

STATE 911 COMMITTEE
Emerging Technology Subcommittee
 January 31, 2024
 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. Mike Armitage	Calhoun County Consolidated Dispatch
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
Voting Members Absent	Representing
Ms. Jaime Seling	Peninsula Fiber Network
Mr. Scott Temple	INdigital
Mr. Mike Gank	Antrim 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 10 a.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 ELSEY, with support by MOORED, to accept the meeting minutes of November 13, 2023, as presented. With no discussion, the **MOTION** carried.

E. Old Business

There was no old business.

F. Standing Agenda Items

Geo-Routing

There was a meeting with INdigital to discuss the address component and pulling data from the repository. T-Mobile, AT&T, and Verizon wireless are all working with INdigital.

Dispatchable location is supposed to be provided, if possible, based on latitude/longitude. VoIP providers routing calls are also supposed to provide geo-location. Suggested adding an item to the standing agenda items to give updates on 1) are PSAPs receiving dispatchable locations and 2) ensure telecommunicators know what to do with the data. Different codes come in to the PSAPs to show how accurate location is and some dispatchers may not know what those are.

There have been three or four FCC reports released which will start to affect PSAPs, such as outage reporting. As required, every carrier will be reaching out for outage notification contact information. PSAPs need training on what information needs to be put out.

Mr. Armitage, Ms. Heinze, and Mr. McKee will be on a workgroup to discuss best practices for outage notifications, update outage guidelines, create sample policy, what information should be in a notification, and how to determine if it is an outage. In an NG world, the notifications should be going to the NOC number that can determine if there is truly an outage, then allow PSAPs to make necessary notifications. Send Ms. Homant a list of carriers and NOC numbers to compile a document for the SNC website.

GIS Repository

The Repository identified differences in data. Checks and validations are standardized to the new data model; data cannot be loaded if it does not meet the standards in place. Training will be held mid-February for contributors to upload data. A Michigan addressing standards document will be created to look at how address points are placed county by county.

Cybersecurity Grant

The NOFO for FY23 funds has been released with an anticipated award date no later than December 1. The planning committee approved three items for FY22 funds: incident response planning and training, end point detection and response services, and cybersecurity assessments.

PSAP Equipment List Workgroup

There is no update.

Technology Issues and Challenges

Mr. McKee will share the document PFN sent out regarding class of service.

G. New Business

Benefits and Risks of AI

There are centers highlighting technology bots that are not only translating but performing an action. Examples: A bot will transcribe then provide information to the dispatcher, teaching the AI every time *this* word comes, it means *this*, and then an action is performed in CAD. The benefits overall may help with staffing issues. There is still a delay with real-time text.

There is a UK company with the technology to go from language translation into imagery, but only programmed language not real-time. However, this is a goal within the next 12 months. The idea is the caller is signing and it's translating sign language into text or voice, which then translates telecommunicator's voice back into imagery. This is all in real-time.

Ms. Elsey has a contact who developed a robot dispatcher for non-emergency calls. It will talk like a human and communicate back to the dispatcher on non-emergency calls. After a certain threshold, if something cannot be resolved, it will route to the PSAP. All calls are recorded and accessible. This is now being piloted in Pitkin County. Will reach out to schedule a presentation at the next ETS meeting.

Artificial intelligence is being used in different ways. Examples include having a bot to load QA assessment into or export data and review based on a set of criteria or using for a sign language interpreter. Need to make sure whatever AI vendor is used, it meets not only state CJIS requirements, but federal ones as well.

Virtual Work Workgroup

Dispatching from home is not ready at a state level. Call taking is possible; however, the non-emergency calls are an issue currently. It is unknown if a non-emergency call can ring inside a VESTA and to the phone at home at the same time. The connectivity capability exists, but the administrative calls need further research. The workgroup will be speaking with INdigital engineers for further information. The next steps are to look at what the requirements of CJIS will be.

Instead of a plan for all PSAPs to follow, the goal of the workgroup is to look at compiling a list of options for home connectivity, etc. It was suggested at some point requesting the State 911 Committee create a sample policy to address all the needs and concerns identified.

Tech Forum Call for Papers

The call for papers will tentatively be sent out March 1. If members have a vendor or person to add to the notification list, send contact information to Ms. Homant.

H. Public Comment

There was no public comment.

I. Member Comment

Due to scheduling conflicts, the subcommittee dates have been changed. Meetings will now be March 6, May 1, September 4, and November 6 at 10 a.m.

The CAD vendor, Logisys, will be closing in December 2024. Agencies are looking at doing a streamline procurement in under a year's time as they gave their clients only a year's notice.

Ms. Harvey presented at the Michigan Traffic Records Coordination Committee to provide education and insight on how 911 works, the capabilities of 911, and the equipment needed to operate a 911 center. The information was tied to how components of 911 can improve traffic safety. The goal is to get safety grants opened to 911 for equipment and protocols that impact traffic safety.

J. Next Meeting

March 6, 2024, at 10 a.m.
MSP HQ

K. The meeting adjourned at 11:40 a.m.