

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

January 21, 2015

MEETING MINUTES

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 Tieg/ 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
Jackie Mines, ECN
Adam Iten, ECN
Joe Zunker, Douglas County GIS
John Hoshal, MnGeo
Jenna Walz, Stevens County GIS
Angie Wick, Blue Earth County
Lt. Dan Davidson, Blue Earth County
Pete Eggimann, MESB
Gordon Chinander, MESB
Jason Kramber, Wright County
Judy Siggerud, Ottertail County
Mary Phillippi, Regional Dispatch
Mary Terwey, Stearns County

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:08 p.m.

APPROVAL OF AGENDA

Nancy Schafer moves to approve the agenda.

Clif Giese seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Approval of December minutes with corrections.

**Judy Diehl moves to approve the previous meeting's minutes, as edited.
Pat Wallace seconds.
Motion carries.**

Introduction of Adam Iten

Jackie Mines introduces Adam Iten, who is the new GIS Project Manager. She recalls the first meeting with committee members about GIS and how it relates to NextGen911 and says it's interesting to see how much we've learned over the last couple of years and thanks everyone for their patience. She says she is very pleased to have Adam Iten on board and to be moving forward on this vision. This is a joint MN.IT and DPS initiative. John Hoshal will be working with us on this to develop what our requirements will be and develop a business case. The Governor has supported our budget request and hopefully we will make it through the whole session with our budget request intact.

Adam Iten gives his background. He has been in the industry of 911 and mapping since college. He started with GeoComm and worked there for a couple of years. Then he worked with State of AZ for six years helping the 911 group with mapping. Next he worked for a small company called Contact One, which was purchased by Intrado. He worked for Intrado for three years. He says it is an honor to work with his home state now.

Iten says the purpose of collecting this data is to start turning up counties and regions to NextGen911 and to use this map data not only at the dispatch center or in the emergency responding vehicles but also in the call path and for location validation as well. In gathering the data, we will be working with a wide spectrum, from people who have GIS expertise to counties that don't have much data or the ability to maintain their own data. We will come to regional meetings so there will be a lot of engagement with the PSAPs and PSAP managers and GIS people. We will put out a survey, ultimately to everybody, but will start with a region to pilot it. We want to find out what types of mapping software you are using in your dispatch center, what types of data you use, are there layers that you'd like to have that you don't have now, do you have a GIS person that can help you out. From there we will review and consolidate the data and start to build a NextGen911 GIS database. He knows from his experience in Arizona that the needs from county to county and PSAP to PSAP are quite different and he will definitely be listening to what your needs are and hopefully not adding too many new tasks. Iten says he is very excited about this work and looks forward to meeting everyone. If anyone is interested in joining the GIS Subcommittee, please let him know.

Chair Pankonie says this was our vision and it's exciting to be moving ahead.

Mines says she thinks we are spot on with where the industry is right now and with the expertise that Iten has gained over the last several years.

ECN Report

Jackie Mines reports that Dana Wahlberg thinks the RFP will get out by the end of the week. Mines is working on budget initiatives. She reports that we are asking for a 21% increase in the budget and raising the 911 fee from .78 to .95. The Governor has approved our budget but we will really need support from the regions this year as the budget goes through the legislative process because of the big increase requested. We will send information on the ARMER list serve when we are at critical points when we need your support. We have a lot of big initiatives to fund including GIS, Text-to-911, ARMER initiatives, additional staffing at ECN to support all of these initiatives. Mines says she has an excellent staff that works hard and is passionate about what they do. She appreciates that you are kind to and patient with them.

NEW BUSINESS

Cathy Anderson says there will be an Interoperability for Dispatcher class at the Metropolitan Airport Commission on May 13 and 14. It will be either a day long or a day and a half. She will send registration information out sometime in February. She thinks there will be slots for about thirty people.

Mines announces that Dana Wahlberg has been asked by the FCC Chief Deputy to represent PSAPS on an FCC Task Force to look at PSAP architecture for Next Generation 911. The goal is to make sure that the FCC understands how PSAPS are affected by the migration to NextGen911 and what the FCC should do to support PSAPS during the transition. It probably won't help us in MN as much as it will help other states because we have already gone through part of that migration and because MN tends to be a leader and embraces technology and works with partnerships across boundaries of jobs and departments and counties, etc. The FCC was impressed with all the work we have done in MN with regards to our interoperability communications which includes not only the radio system but also our work with FirstNet and with PSAPs and Next Generation 911.

OLD BUSINESS

911 Resolution

Chair Pankonie is waiting on the minutes from the Southeast and Northeast regions. The resolution has passed everywhere and as soon as we have the minutes from those two regions we can bring the resolution to the SECB.

Tracking Document

Chair Pankonie is receiving input and will send out an updated version shortly. She is going to add what type of CPE equipment people have. Since changes in the network might affect CPEs differently, it might be valuable to see who has what CPE so when we encounter an issue we share information.

Pete Eggimann says we might want to also ask what version of software people are using.

Pankonie says she has heard from IES that VIPER might be interacting with the new NG911 network. The abandoned calls keep ringing but don't go to the abandoned status. It's not happening to everybody but Anoka County has been dealing with it for a month. Minnetonka is also now experiencing that problem. Positron is looking at it but so far hasn't figured it out.

Washington County is having a memory issue with their viper where they can't release anything that goes into the abandoned cue.

CodeRed Survey

Pankonie has answers from four of the regions and is looking for three more. She will do some personal outreach over the next month to see if we can get consensus.

Nancy Schafer says the Northwest is anxious to get going with CodeRed, particular for IPAWS. Every county in the Northwest is on CodeRed. Right now only Clay County is a COG. She's not sure where in the process some of the others are. The Emergency Management Group for Northwest is very active in setting this up.

Vendor / Contractor Backgrounds

Pankonie reports that in late December the BCA sent out a letter saying that the BCA will be taking over vendor backgrounds. The BCA has had some change of personnel and the new leads have made this a priority. They are working on what the new vendor background procedure will be and hope to have a plan out by the first part of February. Even when they have a plan out, it is going to take them a long time to get all of the vendors backgrounded.

The BCA plans to contact the vendors and issue a packet of information including consent forms and a fingerprint card. This should be sent back to the BCA with \$34. The plan is for everyone to be re-backgrounded and re-fingerprinted every 5 years. Most of this will be put on SEGIS online but they will also collect more information than will be put on SEGIS online so they are figuring out where they will put it. They are going to most likely do a clean slate and start new with everyone.

In the meantime, if anybody has a project where they need security clearance that another agency did—the previous work that we did will work. We can still exchange background/ criminal history through that process until the BCA gets the new one up and running. Pankonie says if you have a brand new employee and need them now, you will need to pay the \$25 and then will need to pay again when the BCA starts this up in a couple of months.

Status Board (Cathy Anderson)

Anderson says she hopes everyone got the email she sent out about the profile tab being up and available again. Friday there were issues with the URL for StatusBoard and MN.IT doesn't know what caused the problem and is still investigating. Continue to use the old URL until further notice.

Anderson says the notices go out through the MN-ARMER list, the PSAP manager and supervisor list, and sheriff lists so to please make sure you let her know if you have any changes so she has the most up-to-date contact information. Anderson and Mines continue to meet weekly with MN.IT about StatusBoard to review issues and bugs and fixes. Once things get fixed, they will create a StatusBoard administrators group to talk about possible enhancements, etc. One thing that will hopefully come out in the new release sometime in February is that they will remove the colon from military time. In response to a question, Anderson says when you first enter a new employee, you still use "password" as the password. She reminds everyone that there is StatusBoard hotline number to call with questions or issues.

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

No report.

Northeast (Olson/White)

No report.

Central (Diehl/ McPherson)

Diehl says they had a conference call last week with over 20 people on it. The NextGen Subcommittee has been very active and involved.

South Central (Wallace/Reimers)

Wallace says they did not have the January Owners and Ops meeting due to weather. The next one is in March. A couple of counties have not given names for the committee. They are working on getting the tracking data. They had their quarterly joint meeting with the PSAP supervisors and the State Patrol. It's a good meeting with good information and good discussion. She reports that they have had some issues with 911 calls. Dispatchers were receiving an ALI display that showed that the call came from Intrado and it had their Colorado address and phone number. There were a couple of calls where the caller disconnected. One was a medical call for Rochester. It was researched and discovered that Verizon had a remote default routing error. They think they've fixed it now.

Nicollet County is upgrading their 911 phone system. They are training this week and next week will be

cutting over to the Viper system.

Southeast (Betcher/Evers)
No report.

Southwest (Westfield/Ebert)
No report.

Metro (McPherson/Lind)

Christine McPherson asks if now is a good time for the committee to talk about 911 alternate routing (used to be condition 1, 2, 3 but now it's different).

Chair Pankonie says Dana Wahlberg will talk about that and is going to send out a letter. Patty Kraft says it's the PSAP 911 update revision to the plan. Kraft says that the original alternate routing sheet that Wahlberg had that came sometime in April is not quite accurate. Wahlberg got a new one from Intrado last week and Kraft is adding that information on the plans. There are still some things outstanding that they haven't received.

Pankonie thinks it would be great before we send out that new form to have a mini session on the changes in the terminology at this committee meeting so everybody can bring that back to their subcommittees and educate people. She will ask Wahlberg if we are ready to have some like that in February or March.

Pankonie reports on some problems with places that have separate wireless and wireline trunks. Washington County was getting VoIP calls that were getting fast-busied out. They were supposed to roll over to wireless. The wireline trunks were but the VoIP weren't and they were coming in on the same trunks. It turns out there is a submenu that Intrado has to check. They didn't know that submenu existed. We corrected Minneapolis, Dakota Communication Center and Washington County. Anybody else who has divided trunks and different rollover rules might want to make sure they have it right.

STANDING COMMITTEE REPORTS

NG911 Best Practices Subcommittee

No report. There is a draft from November which will be reworked and there will be a new version soon. The committee needs a new chair/co-chair to replace Rick Juth.

GIS Subcommittee

The GIS Subcommittee will reconvene. Please contact Adam Iten if you are interested in working on it.

Announcements

The APCO/ MSA/ NENA 911 Communications Conference will be held from March 23-26. Registration is available online at the Minnesota Sheriffs' Association website.

The Interop Conference will be held from April 27-29. Registration is not posted yet. Chair Pankonie says last year was the first year there was tiered programming at the Interop Conference with different levels for dispatch, radio operator/users, and system administrators. We are really looking to push dispatcher involvement or front line supervisor involvement. There will definitely be things there for them to do at

the conference.

Anderson says there will also be a four hour chasm course the first day. Every one of the regional chasm people said they would be there. Anderson would like the backup people to be there as well so everybody can be trained.

Mines says each region has been granted money that can be used to attend pay for attending the conference, including expenses for mileage, food, the cost of the conference itself. If you want to make sure that someone from every county is there we recommend pushing it at your local regional level. There should be enough money to cover the majority of the trip for you.

Meeting adjourns at 2:00 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

February 18, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Jim Bayer, MN SHERIFFS ASSN
Nancy Shafer/ Beryl Wernberg, NORTHWEST MINNESOTA
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Judy Diehl/ Tina McPherson, Vice Chair, CENTRAL MINNESOTA
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Guests reporting:

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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

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

APPROVAL OF AGENDA

Clif Giese moves to approve the agenda.

Judy Diehl seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Ross Tiegs moves to approve the previous meeting's minutes.

Faith Evers seconds.

ECN Report

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 right now to 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 18th. 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.

OLD BUSINESS

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.

NEW BUSINESS

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.

REGIONAL REPORTS

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 ALI.

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.

STANDING COMMITTEE REPORTS

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.

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Mary Phillippi, Regional Dispatch
Kathy Hughes, Hennepin County
Kathy Struffert, Stearns County
Mary Terwey, Stearns County
Jenna Walz, Stevens County GIS
Byron Sieber, Red River Regional Dispatch
Joan Stenger, Becker County
John Hoshal, MnGeo

CALL TO ORDER

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

APPROVAL OF AGENDA

Cathy Anderson asks to add Status Board to the agenda.

Faith Evers moves to approve the agenda as amended.

Bonnie Westfield seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Typos were noted in the February meeting minutes.

Judy Diehl moves to approve the previous meeting's minutes as amended.

Pat Wallace seconds.

Motion carries.

ECN Report

Dana Wahlberg will share her check in with Adam Iten who will give a report on the GIS project.

The answers to the questions respondents posed related to the NG services RFP went back out to them. A number of respondents asked for an extension. We extended it until April 6. Included in this RFP proposal is IP network routing, a Text-to-911 solution and a GIS information solicitation but not a GIS solution.

We had three vendors respond to our Professional and Technical but none of them fulfilled the mandatory requirements. We notified all three vendors of their shortcomings and have given them an additional week to comply. They have been given an additional week to submit the documentation that was mandatory to meet pass/fail requirements.

Meanwhile, we don't have any formal contracted P/T support. Mission Critical has been good; they have been able to pinch hit upon request. We have a limited short term contract for them to support us during this phase.

Our circuit inventory consultants have finished the inventory for all the IES counties and have completed the final spreadsheet of circuit diagrams for 29 of the 67 counties. This information will be contained in each county 911 plan. Patty Kraft is working on this effort. This will be a very good resource to have in your PSAPs. It will outline your network from end to end.

We are working on procuring an asset management tool to manage all 911 circuit inventory in the state so we are not tracking all of this manually on paper. This software will allow us to bring the 911 invoices to compare with the monthly bill with the contracted pricing for all carriers, leading to better cost management.

Next week is the big PSAP conference. It should be a very good conference; affordable, educational and motivational. The networking after hours is also beneficial. ECN will have our booth there. Visit with the RICS. We have three presentations on the program. Adam Iten on GIS, Jackie Mines or her representatives will present on FirstNet, Patty Kraft and Wahlberg will present on What's New with Wireless. There is a lot of new information on the WERM application. We are getting closer to a go-live solution on that. Wahlberg will talk about the January FCC Report and Order for Wireless Location Accuracy. Iten and Wahlberg will make themselves available to any committee members who attend. Iten will be there on Tuesday and Wednesday; Wahlberg will be there late Tuesday afternoon through the end of the conference. Feel free to seek us out. Take time to introduce yourself to Iten so he can put a face with a name and get a better feeling for who are the players for GIS.

The Interop Conference is coming up in April in St. Cloud. The schedule will be posted and registration will open Monday at noon. If you Google 2015 Interoperability Conference in MN it will be there. Cathy Anderson will send out an email with links.

Training materials will be sent out to Stearns and St. Louis County for a Text to 911 pilot test. There will be two different webinar trainings on March 31st. Each of the PSAPs will be able to designate 10 wireless numbers. Intrado will use those. If you would like to do this, please send Wahlberg an email.

The MN-WI network call transfer initiative that we have been working on for so long is getting to be very close to being turned up in our first set of locations. Hopefully we will have some feedback on that at the next meeting or the one after. This will just be for MN PSAPs receiving wireless calls with ANI and ALI. If you are transferring over to WI it will be just the same. It will just benefit our MN PSAPs initially.

Adam Iten reports on GIS

Iten gives a brief project update on NextGen GIS. He says he has completed the project scope as well as the initial work plan. He is working on a communications plan to make sure he identifies everybody that needs to be communicated with. He will be scheduling regional kickoff meetings in the future. This will allow us to introduce the survey. We are going to do this region by region which will allow us to work with those who need special assistance.

Even though we are calling it a survey, it is really a request for information. We are going to need to hear from every PSAP in the state. We want to know what your GIS data is and what your systems are. We need to know all of the systems that have mapping. We will not only be provisioning to the location function but also the call routing function. It will be appropriate to push that information out to as many of your mapping systems as possible. He can't stress enough how important it will be to hear from each of you. The survey presented in the meeting materials is just a draft. He wanted to vet it with various groups. If this committee approves it, we will put it before the SECB next week. So far it has been vetted through ECN and MnGEO, through MESB, MnDot, Televate (the FirstNet consulting company.) We held our first GIS subcommittee meeting last Friday and that group reviewed it as well and gave good feedback. Please take a look at it and see if the questions make sense. Right now we are at 37 total questions but it's likely no one would answer all 37. Please let Iten know if you have concerns before the SECB meeting next Thursday.

We are going to start to distribute it in April in a couple of pilot regions, most likely the Metro Region and the NE region.

Iten points out question related to the MSAG on page 7, question 23. See the options below the questions—do they make sense? We will be comparing that to the street names. We want to know how that information is populated—postal community name or an incorporated community name. We want to use the right information when we compare the data.

Pete Eggimann says we are always kind of battling the importance of GIS for NextGen and what we need for call routing and how they use the GIS data. He suggests adding a disclaimer at the beginning of the survey saying that GIS data will play a pivotal role in NextGen call routing and also that we want to be able to meet the needs of the PSAPS.

Clif Giese asks about number 15 if you could add in ambulance EMS district boundaries and fire district boundaries.

Giese also asks about 22—what about multiple road names. Also how each county builds up their data base—some counties will call it State and some will call it St.

Iten says as much as possible we are going to encourage matching the NENA standards and we are going to come up with a MN state standard as well.

The survey will be presented to SECB next week as informational from the GIS Subcommittee and the NextGen Advisory Committee.

OLD BUSINESS

911 Resolution

NW has approved the 911 Resolution so now it will be presented at the April SECB meeting which will be held at the Interop Conference in St. Cloud.

PSAP NG911 Contacts

Keep sending them.

CodeRed Survey

Chair Pankonie will send out the flyer on CodeRed.

Vendor / Contractor Backgrounds

The State announced it is ready to start back grounding but that may have been premature. If you have vendors that need to be back grounded, continue to do it the old way. If you want to share back grounds, you can use the old document.

Status Board

Cathy Anderson reports that StatusBoard has been fixed for Phase II. We cut down the quick reservation time to two hours to alleviate a lot of the bumps. She reminds everyone that if you are setting up a new user, the initial password is password—all small letters. You only get the email when you reset the password.

Every Wednesday there is system maintenance between 7 and 11:00 p.m. It usually doesn't affect StatusBoard but just be aware.

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Anderson will start meeting with regional administrators to determine some wants and needs for StatusBoard. If you need to know who your regional status board administrator is, send her an email.

Anderson sent out an email about an Interoperability for Dispatchers course. It will be a day and a half long; possible one day long. It will fill up fast, so email her if you want to participate. Once we have a class roster we will get specific information about regional equipment. The person teaching it has a lot of good experience.

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

Beryl Wernberg reports that the NW region voted to approve the Text-to-911 Resolution. The region will hold a meeting at the Interop Conference on Monday night at 7:00 p.m. to solicit input from anyone who is a system administrator. We hope to talk to as many system administrators as possible to get ideas to use in their RFP.

Northeast (Olson/White)

Steve Olson reports that 911 will be on the agenda regularly at the Owners meeting from now on.

Central (Diehl/ McPherson)

Judy Diehl reports that the region had a NextGen Subcommittee meet last Thursday with a lively discussion. She reports on an incident that happened with Century Link calling at 8:30 p.m. to do emergency maintenance. They did not get much notice but it was an emergency situation. They were able to work it out without taking anyone down.

They are having problems with 911 calls not mapping or not going to Phase II. They had a conversation with IES. IES was going to check with their techs to see if the equipment was configured correctly. The problem was fixed.

Tina McPherson adds that Mille Lacs County is having 911 distorted audio issues. They have a Viper. If anyone has any suggestions for them please let them know. The vendor is CenturyLink. They have been working with them but are still having a lot of distorted audio though the recording is fine.

Discussion about problems with audio on wireless headsets on Viper. Some PSAPs went back to corded headsets because of problems with the wireless. Others have not had problems. Chair Pankonie points out that this is an example of where knowing the version of our software will come in handy.

It is suggested that the committee have a further discussion on audio problems. Maybe a forum with the cell phone companies where we could bring some of these issues.

South Central (Wallace/Reimers)

Pat Wallace reports that the region has been finalizing things for their NextGen 911 Subcommittee.

Southeast (Betcher/Evers)

No report.

Southwest (Westfield/Ebert)

No meeting last month. Not meeting this month because of the 911 conference. No report.

Metro (McPherson/Lind)

No report.

STANDING COMMITTEE REPORTS

NG911 Best Practices Subcommittee

has not met since the last report.

GIS Subcommittee

Iten reports that the first meeting was held last Friday afternoon. We reformed the subcommittee based on the old subcommittee list and some new people. It was decided to hold future meetings on the Thursday before this committee's regular meeting. During the meeting, Iten gave a high level overview of the project and listed the deliverables. He reports that there was good discussion and feedback to the survey and questions about standards. There was good participation with a representative from each of the regions. We have one PSAP person and others are welcome. On March 24 at the APCO /NENA Conference, he will give a GIS for PSAP Professionals workshop. At the Interop Conference at the end of April he will also give workshops on NG911 for GIS Professionals and on GIS for PSAP Professionals.

Meeting adjourns at 2:30 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

April 29, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Kathy Hughes, 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 Tieggs/ Vacant, MN CHIEFS OF POLICE
Nicholas Carlson/ STATE PATROL
Matt Goodman/ Brad Digre, GIS
Dana Wahlberg/ Patty Kraft/ Adam Iten, 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
Patty Kraft, ECN
Pete Eggimann, MESB
Gordon Chinander, MESB
Judy Siggerud, Ottertail County
Mary Phillippi, Regional Dispatch
Kathy Struffert, Stearns County
Mary Terwey, Stearns County
Jenna Walz, Stevens County GIS

CALL TO ORDER

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

APPROVAL OF AGENDA

Bonnie Westfield moves to approve the agenda.

Judy Diehl seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

In last month's minutes, NENA was spelled wrong. Pat Wallace was omitted from the attendance. At the top of page three, add "Stearns and St. Louis County" to the paragraph about training materials.

Faith Evers moves to approve the previous meeting's minutes as amended.

Steve Olson seconds.

Motion carries.

ECN Report

Note: This meeting of the NG911 Committee took place just after the closing of the Minnesota Public Safety Interoperable Communications Conference in St. Cloud, MN.

Dana Wahlberg reports that it was a really good conference. She believes that all of the presentation power points will be on the ECN website. If there is anything in particular that people would like to have a copy of contact Wahlberg. Adam Iten did a couple of presentations on GIS that were really popular and well-received. Cathy Anderson was involved in CASM training. Chair Pankonie was a presenter; Steve Olson was a presenter; Judy Siggerud was a presenter; Beryl Wernberg was a presenter. We had really good representation from this committee and there was a lot of good information shared. The keynote speakers were exceptional as well.

Wahlberg gives a brief update on the RFP. The individual scoring sheets are due on Monday, May 4. Those go just to the department of administration and they will compile the responses and return the results to Wahlberg. From there the next step is to determine which vendors we choose to bring in for an interview. The three responses that we got were from CenturyLink and Intrado, TCS and GeoComm, 702 Communications-IES DataMaster-Solacom consortium. The big items out of that will be the continuation of the ESInet service provisioning, IP selective routing and hopefully we will find a suitable Text-to-911 solution.

Wahlberg reports on the Text-to-911 pilot test with Stearns and St. Louis County. One dispatcher from each of those locations participated with Wahlberg in the Text-to-911 session at the conference and it was a packed session. A lot of good questions were asked and there was a lot of good interaction from the group. The testing has gone well and the application is working the way it was described to work. There are limitations with it and some of that is because there are technology elements that have not been vetted out yet. Once the test is complete, Wahlberg is going to ask the PSAPs to report on the strengths and weaknesses.

Adam Iten and others from ECN and MnGEO have completed their regional kickoff GIS meetings in the northeast and metro regions and there are two more scheduled. The central region kick off meeting will be on May 12 and the south central on May 13. The southeast is tentatively scheduled for May 19 and the southwest and northwest regions are still to be determined.

OLD BUSINESS

- 911 Resolution brought to SECB

Chair Pankonie reports that the NG911 Resolution was adopted at the SECB on Monday, April 27 and the board congratulated the committee. Adam Iten gave a good presentation on NG911 and Brandon Abley gave a good presentation on FirstNet.

- Mille Lacs County Audio Issue Update

At the last meeting we talked about some audio issues Mille Lacs County was having. Pankonie reports that Al Fjerstad was working on getting CenturyLink engaged and Pankonie called CenturyLink as well. CenturyLink went out and worked on it and now it's tolerable. The State Patrol may their headsets turned up too high and if they turn them down that might resolve it all. Only half the room is having the problem.

NEW BUSINESS

- SIP Trunk Conversion Issue

Chair Pankonie reports that there are seven PSAPS in Minnesota that have direct SIP today. Three are with Viper and four are with Vesta.

Washington County was going to convert over to direct SIP. It got through pre-migration well but migration didn't go so well. They think it has to do with the firewall. Pankonie will report back about the problem and how it was resolved.

Someone asks if there is a timeline when everybody will convert to SIP. Discussion about when to plan to do this.

Wahlberg will take it as an action item to talk with John Olson and Dan Swiderski to see what their schedule looks like and what procedure they would like to see implemented and how to best coordinate this and she will report back.

Chair Pankonie says it will be helpful to know who has what equipment and software so we can communicate intelligently.

Wahlberg says IES and CenturyLink should have those lists. She can ask them to provide the list to her. They are the ones who are going to have to determine what upgrades are needed.

Pankonie will add a line or two to the tracking document to record this and she will send it back out.

STANDING COMMITTEE REPORTS

- NG911 Best Practices Subcommittee

Chair Pankonie reports that the NG911 Best Practices Standards Subcommittee hasn't met in a while. NENA is re-writing Standard 56006 Emergency Call Processing Protocol and Pankonie got in contact with the chairs of the committee. She has joined that committee and we could possibly get another person on as well. She suggests we wait for NENA to do their re-write and maybe we move on to a different standard for now.

Pete Eggimann adds that joining the committee would be a good opportunity to get your feet wet in the NENA work. It's not a huge commitment, a phone call once every week or two weeks. It's easy to join, just click on a button on the website.

Tina McPherson agrees to chair the subcommittee.

- GIS Subcommittee

Adam Iten reports that the GIS subcommittee met on April 9th and which was also the same day as the NE kickoff. It was a good meeting. He was able to share how the kickoff meeting went. The Metro Region kickoff really helped hone our message. As Wahlberg mentioned previously, all but two of the regional meetings are scheduled and we hope to have the other two scheduled soon.

We are also putting out a PSAP request for information. After we do the kick off in your region, we will send you the survey. We would like to have a response from every PSAP so please fill it out to the best of your ability. He can't stress enough how important the request for information is. Call him if you have questions. If we don't hear from you, we will call you. We will put out a summary report in June. Adam is working on follow up meetings with everybody. He'd like to meet quarterly with the regions.

The subcommittee has 34 members so far and there is good representation from each of the regions and the participation has been very good. The next meeting will be on May 14th. We are meeting on the second Thursdays at 2:00 p.m.

Chair Pankonie adds that the level of awareness on this issue has been so much higher since Iten came on.

Iten thanks the people with the kick off groups for helping get the word out and the contact list and logistics.

Steve Olson recommends filling out the request for information with your GIS person. If you have your CAD map ahead of time it will go more quickly. Maybe 15-20 minutes.

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

(Steve Olson reports for Beryl Wernberg who had to leave the meeting early.) The region held a meeting during the conference and they got the information they needed to put together an RFP for a regional system administrator.

Northeast (Olson/White)

Steve Olson says the kickoff meeting on GIS was the big thing. Swatting incident #2 has happened so another one may happen. It came in on a ten digit line with no caller id. Their dispatcher did an awesome job talking to the kid throughout it.

Pankonie reports that Linda Hanson is retiring from Anoka so watch for the 911 Administrator position opening.

Central (Diehl/ McPherson)

Judy Diehl says we are looking forward to our GIS kickoff meeting. We had our call and it lasted less than 20 minutes. Not much to report.

South Central (Wallace/Reimers)

Peggy Reimers reports that the region will have its kickoff meeting on May 13 at 10:00 in Blue Earth County. On May 6 they will have their NextGen911 committee meeting.

Southeast (Betcher/Evers)

Wayne Betcher asks Iten if he has contacted anyone yet. Iten responds that he has contacted Faith Ever's boss. Do we want to invite other agencies? Evers talked with Kevin Beck. Iten will send out a mass blast to everybody in the region. We are asking that we have at least one PSAP and one GIS rep from each county or 911 system. You are welcome to bring more but we would like at least that.

Betcher reports that they did an update on their VIPER and are migrated to SIP now.

Southwest (Westfield/Ebert)

Bonnie Westfield says May 26 in Marshall would work. Our NextGen group didn't meet last month. Sheriff Wilkening thinks we should have it with our quarterly State Patrol Meeting to gather more people.

Metro (McPherson/Lind)

Eggimann reports that Carver will be going to SIP next week. We are adding a third IP link to that shared hosted system. That will be on Tuesday morning. Minneapolis is coming on the new system on May 12. Wahlberg asks about the patch. That will be tomorrow. That has to be work station by work station. When we wrote the RFP for the ten PSAPs that participated as a group, that RFP has language in it that allows other MESB PSAPs to buy off of that same contract for five years for those Metro PSAPs considering a new CPE.

Cathy Anderson reports that they are trying out a new format for the StatusBoard report. At the May Operations and Technical Meeting she is going to bring forward the things people would like as enhancements to StatusBoard. If you don't know who your regional StatusBoard administrator is send Anderson an email and she will let you know. Please give her any feedback about StatusBoard. She wants to know what the issues are.

Meeting adjourns at 2:10 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

July 15, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Kathy Hughes, 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 Tieg/ Vacant, MN CHIEFS OF POLICE
Nicholas Carlson/ STATE PATROL
Matt Goodman/ Brad Digre, GIS
Dana Wahlberg/ Patty Kraft/ Adam Iten, 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
Jim Stromberg, ECN
Rick Juth, ECN
Al Fjerstad, Mille Lacs County
Joe Zunker, Douglas County
Pete Eggimann, MESB
Kathy Struffert, Stearns County
Mary Terwey, Stearns County
Jenna Walz, Stevens County GIS

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:05 p.m. with a quorum. Dana Wahlberg takes over the meeting, as Wahlberg is located at HSEM and is easier to hear. Chair Pankonie is on video conference and says she will not be able to get back to the HSEM location until October due to her vacation and a huge CAD project.

Tina McPherson is committee vice chair and can possibly take over for August and September.

APPROVAL OF AGENDA

Wahlberg adds one item to the agenda – a StatusBoard update from Cathy Anderson.

Al Fjerstad moves to approve the agenda as amended.

Clif Giese seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Clif Giese moves to approve the previous meeting's minutes as submitted.

Judy Diehl seconds.

Motion carries.

ACTION ITEMS

None.

ECN REPORT

- **RFP (Wahlberg)**

Dana Wahlberg gives the first update on the RFP. They had the initial group review meeting of the RFP, with ten participants, each one being part of the evaluation team. It went well, and they came up with a list of follow-up questions each vendor. Those went out on Monday of this week and are due back Friday of this week, the 17th.

On the 21st, we have a conference call to go over all those clarification responses, followed by two days of independent time to review and revise our scoring. We will submit our semi-final scoring back to the Department of Administration.

On Tuesday, August 4, we will have onsite visits by all three vendors and their subcontractors/partners that they responded with. TCS, Century Link, and 702 Communications. We'll have two-hour presentations conducted by each of those, and there will be specific agenda items they will need to address. Following that will be independent time again to make changes to our scores based on new information received.

The next steps will be making an offer, then a couple months of contract negotiations. We are making progress and it has been a long haul, but we have a thoughtful group, including Tina McPherson, Dar Pankonie, and Pete Eggimann, who have invested a lot of time and research into this, along with others.

- **PSAP Abandonment Devices (Wahlberg)**

Wahlberg says Century Link and Intrado have been busy doing site visits and encouraging PSAAPs to buy the PSAP abandonment devices – a flip of the switch abandons calls to whoever you've identified as your PSAP abandonment choice. Please bring back to your regions that before purchasing and installing your PSAP abandonment device, we would like you to do a 911 plan change letter so we know who has what and where the calls are supposed to go. We are trying to keep Century Link and Intrado alert to what the PSAP choices for alternate and abandonment routing are, and you have to share with us what your intentions are so we can stay on top of it with them. You do not want your calls going somewhere else.

Kathy Hughes asks if the letters should go to Dana, and the reply is for MESB and all Metro counties, they will work directly with Pete. This information was more for greater Minnesota.

- **SIP Enablement (Wahlberg)**

Wahlberg says there are about eight PSAPs that have gone to a direct SIP interface through their CPE, which means they are receiving their calls end-to-end in an IP environment. Those that have not, which is the majority, are still using PGM interface box that takes the IP connection in, converts it to CAMA, and connects to your CPE. You are

encouraged to thinking about upgrading when you are able to. Some of you are able to now but most need to have CPE replacement, upgrade, or version change before you're able to do that. Wahlberg has asked Century Link and IES to provide her with a list with every PSAP's make, model, and version of software to make it easier when she works with each PSAP.

Chair Pankonie found a challenge in Washington County when they were ready to migrate since there is a VPN in place for the CPE vendor to perform remote diagnostics. There was a conflict in the ability to get that direct CPE connection. Saint Louis County handled their issue independently by putting a firewall of their own that is managed by their IT division. We are still working on a preferable solution that would include the network vendor installing and managing these so we have consistency across the state, as well as having only one vendor to hold accountable for the integrity of the security that's being allowed in and out of that. This is something we're still working on, temporarily putting Washington County's migration on hold. Intrado has a solution for it, but there is a cost associated with it.

A CPE purchase is done independently by every PSAP, and we will give you requirement recommendations and support as you go through the process of choosing your vendor. Since we are all now on the ESI net, be aware that there is a process for any vendor, not just CPE, for example a text-to-911 solution vendor that is going to connect into the ESI net has to go thru an authentication process to make sure all of the interface requirements and specifications are met so they can plug and play.

There is a new vendor, Emergitech. You can read about them on the web; their product doesn't look bad. They have been doing PSAP visits and some are interested. Wahlberg has worked with their sales folks and have highly encouraged them to meet with Century Link and Intrado to begin that authentication process, which they are doing. Remember that there is a defined process in the T730 existing contract we have with Century Link and Intrado for network support. Not known how long it will take. If you are dealing with the sales folks, I hope they communicated to you. I am not encouraging or discouraging you with them, but just for knowledge. Keep in mind when signing purchase contract – vendors need to be compatible to connect to ESI net.

Pete asks Dana if she asks for a 911 plan change when the CPE is switched out. She replies we never have but it may be something we might start doing so we know what version people are currently on.

Interstate relations - MN/ND testing, MN/WI testing (Wahlberg)

Jason Horning, Dana's counterpart in ND, is very interested in negotiating an interstate agreement for us to be able to transfer wireline, wireless, and VOIP where it may be applicable, across state borders, with ANI and ALI. Northwest part of MN and North Dakota are interested in participating. Dana has engaged Intrado, as well. If it works, we want to implement it all along the north/south border on the west side of the state. If you are a regional rep for those seven counties, please alert them to this. Dana has been in communication with NW regions of Marshall, Kittson, and Polk. Should be doing the first testing within the next week or two for transfer of wireless calls over the St. Croix River between Chisago and Polk County in Wisconsin. Patty got all pAni's loaded that would potentially have a reason to transfer to a Minnesota PSAP, and they are ready to test. Will provide an update on that once we know how it's working. Also an initiative we would like to reach north/south border on east side of state if successful. ANI/ALI transfer over the borders would be helpful.

- **County 911 Plans (Wahlberg)**

We have revised the process and are about ready to send out some plans. Patty has worked on pre-populating some of those and Sharon worked with Dana to develop a template for it. Tried to minimize the amount of work the PSAPs have to do to keep these up. You will receive a letter of explanation to go with the electronic version you'll initially receive, so you can go in and make changes to the errors you see with your contact information. There will be some specific sections for you to fill out, but it's pretty minimal in response to what they were in the past. The plans also include diagrams and spreadsheets for all the network and carriers that support your county for delivery of 911 calls. It's comprehensive and almost two years' worth of work. Make sure to focus on alternate

and abandonment routing portion when you get to that. If you have questions, contact Patty or Dana and they can help you walk through that.

We want to get them cleaned up so the PSAPs know what they have and what they're asking for if they need to make the call. We want to make clear that Century Link, Intrado, or the next ESI net vendor has the same understanding and have found we are not all on the same page, partly due to uncommunicated terminology changes by Intrado.

Plans will go out in alphabetical order, so Aitkin will be first. We are just doing Greater Minnesota, and after bugs are worked out, we will share the template with Pete in case he wants to follow the same format.

- **Christine McPherson (Wahlberg)**

Committee representative, Christine McPherson, (Assistant Director of Minneapolis 911), and her husband were involved in a serious motorcycle/deer accident over the weekend. She was airlifted and is in intensive care. She emailed Dana today and is hoping to be released from the hospital but both have a long road to recovery. We are fortunate to have her expertise and anticipate she will be able to join us again at some time. In the meantime, prayers and/or good wishes are appreciated for her.

- **Mission Critical Partners (Wahlberg)**

Mike Beagle has been assigned as the new liaison to our project. Dana has heard good things about him but has not met him. He is going to serve as subject matter expert for our text-to-911 migration and other projects we are working on for downsizing or reassessing the carrier network.

Jerry is improving, he says hi, he misses everyone, and he would love to be back. He is making steady forward progress.

- **Jim Stromberg (Wahlberg)**

Jim Stromberg is the new SWIC with ECN. He has a law enforcement background and is a retired officer from Minnetonka Police Department.

- **StatusBoard (Anderson)**

Anderson says there were no unplanned outages in June. She says we should include the StatusBoard report from MNIT for this group as well as the Operations & Technical Committee. There are some fixes being tested, but it will be a couple weeks before they are ready for production. They are working to fix the slow profile issues, and that should help once it is done. Also being changed is the calendar reservation default, which currently covers two days. It will be changed to 24 hours, so you do not need to make a change in the date unless you want more than one day reserved.

MNIT also found an existing defect when they were testing. It shouldn't be a big one and will be worked on in the future. The defect will corrupt a profile if a user makes a reservation (which is still active) and then that employee's user's account is deleted due to termination/leave of absence. We don't anticipate this happening much, if at all, and it will be fixed in the future.

The biggest change will be adding a group email notification. This was a big controversy for agencies that had a group email listed for an individual user as opposed to the user's specific email because they want to know if a reservation is bumped. If the user that made the reservation is not working, nobody will know the reservation was bumped. Using a group email right now means that if there is a password reset done on a user's account, the email with temporary password information goes to the group email list. This is in violation of security policies, and most counties have the same type of policy. You should always be checking to make sure your reservation is still valid before you use the resource, anyway, but once the group email line is added to user accounts, all accounts will have to list the user's specific email on the first line. If an agency desires, they may then add a group email to the proper group email line. This is not required, and without anything filled in, bump notifications and password resets will

still go to the individual user. If you have the group email line set up, a bump notification will go to both the individual user and the group email address. Password reset information will only go to the individual user's email address.

For users with two profiles (someone who works for two different agencies or entities or someone that is a COML/COMT), for now, this will be the only exception allowed for having an individual email address listed on more than one account. In the future, you will have only one account but be able to select which profile you are logging in under.

- **WERM (Kraft)**

MNIT team was pulled off WERM to work on StatusBoard but started last week working on WERM again. Working on inbound files formatting that we'll receive from Intrado with all the call sites and sectors. Should be put into place and tested in next 3-4 weeks to see if what they set up is working properly. Looking at maybe still going live by December 2015 or by February 2016. Once the inbound files are received and tested, it will be a matter of doing all the data cleanup with Intrado, but it's a time consuming project to clean up data on 40,000 sectors and sites. After that, we'll upload info on internal startup and hopefully during that time, we'll be able to start going out to PSAPs to do hands-on training with actual web application. It will be actual data but only stuff to practice with and not the true data. It's been a long process, and we are hoping to see the end soon.

Reminder that Wahlberg is looking for full-time and part-time staffing in your call centers, as well as call counts for 2014. We need the information by July 24, using the information for Dana's federal report. There are quite a few who have not sent information back yet. Send back the full-time and part-time staffing numbers even if there are no call counts available.

- **MnGeo (Iten)**

The Minnesota Geospatial Office (MnGeo) project team held its internal kickoff earlier this month. We are currently finalizing the PSAP Request for Information Summary Report, which highlights the responses that we received from each PSAP and GIS agency. To date, 95 of 105 PSAPs have responded to the survey. The PSAP RFI Summary Report will be distributed to project stakeholders next week. The report will also be available on the ECN website.

We are also collecting PSAP and Emergency Service boundary data from every County and PSAP in Minnesota on behalf of the FirstNet project. The data are being inventoried and aggregated into a single "Public Safety Entities" map layer that will be used by FirstNet to display and query their User Population data.

We are beginning to develop the MN NG9-1-1 GIS Standards, which will serve as a guide for preparing and maintaining GIS data for NG9-1-1 in Minnesota.

Finally, a monthly project newsletter will be created and distributed to all PSAP and GIS stakeholders to keep them informed and engaged with the project. The first newsletter is expected to be drafted in August.

NEW BUSINESS

None.

STANDING COMMITTEE REPORTS

- **NG911 Best Practices Subcommittee**

Chair Pankonie reports that the NG911 Best Practices Standards Subcommittee hasn't met in a while. NENA is re-writing Standard 56-006, Call Answering Standard/Model Recommendation. Pankonie and Judy Diehl are on the

committee. It is coming along but is a slow process. To date, a lot of discussion around the call answer and call process times for the standard.

REGIONAL REPORTS

Northwest **(Shafer/Wernberg)**
No report.

Northeast **(Olson/White)**
No report

Central **(Diehl/ McPherson)**
Judy Diehl reported that the Central region NG911 Subcommittee under the Users Committee is now a committee under the CMNSEC Board and no longer a *subcommittee*.

South Central **(Wallace/Reimers)**
No report.

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

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

Metro **(McPherson/Lind)**
APCO meeting on July 24th at Washington County Government Center. TriTech will be presenting on their latest software technologies. Everyone is welcome. RSVP to Dar Pankonie.

Meeting adjourns at 2:50 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

September 16, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Kathy Hughes, 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 Tieg/ Vacant, MN CHIEFS OF POLICE
Nicholas Carlson/ Tim Boyer, STATE PATROL
Matt Goodman/ vacant, GIS
Dana Wahlberg/ Adam Iten, ECN
Deb Harmon/ Vacant, TRIBAL PSAP
Christine McPherson / Diane Lind, METRO MINNESOTA
Vacant/ Vacant, MN FIRE CHIEFS

*Members attending are marked with yellow highlight.

Guests reporting:

Cathy Anderson, ECN
Carol-Linnea Salmon, ECN
Rick Juth, ECN
Joe Zunker, Douglas County
Pete Eggimann, MESB
Mary Terwey, Stearns County
Judy Siggerud, Ottertail County
Mike Henrion, Douglas County
Caitlin Prodoehl, Stevens County
Carrie Oster, Motorola

CALL TO ORDER

Dana Wahlberg calls the meeting to order in place of Chair Pankonie due to difficulties with the audio from Chair Pankonie's location. After some technical difficulties, the meeting is called to order at 1:16 p.m.

APPROVAL OF AGENDA

Dana Wahlberg asks to change the GIS RFI Summary Report to an Action Item and to move this item and the project report to the top of the agenda. It is noted that the date is incorrect on the agenda.

Judy Diehl moves to approve the agenda as amended.

Kathy Hughes seconds.

Motion carries.

Bonnie Westfield moves to approve the July meeting minutes as submitted.

Faith Evers seconds.

Motion carries.

ACTION ITEMS

- GIS PSAP Request for Information (RFI) Summary Report (Adam Iten)

Adam Iten gives an overview of the project task and an update on the GIS subcommittee and will ask for a motion to approve the PSAP Request for Information Summary Report to present to the SECB.

Iten reports that they are working heavily at MnGeo on outlining and detailing the workflow as it relates to accepting and collecting data from local GIS sources, to running quality assurance on it, to where and how we are going to store it, to what types of error messages are we going to send back to the local source.

We have developers who have started working on scripting; we are going to be ordering a new server to host all of the local GIS data on it so we have a GIS repository, that's all going strong. We have collected or requested PSAP and emergency service boundary data from all of the PSAPs. We've received data from over 70 data sources. We think we will be collecting data from about 100 data sources so we are at about 70% of having some data from every PSAP or every county and we will continue to follow up with that. As we are getting the data in, we are inventorying it. We are looking for any easy-fix errors where we can just send a note back to the GIS source and have them either clarify what the potential error is or make the fix. That's also helped build relationships with the local GIS data sources. We have also been looking at how each local data set compares to what the NENA standard will be. We've collected streets and address points for the metro region and the northeast region specifically because we are considering the metro and northeast regions to be the pilots for this project. As we go forward and look at the data preparation work, we know there will be additional tasks that will be put on the counties, the GIS sources, and the PSAPs. We want to make sure that we are methodical about what we are asking everyone to do, that it makes sense, and that it's achievable. A lot of the work that's already been done through MESB working with the PSAPs and the counties to synchronize the 911 and GIS data is a real benefit to getting started in the metro. We are sending GIS analysts from MnGeo over to MESB to be trained on the current processes that MESB is conducting in the metro, and we are documenting those. We see the data preparation work taking the full year in the metro and the northeast. That's where our attention is going to be in the first year— getting that process right so we can have a solidified process to go out county-by-county to formulate a plan, like a checklist, — so everyone can see where they stand and where gaps are with their data. We are also collecting boundary data on behalf of the FirstNet project. This week are working on joining data that FirstNet has collected regarding user population information for public safety entities. They want us to take that information and join it to the appropriate emergency service boundaries so that way, on a boundary map, you could do a search or identify the boundary and see the corresponding information that FirstNet has collected. As we've collected this data for NextGen911, we are also sharing it with other ECN projects so as to not inundate everyone with additional data requests.

- **Standards**

We had our first Standards workgroup meeting last Wednesday. We have at least one representative from each region on the Standards workgroup. There have already been a lot of good contributions on some preliminary standard documents that have been put together. The standard workgroup is tasked with putting together two documents. One will be for Minnesota NG911 GIS Standards. That document will take longer and be more detailed than the other, which is to put together a definition of completeness document for each of the required NextGen GIS layers. That came as a request from many of the PSAP managers and some of the GIS managers. That document

will be a high-level check list of big ticket items that the data will need to conform to. We are looking at having that definition of complete for each of the GIS layers ready to review in front of the GIS subcommittee next month. The Standards document will take a little bit longer since there is so much work to be done. It will probably not be finalized and approved before the end of this calendar year since it will be vetted through the GIS community, the GIS subcommittee, the PSAP community, and then this committee will have to approve it. After that, it will go to the MESB and finally the SECB for approval.

We are still committed to putting together a monthly newsletter for the GIS project but it isn't ready yet.

The Request for Information Summary Report summarizes that list of 36 questions that we put out to everybody after we did the kick off meetings. We looked at 15 of the 36 questions that we thought would be of most interest to everybody, summarized those, and included a bit of other information. To date, we have had 95 of 105 PSAPs respond and they will start getting the information needed from the remaining PSAPs individually.

Wahlberg asks for questions or comments in relation to the RFI.

Chair Pankonie moves to approve the RFI as presented and to submit it to the SECB for approval.

Kathy Hughes seconds.

Motion carries.

REPORTS

ECN REPORT (WAHLBERG)

Wahlberg congratulates the central region on officially implementing a regional 911 advisory committee that is independent from any other committees under the SECB. They are no longer part of Owners and Operators and are a stand-alone group. She wants to call them out for doing some exceptional work. They are a very active group, and she hopes that they will serve as a mentor for some of the other regions to consider doing the same thing. She thinks there are enough topics that are unique for NG911 where it is actually beneficial to have a separate group, even if the meetings aren't as long. It provides an opportunity to discuss items that are specific for NextGen 911 and not a part of another discussion. It is not a requirement –as long as you have an official meeting and dedicate some time to discuss NextGen initiatives, we are certainly satisfied with that.

Patty Kraft has left her position with ECN and is working at another position in the state. Her biggest initiative was the roll out of WERM—the Wireless Emergency Routing Management platform. In Patty's absence, Wahlberg and Cathy Anderson continue to assist. This week there was an exciting and encouraging meeting with Intrado and MNIT. They have presented a roll-out guide which provides a 16-week plan, beginning with this week, on the steps that need to be taken weekly to achieve implementation by the end of this year. One of the first items on the list to determine how we are going to manage contact information, training information, updates, assistance within the state of Minnesota. A recommendation was made that we break the state up using the same seven regions that we use for everything else and that we assign a primary point of contact and a secondary point of contact within each region to be the WERM go-to person for support and assistance and training needs. Those points of contact will spend some time in a much smaller group getting some very highly individualized training from MNIT and Intrado as we are getting closer to actually rolling this whole application out. Wahlberg tasked each region to solicit a primary and a secondary point of contact and to send that information to her as soon as possible, preferably within the next month. What we would like for a point of contact is a name, an email, a phone number, and a primary and a secondary from each region. Ideally we would like to have someone who has already been voluntarily engaged because they have had some experience with it. This rollout guide—identifying and documenting the contact information for the points of contact is our next step on this reliability rollout guide that we are following. Wahlberg says she has learned in the month Patty Kraft has been gone that it is critical to getting this project off the ground, as there are an overwhelming number of wireless provisioning requests.

Next topic is wireless provisioning. Those of you in greater Minnesota have probably suddenly started to see many more wireless provisioning sheets coming your way. The reason is that Verizon is into a big initiative of turning up LTE technology on their tower sites. They began in the metro so the metro has gone through this process already. Now they are expanding out to greater Minnesota. So what you are going to start seeing is these wireless provisioning sheets coming in and in the technology field rather than saying 2G or 3G, you are going to see LTE, and the LTE sector naming convention is no longer something that will be familiar to you. The carriers have all gone with a naming convention that means something to them. It's called a hexadecimal system. We have requested that when they send us the spreadsheets with these LTE sites on them that they overlay those sites onto an existing spreadsheet that already has the 3G tower information completed on there that you've done on previous provisioning sheets so that it is very clear for the person completing the spreadsheet to understand that this is new technology and but not a new tower site. For whatever reason, there was some miscommunication within Intrado and they did not have that point clarified properly so they have not been coming that way. Most PSAPs have been very gracious in completing the information and returning it regardless but we are working on trying to get those new sites overlaid onto a spreadsheet that already has the existing tower sites on it so it's not such a difficult challenge to get them provisioned.

When Wahlberg met with the new Central MN region NextGen Advisory Committee they expressed a concern about continued decline in location accuracy of wireless calls, even those placed outdoors. Judy Siggerud has travelled around the county in her vehicle to emulate a traveling domestic and she had done this on previous occasions. Her call takers were able to accurately rebid and get fairly precise location information as to her whereabouts. In her last trip around the county, she discovered that the location technology was consistently two miles behind where she actually was. Wahlberg went to Verizon and asked if the type of technology associated with the tower sites has to do with the level of location accuracy. In other words, now that the LTE tower sites are being turned up, is there some reason that we should be anticipating that location information may not be as accurate as it was with 3G. This does not seem right, but it was the only thing that we could think of that had changed in recent time. Wahlberg says the answer was that there is a base-site almanac—she is not quite sure what that is—but if for some reason that is not activated, it's very possible that there would be a decline in location; however, the caveat that Verizon put on that is that they consistently test those when they are going about their testing pre-turn up, so they highly doubted that that was a possibility. She just got that information yesterday and hasn't had time to follow up but she will. Pass the message on that we are trying to identify what changes could be associated with faulty location information.

Regarding testing, she has been getting five or six requests per day from Verizon, each including up to a dozen PSAPs. Some of you have gotten these forwarded from Wahlberg asking for permission for Verizon to test. Some of you have probably been surprised when Verizon has started testing because you haven't had a heads-up. Wahlberg says she has not been able to keep up with all the emails. She would be very appreciative if you have the bandwidth in your PSAP if you would be able to accommodate testing even though you have not been made aware of it. If it's problematic, she understands and will take responsibility with Verizon for not providing the appropriate permissions. She doesn't want to slow them down because testing is important. Their testing happens in two or three states at a time, and sometimes it happens that there is the same PSAP name in more than one state, which is why there is delay at times. Please plan on over the next few weeks Verizon calling during regular business hours and asking for perhaps up to a dozen test calls but not necessarily all in a row. They will be moving from tower site to tower site.

Regarding wireless provision spreadsheets, there are field length restrictions on all of the fields that the PSAPs complete. Apparently that has never been enforced in the past and Wahlberg is not sure what the carriers have been doing. Spreadsheets have come back and the field lengths have been exceeded, but in the last couple of weeks she has received a bunch of kick-backs from Intrado saying that we have exceeded field limits. She has now gotten a note from them what the field lengths are and going forward when she forwards a request for a provisioning sheet to be reviewed and completed, she will be including those field lengths. For example, when you are doing the

Minnesota abbreviated location, 19 is the limit, including spaces. It creates more work for everyone, otherwise. She looked at the rollups she got last December and there are all kinds of them that are over. She apologizes that this is just coming to the surface now but we will make every effort to get it cleaned up as quickly as we can.

Wahlberg asks for questions about wireless provisioning.

Chair Pankonie asks which field is over. Is it just the location field?

Wahlberg says typically it's just the Minnesota abbreviated sector location field but occasionally there were one or two others like community name. There are five different fields now that Wahlberg has the character limits for, and she will send that out to everyone.

Pankonie says the reason she asks is that she had trouble with the city code. Wahlberg says she thinks that has to be seven characters. Pankonie says the problem with that is if they don't use all of the characters it brings in the next field. She needed to know every formula put in for every city. Now she has to do hundreds of entries for city names instead of what used to be about 30.

Pete Eggimann says there are two issues. One is to follow the guidelines for the number of characters and don't exceed it and the second issue is when you don't use that entire allotment, the carriers have to fill that out with spaces so that the ALI stream stays consistent from beginning to end. That is what is causing issues for Pankonie.

Wahlberg summarizes Pankonie's response because Pankonie is hard to hear on the audio. She says that in situations where she has not used the entire number of characters that have been allocated for that field length, when she's put in something shorter, if the carrier doesn't fill the rest of that field with spaces it actually moves all of the other fields and other things don't appear in the correct place. Wahlberg will talk with Intrado about this. Pankonie says the carriers have named the cities five different ways—they keep changing the city abbreviations. Wahlberg says she knows that is constant frustration. They send these provisioning sheets out. The PSAPS complete them the way they want to see it and then they don't follow through with it. She will bring that forward.

Eggimann says he thinks the issue may be in staff turnover –and it's very old technology. There is a serial feed and you have 256 characters and all of the characters have to be at the exact spot for everything downstream to work properly. The city abbreviation—when we did the initial roll out 15 years ago—we just kept a sheet of the abbreviations we were using but then personnel turned over. He thinks in some cases the carriers are creating their own abbreviations for cities or you have two PSAPs that have towers in the same cities and the two PSAPs are using two different abbreviations for those cities.

Pankonie says it won't map properly either.

Eggimann hopes that when we start to use standard tags for these fields that all of this will go away.

Wahlberg asks if anyone else has experienced the problem that Pankonie has that they have had difficulty mapping wireless locations on their CAD mapping due to the inconsistency in, for example, city code naming configurations.

Eggimann says it might be unique to CenturyLink because he thinks IES presents their ALI like an image, so greater MN might not see it.

Wahlberg asks Matt Goodman if they are experiencing it in St. Louis County. He says he has not heard of any trouble.

Judy Siggerud says they had trouble in Otter Tail several years ago when they were putting in a couple of extra spaces in the 19 spaces on the street. That was quite a challenge, and it screwed up the parsing, but they finally got that back on track.

Wahlberg will bring it forward to the group. She has not been regularly attending those meetings when Patty Kraft was here but both she and Cathy Anderson are attending them now. She feels that Gordy Chinander has brought this to the attention of the WERM group but she will double check and make sure that if they weren't aware of it they will be now.

The FCC came out with a reliability order that went into effect in September 2015. It requires that carriers that meet certain criteria with their outages make a mandatory notification to any PSAP that could be affected by that outage. We were required to have two contacts—one by phone and one by email--and were not allowed to have more than two contacts. Statewide, we used the PSAP manager name that is on our contact list and their own work email and we used the 24/7 telephone number contact that would ring on your admin line on your PSAP. The rationale for that was that 24/7 line would always be answered and if a dispatcher felt that it was important that a supervisor or manager be notified, they would have their own internal protocol on who to notify on that particular day and time. The PSAP manager email was chosen simply because it's the PSAP manager that you have identified as the primary point of contact on your PSAP and the expectation on the FCC reliability order was not that that be on a 24 hour observed email account. The important thing to note is that these kinds of outages have always happened. They happen weekly, daily—for the last 30 years nobody has let any of the PSAPs know that this was happening, so we don't need to cause any undue alarm in a PSAP when they get one of these. When the first ones went out, there were about a dozen PSAPs that got them, and Wahlberg and Eggimann each got a dozen phone calls in the middle of the night. Most of the time what is going to happen is if a carrier's trunk goes down, they may not be able to deliver calls to 911, but their customers can't make any other calls either so it is nothing different than what has happened in the past. She wants everyone to be aware that these might be coming in and there may be certain ones that are actually ones that *may* pose concern but those should be being communicated to you through the NOC. If they are network impacting – if they are affecting your PSAP or affecting the delivery of your 911 calls over your I-2 circuits those are going to be mitigated through the CenturyLink NOC just as they always have been. In the meantime, if you do have any concerns, call the NOC and tell them what you've gotten. Her experience is that you usually just get a minimal amount of information either on the call or the email. It usually just says, for example, "Mediacom is experiencing a network outage that may be affecting your area." It really doesn't give you anything specific and it's really nothing new. It's just part of the FCC reliability in report order. So that's just more of an FYI.

There was an incident a couple of weeks back where the CenturyLink NOC 800 number was out of service for a period of time. As follow-up to that, Wahlberg will be sending out a couple alternate numbers to every PSAP to reach the NOC in the event that you should experience an issue with that 800 number. One of them is a long distance number that reaches the same place, but it is treated differently than the 800 number, so they wouldn't typically both be down at the same time. She will also provide the number for Matthew Hoffer, our system integrator, as a last resort. He wants to receive calls on his own phone so that there shouldn't ever be a time a PSAP can't get through to the NOC.

The next Interop Conference will be held in St. Cloud on April 25-27, 2016. There will be a specific track for NextGen 911. Wahlberg is on the planning committee and welcomes topic ideas. Let her know if there are certain areas your region needs more information on or topics you would like to have speakers brought in to present on.

The RFP for NextGen network and selective routing and Text-to-911 solution. We are down to the portion where we are reviewing the pricing documentation that each of the vendors submitted along with their proposal. We found them to be very confusing and inconsistent so this week we have held 90 minute phone calls with each of the vendors to review pricing and to try to parse out all of their parts and pieces so that in the end we can compare apples to apples in pricing. We are very close to that now. The folks that are on the review committee have all submitted their scores. There is a ranking for the three vendors which we are not prepared to share at this time. The evaluator scores had to be presented and opened and shared prior to be able to view the pricing information that each vendor supplied so now these scores for pricing, once they are sorted out, will be added to the preliminary scores and a 1-2-3 ranking will result from that. She anticipates in the next two-to-three weeks we may have an indication of who we would like to offer the contract to.

There is a gentleman by the name of Glen Hallam (ghallam@solvex.org) who is doing a national survey on accidental phone calls to 911. He is an industrial/organizational psychologist from Solvex. He reached out to Wahlberg—he wanted to talk to some PSAP managers and maybe some dispatchers to get a feel for whether or not it is a problem. What he is finding out is that it is a huge problem but nobody can really pinpoint how huge a problem because there isn't really a way to pull those calls out. Wahlberg hooked him up with a couple of different people. He has garnered the support of Brian Sontas from NENA and Jay English from APCO. Wahlberg gave him some names. Then he asked if she would distribute his survey – five questions – to our PSAPs. She said she would do so but he did it himself yesterday before she had a chance to do it and she started getting inquiries from PSAPs. He has agreed to share the data with us. If you get the survey there is no harm in doing it. He is trying to solicit data from all across the country. It is really pretty harmless – very generic questions. If you are inclined to do it, feel free. That is just an FYI.

Intrado is going to be doing some maintenance of all 104 PSAPS on site beginning next week and probably extending through most of the year. Wahlberg learned of this about a week and a half ago and she received a schedule. There is a specific technician assigned to this. She will be sending out an email today letting you know that Kevin Auger will be coming into your PSAP. All of the PSAPs are not on the schedule yet—about half are—she is going to send the email out anyway so that those of you that are not on the schedule can know that you will be on it between now and the end of the year and those of you that are on it can know that you will have a four hour window in which Kevin will present himself and go into your back room to look at the NextGen equipment that was installed in preparation for your migration to the ESInet. He is going to be looking at it and doing some inventory on it—it should be a fairly quick in and out.

A couple of weeks ago we were successful in completing a 911 wireless transfer call from Polk County, Wisconsin to Chisago County, MN, that contained ALI information and it appeared to be accurate. We are doing a little fine tuning on the placement of information on the screen and identifying what information is slightly different when it comes from Wisconsin than when it would come from another MN PSAP. For example, the PSAPs in WI don't provision a MN State Patrol district on their wireless provisioning so it comes without that and it comes without a community name, but aside from that the ALI transfer screen coming from Wisconsin looks quite similar to what you would get if a Minnesota PSAP would transfer a similar call into Chisago County. Over the next month or so we are going to continue to fine-tune this process with the hope of being able to expand it out to other Minnesota-Wisconsin bordering counties and PSAPs. It happens that Polk County uses CenturyLink as their carrier so it made it a little easier because we are a CenturyLink state today but we are going to explore network options with AT&T to do something similar with the counties on the Wisconsin side where AT&T is the 911 service provider. Progress has been made on that but there is a ways to go. We are also exploring something similar on the Minnesota and North Dakota border. Those of you that are a PSAP manager or in a region that has a Minnesota PSAP along the North Dakota border she will be sending an email out to all of you soon asking you to be prepared to participate in some wireless transfer testing between Minnesota and North Dakota.

Wahlberg reports that Dar Pankonie's PSAP presented a challenge to our vendors, CenturyLink and Airbus, Intrado and IES, in how her CPE was going to be configured. Mike Beagles, who is our new MCP liaison consultant, and Wahlberg have been working to come up with a standard that they would like to see followed for all PSAPs that are making a decision to migrate from their CAMA to a direct SIP environment. Beagles sent Wahlberg some diagrams and she will be sharing those with Eggimann later today and on Friday Eggimann and Wahlberg and Beagles will have a discussion with IES and CenturyLink. We are going to make our recommendation on what we would like to see happen. Assuming that they agree, Beagles has agreed to write a standard that will be presented to the Best Practices Subcommittee for review and then to this committee and then to the SECB for approval.

Sharon Lewerer is on a medical leave and Patty Kraft has moved on to a different position so if you have requests for either please refer those to Wahlberg.

STATUSBOARD REPORT (ANDERSON)

Cathy Anderson presents the StatusBoard report as submitted in the meeting materials. There were a couple of StatusBoard outages last week or the week before. There were changes to some systems that share a data base with StatusBoard and that caused the outages. As a result of the fixes on the first one, all systems including the public website and database were affected so it was a major outage for public safety. The first one was for two hours but it was actually up for 40 minutes of that time. The second one was down for 45 minutes but was actually up for 12 minutes of that time. MN.IT is working to remedy this problem. Notification of the PSAPs went well. If you have a dispatch group email and you want every one of your dispatchers to be aware of when it is going to go down, when there is going to be updates or work, send your dispatch group list to Anderson.

The quick schedule was changed from two hours to three hours. Typically a quick schedule event is finished within three hours. If you have an event that goes longer than three hours you will get knocked off. One of the things on the wish list is a notification five minutes before but that is down the road a ways. Please let your people know because Anderson gets a lot of emails on this. After three hours you will get knocked off and you will have to go in and re-reserve it.

It is faster to create and update profiles now.

Faith Evers asks she was at a meeting last week and it was reported that the quick schedule automatically resets at midnight so if you are on it and your three hours isn't up yet it still automatically resets. Is that true? Anderson says she hasn't heard that but she will look into it and can do some testing.

OLD BUSINESS

- Vendor Background Checks

The last CJIS newsletter explained the process that the BCA is using. If a vendor goes through the certification with them it is recognized with all PSAPs in MN. They are starting it with CAD vendors and moving on from there so it is going to be a while. Kevin Auger who is going to be coming around-- he is SEGIS certified. If your PSAP chooses to do some background clearance in addition to what SEGIS requires that is up to you, but by letting someone in who has completed the SEGIP background process you are meeting the requirements that are necessary for you to be able to have the equipment in your facility. If you want to know if someone who is coming to your facility has been backgrounded, there is an email address (BCACJISSATScreening@state.mn.us) that goes to two people at the BCA that are working on this program. They will respond to you in the normal course of business hours. It is not a 24-7 number. The BCA will respond back and will let you know if that person is certified and will provide you with the dates that person was certified. Certification is good for five years.

NEW BUSINESS

Wahlberg reports that Pankonie was made aware a few days ago about an alleged new class of service called VMBL --Voice Over Mobile or Wi-Fi calling type service. T-Mobile and Sprint have it today and AT&T is in the process of rolling one out. We are trying to ascertain if these are truly sanctioned new classes of service that are going to be used by the data base providers and we are trying to identify when a wireless caller would make a 911 call what the priority is for connecting that call—whether Wi-Fi networks are searched first or if it goes to the cellular network first and defaults back to Wi-Fi. Unfortunately we have not had a lot of time to sort this out. Be aware that there are Wi-Fi calling plans now so a wireless subscriber can actually register an address similar to the way they would do if they were implementing a VoIP service. Gordie Chinander experienced an issue where his home is in Glencoe which is in McLeod County and he placed a text call from his office which is in Ramsey County and his call went to McLeod County because he is registered there. What we learned from T-Mobile is that the call should be using the regular wireless network primarily and should only be using the Wi-Fi address as a backup. We have some more work to do on that but just be aware of it and if you have any experience with that if you should answer

a call and you notice this class of service (VMBL) let us know.

Eggimann reports about a call from a person who lives in Minneapolis and was registered with a Minneapolis address who went to a park in Washington County where they didn't have cell service but there was a Wi-Fi hot spot that he hooked up to. That call went to Minneapolis. It displayed a Minneapolis address and caused great confusion as they tried to sort out where this person was. Another one that happened was in Minneapolis—it was an adult child on a family plan. Mom and Dad lived in Brooklyn Park and had Wi-Fi at home and registered the Brooklyn Park address. One of the kids, who lives in North Minneapolis, dialed 911 and the Brooklyn Park address showed up on the call. It's almost like a PBX. If the class of service shows up or The T-Mobile was identified as T-Mobile at home or Hot Spot calling or something like that. There was an indication in the ALI record along with the street address and an X and a Y. The bottom line is that you have to ask and verify the address.

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

No report.

Northeast (Olson/White)

No report.

Central (Diehl/ McPherson)

No report but thanks Wahlberg for participating in their meeting last month. It was really helpful.

South Central (Wallace/Reimers)

Peggy Reimers reports that they had a regional meeting two weeks ago with good attendance. She asks if anyone is familiar with the Ford Sync 911 call feature. Blue Earth County received a call via Ford Sync. If your cell phone is synched via blue tooth to your Ford vehicle and your airbags are deployed or your fuel shut off is activated, the car will automatically use your cell phone to dial 911. What they experienced was a recording so when the dispatcher picked up, the recording had already been talking. What they understand is that the recording says dial 1 to speak to an occupant or dial 0 for a location. It does display as a wireless call because it uses the cell phone so it does show the phone number that is synched on the ALI spill. She will have Pat Wallace email more details. It is rather confusing because you get the recording and it repeats itself until you dial 1 or 0.

Wahlberg asks if that came in on a 911 line. Reimers says yes it did and she believes it was Phase II. Discussion about whether this was Chrysler U-connect or Ford. Wahlberg thanks Reimers for sharing and says she will watch for more information from Pat Wallace and will do some initial due-diligence on it over the next month. If anyone else experiences something similar, please share it. Rick Juth says he will send information about the Ford Sync 911 assist feature from the owner's manual.

Reimers says another issue Wallace reported was that her dispatch experienced a panic alarm. They had a call from Safe-Trek (from IOS or Android—subscription service) mobile security that was reporting a panic alarm from a cell phone. The company provided the lat and long and the approximate location of the caller. They were also able to get the name and the cell phone number. It turns out that they had gotten a 911 hang up from this phone. The company advised Blue Earth County that a person can activate the system if they feel uncomfortable about something and they have to hold their thumb over something on their phone for ten seconds to put in a cancel code. If they remove their thumb then the cell phone will send a panic alarm and will call 911. It sounds like it is a Sprint app. They had two incidences of something like this happening. They had another one where the app was called Send Police.Com. It might be the same company or a similar company.

Eggimann asks if the call came to the PSAP on 911 or did they get a call from a call center on an admin line.

Reimers says Blue Earth County had gotten a call from the mobile security company that reported the panic alarm

but somewhere around the same time they had gotten a 911 call from this person. The person said she didn't even know she had the app and didn't know she had called 911. Reimers will have Wallace send the details.

She adds that during their meeting they also discussed the issues with Siri on iPhones and how certain people say things like dial 9-1-1 to Siri. A couple of things that came up—if you tell Siri to dial 112, which is the international 911 code, it will dial 9-1-1. She had a dispatcher with an apple phone do some random tests. She will send that information to Pankonie to distribute.

Southeast (Betcher/Evers)

Faith Evers reports that they had one of those calls from a panic button as well. It was intentionally set off. It came in from an admin line through a call center. No further report.

Southwest (Westfield/Ebert)

Bonnie Westfield reports that their committee meets next month. They have a quarterly meeting with the State Patrol so they will have their NextGen meeting to coincide with that one. She will be stepping down from the committee so she will have the sheriff ask the RAC to appoint a replacement.

Metro (McPherson/Lind)

Wahlberg reports that Christine McPherson was involved in a fairly serious motorcycle crash. She is continuing to make forward progress and is anxious to get back to work.

We lost Marsha Pacolt to cancer a few weeks ago which was shocking and sad. She has been a tremendous contribution to 911 in the state of Minnesota, most recently employed as the CAD manager for Ramsey County and had just completed the roll-out of a highly successful and professional CAD system.

STANDING COMMITTEE REPORTS

- NG911 Best Practices Subcommittee

No report.

Meeting adjourns at 3:00 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

October 21, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Kathy Hughes, 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 Tieg/ Vacant, MN CHIEFS OF POLICE
Nicholas Carlson/ Tim Boyer, STATE PATROL
Matt Goodman/ vacant, GIS
Dana Wahlberg/ Adam Iten, ECN
Deb Harmon/ Vacant, TRIBAL PSAP
Christine McPherson/ Diane Lind, METRO MINNESOTA
Vacant/ Vacant, MN FIRE CHIEFS

*Members attending are marked with yellow highlight.

Guests reporting:

Cathy Anderson, ECN
Carol-Linnea Salmon, ECN
Rick Juth, ECN
Pete Eggimann, MESB
Mary Terwey, Stearns County
Joe Zunker, Douglas County
Caitlin Prodoehl, Stevens County
John Hoshal, MnGeo
Carrie Oster, Motorola

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:07 p.m.

APPROVAL OF AGENDA

Steve Olson moves to approve the agenda.

Beryl Wernberg seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

The September minutes are moved to the November meeting for approval.

ECN Report

STATUSBOARD REPORT (CATHY ANDERSON)

Cathy Anderson introduces the StatusBoard Report, as submitted in the meeting materials. She reports that the StatusBoard has been holding status quo pretty well. She will meet every other month with the regional StatusBoard representatives to touch base. Until WERM is complete there will not be any changes to StatusBoard. If you have complaints or requests please report those to your regional StatusBoard representative who will pass them along to Anderson.

ECN REPORT (DANA WALHBERG)

Dana Wahlberg reports that the RFP is stalled right now because the liaison from the Department of Administration is on vacation. She anticipates that it will resurface next week.

Wahlberg and Mike Beagles have continued working on the issue of having firewall protection between the CPE and the network for SIP connectivity. They have had extensive conversations with CenturyLink and IES. Neither seems to have an interest, desire, or sense of responsibility in serving in that role. Beagles has reached out to his colleagues at Mission Critical Partners (MCP) that work on the manage services side and there will be a meeting to talk about their experience with this. Beagles has also been working on drafting a standard for Minnesota PSAPs.

Wahlberg reports on the WERM point of contacts. She thinks that her email message may have alluded to the expectation that these point of contacts would be responsible for doing all of the wireless provisioning for their region and that is not the case. The wireless provisioning is still going to rest with the individual PSAPs as their responsibility. There will be training. We would also like to have a couple of key players in each region that we give extra training to so if a PSAP runs into problems they can go to their point of contact in the region before going to ECN staff. We think you will get a quicker response and a better level of service because Wahlberg and Anderson are stretched very thin and it is unclear how long it will take to fill the position vacated by Patty Kraft. She thanks everyone for their participation and cooperation. She adds that most of the carriers are moving out to greater Minnesota to do their LTE turn ups and she is getting wireless provisioning spreadsheets every day. She receives far more than she can keep up with distributing and providing support. She adds that if she sends something out, it would be very helpful if you can fill them out and get the back to her as quickly as possible. We are continuing to work with MN.IT to encourage that the WERM application be rolled out as soon as possible.

Wahlberg reports on the MN-North Dakota initiative. We have been working with Jason Horning and his team in North Dakota and with Kittson County in Minnesota and Pembina County in North Dakota to transfer wireless 911 calls across our respective ESInets to provide location information. We have tested it with Kittson and had successful results. We have reached a challenge in that it is possible to use the 10 digit pilot number to manually transfer calls but the three digit star code is not functioning. Wahlberg has learned in conversations with CenturyLink and Intrado that it is not a technology issue but because they have not enabled the feature yet because they haven't determined if they are going to offer it or if it is going to be considered a feature which means there would be a cost associated with it. Wahlberg and Horning are working with the 911 national office and that office is being supported by MCP as a consulting liaison group. Nancy Pollock now works for MCP. Pollock worked in Minnesota for many years, in St. Louis County and MESB. Pollack is one of the key MCP players in this so Wahlberg is confident that with her leadership we will get to the bottom of this quickly. Pollock and Wahlberg had a phone call with CenturyLink about ten days ago and made expectations quite clear and are awaiting their response.

Wahlberg is in Phoenix working on completing the end-to-end circuit inventory that we have been working on for a couple of years for all of the end-to-end network in the state of Minnesota and reconciling all of the associated billing elements with that. We get about 1000 bills every month from about 100 carriers and that includes about 13,000 individual billing elements. This was a huge undertaking. We are working hard to get it cleaned up and into an invoice and asset management cloud-hosted software system. This project will hopefully ultimately result in a cost reduction in what we pay monthly to carriers for cost recovery because once we get all of the inventory identified then we can start looking at resizing it and eliminating, disconnecting, deleting certain areas where we

far over-trunked based upon the percentage of wireline versus wireless calls that we are now answering in Minnesota. This is going to be ongoing and take at least another year to two years.

Wahlberg reports that many PSAPs have been visited by the Intrado technician who has gone into PSAP back rooms to do an inventory and maintenance check on Intrado NextGen equipment. Those visits will be wrapping up the first week in November. Once the site visits are completed there are a half a dozen PSAPs across the state that will be revisited because there was something that was discovered that needs to be addressed. Most often it is that there is an Intrado power strip which the PSAP has plugged other things into and that is compromising Intrado's ability to view their components.

Wahlberg has been working with carriers trying to keep them from mass notification any time there is a hiccup in the network by providing them with our latest list of contacts. She is having varying degrees of success. For example, Intrado will have an issue and will use the correct list and then two weeks later they will use a different list and all the wrong people get notified. It's an ongoing challenge and she will continue to work on it and she thanks everyone for their patience.

Wahlberg reminds those who haven't yet had a visit from Matthew Hoffer and Dan Swiderski that those visits are happening. They are meeting with groups of PSAPs to share the new philosophy and new procedure for determining your alternate and abandonment routing for calls when either all of your 911 circuits are busy or when there is an outage that prevents calls from being able to reaching your 911 lines. The bottom line is that you do have a lot more options that you had in the past. One thing to remember is that as you consider making changes you will want to make sure you have a 911 plan change letter. Wahlberg has a template for that. She wants to make sure that what you think you have in place is what Intrado has on their spreadsheet. The goal of this is to make this simple when the need is there. Contact Wahlberg with any questions.

She adds that if anyone is considering the PSAP Abandonment Device (PAD) implementation or a SIP conversion, please let her and CenturyLink know so we can get your 911 plan change letter on the docket for that. We want to refrain from doing any more SIP migrations until we have the protocol in place and approved by the NextGen advisory committee and the SECB so that we are doing them in a consistent and standardized manner going forward. This may result in some of the sites who have been migrated to have need to do some modifications.

Wahlberg reports that ECN has not yet filled the position vacated by Patty Kraft. ECN's other 911 analyst has been out of the office since early September on an unexpected and strenuous medical leave but has just been released to come back on a part time basis. With them both gone and all of the projects going on, Wahlberg has been pretty overwhelmed and she apologizes if you have emailed and not heard back from her. She thanks everyone for their patience and says to be persistent.

She concludes her report with a thank you to all for the working everyone is doing.

OLD BUSINESS

None.

NEW BUSINESS

None.

STANDING COMMITTEE REPORTS

NG911 BEST PRACTICES SUBCOMMITTEE (TINA MCPHERSON)

Tina McPherson reports that the subcommittee had a phone call meeting on Monday. They worked on setting a date and time for a monthly meeting going forward. It was a short meeting but gave a place to start.

Discussion about best practices around security, particularly related to the SIP connection from the network to PSAPs. Chair Pankonie reports that Mission Critical Partners is helping the state of Minnesota work on a recommendation for a security policy and there will be a meeting about this on November 17. Chair Pankonie says there is a big issue now between what is being recommended nationally for security and what the locals can actually obtain. She says our goal should be to look at the firewall issue with the SIP connection to the CPE equipment.

Pete Eggimann adds that there is a NENA report from 2010 that deals broadly with security in a NextGen911 environment which might be useful for the Best Practices Subcommittee to take a look at. There are a couple of other documents being worked on related to ESInet security that are not complete yet but will be finalized in the next couple of months. He says the ESInet documents coming out of NENA say their needs to be a border control function which can include a firewall and a border control both. At the PSAP there needs to be one and at any edge of an ESInet where anything comes in from outside. Basically the premise is that you don't trust anyone from the ESInet and nobody should trust you. It's a different mindset from the traditional 911 service providers where their network has been a closed network limited to 911. It is going to raise issues. If we get to the point where the ESInet is supporting multiple applications such as images and videos then the old model will have to change.

Chair Pankonie highly encourages that any PSAP which has not yet connected to SIP wait if at all possible or get a hold of Dana Wahlberg first and run it by her.

GIS SUBCOMMITTEE

John Hoshal from MnGeo reports that Adam Iten has been working on the GIS Standards Subcommittee and making significant headway. At MnGeo the focus has been on the FirstNet request for a wide variety of spatial data. It is turning out to be a bit of challenge because the data is somewhat different between counties and PSAPs but they are slowly and surely making headway.

MnGeo and Iten are working on a build-out schedule to complete the metro region. MnGeo will be providing staff to help Washington County address some of the street name issues which will lead up to addressing issues. This is two-fold – to help move Washington County along because they are short staffed at this point and also to provide an opportunity for MnGeo staff to learn what will need to be done in the rest of the regions.

In the Northeast region, MnGeo and Iten are building a work plan and will be meeting with PSAPs and GIS managers in that area to start laying out a plan of action.

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

Beryl Wernberg reports that the region is working on moving forward with counties on ARMER participation plans. They will be holding train-the-trainer classes and radio programmer classes before the end of the year. If there are openings, they will be available to other regions to attend, free of charge. The region is also working on grants.

Northeast (Olson/White)

Steve Olson reports that he found two people to serve on the WERM committee.

Chair Pankonie expresses sympathy to Aitkin County and asks that he pass that along.

Central (Diehl/ McPherson)

Tina McPherson reports that they are working on bylaws since they are now a separate committee rather than a subcommittee. They are talking about Phase I versus Phase II. It seems to have gotten better. It is not back to

where it was a couple of years ago but there have been improvements. Not having as hard a time going to Phase II and a lot fewer that won't go to Phase II.

South Central (Wallace/Reimers)

Pat Wallace reports that they haven't had a subcommittee meeting since the last time this committee met. The next one is scheduled for November 4th. They are meeting every other month.

Southeast (Betcher/Evers)

No report

Southwest (Westfield/Ebert)

No report.

Metro (McPherson/Lind)

No report.

Meeting adjourns at 2:10 p.m.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

November 18, 2015

MEETING MINUTES

Attendance

Member/Alternate

Darlene Pankonie, Chair/ Capt. Kathy Hughes, MN SHERIFFS ASSN
Nancy Shafer/ Beryl Wernberg, NORTHWEST MINNESOTA
Steve Olson/ Patrice Erickson, 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
Tim Boyer/ vacant, STATE PATROL
Matt Goodman/ vacant, GIS
Dana Wahlberg/ Adam Iten, ECN
Deb Harmon/ Vacant, TRIBAL PSAP
Christine McPherson / Susan Bowler, METRO MINNESOTA
Vacant/ Vacant, MN FIRE CHIEFS

*Members attending are marked with yellow highlight.

Guests reporting:

Cathy Anderson, ECN
Carol-Linnea Salmon, ECN
Jacky Mines, ECN
Pete Eggimann, MESB
Mary Terwey, Stearns County
Joe Zunker, Douglas County
John Hoshal, MnGeo
Carrie Oster, Motorola
Mary Philippi, Red River Regional Dispatch
Judy Siggerud, Ottertail County

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:07 p.m.

APPROVAL OF AGENDA

Tina McPherson moves to approve the agenda.

Kathy Hughes seconds.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Kathy Hughes moves to approve the September minutes.

Faith Evers seconds.

**Beryl Wernberg moves to approve the October meeting minutes.
Peggy Reimers seconds.**

Motion carries to approve September and October meeting minutes.

ECN Reports

Dana Wahlberg reports that the RFP has not yet been awarded. The workgroup is still responding to requests from Administration. She will keep the committee updated. Respondents did not submit comparable pricing documents, which is making it difficult to identify true solution costs one for one. Best and final pricing will be requested of all respondents.

She reports on 911 transfers across the state boundaries. There have been some potential regulatory concerns expressed by CTL regarding enabling the call transfer feature across state borders. It looks like 911 will get exemption from paying costs associated with the regulations that normally apply to long distance calls across borders. Wahlberg brought this to the FCC task force she is a member of and they are very supportive of waiving any interstate fees in the spirit of the next generation 911 mission.

Wireless Emergency Routing Management (WERM)

Wahlberg has gone through the Regional POC contact list and sent it out to everyone who is listed as a regional contact. The Northwest and Southwest are still looking for a secondary regional contact. WERM deployment is on track. MNIT and Intrado are making good progress on that. Each PSAP will have a POC as well. The point of contact is the person in the individual PSAP who is going to do the provisioning.

Federal Engineering

Jackie Mines reports that a few years ago Federal Engineering was hired by ECN at the request of the SECB to do a cost analysis about how much ARMER cost each of the counties. This was important because we were interested in what the cost would be to upgrade in the future. What we are noticing now with the NextGen equipment is that everything needs to be upgraded at a faster level. That puts a burden on PSAPs. We don't have a good sense of how often that needs to occur or what the lifecycle of 911 equipment is. We will be contracting with Federal Engineering to help find out this information so that we can be prepared to make requests at the Legislature on behalf of PSAPs. We want to look at the distribution model for the 911 fees. Are there things we should be paying for that we are not and are we paying for things we should not. It will be good for us to get a comprehensive view of PSAPs costs and what is provided by local government. That is the goal of this project with Federal Engineering. It will require another survey. Mines says she realizes that there have already been many surveys this year for GIS and FirstNet data. She asks if committee members will help support this initiative out in the field and to see it as a way to get more help for PSAPs. She thinks we will need this data if we want to go to the legislature to raise the rate again. We know the equipment needs to be refreshed more quickly. This is not about consolidating PSAPs it's about how can we properly fund you going forward. Joel McCamley, who did a NextGen presentation in St. Cloud, will be the lead technical person on this project. She feels very confident in Joel McCamley and thinks that he will be a good asset for this project.

Mines asks for feedback and concerns. Chair Pankonie says she thinks it's great that we are doing it because it was missing in 2014. Will the questions be run by the committee first? That would be her request—to see that we are asking the right questions. She suggesting adding questions about training.

When will the survey go out? Mines is asking to wait until after the first of the year. Mines says she would like the NextGen Committee to weigh in on the questions.

Pete Eggimann asks if they are going to look at the stability of the surcharge. Mines responds that they will not in this study. We are not seeing instability in the surcharge right now.

Mines says we will look at other states. She would like to explore the work that Alabama has done because they have done some innovative things on their 911 fees.

Wahlberg reports that unfortunately, Jason Jackson, the 911 Program Coordinator in Alabama who worked on this, is no longer there. The state is exploring collecting on bandwidth. He thinks that's where we should be going as a nation. As she learns more she will share it.

Mines says it's an innovative approach. It would likely to get a lot of pushback in MN. We have a very active MTA. It would be good to have some other state show success.

Eggimann says we would have to sell it on the basis that there is inequity in the current way we collect fees and that's how the MTA would support it.

Mines asks committee members if they would like to have a presentation by Federal Engineering. The committee responds that it would. Mines will schedule that for the next meeting.

NG911 GIS PROJECT REPORT (ADAM ITEN)

Adam Iten reports that everyone should have received the first issue of the NG911/GIS newsletter distributed last week. Thanks to those who sent feedback on that. He will include information about your county when we have it. In upcoming issue we will have information about the Statewide Emergency Communications Board (SECB) because the GIS community doesn't know much about that. If you have any ideas for articles please let Iten know. Some of you may be asked to write articles as well.

The MnGEO project office will be helping with data collection and assessment and running reports. We have been collecting boundary data from PSAPs and Emergency Service boundaries specifically for the FirstNet project and we should be wrapping that up in a few weeks. We have received boundary data from all but a handful of counties and we know why those haven't submitted yet. He thanks everyone for their participation.

A data team which consists of three people will shift and focus on the Metro and the Northeast as those are the focus regions. We want to make sure the data is as useful as possible. We will probably start with one or two counties in the NE. In the Metro, the MESB is doing a wonderful job synchronizing data and we will help out the MESB in Washington County where they are working on scrubbing some data.

Iten says the time is coming that we are going to need to start scrubbing the MSIG data with the GIS data. We will start with the street names. There will be a lot of changes that will need to happen. Another thing for PSAP managers to consider will be providing MSIG change access to your GIS person. As we work through these changes it will be more efficient if the GIS person can make the changes as they find them. We will work on efficient workflow systems.

Internally at MnGEO we are working at architecting the data so we have a consistent process and that has been taking a lot of planning and time.

The GIS Standards workgroup meets each Wednesday. It is made up of about 12 people with one from each region.

The GIS Subcommittee meets the second Thursday each month. That is made up of around 50 from around the state. The next meeting will be on Thursday, December 10th at 2 p.m.

STATUSBOARD REPORT (CATHY ANDERSON)

Cathy Anderson introduces the StatusBoard Report, as submitted in the meeting materials. She reports that Quickstart does not automatically reset at midnight. If anyone has concerns, report them and get screen shots. There were some anomalies from dispatch centers where their profile becomes corrupt and I.T. went in to fix it.

In the first quarter of 2016, MNIT is planning to do an update for StatusBoard. They intend to fix some performance things. They will potentially address several high priority business issues. Sometime in December, Anderson will set up a regional StatusBoard administrator call to start a list of issues. StatusBoard seems to be fairly stable right now.

NG911 NETWORK/FEATURES (DANA WAHLBERG)

Wahlberg has some good information from APCO on 911 apps. Each month she will try to feature one app that has been brought to her attention and what the industry is suggesting that we should be aware of. She will send the first piece with the minutes for next month's meeting. Going forward if anyone wants to contribute, she would welcome that but otherwise she will try to find one app a month to do a feature on.

Yesterday we had some questions with the U-connect. Angelina took a call from a Dodge Ram it was a child who pushed the button on the rearview mirror. You can subscribe to U-connect but it is really separate from the 911-assist button. The 911-assist button works whether or not you have U-connect. It works through Sprint. When it generates a call, the call-taker will get a recorded message that says emergency call from type of vehicle which is located at and it gives the coordinates. It will say "press one" for the coordinates again, "press two" to speak with the people in the vehicle. It comes with a ten digit number that is associated with the vehicle but it does not call back the people in the car. It is not a Telematics device, it does not automatically call 911 if the vehicle crashes.

Chair Pankonie says it is a Telematics device. Discussion about this. Wahlberg says IES may not have the class of service correct with the phone record. Pankonie sent something out before on this. She will send it again.

Pankonie says the wireless providers have had the voice-over wireless (voice over mobile – vmb) for a long time. She reached out to Kim Leigh at Intrado. She has not reached out to IES to ask if they are going to introduce this into their database. The state of Arizona has added this class of service. Pankonie will get more information about this and will send it out to the regions to see if we want to have this added in Minnesota.

Eggimann says he asked Kim Leigh if ATT was going to ask for a new pool of pANIs to support this new class of service.

Discussion about whether ATT can deliver that class of service without asking for a new pool of pANIs.

Wahlberg has a phone message into ATT to get more information about this. What she has learned up until now is that if you have an ATT phone that has the ability to work over a voice over Wi-Fi network you can enable that on that phone. When you have that enabled and you place a 911 call, it will always look for a wireless network first and if one is not accessible it will look for a Wi-Fi hotspot rather than using the wireless network it will use ATT's voice over Wi-Fi network and will appear as a voice over Wi-Fi call. Somehow the network can look at the Wi-Fi hot spot that sent that signal and can transfer it to a lat and long from the location of the Wi-Fi hotspot. So it makes sense that there would have to be a VoIP pANI associated with that but it would also revert to your home address.

Wahlberg says what if it happens if we were in this building and the call is from her phone which is registered in Duluth. Eggimann says his understanding is that would give an x and y

Wahlberg thinks it is taking the IP address off of the Wi-Fi and knows the IP address close to where that device is sitting.

Wahlberg asked Mike Beagles, our MCP liaison, who said it is the same technology they use to try to identify hackers.

The SIP Enablement Guidelines

Chair Pankonie says they met to discuss SIP Enablement Guidelines. It's not ready for review yet. Wahlberg says what we started out with was a draft of what we want to use as a minimum functional elements and some diagrams of options for security on today's environment. When we start looking at bringing in texts we have to be concerned about security around the flow of data. We met with the group and asked some really good questions. Now MCP is going to make some modifications to the initial requirements and make some changes. We want to have a minimum requirements document that will be suitable for those PSAPs who don't have IT support and for those who do have IT people who are very concerned about virus, etc. We first proposed having the CPE vendors monitor this and they weren't interested. We talked to Intrado and they said we protect your ESInet but once it comes to your PSAP and goes out we don't want to monitor it. Mission Critical Partners is suggesting that we use a third party vendor to manage it. They are going to do some research to see what has been done in other states. Pankonie suggested maybe MNIT would do it for us for a fee. MCP has made a commitment to have something to present at next month's meeting.

The consensus is that the firewalls that are being provided in that solution today are acceptable going forward so for right now you are good to go.

Pankonie says could that get worked into the RFP that we ask that vendor to provide. Wahlberg says it could be negotiated.

Pankonie says we do know coming out of that meeting is that firewalls will be required and that was not part of our solution before.

Pankonie correlates it to the ARMER system. MnDot manages the security on the firewalls on our radios. There is the precedent. It should be considered part of the puzzle.

Pankonie says you can still do SIP enablement but she recommends that you tell Wahlberg. Wahlberg says there is a 911 plan change letter that needs to be done with that.

Mary Borst asks if the network provider says there is already a firewall in place is there still concern on the CPE side. Yes, that is the case. Pankonie says you would typically need two and the service provider can provide but who will manage it. The service provider doesn't want to manage it. It is a point of failure.

What you have coming into your internal network will determine if you need another one there. If you have no firewall now, you could potentially need two or three. Get a diagram from your provider

Jon Eckel was also there yesterday. He knows a lot about network and security and provided a lot of good input.

OLD BUSINESS

None.

NEW BUSINESS

Chair Pankonie points out the LTE network pilot is happening next week on Tuesday. If you need information, get ahold of any one of us. This is the second one. The first one they did a presentation on at the last SECB meeting and it was very interesting. She learned a lot. It was interesting to hear what the wireless providers learned and what the energy company learned about what public safety does and how we can work together.

Anderson adds that there will be four stations and people will rotate through. It will be set up like a game of clue. The information is on Central Minnesota's website.

STANDING COMMITTEE REPORTS

REGIONAL REPORTS

Northwest (Shafer/Wernberg)

Wernberg reports that they did not meet in November. They are working on updating grant procedures and she is still looking for a backup point of contact for the WERM project. They have been doing a lot of training.

Northeast (Olson/White)

No report.

Central (Diehl/ McPherson)

Judy Diehl says the region had its last meeting on November 12 with good turnout. They will meet in December and Dana Wahlberg and Adam Iten will attend. They have a good group with lots of questions.

South Central (Wallace/Reimers)

Peggy Reimers says the regional workgroup met at the beginning of the month. They piggyback that with the ARMER group. The region is going to start meeting quarterly unless there is something that needs to be pushed through because the ARMER meetings are going to a quarterly meeting schedule.

Southeast (Betcher/Evers)

Faith Evers says they met last week. Nothing new to report.

Southwest (Westfield/Ebert)

No report.

Metro (McPherson/Lind)

Chair Pankonie reports that the MESB is meeting tomorrow. Everything technology-wise has changed in the metro. We are having a special meeting and discussion on that to brainstorm.

Pete Eggimann says he hopes what have is a conversation about what the MESB could do for you that we aren't doing today and identifying issues that you see coming down the road that you have concerns about.

NG911 BEST PRACTICES SUBCOMMITTEE (TINA MCPHERSON)

Tina McPherson reports that the subcommittee did not meet but hope to in the first part of December.

Meeting adjourns at 2:50 p.m.