STATE 911 COMMITTEE
Emerging Technology Subcommittee
July 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
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
Voting Members Absent	**Representing**
Ms. Angela Elsey	Macomb County Sheriff's Office
Mr. Patrick Savage	TSSI Consulting, LLC
Mr. Eric Mulvaine	Barry County Central Dispatch
Mr. Mike Gank	Antrim 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
Ms. Joni Harvey	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. Member SAVAGE participated in discussions remotely.

C. Vendor Presentation
Mr. Rob Sterner from Sterner Strategic, and Mr. Chris Dew and Mr. Jeff Bruns from Convey 911 gave a presentation on their available programs to address language communications.

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

E. Meeting Minutes Approval
A **MOTION** was made by ARMITAGE, with support by MOORED, to accept the meeting minutes of May 1, 2024, as presented. With no discussion, the **MOTION** carried.

F. Old Business
There was no old business.

G. Standing Agenda Items
Geo-Routing
Verizon Wireless will be rolling out LBR in the state and is using the repository to update boundaries. The FCC has a new report and order requiring carriers to send information via Standard Internet Protocol (SIP) AT&T Mobility and T-Mobile have LBR currently.
When a call comes in, Phase 2 location information sometimes comes with the call and sometimes it does not. If location data is not with the initial call, a request can be put in for Phase 2. If that does not come back within a few milliseconds, the call is then sent based on tabular routing

information. Approximately 30% of calls come in this way. With Verizon joining the other carriers, this will likely improve that percentage.

GIS Repository
Working with a dozen counties to get their data entered; half are data clean-up and the other half are figuring out who their GIS person is.

Memorandums of Agreement were updated in 2018. A discussion of additional updates will be scheduled for the next subcommittee meeting.

Mr. Holmes' office is moving forward with GeoComm on an addressing guide. They are bringing in multiple stakeholders to begin looking at addressing guidelines as a whole, a master address database.

Cyber Security Grant
The FY22 recipients have been notified they are receiving grant funds. No date as to when FY23 funds will be released or what the application process will be. Agencies can apply for FY23 funds even if they applied for FY22.

PSAP Equipment List
Began looking at what tools vendors are using and if PSAPs are impacted by those tools. Initially, this list was going to be a resource guide for any PSAP purchasing new equipment. They could use this list to see who else is using that equipment and reach out for information. This year's responses to the SNC 300 form also contains versions of equipment for the team to use. The final list will potentially be housed in MiSNAP.

Virtual Work Workgroup
The NENA workgroup has approved the adjudicated comments to the draft standard. Those who left comments on the last posting have ten business days to review and approve the updated changes. It will then go to the full committee for a ballot to approve and allow for the next round of public comment. There will be another ten days to vote and once the vote has passed, it will be published for public comment for another 45 days.

Outage Reporting Workgroup
Education needs to be put out to all PSAPs on what an outage actually is. A document will be created for best practices to be sent out to all PSAPs. Other suggestions are to include in MCDA new director's school and put on APCO/NENA meeting agendas. Also have PFN create a document to describe what steps are to verify an outage notification.

Outage guidelines are put on hold until the official changes come out.

Technology Issues and Challenges

- Locate IP Address – An agency received a 988 call and could not initially locate the caller. The caller was located using the IP address. PSAPs can use whatismyipaddress.com which will show location, ISP, if it is static, etc. The NENA standard 001.2-2022, NENA/Crisis Line Interoperability Standard, gives information for how to handle any type of look up for any type of call.

- RapidSOS Upgrade – RapidSOS was reaching out to PSAPs about an upgrade which took place July 22. There are times when RapidSOS is reaching out through Apple Crash that might not come out in other instances. Apple did an unveiling regarding new emergency services being offered through Rich Communication Services. Google currently uses Rich Communication Services for messaging. Apple had their own way but have now agreed to deliver through Rich Communication. The iOS 18 software will allow text messages sent by satellite to family members, send videos if using intermediaries, send pictures, etc. using RapidSOS.

- CrowdStrike Outage – 13 counties saw some type of impairment. Michigan was the first state fully restored. Need to think big picture if everything is AWS and it goes down.

- CISA Workshop – A PSAP Cyber Threat Assessment Workshop is being held in Saginaw on Oct 29-30. Registration will open in a couple weeks and cost is $150.

Tech Forum
A reminder to register was sent out last week. There are 14 vendors and a full agenda. The next subcommittee meeting will be discussing final details. Looking at the Horizons Center in Saginaw for September 15-17, 2025. Will bring more information on the venue to the next subcommittee meeting.

H. New Business
Ms. Coates introduced Ms. Meredith Morgan who is now working with Ms. Coates and Oakland County.

I. Public Comment
There was no public comment.

J. Member Comment
There was no member comment.

K. Next Meeting
September 4, 2024, at 10 a.m.
MSP HQ

L. Adjourn
The meeting adjourned at 11:57 a.m.