

STATE 911 COMMITTEE
Emerging Technology Subcommittee
April 22, 2016
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order and roll call was taken. The meeting was chaired by Ms. Heinze on behalf of Sheriff Gribler.

Voting Members Present:

Ms. April Heinze
Ms. Patricia Coates
Ms. Sarah Reedy
Mr. Carl Rodabaugh
Mr. Matt Groesser
Ms. Leigh Ann Irland

Representing:

Senate Appointee, public member
CLEMIS
Washtenaw County Office of the Sheriff
Midland County Central Dispatch
Kent County
Frontier

Non-Voting Members Present:

Ms. Harriet Miller-Brown
Ms. Stacie Hansel
Mr. Michael Armitage

Representing:

State 911 Office
State 911 Office
State 911 Office

Voting Members Absent:

Sheriff Dale Gribler (Chair)
Mr. Tim Smith
Mr. Bob Currier
Mr. Mike Muskovin

Representing:

Michigan Sheriff's Association
Ottawa County Central Dispatch
Public Member
Motorola

B. Approval of Meeting Minutes – March 18, 2016

A **MOTION** was made by Mr. Groesser, with support by Ms. Heinze, to accept the minutes of March 18, 2016, as presented. With no discussion, the **MOTION** carried.

C. Old Business

1. Technology Forum

To date there are 155 registered to attend the forum.

The opening remarks will be adjusted from 30 minutes to 15 minutes, which will allow the text-to-911 panel an extra 15 minutes.

A small PowerPoint is being created for the introduction, slides including a list of ETS members, a summary of what the ETS does, a call for anyone interested in joining the subcommittee, and a list of projects worked on over the past year. Those projects are: Text-to-911 outreach, FCC and NSI phones, wireless location accuracy, confidence and uncertainty, best practices for IP deployment, and CAD2CAD. When asked if anything else should be added to the list, the subcommittee agreed on the list and nothing new was added.

A list of potential questions for the IP panel was sent to members of the ETS for review. Everyone agreed on the number of questions as well as the list of questions themselves.

2. RapidSOS

Rapid SOS is being considered an originating service provider, even though they are not technically providing the channel. NENA had a sit-down with the FCC, who is looking at requiring the originating service providers agree to standards. There is no regulation on app providers as of yet.

One new type of app to be aware of is called Cell 411, which will become a law enforcement issue as it is targeted for activists and militia-type groups who are anti-government. This app

creates a social network so when someone in the group gets pulled over, for instance, the others in the network show up, get video, etc.

A letter was sent to Rapid SOS, on behalf of the SNC, voicing concerns. Rapid SOS stated they would have responses back by April 25.

At the last SNC meeting, a to-do item was mentioned during the ETS portion, asking if “the SNC should reach out to the FCC asking for ways to regulate apps. Research options and put back on the SNC agenda for June.” The subcommittee agreed the FCC is currently taking some action and the ETS should take a wait-and-see approach, sending letters of support if needed down the road.

3. IP Best Practices

Between text-to-911, Smart911, and MLTS there is a very good starting point for format on how to set up a best practice. Ms. Heinze will follow up with Mr. Roger Hixson of NENA on the transition planning document.

4. CAD2CAD

The consultant from Analysts International has taken the notes accumulated during the three business rules elicitation sessions and created a draft document. There was a conference call discussing objections to the draft and a follow-up meeting will be scheduled. Everything is still on track; some of the verbiage needs to be ironed out and the consultants also want to figure out dealing with anti-virus in the exchange or leave it up to the individual agencies. Also, figuring out what can be implemented in Phase I and what will be in future phases.

Ms. Heinze suggested reviewing the TFOPA document as there are some cyber-security items included that may be helpful with CAD2CAD.

D. New Business

Ms. Heinze stated there are companies that are creating PBT kiosks. Ultimately, the PSAP will not receive a call to have an officer provide a PBT; the individual will either swipe a card or insert money into the kiosk. A Chief in Eaton County, who spoke with Ms. Heinze, stated his agency does approximately \$20,000 worth of PBT's a year. Of the number his agency does a year, around 20 blow a positive, which is a probation violation. The information then gets turned over the probation officer who handles it from there. Currently, the courts are not recognizing the kiosks. If someone blows a positive, the Chief needs a way to notify the dispatch center to dispatch an officer because the individual has blown a positive and a PBT is needed at the office. The specific kiosk the Chief is looking at only does texts and emails, which Ms. Heinze said her staff would not monitor for this type of situation. One of the things she talked to him about is connecting to a phone line and have the call come in on the 10-digit line.

Ms. Heinze is bringing this issue up to the subcommittee to start discussion about non-emergency text messages and receiving picture messages in the Next Gen world; things to think about. Text-to-911 is available now, but there could be texting to 10-digit lines in an IP environment. More than the kiosk itself, there are long-term issues, which may be a question for LAS to look at laws.

Mr. Armitage stated the University of Michigan has a six-digit text code the dispatch center receives, which can be distributed to students for non-emergency texts. That may be an option for agencies such as having a 10-digit phone number.

Mr. Groesser asked, since kiosks are government owned devices, why ASAP protocol couldn't be used. Ms. Heinze stated she discussed that with the Chief, and said if he could send those calls

straight to the CAD, it would be possible right now. However, it doesn't make sense to spend the money for the interface for the few calls received.

The non-emergency text messages and being able to receive the picture messages are things the ETS needs to start thinking about.

It may be time to bring in someone with a 911 legal background if looking at new members to the ETS.

There two things to address. First, no one is regulating all the new apps and the legal aspect. LAS may need to become involved. Is there a need to create a law stating what someone can and cannot do with an app in Michigan? Secondly, the ETS needs to look at how to reach the greatest audience at the same time.

Ms. Miller-Brown stated a few years ago there was a consumer alert created, which could be recreated to help give the 911 community a voice, from the SNC to the directors. If doing so, there should be a few apps designated as live examples to give the story a "buyer beware" reality. Information and data should be gathered to create a consumer alert that involves the Attorney General's office. Ms. Miller-Brown will send the link for the consumer's alert for the ETS to think about how to reframe.

E. Public Comment

None

F. Next Meeting

TBD

G. Adjourn

The meeting adjourned at 9:55 a.m.