

**STATE 911 COMMITTEE**  
**Emerging Technology Subcommittee**  
November 16, 2016  
Meeting Minutes

**A. Call to Order / Roll Call**

The meeting was called to order at 11:00 a.m. Roll call was taken and a quorum was present.

Voting Members Present:

Ms. April Heinze (Chair)  
Mr. Tim Smith  
Ms. Patricia Coates  
Mr. Mike Muskovin  
Mr. Carl Rodabaugh  
Mr. Matt Groesser  
Ms. Jaime Seling  
Mr. Tim McKee  
Mr. Mike Armitage

Representing:

INdigital  
Ottawa County Central Dispatch  
CLEMIS  
Motorola  
Midland County Central Dispatch  
Kent County  
Oakland County Sheriff's Office  
Peninsula Fiber Network  
Eaton County Central Dispatch

Non-Voting Members Present:

Ms. Harriet Miller-Brown  
Ms. Cindy Homant  
Ms. Stacie Hansel

Representing:

State 911 Office  
State 911 Office  
State 911 Office

Voting Members Absent:

Mr. Bob Currier  
Ms. Leigh Ann Irland

Representing:

Public Member  
Frontier

**B. Meeting Minutes Approval – August 8 and September 27, 2016**

A **MOTION** was made by Mr. Groesser, with support by Ms. Coates, to accept the meeting minutes of August 8 and September 27, 2016, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

1. Smart911 Rollout Update

Ms. Miller-Brown, Ms. Heinze, and Mr. Shawn Sible negotiated the new contract with Rave Mobile Safety. Ms. Miller-Brown will send an informational email to the PSAPs by the end of the week detailing the final points of the contract, which include:

- The State will pay the startup costs plus 18 months for PSAPs that sign up in the first 90 days (November 1, 2016 to February 1, 2017).
- PSAPs that start after the 90 days will receive their startup costs plus 12 months.
- The PSAPs that were early adopters, the State will pay 12 months.

Rave Mobile Safety is still working on their system for how to keep track of the metrics, who's deploying and when.

The PSAPs that deployed during the first appropriation are locked in at \$3,375 for ongoing license costs for the length of their contract. The new contract price is \$4,169. For the PSAPs with existing contracts, the State will pay their existing contracts or the \$4,169, whichever is lower.

The State 911 Office received 2% administrative costs for a total of \$44,000 across the three years of the contract.

Rave Mobile Safety held a press conference, by directive of the Lieutenant Governor's office, earlier in the week. Some counties are already being contacted by the press.

2. IP Deployment Best Practices Document

Ms. Heinze stated there are a few documents coming out at a national level that will cover the majority of what the ETS group started drafting. The national document will be voted on in early December and adopted in January. She asked about holding off on the ETS draft and using the national Best Practices Document to create an FAQ instead. The subcommittee agreed, will target for a March deadline, and bring before the full SNC for approval at their March meeting.

A **MOTION** was made by Mr. Smith, with support by Mr. McKee, to create an FAQ document from the national Best Practices document, and have ready for approval by the SNC at the March meeting. With no discussion, the **MOTION** carried.

**D. New Business**

1. State 911 Plan Review

It has been the charge of the ETS to review the State 911 Plan. The subcommittee will review and bring any concerns or edits to the next meeting for discussion. The document was divided so each member of the ETS would have a separate section to review. The sections are:

- Executive Summary and Introduction – Ms. Coates
- Current 911 Environment and Future Environment – Mr. Rodabaugh, Mr. McKee, Mr. Muskovin
  - Ms. Miller-Brown will gather information under 3.4
- Goals, Objectives, and Measures – Mr. Smith
- Resource Allocation – Mr. Groesser
- Updating the Plan and Mechanism(s) for Overseeing and Managing the State's 911 System – Ms. Seling
- Conclusion – Ms. Heinze
- Appendices – Mr. Armitage

2. Onvoy

The State 911 Office was contacted by Onvoy, which is a VoIP service provider. They will begin delivering true nomadic VoIP by the second quarter of next year. Reaching out eight months before they deploy gives the subcommittee a chance to research what Onvoy is, how true nomadic VoIP will affect the call takers, and how they will utilize the National Emergency Addressing Database (NEAD).

When a call is placed on a Wi-Fi, it will provide a location based on the Wi-Fi location. When they become nomadic, the same handset whether it is a phone that does not have a radio channel in it, a tablet, or any other type of device that can connect to LTE, it will place the call using LTE data. The call would come in as Phase II, being able to receive LAT/LONG. New classes of service will be created and the only way to receive LAT/LONG is if the PSAP is using one of those new classes of service, as VoIP will not provide the LAT/LONG.

Some volunteer PSAPs will be needed to test and work with the company to get good data, which the ETS can then provide to all PSAPs.

Ms. Heinze will share some preliminary documents at the next ETS meeting.

## **E. Public Comment**

### **1. Telecommunication Denial of Service (TDoS)**

In the past, TDoS was when a 'bad actor' created a computer program that attacked a specific PSAP to flood the center with calls. Last month there was a TDoS attack based on someone who was trying to get a bounty that Apple has if you can break its code. The student created a virus and sent out as a link. Those who clicked on the link had their phone continuously dial 911 without their knowledge, causing centers to reset CAD among other things.

Under the APCO and NENA protocol, when there is a TDoS, PSAPs are to contact the Emergency Communications Cybersecurity Center (EC3), which is an arm of the FBI. A national protocol needs to be created for when a PSAP receives a TDoS, they know a notification system is in place and how to let everyone around them know.

The EC3 concept levels will be: regional, multiples within a state, a state, and then federal. As it is envisioned, the EC3 concept is to monitor and manage various types of threats.

Mr. Rodabaugh is currently working with a cybersecurity company to develop a semi public safety based cybersecurity course geared for the dispatcher on how to not click on phishing links, how to know what's fake, not giving passwords over the phone, etc. The course is generic to get people exposed to what types of things are out there. A class will be held in Midland for key people to revise the course, eventually seeking SNC-approval for the course.

### **2. Technology Forum**

During the meeting, agenda items for the Technology Forum were suggested:

- Cybersecurity
- IP Best Practices
- FirstNet update
- Onvoy / changes to classes of service
- TDoS / bad actor
- NEAD / wireless location accuracy update
- CAD2CAD

### **3. CAD2CAD**

Ms. Homant was asked to give an update on the CAD2CAD project. She has changed job positions and is no longer on the project; however, when she left, it was ready to have the Request for Information (RFI) written. She is meeting this week with the group to give background and get ready for them to prepare writing the RFI. F/Lt. Mike Johnson is the new contact person for the project.

## **F. Next Meeting**

TBD – Early January

Next agenda – changes of classes of service, NEAD (what it is and what it's doing), Technology Forum, review State 911 Plan, CAD2CAD

## **G. Adjourn**

The meeting adjourned at 12:10 p.m.