

STATE 911 COMMITTEE
Emerging Technology Subcommittee
September 27, 2016
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order at 10:07 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

Representing:

INdigital
Ottawa County Central Dispatch
CLEMIS
Motorola
Midland County Central Dispatch
Kent County
Oakland County Sheriff's Office

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. Bob Currier
Ms. Leigh Ann Irland
Mr. Tim McKee

Representing:

Public Member
Frontier
Peninsula Fiber Network

A letter to the FCC was added as an agenda item under New Business.

B. Meeting Minutes Approval – June 8 and September 6, 2016

A **MOTION** was made by Mr. Smith, with support by Ms. Coates, to accept the meeting minutes of June 8 and September 6, 2016, as presented. With no discussion, the **MOTION** carried.

C. Old Business

Rave Mobile Safety is offering an additional feature to what the State is offering for the one year Standard Smart 911 rollout. Three options were given; however, the negotiation team has already ruled out one of the options as it was emergency management related and not PSAP functionality. The two other options are the Command View and Call Analytics. Mr. Piett, of Rave Mobile Safety, was in attendance to present both options. The ETS is tasked with choosing which feature should be a part of the rollout.

The Command View is designed as a real-time view into all 911 calls coming into a PSAP plotted on a map. It is web-based and anyone with a secure log in can view it. This has nothing to do with Smart 911 registrations. It was originally designed to be compatible with the panic button feature so a supervisor could look at all calls coming in, jump in on a specific call, and send messages into a facility through SMS if call takers are busy. This is currently aimed at someone looking into their own PSAP; however, there are regional permission features being worked on as, for instance, Oakland County would want to look into all PSAPs in their county. Mr. Piett gave a presentation to show the program, how it works, and what it looks like. General discussion followed.

The Call Analytics takes the same ALI spill data and separates it into different data. This will currently not show dropped calls as it only takes CAD spill, but that is being worked on. Some of the features of this option include a heat map showing calls coming in over a specific time period plotted on a map, tracking calls by employee or by work station, and intervals of rebids. Anything

coming out of CAD, or any way the ALI can be “sliced and diced” can be worked into a reporting option. This option would most likely follow a hierarchically structure.

Ms. Heinze stated this feature could be useful at the State 911 Office level. The office would be able to retrieve analytical data directly that the PSAPs currently provide. Examples of the office using the information include an emergency situation (storms last year in northern Michigan) or outage reporting. Mr. Piett gave a presentation to show the program, how it works, and what it looks like. General discussion followed.

After a discussion of both options, a **MOTION** was made by Mr. Groesser, with support by Mr. Smith, to accept the Call Analytics option as the additional feature offered by Rave Mobile Safety. With no further discussion, the **MOTION** carried.

D. New Business

The ETS made a recommendation to the State 911 Committee asking for support in sending a letter to the FCC regarding smartphone applications. At the September meeting, the State 911 Committee voted in support and the letter was sent.

The letter from the SNC, as well as from the Texas Alliance, are more a heads up notice to the FCC, whereas NASNA will be asking the FCC to open some type of proceeding to begin addressing issues with smartphone applications. Some of the things being asked of the FCC include making sure applications related to 911 do not impair how consumers currently access 911 service, making sure applications are thoroughly tested to specific standards, ensuring application providers are factually accurate in their marketing, prohibiting inaccurate claims, etc.

The ETS needs to start gathering factual data to support the things the FCC is being asked to consider. Ms. Miller-Brown will send an email to the PSAPs asking for specific incidents they have had and from which applications.

E. Public Comment

The new Apple IOS has a TTY function built into the IOS platform. It allows direct TTY from an iPhone to a PSAP. The ETS needs to get a notice out to the PSAPs letting them know they may see an increase in TTY calls. Ms. Miller-Brown will forward the information to the PSAPs.

There was an article in the Huron County paper marketing Smart 911 and Ms. Coates asked for clarification of some points made. First, Huron County is getting Smart 911 from the state for 18 months as opposed to 12 months, which is true. Secondly, if the state does not continue funding in the future, Huron County will be able to purchase Smart 911 for \$1,000 per workstation, which is the state pricing. This is not true.

F. Next Meeting

TBD

G. Adjourn

The meeting adjourned at 11:32 a.m.