

STATE 911 COMMITTEE
Emerging Technology Subcommittee
Barry County Central Dispatch
 August 14, 2023
 Meeting Minutes

Voting Members Present	Representing
Mr. Tim McKee	Peninsula Fiber Network
Ms. April Heinze	National Emergency Number Association
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. Mike Armitage	Calhoun County Consolidated Dispatch
Mr. Jerry Nummer	Michigan Public Safety Communications System
Ms. Angela Eley	Macomb County Sheriff's Office
Mr. Eric Mulvaine	Barry County Central Dispatch
Mr. Mike Gank	Antrim County Central Dispatch
Voting Members Absent	Representing
Ms. Patricia Coates	Oakland County
Mr. Patrick Savage	TSSI Consulting, LLC
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 Coates and Savage participated in discussions remotely.

C. Call for Additions to the Agenda

The 2024 meeting schedule will be added under new business.

D. Meeting Minutes Approval

A **MOTION** was made by SELING, with support by NUMMER, to accept the meeting minutes of May 15, 2023, as presented. With no discussion, the **MOTION** carried.

E. Old Business

Outage Form and Policy Update

The Michigan 911 Outage Guidelines were last updated in 2009; the form was updated in 2017. A workgroup of members Temple, Armitage, Gank, McKee, and Seling will work on revisions and updates.

US Coast Guard NENA Standard Update

Every Coast Guard station is different and NENA was looking to standardize as far as how PSAPs contact and communicate with a specific Coast Guard area, and they in turn contact PSAPs. If using the Coast Guard, it would be beneficial to join the workgroup. The majority of the standard has been drafted, and the workgroup is in the process of completing.

F. Standing Agenda Items

Location-based Routing

Geo-routing will begin in September across the state. A geo fence was placed around the track and campgrounds at MIS for everything the PSAP director in that area wanted directed to the onsite

communications center. This was the first time having it in production and everything worked out well. There were 77 calls with everything handled at the onsite dispatch.

GIS Repository

An email and interactive map will be going to all the PSAPs asking for any necessary updates to boundary data.

A map was presented showing address points and road centerlines that have been reviewed, validated, and now in production. There are a few counties that have not responded. Those have been submitted to Ms. Harvey to reach out to individually.

Information is being validated against the US Postal Service to validate parcel data from the counties. The state broadband office is working on leveraging addresses shared with the state. With all the data in the repository, we have the ability to validate against multiple sources.

A list has been created with all the GIS contacts and who is importing data. This allows direct contact for training, questions, or ability to provide direct feedback.

Cybersecurity Grant

There was no update.

Technology Issues and Challenges

- It was asked if anything is being done to evaluate the risks and steps needed for dispatchers to work remote. Carriers are only required to deliver calls to a PSAP, so 911 centers would need to petition the FCC to discuss delivering remotely as the topic has not been part of their proceedings in the past.

The subcommittee should begin researching what the roadblocks are, such as broadband capabilities. This should be a joint workgroup between the subcommittees to identify some of Michigan's challenges, finding solutions, and create best practices.

- Google did an update to their overall system, which allowed for multiple clicks on the side button to place a 911 call on the user's behalf. Samsung added to the update and made the side button an auto-on instead of an opt-in. This has since been updated again to make the user opt-in for this option instead. There are still issues with phones which have not updated; however, this is currently being worked on.

Emerging Tech Forum

Ms. Homant is sending a reminder email that registration closes on September 8. There are currently 114 registered. The only sponsorship still available is dinner, so let Ms. Homant know if you are aware of any vendors who may be interested.

One speaker has backed out, but agenda times were able to be rearranged without adding a new speaker. Breakouts were added to this year's agenda in order to accommodate more speakers. All members chose which speakers to introduce.

Slido will be set up for questions, as well as a shared OneDrive for presentations.

A meeting will be scheduled on Monday afternoon before the network reception to run through last minute details.

Need to make a decision for 2024 as venues are getting booked. Ms. Homant has a hold with the Blue Water Convention Center in Port Huron for September 16-18. Everyone agreed to move forward.

G. New Business

911anywhere App

A few PSAPs reported receiving emails to sign up for this app. For a monthly fee, you can receive every phone number for every dispatch center in the country. Be aware as the app only has numbers that are publicly available and may not be the correct emergency numbers. The reason for the creation of the app is to provide contact information for someone to call if a loved one is having an emergency in another state, for example. The ETS is not taking a position on this app.

2024 Meeting Schedule

This agenda item will be moved to the November meeting.

H. Public Comment

There was no public comment.

I. Member Comment

The state switched to Cisco Emergency Responder in June. There was an initial issue with the update and retesting is being scheduled. This is a PS ALI system.

J. Next Meeting

November 13, 2023, at 1 p.m.
MSP HQ

K. The meeting adjourned at 3 p.m.