMMITTEE
Emerging Technology Subcommittee
 May 15, 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 |
| 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 |
| Voting Members Absent | Representing |
| Ms. April Heinze | National Emergency Number Association |
| Mr. Mark Holmes | Department of Technology Management and Budget |
| Mr. Mike Armitage | Calhoun County Consolidated Dispatch |
| Mr. Eric Mulvaine | Barry County Central 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. Members Mark Holmes and Eric Mulvaine participated in the discussion remotely.

C. Call for Additions to the Agenda

One item, the outage form, will be added under new business.

D. Vendor Presentations

Mr. Peter Woodford and Mr. David Lyon, representing Eli Technology, gave a presentation on their available Emergency Mobile Location (EML) technology.

E. Meeting Minutes Approval

A **MOTION** was made by SAVAGE, with support by ELSEY, to accept the meeting minutes of March 13, 2023, as presented. With no discussion, the **MOTION** carried.

F. Old Business

Coast Guard Notifications

Mr. McKee will follow up with Ms. Heinze to see if the NENA standard has been written.

PSAP Equipment List

No update.

G. Standing Agenda Items

SCIP Update

The plan was approved by the committee.

GIS Repository Update

There was a Technical Advisory Committee meeting last week to figure out next steps. Approximately 50% of the geographic area has uploaded data, validating, and cleaning up data. The committee is now reaching out individually to the other 50% to offer assistance. Approximately 100%

are connected through the single sign on. Upcoming: PFN and INdigital will begin geo-routing testing (starting with regions 5 and 7) and download tools will be launched soon for PSAPs to download data and bring it into their CAD.

Mr. Holmes, along with the state of Minnesota, will be presenting at the national NENA conference in June. Their project is like Michigan's as far as the statewide repository, outreach they are doing, and the onboarding process.

State Plan Review

The workgroup updated the plan with current terminology, legislation, and funding information. All members received the final draft copy for review.

A **MOTION** was made by SELING, with support by COATES, to recommend to the full State 911 Committee they adopt the new State 911 Plan.

The last sentence in objective five fit better with objective six. And in objective one, "911" was added to read Annual 911 Report to the Legislature. Those were the only change in draft copies. No content was changed.

With no further discussion, the **MOTION** carried.

Cyber Security Grant Update

The workgroup has been meeting over the last several months. Michigan was awarded over \$4M. DTMB will be administering the grant with EMHSD as the fiduciary. There will be four grant cycles, each being three-year performance periods. There is a match required for each year of funds allocated. The first project will be in the form of services; however, the workgroup is still working out details of what that project will be.

Technology Issues and Challenges

On April 1, Macomb County started receiving 150 calls on midnight shift in a three-hour duration on the admin lines. After blocking the number, calls started coming from another number. Working with AT&T, the calls started dropping off but then returned with a four-digit number, which cannot be blocked. This was also happening in Oakland County. The individual was found to be from Texas and had his telecommunication devices removed. There is nothing to do to prevent this in the future. Macomb County had a solution demonstrated to them and a quote will be presented shortly. If the solution blocks calls deemed spam, what if it turns out to be a true 911 call. Would like to see a blocked call go into a queue for some type of interaction in case it is a true call.

Mr. Jim Jarvis attended a cyber war game and was able to download audio from NICE recorders

Emerging Tech Forum Update

There were 29 calls for papers submissions. The workgroup reviewed them, and a draft agenda was created from the sessions selected. To include as many submissions as possible, it was decided to include breakout sessions this year. The workgroup will meet again to select the additional sessions. It was suggested to label sessions either basic or advanced.

H. New Business

ChatGPT/AI and TDOS

Looking for someone who has information on both the good and the downfalls. AI is here, just need someone who knows pitfalls, what to look for, etc.

Equature now has virtual assistant, which is like a chatbot. PSAPs could load policies, procedures, or other data and pay a subscription fee for so many queries a month.

Greenlight/Similar Apps

Ms. Homant and Ms. Harvey met with RapidSOS, who is partnered with Greenlight. Their website states they are transferring calls automatically to 911, as part of their Infinity service, in the event of a

crash. Per the law, no apps should be calling 911 directly. It would either need to be making a native 911 call from within the app or it is contacting a call center, like OnStar. RapidSOS is looking into this to provide more information.

Annual Distribution of State Ethics and Public Entities Acts

Each year the acts are distributed to subcommittee members. Both were included in the meeting packet. All members acknowledged receipt.

Membership Applications

Since a PSAP member position was vacant, it should be filled by a PSAP representative. All applications submitted were reviewed and discussed. It was recommended that Mr. Michael Gank from Antrim County fill the vacancy. Mr. McKee will take the recommendation to the SNC chair for approval before notifications are made.

Outage Form

The outage form has not been updated since 2017 and a concern was brought forward. Wireless is not documented on the form as a type of service. The form should be used for any type of outage, whether partial or full. The term 'outage' for some PSAPs cannot be used. Suggested changes to the form include renaming the form to 911 Issue/Outage Report, changing the word outage throughout the form to issues, and adding wireless under type of service. Ms. Homant will send the form out for everyone to make their comments.

I. Public Comment

Mr. Jim Jarvis from DHS-CISA sent an email with information to share. The Consolidated Appropriations Act, in March 2022, directed CISA to deliver a resilient 911 ecosystem. Working with the FCC, NTIA, and NHTSA, CISA's ECD created the CR911 acquisition management program to create an incremental plan to manage and reduce cybersecurity risks within the 911 ecosystem. This effort will be guided by the National NG911 Roadmap, and will be informed by federal, state, local, tribal, and territorial emergency communication stakeholders. The goal is to help PSAPs close the emerging operational cybersecurity gaps which exist after transitioning to NG911.

J. Member Comment

There was no member comment.

K. Next Meeting

August 14, 2023, at 1 p.m.
Barry County Central Dispatch

L. The meeting adjourned at 3:14 p.m.