

**STATE 911 COMMITTEE**  
**Emerging Technology Subcommittee**  
February 27, 2015  
Meeting Minutes

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

The meeting was called to order and roll call was taken.

Voting Members Present:

Sheriff Dale Gribler (Chair)  
Mr. Tim Smith  
Ms. April Heinze  
Mr. Bob Currier  
Mr. Mike Muskovin  
Mr. John Hunt  
Mr. Carl Rodabaugh  
Mr. Matt Groesser  
Ms. Leigh Ann Irland

Representing:

Michigan Sheriff's Association  
Ottawa County Central Dispatch  
NENA  
Intrado  
Motorola  
General Public  
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:

Ms. Marsha Bianconi  
Ms. Patricia Coates  
Mr. Todd Jones  
Ms. Sarah Reedy  
Ms. Lisa Beth Harvey

Representing:

Conference of Western Wayne  
CLEMIS  
Advanced Wireless Telecom  
Washtenaw County Office of the Sheriff  
Livingston County Central Dispatch

**B. Approval of Meeting Minutes – January 8, 2015**

A **MOTION** was made by Mr. Currier, with support by Mr. Muskovin, to accept the minutes of January 8, 2015, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

State Hosted CAD2CAD

Mr. Randy Williams was in attendance to speak with the ETS regarding CAD2CAD. He stated a PowerPoint was created to serve as a brief overview and then presented to the MSP Mobile Office Committee. The information in the PowerPoint is a summary of what was learned by visiting Virginia and San Diego; neither location is doing what Michigan wants to do of a statewide CAD2CAD deployment. Mr. Williams stated he would like to form two subcommittees, Technology and Business Governance, with approximately five to seven on each subcommittee to help gather all the requirements. Ms. Mary Wichman from MSP is looking to hire a consultant to help in the effort and find funding. Members of the subcommittees would work with the consultant and help guide them in getting the requirements on paper. Mr. Smith, Ms. Heinze, Mr. Rodabaugh, Sheriff Gribler, and Mr. Groesser volunteered to be on the Business Governance subcommittee. Mr. Dan Loftus, Mr. Greg Clark, and Mr. Jason Torrey were suggested as possible members. Mr. Williams will send a summary of the statewide CAD2CAD system and subcommittees that are needed to Ms. Miller-Brown, who will forward to individuals to see if anyone else is interested in being on one of the subcommittees.

Mr. Williams manages the CAD systems for the State of Michigan and they are bringing their first local agency on. The legalities are still being worked out while their data is being entered in to the system. He stated this is not a move to force people to join, it's a move to enhance interoperability. Ms. Heinze stated the CAD functionality of the NextGen rollout is imperative. Mr. Williams stated with E911, everything is coming to CAD, text, video, etc., it's the central point, and also how it is going out to the field. It is a record keeping system for 911. Mr. Williams stated the plan is to facilitate communication between surrounding counties. For example, Eaton County spends money each month to communicate with neighboring counties. This could be consolidated to one connection, one cost, with one time writing to a state standard to allow

connection to any county. Mr. Williams stated that is the flexibility to be built into the system, to be a defined standard, and provide the services everyone needs. He needs the help of the ETS to move the plans along.

#### **D. New Business**

##### **1. SB636 (now P.A. 52 of 2014)**

Mr. Bob Stewart, from Frontier, was in attendance. Ms. Heinze stated the biggest concern was how P.A. 52 of 2014 will affect the PSAPs and what the PSAPs are going to see when local exchanges move away. Mr. Stewart stated the discontinuation of service started in 2007. By making a filing at the MPSC, anyone who is governed by the statute can remove service in 180 days with notice, but not one carrier made a filing. During that time, 600 carriers removed service without notice and the MPSC terminated licenses. The law had passed years before, but there wasn't much recognition of its existence until SB636 was drafted. It stated that after January of 2017, the MPSC is put in review and approval mode for discontinuation of service.

Only speaking for Frontier, Mr. Stewart stated the only access he has to a residence or business is the copper phone line going into the house, and there are no plans to abandon that any time soon. What SB636 was about is the ability to go to an IP-switching world. All the switches placed in Michigan were manufactured in the 1980s and parts are becoming unavailable. Mr. Stewart spoke of changing out the TDM switches and replace it with a fiber-fed IP switch, which does a lot for Frontier from cost, technology, and consistency perspectives. It allows for one or two IP switches to be placed in a couple state area, fiber feed it, and have consistent switching throughout the state and the surrounding states.

Mr. Stewart listed the top questions customers ask:

- a) Will my medical monitoring equipment and life lock still work if Frontier moves services to advance switching technology? Yes. And when the line is cleaned up to be an IP-based line, access to all the digital medical technology becomes available.
- b) Will the phone in my house still work when the power goes out? Yes. Frontier's network is powered by batteries. When the power fails, the battery takes over, lasting four to eight hours before an external generator takes over. That is not the case for those going fiber to the prem, for Coax, or wireless as those devices are powered at the home.
- c) Will 911 still work? Yes. Frontier's service is fixed at an address, which is the critical issue for 911. Regardless of the technology, it will not be lifted from the address.
- d) Will my rates go up? The reality is Frontier is consolidating cost centers, consolidating a couple hundred switches into a few. This reduces the cost structure to remain competitive from a pricing perspective. Mr. Muskovin asked if consolidating switching centers impacts serviceability to customers or routing back to PSAPs. Mr. Stewart stated it will. Frontier has trunking facilities going from every switch. A switch may serve several exchanges and as switches are consolidated, the logical path to get to PSAPs has to change.

Frontier is doing text from landline and will have residential text from landline available in the next six months.

Mr. Stewart stated Nexus and Sprint have filed for withdrawal of service in Michigan. Sprint was a big proponent against SB636 and was the first provider to file for discontinuance of service. More discontinuance filings are expected in 2015 and 2017. As a provider, they will want out before the 2017 law goes into effect to be put under more scrutiny.

Mr. Stewart explained what the conditions are for Frontier to discontinue service. At the end of the day, the copper wires are getting stronger from an electronics and power perspective, and Frontier is not taking that investment out. Frontier has no plans to switch to wireless, under the eaves technology, but will be expanding fiber to the premise on a selective basis, mostly to large commercial customers.

Mr. Stewart stated this section of SB636 was unimportant compared with other items included in the bill.

Ms. Heinze stated her concern is Woodland, for example. No competitor goes in, and it's an exchange that is isolated, the cost is high for Frontier to have it. According to the Bill, as long as there is one other option, Frontier no longer has to provide landline service and can completely go away from the exchange. Mr. Stewart stated that is correct. He asked if cellular is an equivalent 911 product to the landline in place. Ms. Heinze stated as far as the PSAPs are concerned, no. Mr. Muskovin asked how the service is qualified, meaning if there is cellular in the area, but from his residence the coverage is spotty, it is still demonstrated that it is available, where is the qualification? Mr. Stewart stated that's where there was debate with the Governor's office on how to define reliable access to 911. It is defined as, "...The rules, regulations, and guidelines set forth in the FCC trials order including all appendices that provide comparable and reliable consumer access to emergency services." To Mr. Stewart, that means if someone is not providing specific location address information, like landlines do today, there is no comparable and reliable service to the consumer.

Ms. Heinze stated Frontier, for example, has 20 percent of the customers they used to have in Charlotte. If they have less customers in an area where there is a PSAP and Frontier decides it is not feasible to continue wireline service, being the last wireline service in the area, what does that mean for a PSAP? Can Frontier walk away and if so, how does the PSAP get their calls? Mr. Stewart stated the protections built in the statute say the MPSC needs to find someone else to do it. In Michigan in 1999, Frontier had 1.3 million customers and today there is less than 300,000. He is already at the Charlotte example Ms. Heinze gave and is still around.

Mr. Muskovin asked if it is the MPSC's responsibility to find a provider or if a provider cannot remove service before the service is available by another carrier. Mr. Stewart stated the way the language is written, the Commission can do any and all of the above. Mr. Muskovin asked if Frontier can stop service and there is no other entry point for 911 service into a dispatch center, is Frontier precluded from removing service unless there is another service provider available or is it the MPSC's responsibility of finding another service provider?

Mr. Stewart read the statement, "If the Commission, after conducting an investigation not to last longer than 180 days regarding the availability of comparable voice service with reliable access to 911 and emergency services, determines that the FCC failed to make a finding that present and future public convenience and necessity is not adversely affected or has not adequately addressed the issue. At that point they shall declare an emergency by order that an emergency exists in the area in the state that is not served by at least one voice service provider offering comparable voice service with reliable access. The willing provider may utilize any form of technology that is capable of providing the comparable voice service with reliable access to 911 and emergency services including VoIP and wireless services. If the Commission determines that another provider is not capable, the Commission shall issue an order requiring the current telecommunications provider to continue to provide the service using any technology." If Frontier wants to pull service from a PSAP, there has to be a viable alternative 911 service provider. If there is not, the Commission will tell Frontier they need to stay, but gives them the option of using any technology Frontier chooses to continue to provide service.

Mr. Stewart stated it is fully reasonable that a provider may determine they are not in the 911 business, local exchange service, or operator services business any more. Just as counties have decision-making power to designate who their ANI/ALI selective router provider is, providers have the legal right on the other side to say they are out, even if they do not withdraw service from consumers.

Ms. Heinze stated according to P.A. 52, Frontier needs to provide notification they are going to stop service. The only way it would go before the MPSC is if Eaton County filed something in a timely manner. Mr. Stewart stated Frontier would have to initiate the process and file for a docket at the Commission then there is a notice requirement.

Ms. Heinze stated this is the information that needs to be put into writing for the PSAPs and how the process works. When and if it happens, PSAPs need someplace to go where they can either read a document on the steps to take or know to call the State 911 Office and Ms. Miller-Brown will walk them through the process. The ETS should begin work on a best practices document. Ms. Miller-Brown will speak with Wendy Thelen, the MPSC representative on the SNC.

Mr. Stewart stated on the other side, as PSAPs have angst about what Frontier may do to discontinue or change service, so do they have angst when counties decide to go to different 911 providers to a NextGen world. He asked everyone to think about timelines and the courtesies that could be extended to the providers.

2. Technology Forum Updates

Ms. Bianconi sent a message that she received no response from her contact at the AG's office or Comcast regarding the presentation on MOUs and VoIP. Mr. Williams stated within MSP, Ms. Dawn Briningstall and Mr. Al Renz have done MOUs with the counties. Ms. Miller-Brown will contact them to see if they are available to present.

On the commercial panel, Ms. Irland has confirmed two representatives from Frontier, PFN has confirmed, Ms. Heinze is contacting a representative from Comcast, and AT&T has declined. Ms. Heinze stated a list of questions to ask both panels is needed. Members of the ETS should get their questions to Ms. Miller-Brown by the end of the day on Thursday. Ms. Miller-Brown will compile the top five or six questions and send to the ETS for final review, and then the list will be sent to the moderators and members of the panel. Ms. Heinze will be moderator for the commercial panel and Mr. Currier will be moderator for the PSAP panel.

Ms. Blastic is confirmed to present FirstNet updates. Mr. Williams agreed to present CAD2CAD. Mr. Bob Phelps is confirmed to present State Records Management. Mr. Gordon Webb is confirmed for the APCO P25 session.

The speakers and ETS members need to register as well. Send Ms. Hansel an email with name, agency, and date of birth (DOB is for security reasons).

**E. Public Comment**

Ms. Heinze stated there are other subcommittees who are looking at members who do not attend meetings on a regular basis. At what point does the ETS look at adding new members and removing those who do not attend. Ms. Miller-Brown asked for a directive from Mr. Smith, as the chair of the SNC. Ms. Hansel will find the policy regarding the number of unexcused absences and forward to Mr. Smith. The directive would apply to all subcommittees.

**F. Adjourn**

The meeting adjourned at 11:55 a.m.