STATE 911 COMMITTEE
Emerging Technology Subcommittee
March 6, 2024
Meeting Minutes

Voting Members Present	**Representing**
Mr. Tim McKee	Peninsula Fiber Network
Ms. Patricia Coates	Oakland County
Ms. Jaime Seling	Peninsula Fiber Network
Mr. Scott Temple	INdigital
Mr. Mike Armitage	Calhoun County Consolidated Dispatch
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. Jon Moored	Kalamazoo County Consolidated Dispatch
Mr. Mark Holmes	Department of Technology Management and Budget
Mr. Jerry Nummer	Michigan Public Safety Communications System
Ms. Angela Elsey	Macomb County Sheriff's Office
Non-Voting Members Present	**Representing**
Ms. Cindy Homant	State 911 Office
Ms. Stacie Hansel	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 10 a.m.

B. Roll Call
Roll call was taken, and a quorum was present. Members Holmes and Elsey participated in discussions remotely.

C. Call for Additions to the Agenda
Adding Tech Forum to the agenda as a standing item going forward.

D. Meeting Minutes Approval
A **MOTION** was made by COATES, with support by SELING, to accept the meeting minutes of January 31, 2024, as presented. With no discussion, the **MOTION** carried.

E. Vendor Presentation
Mr. Max Keenan from Aurelian gave a presentation on their AI solutions for handling non-emergency calls in the dispatch center.

F. Old Business
There was no old business.

G. Standing Agenda Items
Geo-Routing / GIS Repository
The new validations have been implemented which helps the data come in cleaner. Training with data importers was held on February 21. One-on-one meetings are being scheduled with anyone needing assistance. Mr. Holmes is working on a proposal for statewide addressing guidelines to standardize how to maintain the GIS. There have been less transfers between PSAPs due to calls being routed correctly. PSAPs are encouraged to reach out to the GIS help desk with any boundary changes.

Cyber Security Grant
Michigan was awarded 2023 funds with the state covering the local match. A list of projects has not been released; however, the committee is looking at anything that aligns with the objectives of the cybersecurity grant program and/or one of the 16 grant requirements identified in the NOFO. Ms. Harvey will be sending an email with the requirements listed. There is no deadline to apply for the funds, but the committee is already taking project ideas.

PSAP Equipment List
This is ongoing. There are some discrepancies being worked out between what is known and what is being reported by the PSAPs.

Virtual Work Workgroup
The purpose of the workgroup is to determine technology considerations for call taking and dispatching from home.

Auditors have stated advanced authentication on all work from home machines: 1) no one else in the room when running LEIN, 2) encrypted hard drive, 3) any paper files must be in a locked cabinet, 4) no signs on door required, 5) homes will not be audited, and 6) laptop can be left unattended if locked. Another group would need to work out what phone providers are capable of providing for call taking and policies for staff. There is potential for higher demand on IT staff.

NENA has a virtual PSAP management standard available for review and comment. A workgroup is in the process of updating the standard, which includes many components the ETS are discussing, such as costs, staffing, technology, security, and redundancy. The ETS workgroup could create a best practice referring to the NENA standard and then include any Michigan-specific considerations to be set in the state.

Outage Reporting Workgroup
The workgroup will present at the April MCDA meeting, taking that training to then share more broadly. The 2016 outage document will be updated. The workgroup discussed the number of notifications being received, the confusion of those notifications, and what they mean. The FCC requires an outage be reported; however, they do not say what the message needs to say. One of the main focuses of the workgroup will be how to help PSAPs with that messaging.

Technology Issues and Challenges
TrainFo is a company that installs sensors on railroad tracks to integrate train movement or blockages. They can provide useful data to PSAPs. Mr. Armitage will send contact information to Ms. Homant for the tech forum call for papers and to do a brief presentation at our May meeting.

Technology Forum
The call for papers will go out today and closes the end of April. Send any vendor information to Ms. Homant to receive the call for papers list. The speaker workgroup will then review all submissions, choose the speakers, and present to the full ETS at the May meeting. Registration will open in July.

Members signed up for workgroups:

- Speaker workgroup – Coates, Seling, Temple, Elsey, Gank, McKee
- Vendor/Sponsor workgroup – Temple, Elsey, Savage
- Social Hour/Dinner workgroup – Holmes, Savage
- AV workgroup – Mulvaine, Moored, Armitage, Gank
- Registration workgroup – Armitage

H. New Business
There was no new business.

I. Public Comment
There was no public comment.

J. Member Comment

An email just came out from MSP stating the FBI CJIS wants a list of CAD, record management, and jail management systems vendor names from agencies. There is a two-question form to collect and submit the data.

K. Next Meeting

May 1, 2024, at 10 a.m.
MSP HQ Centennial Room

L. Adjourn

The meeting adjourned at 12:03 p.m.