STATE 911 COMMITTEE
Emerging Technology Subcommittee
November 12, 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
Ms. Jaime Seling	Peninsula Fiber Network
Mr. Jerry Nummer	Michigan Public Safety Communications System
Mr. Patrick Savage	TSSI Consulting, LLC
Mr. Mike Gank	Antrim County Central Dispatch
Voting Members Absent	**Representing**
Ms. Angela Elsey	Macomb County Sheriff's Office
Mr. Mark Holmes	Department of Technology Management and Budget
Mr. Scott Temple	INdigital
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
Ms. Lyndsay Keith	State 911 Office

A. Call to Order
The meeting was called to order.

B. Roll Call
Roll call was taken, and a quorum was present.

C. Call for Additions to the Agenda
There were no additions.

D. Old Business
There was no old business.

E. Standing Agenda Items
Geo-Routing
The FCC is responsible for 911 where carriers are concerned. The Alliance for Telecommunications Industry Solutions (ATIS) is the standards body that handles telephony services, working closely with NENA.

The new NG911 FCC rules go into effect November 25, but they need to go through the Paperwork Reduction Act and be published in the federal register before becoming effective. It may be March or April before phase I and II NG911 requests. ATIS is working on request procedures and language for the carriers that is standardized across the nation. Requests will be made per ESInet not per PSAP.

GIS Repository
GeoComm gave a presentation to members of the subcommittee last week. They are creating a Best Practice document to assist in validating address points.

The GIS team is reviewing the MOU with the goal of bringing it to the next subcommittee meeting for approval. Comments on the draft are due by November 22. Ms. Keith will verify if this needs to be presented to the State 911 Committee for approval.

Cyber Security Grant
The Cyber Security Workshop was well received with many positive comments on the information. Ms. Homant sent the presentation slides to all attendees.

The NENA Security for NG911 Standard has been approved and will be published on the website.

Outage Reporting Workgroup
The NASNA workgroup is developing ideas to take to the FCC on how to make outage reporting better.

Technology Issues and Challenges
There is a need to find 911 system vendors providing maintenance. Many vendors are offering you-fix-it contracts with the PSAP doing their own maintenance. PSAPs have the right to put their specific requirements into a contract to get the services needed. How to build solid service level agreements would be a good training for MCDA to provide.

Tech Forum After Action
There were many positive comments and feedback on the forum overall. The only issues were the vendor area was too small and the charges for the reception.

F. New Business

2025 Technology Forum
Some venue options discussed include Kalamazoo Delta Marriott, Saginaw Horizon Center, Lansing Kellogg Center, Frankenmuth, Ann Arbor, and Muskegon Van Dyke. A contract with the Horizon Center is ready to go upon approval by the subcommittee for September 15-17; however, lodging is offsite. The consensus of the subcommittee is to go back to Muskegon. Ms. Homant will check with them to see if dates are available and work on a new contract.

Forward any potential topics or speakers for the forum to Ms. Homant.

2025 Meeting Dates
The meeting dates will be January 7, May 14, July 16, August 27, and November 5. Calendar notices will be sent out.

G. Public Comment

There was no public comment.

H. Member Comment

The FCC recently approved a rule for 988 location-based routing specifically for wireless calls. They are routing based on Standard Internet Protocol (SIP) code so no location information is provided to 988. Calls will be routed to the closest 988 center in the area. Today, 988 uses Intrado for reverse lookup, using the area code to look up the PSAP. This rule does nothing for wireless and VoIP calls or chat.

The standard just finished the third round of public comment. Once done, the standard will go through stable form notice which is a 30-day period. The standard does not include geo-routing.

The standard workgroup is waiting for more ballots to be cast. If the rest of votes don't come in, the ballot will be recirculated, causing an additional 10-15 day delay. Ms. Heinze has been appointed to the National 988 Steering Committee.

The Michigan State Police has selected Tyler for CAD procurement. North CAD Group, which includes the Upper Peninsula and northern Lower Peninsula PSAPs has shortlisted Tyler, Hexagon, and Core.

Kalamazoo has signed with Aurelian for AI non-emergency call handling. Saginaw is also using Aurelian. NENA is hosting a Critical Issues Forum on AI during the Standards and Best Practices Conference in January. One of the days they will be hosting a mini-Shark Tank with companies offering AI solutions and conducting demos.

An industry trend beginning is having nurses in the PSAP to triage medical calls.

I. Next Meeting

January 7, 2025, at 10 a.m.
MSP HQ Centennial Room

J. Adjourn

The meeting adjourned at 11:47 a.m.