

**STATEWIDE EMERGENCY COMMUNICATIONS BOARD  
NG911 COMMITTEE**

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February 18, 2015

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**MEETING MINUTES**

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**Attendance**

**Member/Alternate**

Darlene Pankonie, Chair/ Capt. Jim Bayer, MN SHERIFFS ASSN  
Nancy Shafer/ Beryl Wernberg, NORTHWEST MINNESOTA  
Steve Olson/ Karla White, NORTHEAST MINNESOTA  
Judy Diehl/ Tina McPherson, Vice Chair, CENTRAL MINNESOTA  
Wayne Betcher/ Faith Evers, SOUTHEAST MINNESOTA  
Pat Wallace/Peggy Reimers, SOUTH CENTRAL MINNESOTA  
Bonnie Westfield/Terri Ebert, SOUTHWEST MINNESOTA  
Clif Giese/Mary Borst, MAA  
Ross Tiegs/Vacant, MN CHIEFS OF POLICE  
Nicholas Carlson/ STATE PATROL  
Matt Goodman/Brad Digre, GIS  
Dana Wahlberg/Patty Kraft, ECN  
Deb Harmon/ Vacant, TRIBAL PSAP  
Christine McPherson /Diane Lind, METRO MINNESOTA  
Bill Mund/Vacant, MN FIRE CHIEFS

\*Members attending are marked with yellow highlight.

**Guests reporting:**

Cathy Anderson, ECN  
Carol-Linnea Salmon, ECN  
Pete Eggimann, MESB  
Gordon Chinander, MESB  
Judy Siggerud, Ottertail County  
Mary Phillippi, Regional Dispatch  
Lt. Dan Davidson, Blue Earth Co.  
Kathy Hughes, Hennepin County  
Jeff Schlumpberger, Hennepin County  
Kathy Struffert, Stearns County

**CALL TO ORDER**

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Chair Pankonie calls the meeting to order at 1:05 p.m.

**APPROVAL OF AGENDA**

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**Clif Giese moves to approve the agenda.**

**Judy Diehl seconds.**

**Motion carries.**

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## APPROVAL OF PREVIOUS MEETING'S MINUTES

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**Ross Tiegs moves to approve the previous meeting's minutes.  
Faith Evers seconds.  
Motion carries.**

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### ECN Report

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Dana Wahlberg reviews the ECN Budget Initiatives that were submitted to the Legislature, as presented in the meeting materials. The basis for much of this document this came from the SECB Strategic Direction, a two page document included in this report, which was adopted following outcomes from the SECB Strategic Planning Session.

Page two lists four initiatives:

- 1) Support Text-to-9-1-1
- 2) Support GIS for NG9-1-1
- 3) Matching Grant to Local Units of Government to Offset Costs of 7.19 Upgrade on End of Life-Cycle ARMER Infrastructure
- 4) Increase in Operating Budget to Support New Projects and State Portion of the 7.19 Upgrade

NextGen support for Text to 911 will cost about 1.5 million. Wahlberg says the RFP has gone out. There has been a lot of interest. She provided network diagrams for interested vendors so they have an idea of the scope of what we have in Minnesota. Today she received a list of 30 questions that have been submitted by various vendors. Text-to-911 is one of the solutions that we are soliciting for in this RFP. The second one is the support for GIS.

The media has now taken an interest in asking why wireless location accuracy is not more precise than it is. We are as up to speed as much as we can be. We are Phase II compliant. There is nothing we are lacking in the state. What we are limited to right now is what the carriers have in place to translate for us. Nonetheless we need to get started on our GIS initiative so that when the carriers are ready we will have that information.

The last two initiatives relate to matching grants for ARMER for the 7.19 upgrade and to increase the ECN operating budget to support these initiatives.

If you total that up, you will get about 13.4 million increase in spending per year. Some we will be able to offset with existing budget carry over but we will also need to raise the 911 fee. In statute, we can raise the fee but the carriers could lobby that this could be too big of an increase. Wahlberg will update the committee as the process goes through. The whole state budget needs to be finalized by May 18<sup>th</sup>. There will be a lot of action before then. We may be looking for support from the regions for this.

Wahlberg says the last three pages of the document are talking points on Text-to-911, the GIS project and pre-paid wireless revenue report. This is the result of the pre-paid wireless being in effect for a full year. There has been a slight increase in amounts that we've taken in but also a decrease in amount of wireline funds that we've taken in, which has been trending over the last number of years.

Wahlberg says we are looking for a vendor as part of our RFP. There are a number of vendors that provide solutions for Text-to-911. We are looking for a vendor for the state to implement a single solution. That is part of the Text-to-911 Resolution that each region signed off on.

Discussion about whether there would be a need to purchase new CPEs.

Wahlberg says it is not our desire to have people have to go out and change their CPEs. We need to focus on getting the vendors to come up with a solution that works with more than one CPE. If we don't like the solution, we don't have to take it. We are getting a lot of pressure from the Deaf and Hard of Hearing Community to integrate Text-to-911. There are a lot of areas of the country that are implementing it. Not on a statewide basis, not with all the carriers. Maine and Vermont are entire statewide solutions but they are also small states and not high-populated. The best thing we can do now is put pressure on the vendors to come up with more global solutions. We have representatives from this committee on the scoring committee and we will make sure that those of you who have opinions are represented by those on the scoring committee.

## County 911 Plan Update

Wahlberg reports on the revised County 911 Template, which was included in the meeting materials. Over the next few months, Patty Kraft will pre-populate this template. We are starting with Greater MN and work our way to the Metro. At the end you'll all have a hard cover book with a tab for each section. Initially we will send this to you electronically for you to fill out some of the portions. Then we will send a hard copy back to you as well as a soft copy.

The first section is an overview. We are asking for the name of the County/PSAP, physical address, mailing address, if you have a multi-county board. PSAP contacts are next and we will pre-populate that. We will fill it in for you and you can review to see if it is current.

In Section 4, Dispatch Procedures, we are going to capture all of the NextGen Best Practices that the Subcommittee creates after they are approved by the SECB. The first one will probably be the Text-to-911 resolution. Then probably the Call Transfer one.

Section 5 is for Cooperative Agreements with neighboring counties if you have them.

Section 6 is for 911 Network Information. A lot of this will be pre-populated for you. It will have your circuit I.D.s and identify the number of trunks or channels and whether you separate them.

It will also include some documentation of your ES circuits which are the circuits between all of the carriers that do business in your county. That is something we will provide you with. We are working today to get circuit diagrams that have all of the information and circuit I.D.s from all of the carriers that currently have network in your county. We will provide for that you and you will insert it into your plan.

Section 7, Back Up Procedures. This section is to include the details of how your PSAP will respond to any failure of the 911 system.

The terminology that has been modified: Condition 1 has been renamed Alternate Route. That does not require any intervention by the PSAP. This occurs automatically based on what you have listed on your profile. We are going to list what you have in place today and have you verify that it is right. Many PSAPs in the state use their own administrative lines; many have them go to another PSAP. In either case, we want to make sure you understand where your calls are going. Some were identifying to have the calls go to the backup center. This is not something that you would be asking to have happen; it's something that would automatically happen. You would not want your calls rolling to a backup PSAP that was not manned.

Next is Primary Abandonment Route (that is the old Condition Three). If your PSAP caught on fire or there was a flood and you had to physically leave the PSAP that would be what your Primary Abandonment Route would be. This might be another PSAP or a switch to another PSAP. That's your primary one. Then under that, you could have all kinds of additional options.

Let's say you were going to schedule work done on your PCE tomorrow. You could call Century Link and say I don't

want my Primary Abandonment Route. I want to choose one of my additional abandonment routes. You can have up to 9. After doing this, when you go back to your PSAP you have to choose the Primary Abandonment Route again or it will make the last thing you did be the new automatic abandonment route.

Wahlberg gives the example of when Pine County experiencing severe storms. They called for abandonment. The storm was coming from the direction of their primary abandonment destination. At that time there wasn't anything pre-built. This will require creative thinking on your part about what kind of scenarios and what would be required.

Wahlberg wants all to be familiar with this template because when PSAPs receive this they might be overwhelmed and think this is a ton of work being required by the state. We tried to do this to require the least amount of work for the PSAP as possible. We hope you will explain the importance of this document and encourage filling it out and calling Wahlberg with questions. This will be helpful in how to manage in crisis.

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## OLD BUSINESS

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### **911 Resolution**

Chair Pankonie reports that she is still waiting to receive copies of meeting minutes from the NE and NW. She went to both websites but both are down or not updated. Once we get them, we will decide if we are going to present in March or April at the Interop Conference.

### **Tracking Document**

Pankonie reports that she is receiving items from individuals and continues to update the document and will send a new one out shortly.

### **CodeRed Survey**

Pankonie reports that people are populating it and it looks good. She did get something from CodeRed. If all 87 counties wanted to participate in their IPAWS software, they would charge a certain fee for all. Since all counties don't have it, they have revised their plan about what they are going to offer. The flyer says who is participating today with IPAWS, all of NE, Blue Earth, Murray and Sherburne. What they are going to offer is when you first come on a \$2500 fee per county and then when you renew it will go down depending on how many are participating statewide. Depending on the number of COGs, the fee will go down. She has a flyer and will send it out. No one has to do anything else, just sign up if they want to.

### **Vendor / Contractor Backgrounds**

No new news from the BCA. Chair Pankonie will get information out as she can. If anyone needs contract vendor background sharing you can still use the previous documents. Send Pankonie an email if you don't have the documents.

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## NEW BUSINESS

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### **Telematics Testing**

Pankonie reports on a test done with Hata Telematics on Hyundais and Kias. It came up in the Metro as TLMA and in the Central Region as TELM.

### **Status Board**

Cathy Anderson asks if everyone received the email that went out about the Status Board explaining what to do if you were having difficulty with the URL.

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## REGIONAL REPORTS

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### **Northwest (Shafer/Wernberg)**

Beryl Wernberg reports that the NW region is in great need of a regional system administrator. Right now the region pays an agency to help. They are setting up a meeting at the Interop Conference to meet with existing regional coordinators and RICs to talk about this.

### **Northeast (Olson/White)**

No report.

Question and discussion about the Phase II ALLI.

It may have to do with how fast the calls are set up. AT & T now recommends 30 seconds before you re-bid on Phase II.

Wahlberg says for now it sounds like ATT is the least accurate of any. In Stevens County they had problems with all of the carriers with high numbers of uncertainty on Phase II rebids. Patty Kraft was talking to someone from AT & T. Wahlberg will follow up and give a status update.

Matt Goodman reports that they did a rebid and had a huge uncertainty factor. He did a statistical analysis and the uncertainty levels are increasing. A lot of them were more than 1000 meters. Phase II by definition is 50 meters.

Wahlberg says there is a new report from the FCC on location accuracy but it is really addressing indoor calls. Now about 64% of the wireless calls that are placed are being placed from indoors. It's about 116 pages and gives all kinds of percentages and dates. If we were going to go to them we would have to have data showing they are not giving that. We would have to have all of the data from a PSAP to show we were not meeting it X percent of the time.

Pete Eggimann says because the uncertainty factor is high doesn't actually mean the location is off. It would be helpful if one or two of you could do some testing on the rebid and the timing. He would be curious to see if you received a call and wait 30 seconds and then bid do you get a better Phase II and if you wait another 30 seconds. Try it at 20, 30, 40 seconds. It would be interesting to see what happens.

Pankonie says maybe we should put something together as a group about what we should be seeing. Gordon Chinander says would it help to set up a wireless summit to meet with the carriers to ask about this? Wahlberg says Patty Kraft has a wireless contact for each of the four major carriers. Wahlberg will take that as an action item.

### **Central (Diehl/ McPherson)**

They had a regional meeting and also received their COG certification for IPAWS.

### **South Central (Wallace/Reimers)**

No report.

**Southeast** (Betcher/Evers)  
No report.

**Southwest** (Westfield/Ebert)  
No report.

**Metro** (McPherson/Lind)  
No report.

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STANDING COMMITTEE REPORTS

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**NG911 Best Practices Subcommittee**

has not met since the last report.

**GIS Subcommittee**

GIS Subcommittee –Adam is still soliciting information from people if they are interested in joining or if those that were on it want to remain on it. He is preparing to start regional face-to-face meetings. The first one will be in April. He is also in the process of developing a survey which he will send out in advance of face-to-face meetings.

**Meeting adjourns at 3:00 p.m.**