### STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

October 16, 2013

## **MEETING MINUTES**

### **Attendance**

**Members** Present

### Member/Alternate

- X Darlene Pankonie, Chair/ Susan Bowler, METRO MINNESOTA
- X Nancy Shafer / Beryl Wernberg, NORTHWEST MINNESOTA
- Steve Olson / Karla White, NORTHEAST MINNESOTA X
- X Judy Diehl/Tina McPherson, Vice Chair, CENTRAL MINNESOTA
- X Wayne Betcher / Faith Evers, SOUTHEAST MINNESOTA
- Pat Wallace/Greta Olson, SOUTH CENTRAL MINNESOTA X Bonnie Westfield/Terri Ebert, SOUTHWEST MINNESTOA
- Clif Giese/Mary Borst, EMS X
- Vacant/Vacant, MN CHIEFS OF POLICE Rick Juth/Vacant, STATE PATROL X
- Vacant/vacant, GIS
- Dana Wahlberg/Jackie Mines, ECN X Deb Harmon/Vacant, TRIBAL PSAP
- Capt. Jim Bayer/Vacant, MN SHERIFFS ASSN X Bill Mund, MN FIRE CHIEFS

### **Guests reporting:**

Name Representing

Wendy Surprise **DECN** 

Nancie Pass **Ramsey County Brad Digre Lyon County** Pete Eggiman **MESB** 

Joe Zunker

Fillmore County Kevin Beck Matt Goodman St. Louis County Otter Tail County **Judy Siggerud** Al Fjerstad Mille Lacs County

### CALL TO ORDER

Chair Pankonie takes attendance and notes there is a quorum. Chair calls the meeting to order at 1:09.

### APPROVAL OF AGENDA

Chair asks for a motion to approve the Agenda.

Motion to approve Agenda: Judy Diehl

<sup>\*</sup>Members attending are marked with yellow highlight.

### APPROVAL OF PREVIOUS MEETING'S MINUTES

Chair asks for a motion to approve the previous meeting's minutes.

Motion to approve previous meeting's minutes: Rick Juth Second: Nancy Shafer Minutes Approved.

### **NEW BUSINESS**

• Vote to become committee under the Statewide Emergency Communications Board (SECB) ACTION ITEM

Chair states that committee needs to discuss so that everyone understands what this move means. The By-laws for the SECB were sent out with the meeting materials. The Bylaws now include the NG911 Committee. The Mission Statement is very close to what it was as an Advisory Committee. The sentence stating we were an advisory committee was removed. Our mission as a whole stays in place.

Chair states that she invites feedback as to whether the group can continue to meet via video and telephone as travel for many months out of the year can be hard. She states she would like to keep the meetings regular and she thinks more are able to participate if they have video and telephone options.

Al Fjerstad states that he would like to have the phone and video options.

Judy Diehl asks if we can go over what the advantages are to having the Committee move.

Chair asks Jackie Mines if she would like to make a comment.

Mines discusses the advantages to moving the committee under the SECB starting with a history. It was brought to her when she was the 911 Program Manager. At first, Mines states she was a little hesitant because she didn't really understand the makeup of the Board and how the process worked and the governance structure. Since then, she says she has come full circle. Not because she is the ECN Director, but because she can see the value in making sure that 911 has a voice as a team effort. For example, in NG 911, things can get a little more complicated, we have more options available and she doesn't think it's in the best interest of everyone if the State just arbitrarily makes decisions or if we look only to one specific region for input. The committee-type structure ensures participation from many groups.

The second reason Mines thinks the move is important now, is that the 911 fee funds ARMER and NG911 Network. This funding source is not growing as rapidly as it has in the past. In fact, Mines says, we have seen a 5% decline in the number of wireless year after year and only a 2% growth. We are at a -3% growth in subscribers to pull the fee from. Wireless carriers and VoIP providers are getting sneakier about how to avoid rules in general. All CLECs want to become VoIP providers meaning its getting more difficult for us to have the PUC put any pressure on them. That's exactly the reason they want to become VoIP providers. We have companies like Magic Jack that want to avoid altogether submitting a 911 fee and they are very competitive and the younger market is more likely to purchase them. That's the growing market as opposed to the older market who keep landlines to ensure they have good 911 service. Mines adds that what concerns her most is that we have a revenue stream that is compressing and we have more and more need/desire to use the fee for multiple things. So, the Next Generation Network, like we have been saying over and over, what we have purchased so far is only the beginning and it is more expensive than the old network. Additionally, with regard to ARMER, the maintenance contracts have gone up with MnDOT

and if we are going to keep the system updated on a regular basis, the cost will increase to the locals. This year, we've been asked by the legislature to perform a study on long-term funding. If NG911 isn't part of the SECB, it could get left out in the cold in terms of the funding available and left for NG911. So, a unified voice on ALL public safety communications and their needs, is likely much more in everyone's interests rather than just focusing or having the SECB only focusing on the radio. This has really changed over the last few years and Mines says she thinks that in the best interest of 911 and continued funding stream and the ability to make choices looking at the big picture, it would be appropriate for the NG911 Advisory Committee to come under the SECB.

Chair agrees and states that we can't be off on the sides by ourselves anymore. She adds that another advantage is that a lot of the committee members have roles where we are doing many different things and can be the leads in our agencies for the radio and for 911 and the wide area network.

Mary Borst states that she hopes one of the advantages will be is being able to go back to the Center, the secondary PSAP, standardizing little things like mapping across the state, geographically and technically, and also with the roll out of First Net and the interaction that all public safely agencies have to make together to ensure that first responders are being informed. She hopes that the SECB can help everyone learn all of these things together so we can avoid some big misunderstandings about what tools do what and how we can share and protect by taking full advantage of what is available.

Chair agrees and says even when we aren't making critical decisions; we are still communicating with each other and networking.

Chair asks if anyone has further comments.

Hearing none, Chair asks for a motion to approve and become committee the NG911 Committee under the Statewide Emergency Communications Board.

Motion to Approve: Rick Juth

Second: Jim Bayer

Chair asks for any further comments.

All votes for, none against.

### Motion Carries.

• Committee Membership/Vacancies

Chair goes over member roster. She will be the representative for Sheriff Hutton (MSA). She would now go under the MSA spot. Bayer will now be the alternate.

Northwest will be represented by Nancy Shafer/Beryl Wernberg.

Northeast will be represented by Steve Olson/Karla White.

Central will be represented by Judy Diehl/Tina McPherson.

Southeast will be represented Wayne Betcher/Faith Evers.

South Central will be represented by Pat Wallace/Greta Olson. Wallace states that she hasn't spoken with Olson in a while and will try to reach her and find out if she is still willing to participate.

Southwest will be represented by Bonnie Westfield/Terri Ebert.

EMS will be represented by Clif Giese/Mary Borst. Giese states that he thought they were represented by Minnesota Ambulance Association. He will check.

Chair states there are no representative from the MN Chiefs of Police. She will approach them for representation.

State Patrol will be represented by Rick Juth and a vacancy remains for an alternate.

GIS is still vacant.

Brad Digre states he would be willing to volunteer.

Chair says we would likely recreate the GIS subcommittee in the future and the GIS Primary and Alternate reps would lead that.

Matt Goodman volunteers to be the alternate.

Chair asks Pete Eggiman about Gordy Chinander who was the sub-committee co-chair, and if he is planning to participate.

Eggiman says that he has not talked with him specifically about the new committee structure. But, he is sure Chinander would be open to helping in any way that he can.

Chair suggests that Digre and Goodman have an offline conversation and decide who will be the members.

Juth states that the GIS membership is critical. He asks if there are county or state organizations that should make an official representative designation.

Chair says Juth makes a good point. Everyone should back to their organization and make sure they know that "you" are representing them so that it is official.

Digre agrees. There are county and state GIS organizations that should be involved/have representation.

Mines states that county and city representation is extremely important.

Chair asks if there is a county GIS organization.

Goodman does not know of one.

Digre says there is a county group of GIS professionals but he is not sure how strong that organization is. There is MCGISA – Minnesota Counties GIS Association.

Chair asks if Digre or Goodman are part of the MCGISA.

Digre and Goodman are not.

Mines states she is going to a GIS meeting this afternoon. She will look into it.

Chair says we should do some research and see how we can connect with this group and get them engaged.

Digre and Goodman will reach out to them.

Steve Olson asks how members of this committee are formally recognized. He said he could bring it up at the RRB and have it up for discussion rather than just appoint himself and asks what Mines thinks.

Mines thinks that whether your radio board becomes an emergency communications board or not, you should probably formalize that (representative) and make sure that your RAC or RRB appoints you.

Olson states he will forward minutes from RAC/RRB.

Mines states that ECN's alternate will be Patty Kraft. She is the new 911 Program Analyst.

Chair says that Deb Harmon has been the representative in the past for the Tribal PSAP. She is not on the call today so Chair will reach out to her.

MSA will be represented by Pankonie and Bayer.

Bill Mund will be the representative from Fire Chiefs. Chair will reach out to him and let him know what happened at today's meeting and ask for an alternate representative.

Chair asks if there are any questions regarding membership.

Mines says there may be requests by vendors, MNGEO, and private partners may ask to be non-voting members. Minnesota Telephone Association (MTA) may ask to be part of committee. We can wait and see.

Juth asks if everything on this committee will be public.

Chair says yes.

NG911 Migration Update

Chair asks if Mines has an update.

Mines states that there was a hold up with some routers. That has been resolved. We are still on track for ending by December 31st.

• St. Louis County SIP Migration end to end

Chair states that the migration happened as was a success.

Eggiman says that they are watching that migration very closely because it doesn't involve the gateway. It's straight SIP all the way through.

The initial information received was that the wire line and wireless calls coming into the center were all mixed up. If the call delivery was a problem, we will have to figure out a solution to that.

Chair asks if there were any reports of fast busy.

Eggiman says he isn't sure but will do some more follow up. The Century Link Tech was also trying to track down more information and we will hopefully have some answers soon.

Chair asks if this was on a Viper at St. Louis County. They were also going to do one on a Casidian product but that was being tested by Century Link first.

Eggimann says yes.

### **OLD BUSINESS**

Updates on the RFPs

Mines states we are getting closer on Next Generation RFP. That is our first priority. It's on third iteration.

Will focus on GIS then Phase IV next.

### **REPORTS**

Chair says she'd like to get thoughts from everyone or updates/reports.

Steve Olson says they are cutting over on November 5<sup>th</sup>. He adds that he called St. Louis County and it sounds like the trunks were reversed.

Pat Wallace says they had four counties that migrated to NG911 so they are in the *thirty-day trial period*.

Juth asks how frequently the committee will meet.

Chair says we will continue to meet on the third Wednesday of every month.

Steve Olson states that he likes this setup but suggests meeting face to face at least once a year. He suggests maybe at APCO.

Juth agrees and says perhaps the Interoperability Conference might be a good place to meet face to face.

Chair likes the suggestion and states we could maybe do both.

Fjerstad likes the idea of meeting face to face once a year and also like the video option. He says they had a data base fail in Mille Lacs County. It had to be rebuilt and it failed again. He says they are getting excellent support from Century Link.

Judy Diehl says they will be migrating in October.

Meeting adjourned at 2:25

Meeting minutes recorded by Wendy Surprise

# STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

November 20, 2013

## **MEETING MINUTES**

### **Attendance**

Members Present

### Member/Alternate

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

### **Guests reporting:**

Name Representing

Wendy Surprise DECN
Pete Eggimann MESB

Joe ZunkerDouglas County GISKevin BeckFillmore CountyJudy SiggerudOtter Tail County

Gordon Chinander MESB
Cathy Anderson DPS, ECN
Mary Phillipi Red River
Byron Seiber Red River
Christine McPherson Minneapolis

### CALL TO ORDER

Chair Pankonie takes attendance and notes there is a quorum. Chair calls the meeting to order at 1:06.

### APPROVAL OF AGENDA

Chair would like to add two items to the Agenda. She would like to discuss Telematics Class of Service and also about the swatting episodes that happened in the Metro over the past two days. She asks for a motion to approve the Agenda as amended.

<sup>\*</sup>Members attending are marked with yellow highlight.

Motion to approve Agenda as amended: Rick Juth Second: Steve Olson Agenda Approved.

### APPROVAL OF PREVIOUS MEETING'S MINUTES

Chair asks for a motion to approve the previous meeting's minutes.

Steve Olson states that on page 3, Northeast representative should be "Steve Olson" not "Nancy Schafer".

Motion to approve previous meeting's minutes as amended: Judy Diehl Second: Juth Minutes Approved.

### **NEW BUSINESS**

Review Membership and Vacancies

Chair goes over the membership and remaining vacancies. She expects the Metro vacancy will be filled tomorrow.

Peggy Reimers (Remove Greta Olson) will be the alternate for South Central Minnesota.

Chair says the she has contacted the Chiefs of Police Association and expects them find some representatives.

Matt Goodman and Brad Digre are both willing to be the primary and alternate members representing GIS.

Patti Kraft will be alternate representative from ECN. Chair asks that as people are formally appointed by their regions, they should forward the Minutes from those meetings to her so we can keep a good record.

• Statewide NG911 Migration Update

Dana Wahlberg gives an update on migration. 89 PSAPs are now migrated. Two migrated yesterday and Clearwater migrated today. Goal is to have everyone migrated by the  $17^{th}$  of December with the exception of Traverse and Wilkin who will be serving as hosts with Otter Tail. Otter Tail has migrated and will be ready to migrate Traverse and Wilkin as soon as soon as they complete all of their internal host and remote agreements and have all of that infrastructure set up.

Wahlberg reminds everyone to complete grant reimbursement paperwork. This would include a letter to Dana Wahlberg asking for amount to be reimbursed and copies of all invoices along with front and back of canceled checks. This information can be sent electronically. Wahlberg says she is eager to get these closed out. She would like to get paperwork 30 days after migration or as soon as checks are cleared. As a reminder, Wahlberg says they are only able to issue one check per agency.

Wahlberg says they are also looking for a PSAP acceptance form to be filled out by every PSAP 30 days after migration. If you are experiencing any issues, we want to hear about it immediately (don't wait 30 days). Forms are sent by Wahlberg to PSAPs. She is waiting on about 9 PSAPs.

Wahlberg states that initially when the Phase 1 network went in, all PSAPs (IES or CL) had the ability to transfer 911 calls either to CL or IES PSAP and the ALI would be presented at that PSAP. The next step to that is true selective routing of calls without the need to transfer. As PSAPs have been migrating and the other PSAPs around them have migrated, we've been able to put in the actual piece that facilitates the true selective routing. She is interested in knowing if this is in fact occurring. She hears from Intrado and IES that it is being implemented as

PSAPs are migrating, but she doesn't have a way of validating that unless she hears from PSAPs that they are still receiving calls that they have to transfer to another agency. Again, she is looking for this group of PSAP representatives to check with the surrounding counties that they represent to see if this is alleviating itself. If you are in the Northwest or North Central, where a number of PSAPs haven't migrated, you won't be seeing this yet.

Judy Diehl states (voice recorder stops-unable to record her comment).

Susan Bowler says they don't seem to be having any issues at all but it's tough to say because they don't get a lot of calls from border areas. She states that she will have someone go out to a bordering area and have them do a test call.

Wahlberg thanks Bowler for her comment. She asks for further comment. No further comments or questions from group.

### Status if NG911 RFP

Wahlberg says the current contract we are under with Century Link to provide Next Generation IP selective routing and network is due to expire 12/31/13, without the opportunity to extend. It was a five-year contract that has reached the end of its' fifth year. According to state regulations we are required to go out to RFP. For the last several months we've been working on the RFP and have Mission Critical Partners secured as a consultant that is assisting with that preparation. As of the end of the day yesterday, Wahlberg received some additional information from Mission Critical Partners that they want us to consider inserting as language so we will be looking at that in the next two or three days. Hopefully we will finalize that RFP and have it out on the street very soon. In the meantime, Wahlberg says, we have an agreement with Century Link and Intrado that they will continue to provide the network and selective routing on a month-to-month basis, until we have another vendor and contract in place.

Wahlberg says one of the things we are going to be inserting into the RFP in addition to the network and selective routing is soliciting information on text to 911 because without a doubt, that is going to be the next big initiative coming forward. Possibly as soon as the middle of 2014. MESB is currently in negotiations with Intrado and with TCS along with a couple of the big national carriers to implement a pilot program that will basically use a short code in a controlled test. The digits "9-1-1" will not be used but a short code that the testers will be given. It is possible that a greater Minnesota PSAP will be included in that but we have to be careful about the State becoming a part of the test bed. If the State of Minnesota tests with any vendors, it precludes those vendors that did the pilot tests from responding to RFP. We really don't want to narrow that field by excluding vendors. Particularly when we are soliciting from some of the stronger ones to do the testing. There was a meeting with MESB and Intrado last week and there will be a follow up meeting after the first of the year. In the meantime, from the State's perspective, what we would like to see is when we get to the point that we are ready to roll this out; we'd like to do it on a statewide level rather than county by county. We'd like it to become a statewide application. That does not mean that every PSAP will be required or expected to receive text messaging. What we would like to consider is perhaps one PSAP in at least each of the regions be willing to be the text recipient for all of the PSAPs in their region. Wahlberg asks group to take this back to their regions and initiate a discussion and bring back feedback to the December meeting. The message that we want to convey is the FCC is really pushing this as a nationwide initiative and the deaf and hard of hearing community is really behind it. Most of the folks that used to be TTY users are now using smart phones and texting is their primary means of communication. They are really driving this issue and it won't be a matter of if PSAPs will accept 911 text, but when. There are a handful of states that have this implemented at some level and no one has found that they are being overwhelmed with text to 911. The percentage of use has been small.

Wahlberg asks if there are any questions.

Chair asks about data regarding suicide threats in text messages.

Wahlberg states she will try to get some information.

Chair says they have had a lot of that in her county; five suicides a day in the last couple of days.

Mary Borst asks how texts are going to be transferred to secondary PSAP.

Wahlberg says she doesn't have a lot of information on that. She has seen the Intrado solution and if there is a Viper working with another Viper, there is a mechanism for doing that. But, she doesn't know how or if it works yet between CPEs that are not the same. She will do some more checking on that. She asks Pete Eggimann if he has any information on the meeting with TCS.

Eggimann says he does not have any information on the meeting with TCS.

Chair asks if there are any further comments.

No comments.

• Standards Committee under MSA

Chair says if we are going to have a statewide implementation of texting we are probably going to want a standard. She has been talking with Jim Franklin (Minnesota Sheriff's Association) and he has been doing a lot of leg work behind the scenes to get this committee off and running under the MSA Board. So far, they are in support of putting this forward and trying to find money and resources to put toward it. The next step is to get hold of Scott Heide up in Crow Wing who chairs the MSA 911 Committee and see when they want to get this on their agenda. He has been included on the emails and the discussions, too. The chair of the committee, Rick Juth, has also been included on the emails as well so he knows what Franklin has been doing. He has talked to the Department of Public Safety's Commissioner to get support, to Alexandria Technical College and he has also talked to Lexipol. Lexipol is in support of the project.

Juth say is more than willing to chair and is encouraged by the last email from Franklin.

Eggimann says they have their 911 TOC meeting tomorrow and he put an item on the agenda suggesting the 911 TOC form some subcommittees that align with the committee structure that has been created under the SECB NG911 Committee. He will suggest that there is a need for the Metro area to do some work on their own. He is hoping if the TOC adopts that, then the alignment will help keep the process running smoothly.

Chair asks for more thoughts. Chair thanks everyone for their work on this.

• PSAP Assessment Request from Intrado

Wahlberg says that PSAPs may have received a lengthy request for information from Intrado. They want everything from contact information to phone numbers, emails, after hours contacts, what CAD system you are using, what mapping system you are using, how many phone lines, etc. She recommends not filling out and sending back. The State has provided Intrado with all of the information we think that they need to have to perform their obligations and responsibilities. Our office has updated contact information from all PSAPs and we are trying to get this honed down to one master list of contacts. When vendors want information we can share that with them and ensure everyone is getting the same information.

Wahlberg says that these requests are sometimes for sales and marketing purposes. We are hoping to have one contact list for the State and sharing that as necessary or as required with other vendors or entities that have a reason to be doing business with us for any given purpose. She asks everyone to keep contact information provided to the State current.

o 911 Analyst – Patty Kraft will manage PSAP Contact list for State of MN with Intrado

Wahlberg says that ECN has hired two new people, Patty Kraft and Dave Denton. Patty is at Intrado doing some training. She will be Wahlberg's alternate.

Wireless Provisioning/Wireless Roll Ups/Wireless Emergency Routing Management (WERM)
 Application Update.

Wahlberg states that Kraft will be working on these projects. Hope to have Kraft at next meeting.

• Telematics Class of Service

Wahlberg states that she received an email from ECN Director, Jackie Mines. Mines received the email from Molly Bracket at Intrado. She is following up with delivery on Telematics calls for the State of Minnesota. In 2009, Minnesota was provided with the offer to accept telematics calls which are the calls from OnStar, Ford Synch and the like. Prior to 2009 those calls were all coming in on an administrative line in the PSAP. In 2009 the opportunity to take those calls on their 911 trunks. With those calls would come a certain amount of location information technology including an identification of the telematics company, like OnStar, with a 24/7 number for them, a lat and long which could be coordinated back to the vehicle that was in trouble. A number of PSAPs at that time chose to participate in that. Some did not. As of today, there are 57 PSAPs in the state that are not receiving telematics calls from Intrado on their 911 trunks. Wahlberg says she doesn't know if that is because they don't it's a possibility. We would like our liaisons on this committee to go back to their regions and check. We would like to make that offer again so that they can receive on their 911 trunks. She asks Chair for comments.

Chair says her firsthand experience with it coming over the 911 trunks is always good. It used to come in saying wireless. Showing telematics was more information to the end-user to know that the coordinates they were getting was from the vehicle. Some of the new products do not show telematics. You don't even know how you are receiving it. The value of it is still there because OnStar is still such a big vendor of this type of technology. We still get quite a bit of telematics. What distorts it for the end user is that the other phone calls coming in won't show telematics.

Wahlberg states that NENA has made every effort to coordinate all of these companies and to encourage them to work with 911 professionals before putting out their products. Chrysler chose not to do that. NENA is continuing to try to work with UConnect.

Chair says her PSAP has received those calls and it is confusing because of the initial automated message. She asks if anyone else has comments or questions.

Christine McPherson says that she thinks the ones they've had (from Chrysler) start out in the middle and it's like it's a loop call. It must think the call has been answered and when operator actually answers the phone its at the end of the recorded part of the message.

Pat Wallace asks when they check with their PSAPs and they ask how to find out whether they are allowing that class of service, do they go through their provider?

Wahlberg says she doesn't know who the 57 PSAPs are at this point but she will try to get that information from Intrado. If there is a PSAP that wants to change the class of service from wireless to telematics, that should go through Wahlberg and she will ensure it gets corrected. The only two counties she knows for sure are using the TLMA are Washington and Carver.

Hearing no more questions, Chair asks group to go back to their PSAPs for feedback.

• Swatting episodes that happened in the Metro over the past two days.

Chair says the day before yesterday, Edina had a call from a sprint relay service of a party that identified himself as being at an address in Edina stating he had just killed his girlfriend and had explosives. This was a swatting incident which is similar to other scenarios that happened yesterday in Golden Valley, Minnetonka and Anoka County received to calls for address in Washington County. Two of the individuals were playing X Box together. Officers were sent to the home in Minnetonka. The one in Washington County claimed to have murdered his family and had a bomb inside the home. Chair says she listened to the audio and the caller does not sound panicked, he is not laughing, he sounds a bit digitized. The phone numbers they are calling in from seem to be made up. They are coming through the non-emergency line or through Minnesota Relay.

Chair is concerned that there were four calls within 48 hours.

Olson asks if Chair knows what the goal is.

Chair says it seems they are trying to harm kids and to disrupt public safety.

Chair asks if anyone outstate has experienced this.

No one has.

Chair states this information should be sent out statewide.

### REPORTS

Chair asks if members have reports. She states that she will be briefing the MESB 911 TOC tomorrow about vendor backgrounds. How can we get something organized that we can share vendor's background checks. She has been in contact with the BCA and it sounds like there has been a lot of movement on that. They are adapting a new State Security Policy with instructions on how to work together to do joint background checks. They hope to release that very shortly. It sounds very promising and it sounds like it's around the corner.

Olson states that Lake finally did their migration a couple weeks ago.

Diehl states Stevens migrated on October 29<sup>th</sup>. As of yesterday, they were still having trouble with one of the trunks. Wahlberg thanks her and her staff for keeping good notes and documentation.

Tina McPherson states that Douglas migrated on Monday.

Having completed the Agenda, Chair states the meeting is adjourned.

Meeting adjourned at 2:23

Meeting minutes recorded by Wendy Surprise