STATE 911 COMMITTEE
Emerging Technology Subcommittee
April 29, 2026
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. Mike Armitage	Calhoun County Consolidated Dispatch
Mr. Jerry Nummer	Michigan Public Safety Communications System
Mr. Pat Savage	TSSI Consulting, LLC
Mr. Mike Gank	Grand Traverse County Central Dispatch
Ms. Katie Holzman	Ottawa County Central Dispatch
Mr. Bill Rensberger	Muskegon County Central Dispatch
Voting Members Absent	**Representing**
Ms. Pat Coates	Public Member
Mr. Scott Temple	Public Member
Non-Voting Members Present	**Representing**
Ms. Cindy Homant	State 911 Office
Ms. Amy Magirl	State 911 Office
Ms. Stacie Hansel	State 911 Office
Ms. Lyndsay Keith	State 911 Office
Ms. Leah Edgell	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. COATES participated in the discussion remotely.

There were public members in attendance from emergency management and dispatch at Lansing Community College. Introductions were made by all.

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

D. Old Business
Approval of Minutes
A **MOTION** was made by SELING, with support by HEINZE, to approve the meeting minutes from the March 10, 2026, meeting. With no discussion, the **MOTION** carried.

E. Standing Agenda Items
Geo-Routing Update
Mr. Holmes shared the current status map for the repository. He is working with most of the remaining counties.

Over the next five months, he will be working to get the MSAG community name and ESN if not already on the data. Mr. Holmes' team wrote a script to take the MSAG and populate this field automatically

and provide back to the counties to clean up between GIS data and MSAG. As they started going through a couple counties, they noticed data was not matching. A report flags that information and

states what is incorrect. Mr. Holmes and Ms. Magirl will work together to draft something to send to the 911 directors.

The state is down to five carriers who have not completed Phase 1. All the local carriers are complete.

Verizon Wireless had an issue within their own network yesterday which impacted 38 PSAPs across the state. PFN created a work around, directing calls to a Phase O number, which is the administrative number. It was discovered a few of those numbers had call trees or AI bots. If that is the center's admin number, directors will want to update it with Comtech. The issue has now been resolved.

Data Sharing Agreement
Mr. Holmes presented the details of the draft agreement to the State 911 Committee (SNC).The SNC asked for a track changes version of the agreement; however, there is not a track changes version as the agreement is taking two agreements and merging into one. Mr. Holmes will be able to provide an explanation of the new agreement, what it means, and how it relates back. This will be on the SNC June agenda, asking for a letter of support.

Outage Reporting Workgroup
This will be taken off the agenda as a standing item.

Technology Issues and Challenges

- A few PSAPs are close to being able to accept PIDF-LO; however, the majority still need to get with their call handling vendor and see what needs to be done to accept it. Instead of asking the vendors if the equipment is i3 ready, the key question instead is to ask if the call handling equipment is capable of receiving PIDF-LO with the call. If not, the vendor needs to update the equipment.

- During the Verizon outage, there were two PSAPs who lost connectivity to Rapid SOS and needed to log out, clear the cache, and log back in. It is important to understand Rapid SOS is an over-the-top carrier, not five 9's capable, and should never be considered 911. It is only an additional available tool.

- Ms. Seling is able to assist PSAPs in figuring out how many of their calls rolled over during an event; however, it is only an estimate, it is not exact counts and will not include landline. Contact her if interested.

- What3words is now pushing pop-up ads to the end users on the app. Be aware if a user reports the issue.

- Calhoun County has finished a four-year project, connecting all school cameras in the county, body cams in Battle Creek, and public cameras in Battle Creek. If a 911 call is placed within a certain number of feet from a camera, the camera displays livestream. This is the same as when a priority one call is placed.

F. New Business

Technology Forum
Call for papers is open. There are currently 15 submissions, with the deadline May 1. Subcommittee members are encouraged to reach out to anyone they know who may have a topic to present. There are currently nine vendors and seven sponsors.

Jon Moored, Pat Coates, Katie Holzman, Bill Rensberger, and April Heinze will sit on the workgroup to review submissions and approve speakers.

Quarterly Newsletter for ETS Updates
Ms. Seling will submit an article for the next quarterly newsletter regarding satellite texting.

State 911 Plan Review
The objectives of the plan were reviewed:

Objective 5 - Mr. Holmes will submit wording to update the measurement.
Objective 8 – This objective will be reworked.
Objective 9 – Proposed wording to change this objective: 'Develop effective recommendations for the PSAPs regarding the FCC Phase 2 readiness.' This will be reviewed again at the next meeting. A work group was created to develop the recommendations: Ms. Seling, Mr. Moored, Mr. Rensberger, Mr. Savage, and Mr. Nummer.

NG911 Deployment Guide List
This document is no longer relevant and will be removed from the website.

G. Public Comment
Staff from Lansing Community College in attendance thanked everyone for including them in today's meeting.

H. Committee Member Comment
SB917 is a bill to create a surcharge for 988. This would be a 25 cents surcharge on phones and a prepaid surcharge as well. Based on federal legislation, this needs to be very clear this is for 988.

Discussed carriers that can and cannot accept text-to-911. Boost Mobile is the only carrier in the U.S. who cannot accept text.

I. Next Meeting
July 15 at 10 a.m.
MSP HQ

J. Adjourn
The meeting adjourned at 11:55 a.m.