STATE 911 COMMITTEE
Emerging Technology Subcommittee
September 22, 2014
Conference Call
Meeting Minutes

A. Call to Order / Roll Call
The meeting was called to order and roll call was taken.

Voting Members Present:	Representing:
Mr. Tim Smith (Chair)	Ottawa County Central Dispatch
Ms. April Heinze	NENA
Ms. Marsha Bianconi	Conference of Western Wayne
Ms. Patricia Coates	CLEMIS
Mr. Bob Currier	Intrado
Mr. Mike Muskovin	Motorola
Mr. John Hunt	General Public
Mr. Carl Rodabaugh	Midland County Central Dispatch
Ms. Lisa Beth Harvey	Livingston County Central Dispatch
Ms. Leigh Ann Ireland	Frontier

Non-Voting Members Present:	Representing:
Ms. Harriet Miller-Brown	Michigan State Police
Ms. Stacie Hansel	Michigan State Police
Mr. Michael Armitage	Michigan State Police

Voting Members Absent:	Representing:
Mr. Todd Jones	Advanced Wireless Telecom
Ms. Sarah Taylor	Washtenaw County Office of the Sheriff
Mr. Matt Groesser	Kent County

B. Approval of Meeting Minutes – May 27, 2014
A **MOTION** was made by Mr. Rodabaugh, with support by Ms. Heinze, to accept the minutes of May 27, 2014, as presented. With no discussion, the **MOTION** carried.

C. Old Business
None.

D. New Business
1. Smart911

    All subcommittee members received the Smart911 document prior to the meeting. To give some background, Mr. Smith stated there are currently 12 PSAPs in the state that are using the Smart 911 standard version. The Health and Wellness Commission was interested in Smart911, and having worked with Rave Technologies in the past, developed appropriations ($812,000) to put in a version of Smart911. Smart911 Basic has the ability to text back to numbers, call notes, facility data, and panic button availability for schools in emergencies. The Basic version does not provide the citizen profile "pop up."

    Funding is committed for the 2015 budget year, which starts in October 2014, and is being worked out with stakeholders to fund the Standard version in 2016. The Smart911 Basic platform would be available statewide, is not mandatory, and at no cost to the PSAPs for the first year. If the funding is not available in the following fiscal year, PSAPs are under no obligation to keep or pay for Smart911. If the funding is not available, the Basic version would be $1,125.00 per active dispatch console, and the Standard version is approximately $4,500.00 per active console, per year, which will be discounted by 25 percent for the upcoming year. Ms. Miller-Brown stated she removed funding information from the document, as documents issued out of the SNC are generally not marketing material; however, she will put the information back in the document

    Ms. Bianconi asked about Caption Call, which goes through a relay center and a transcript of the call appears on the screen. Ms. Heinze stated since the call is going through a relay center it should be no different than any other call coming into a PSAP. Ms. Bianconi voiced

concerns about Smart911 affecting the relay centers as the MPSC is currently holding hearings to the fact that AT&T, who holds the contract for Michigan relay service, is going to discontinue services to non-AT&T customers. Ms. Heinze replied they are two separate issues as the relay centers will not have anything to do with Smart911. While on the conference call, Mr. Currier forwarded the subcommittee an e-mail regarding the Caption Call platform and how it operates.

Ms. Coates asked if Smart911 was competitively bid. Ms. Miller-Brown stated it is coming through a WSCA (Western States Contracting Alliance) contract and the actual purchase is being done through an inter-departmental transfer through the Department of Community Health. Ms. Harvey stated anyone could contact WSCA to see what their RFP process is, if purchasing departments have any issues. She will forward information about WSCA to the subcommittee members.

Mr. Smith explained when someone creates a citizen profile much of the same information is entered as what emergency contact forms use. After the facility profile is created, the next option is the panic button. With the panic button product, a person at each school creates the profile and enters everyone who is authorized to be on the panic button platform. When the button is pressed, it will dial 911 and also send secure text messages to everyone on the authorized list. The first message lets them know the button has been activated, the second message says the 911 call has been answered so everyone is getting real-time updates. Mr. Smith has been testing the use of the button and states the texts are going out almost instantaneously. The schools would incur the annual cost for this option based on the number of handsets elected to be registered, which is approximately $20-$40 per handset.

Ms. Bianconi asked if a separate computer, or person to man the computer, would be needed. Ms. Heinze stated the information would come in on either the CAD computer or 911 CPE, depending on the type of CPE a PSAP has. She explained there is a connection, a piece of hardware, between the CPE and the server. Instead of internet connectivity into the CAD system, it would have connectivity to the Smart911 server. Ms. Miller-Brown stated Rave Mobile Safety will do an evaluation of what PSAPs have on hand to determine if any additional hardware is needed.

Mr. Todd Miller from Rave Mobile Safety and Mr. Adam Eisenman from Smart911 joined the call. Ms. Bianconi asked if after the first year, the county does not have funding to continue, will Rave Mobile Safety notify the citizens? Mr. Miller stated they typically do not because it is a national database. The program may not work in their particular area; however, the service may be available if they travel to the next county or state. During the registration process, there are terms to be reviewed by the individual. Included is a statement that lets people know they system may or may not be available in their area, and if it is available, it may or may not be used.

Mr. Miller explained how Smart911 works. When they connect to a PSAP, the Smart911 server ends up being connected to the 911 call-taking equipment, based on the inbound phone number. Ms. Bianconi asked when going to NG911 and all call routing is based on GIS, what impact will Smart911 have? Mr. Miller explained there will be no impact as Smart911 does nothing to reroute calls or change how they are delivered to the PSAP. Smart911 is simply able to provide additional information once the call comes into the PSAP.

Additional instructions are provided by Rave Mobile Safety in American Sign Language and closed caption as a video on their Web site. Mr. Miller will forward the video link and information on the video relay service to Ms. Miller-Brown to be included in the FAQ document.

Ms. Coates asked if a survey was given to the PSAPs to determine how much interest there was in this basic program before $812,000 was spent. Ms. Miller-Brown stated no survey

was conducted, but in the FAQ document it states it is not mandatory. She explained that decision was already made at Community Mental Health. Mr. Smith stated the ETS' involvement is regarding the education and deployment.

Mr. Miller stated part of their initial project will be outreach to PSAPs and collaborating with the 911 community to set up webinars to educate the community on what the service is and what the roll out process will be like. As far as the deployment schedule, Ms. Miller-Brown stated she has had conversations with Smart911 and, before deployment, wants to involve the 911 community. Ms. Miller-Brown and Mr. Eisenman will be presenting the information at APCO later in the week, and then she and Mr. Smith will be presenting at MCDA the following week. Mr. Smith, Ms. Miller-Brown, and Ms. Heinze would like to see the ETS support the FAQ document to bring to the State 911 Committee for the October meeting. After the SNC meeting, a more formal rollout will begin.

A **MOTION** was made by Mr. Currier for the Emerging Technology Subcommittee to endorse both the Smart911 project as discussed and the FAQ document as will be revised based upon information to be provided. Discussion followed.

Ms. Bianconi asked if Mr. Currier would amend his motion to read the concept is supported as she would be reluctant to endorse without seeing the updated, amended document. Ms. Heinze stated the subcommittee is not actually supporting the program, as it is already out there. It was not SNC or ETS who received the funding; yet Mr. Smith, Ms. Heinze, and Ms. Miller-Brown created the FAQ document to educate PSAPs on what it is and how it will affect them. Smart911 is coming whether everyone wants it or not, but the educational piece is the ETS' part. Ms. Bianconi asked if approval is needed only for the educational component, to which Ms. Heinze stated yes.

Ms. Coates felt the information on cost should be included in the document so PSAPs would have an approximate idea if funding is not available in the second year.

After discussion, the **MOTION** was seconded by Ms. Heinze and a roll call vote was taken.

Name	Yes	No	Abstain
Mr. Tim Smith	X		
Ms. April Heinze	X		
Ms. Marsha Bianconi			X
Ms. Pat Coates		X	
Mr. Bob Currier	X		
Mr. Mike Muskovin	X		
Mr. John Hunt	X		
Mr. Carl Rodabaugh	X		
Ms. Lisa Beth Harvey	X		
Ms. Leigh Ann Ireland	X		
Total	**8**	**1**	**1**

With a vote of 8:1:1, the **MOTION** passed.

2. P.A. 52 of 2014 (formerly known as SB636)
   Ms. Heinze suggested tabling the next two agenda items for a future meeting, as they are both lengthy discussion topics. She suggested a face to face meeting to invite a representative from AT&T, as they sponsored the bill. Mr. Smith stated the next meeting will be scheduled within the next 30 days.

3. State hosted CAD2CAD
   Ms. Heinze suggested inviting Mr. Brad Stoddard from the MPSCS to discuss some of the conceptual items. This item will be tabled until a future meeting yet to be determined.

E. Public Comment
None.

F. Next Meeting
TBD

G. Adjourn
The meeting adjourned.