

STATE 911 COMMITTEE
Emerging Technology Subcommittee
October 28, 2015
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order at 10 a.m. and roll call was taken.

Voting Members Present:
Sheriff Dale Gribler (Chair)
Mr. Tim Smith
Ms. April Heinze
Ms. Patricia Coates
Mr. Bob Currier
Mr. Mike Muskovin
Ms. Sarah Reedy
Mr. Carl Rodabaugh
Mr. Matt Groesser
Ms. Leigh Ann Irland

Representing:
Michigan Sheriff's Association
Ottawa County Central Dispatch
NENA
CLEMIS
Intrado
Motorola
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:
Mr. Todd Jones
Mr. John Hunt

Representing:
Advanced Wireless Telecom
General Public

B. Approval of Meeting Minutes – February 27, 2015

A **MOTION** was made by Mr. Smith, with support by Ms. Heinze, to accept the minutes of February 27, 2015, as presented. With no discussion, the **MOTION** carried.

C. Old Business

None.

D. New Business

1. Best Practices for IP-911 Deployment

Different counties are doing different things with deployment, counties are not opening their plans, they are changing service providers, some counties have done their plans differently, etc. It is in the ETS' best interest to create a best practices document for IP deployment. In creating the document, the group needs to define what NextGen is and what it is not. Ms. Miller-Brown is looking for volunteers on the ETS to begin drafting a best practices document. (Volunteers included Ms. Heinze, Mr. Currier, Ms. Irland, Sheriff Gribler, Mr. Smith, and Mr. Groesser). Ms. Heinze stated the FCC taskforce is beginning to wrap up their document, which will be presented in December and voted on by the taskforce in January. Much of what is in that document would be applicable to the best practices document and could be used rather than starting from scratch. A target date for March was set for approval at the SNC meeting.

Mr. Hal Martin, at the September SNC meeting, stated he would put together a guideline of what counties need to or do not need to open their plans for. Ms. Miller-Brown will follow up with Mr. Martin. This guideline will be needed to create the best practices document.

2. Wireless Location Accuracy

Ms. Heinze stated the FCC has put out new rulemaking regarding wireless location accuracy, with subgroups working on different factors. One of the first main topics to discuss is confidence and uncertainty factors. The confidence factor is the percentage of the accuracy and the uncertainty will tell what the range of the accuracy is.

AT&T gives five options to their customers for their 911 screens; two have confidence and uncertainty, three do not, and the vast majority of PSAPs in Michigan are using the three that

do not. The reason for the discussion is that it does give a good idea of how close the accuracy of the X-Y coordinates are. Moving forward, the FCC has required all carriers provide a confidence and uncertainty factor, but the confidence factor must be 90% or greater. To switch the screens, AT&T needs a request submitted. Ms. Irland will follow up with Frontier to see where they are. Someone will also need to check with PFN.

The goal of the location accuracy roadmap is to provide a dispatchable location, and the National Emergency Address Database (NEAD) is going to help with that. They will be delivering dispatchable locations by different factors, which include Wi-Fi in buildings and many others.

The first thing to do is get the word out on confidence and uncertainty factors, what it is, why it is important, and how to go about doing it. Ms. Miller-Brown suggested Mr. Armitage start listing who has what from the CAD inventory, who has what Phase II format, what Lat/Lon, etc. Ms. Heinze stated he should be able to get that information from AT&T. From that information, create a one page informational sheet to help educate on what confidence and uncertainty is, what PSAPs need to do to receive it, what to do depending on the provider. This sheet could then be provided at the Technology Forum.

3. Subcommittee Membership

Ms. Hansel mentioned this was a follow up item from the February 27, 2015, ETS meeting. The group brought up the fact other subcommittees were looking at attendance and participation at the subcommittee level, and the question was raised if the ETS wanted to look at creating something also. Ms. Heinze asked if there was a set number of members needed on the subcommittee or if a number should be set. Sheriff Gribler believes all subcommittees should adopt the same guides as the SNC, which state if someone is not in attendance or participate in three consecutive meetings, you are no longer a member. Ms. Hansel stated in the bylaws it says "no call, no show," but what if members are providing notice they will not be in attendance. Sheriff Gribler stated active participation should be the number one criteria. The ETS members agreed there should be active participation to remain a member on the subcommittee. Ms. Hansel will send ETS attendance records to Sheriff Gribler.

Mr. Groesser asked if membership on the ETS is required for participating in a subgroup where specific expertise is necessary. Sheriff Gribler stated it is encouraged to find the expertise you need in a subgroup of the subcommittee. Ms. Heinze suggested reaching out to other expertise areas that may be lacking on the subcommittee to see if anyone should be or wants to be a member of the ETS.

4. Technology Forum

Mr. Armitage previously sent a survey to the subcommittee regarding location, and the majority chose to have the technology forum at the academy. Ms. Heinze suggested moving the date back into April. If the academy is not available, other venue options included LCC West, Lansing Center, and Crowne Plaza.

The survey also asked for possible topics for the forum. Suggested topics included: ESInet standards, NENA i3 standards, real world presentations from out of state end user of ESInet, cybersecurity, CLEAR legislation, MLTS, what is and what isn't NG911, FCC wireless location accuracy reports and what does it mean for PSAPs, CAD2CAD updates, confidence and uncertainty, practical use cases based on actual experience rather than theory, and interconnection of regional and local ESInet. Ms. Heinze also suggested reporting on what comes out of the Task Force on Optimal Public Safety Answering Point Architecture (TFOPA). The MLTS will be an important topic, along with an educational piece for outreach to businesses. Ms. Miller-Brown will reach out to outlining states for a panel discussion on their experiences with IP deployment. FirstNet update was suggested. Regarding the cybersecurity topic, Mr. Currier stated the FCC scheduled a symposium with University of Colorado Boulder for early December and good information should be coming from that to

incorporate. Ms. Coates stated SunTel is hosting an event regarding MLTS in November for Oakland County businesses. She is attending and if the event is beneficial, will look into lining up speakers from that company. Ms. Irland stated with her customers, there is such a large range of technology knowledge. She suggested resources or a training guide, websites, on where customers can gather information on their own. Have a session on what resources are out there.

Ms. Miller-Brown suggested having the forum be a two-day event, for example, first day 10 a.m.-4 p.m. and the next 8:30 a.m.-3 p.m. Another suggestion was to have one day geared more toward the PSAPs and the next day be topics where someone would bring their tech person along for the information. A nominal fee should be looked at to help offset the cost. If looking at a two-day forum, Mr. Currier will follow up with the Crowne Plaza for venue space and available dates.

5. Counties not Implementing Text-to-911

As a follow up item from the June SNC minutes, it was brought up that ETS should discuss what assistance can be given to the counties who have stated they are not planning on initiating text-to-911 and also reaching out to the counties who have not responded.

Ms. Miller-Brown suggested everyone on the ETS, by December 1, review and give input on updating the text-to-911 guidelines sent in the meeting packet and also posted on the website.

Ms. Miller-Brown is asking what ETS can do to actively reach out to the counties that have said they are not deploying text. Sheriff Gribler will reach out to his neighboring county that said no. There may be some counties on the map who are in the process, but not showing as completed or that have reported. Ms. Miller-Brown will send email to those counties who are showing either no response, do not plan to unless mandated, and intend to start planning soon and ask them to update their status. Ms. Coates stated Oakland County gets monthly reports on stats for texting and since January, there have only been 558 texts in a county of 1.2 million people; 384 were accidental.

Ms. Reedy stated it might be helpful to have dispatchers talk about taking texts, how they thought it would be, and what the reality of it actually is. It was suggested having a panel discussion of dispatchers talking about the reality of text-to-911.

6. CAD2CAD Subcommittees

This is a follow up item from the ETS minutes of February 27, 2015. Mr. Randy Williams presented CAD2CAD and wanted to form two subcommittees and enlisted the ETS to help move plans along. Mr. Groesser stated there was no update as far as the subcommittees. He stated the state has hired a consultant, Analyst International, who is developing timelines. They are coming up with three different sessions to send PSAPs and IT staff who support PSAPs, to get them engaged. There are discussions ongoing on what the information sessions should include. The goal is to come up with the functional requirements, what this program absolutely should or should not involve. General discussion followed. Ms Miller-Brown asked Mr. Groesser to update Mr. Armitage and Ms. Cindy Homant to include information in the technology forum. Tentative meeting date is February 18, 2016.

7. FCC NPRM on NSI Phones

The FCC is looking at the issue that NSI phones are not negative after all and a lot of good is coming from them. Tennessee passed their own statute regarding NSI, passing provisions where if a PSAP contacts the telephone company, the phone company can shut off the phone without liability issues. The phone companies in Michigan can do that now, but are reluctant without some type of waiver. If it comes to it, the providers will be the ones to inform their customers that five years from now, the service is no longer available. The FCC is now in the process of evaluating the data. Ms. Miller-Brown stated the FCC is coming to the NASNA meeting next month and she hopes to have more information after that.

8. MACP and MSA Presentations

This is a follow up item after the technology forum evaluation results were sent to the ETS. Sheriff Gribler asked about the ETS attending MACP and MSA functions to get the word out on emerging issues to law enforcement. The joint session will be held February 3-5, 2016, in Grand Rapids. The ETS will discuss having volunteers present to the associations.

E. Public Comment

None.

F. Next Meeting

February 19, 2016, at 9 a.m.
MSP HQ

G. Adjourn

The meeting adjourned at 10:47 a.m.