

# STATEWIDE EMERGENCY COMMUNICATIONS BOARD NG911 COMMITTEE

May 18, 2016

## 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  
Joe Reith/ Bonnie Westfield, SOUTHWEST MINNESOTA  
Mary Borst/ Marion Larson, MAA  
Ross Tiesse/ 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:

Rick Juth, ECN  
Cathy Anderson, ECN  
Carol-Linnea Salmon, ECN  
Judy Siggerud, Ottertail County  
Pete Eggimann, MESB  
Caitlin Prodoehl, Stevens County  
Jason Kramber, Wright County  
Mary Philippi, Red River Regional Dispatch  
Al Fjerstad, Central Region  
Mary Terway, Stearns County  
Joe Zunker, Douglas County  
Jennifer Houer-Schmitz, Rice County  
Jill Bondhuf, Rice County  
Karen Whittaker, Rice County  
Dustin Dienst, Rice County

### CALL TO ORDER

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

### APPROVAL OF AGENDA

**Judy Diehl makes a motion to approve the agenda.**  
**Pat Wallace seconds the motion.**  
**Motion carries.**

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## APPROVAL OF PREVIOUS MEETING'S MINUTES

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**Marion Larson makes a motion to approve the March minutes.**  
**Tina Douglas seconds the motion.**  
**Motion carries.**

**Wallace makes a motion to approve the April minutes.**  
**Diehl seconds the motion.**  
**Motion carries.**

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## ECN Reports

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### NG911 GIS PROJECT REPORT (ADAM ITEN)

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Adam Item reports that the third issue of the Minnesota NG9-1-1 GIS Newsletter was distributed and is posted on the ECN NG911 webpage. This issue has information that is particularly relevant to PSAP managers. There are articles on the Metro Regional Centerline Collaborative (MRCC) and the Statewide Emergency Communications Board (SECB). There is an update on the data readiness profiles and the Wireless Emergency Routing Management (WERM) project. For the next issue, he's asked the Metropolitan Emergency Services Board (MESB) to write an article. Iten asks committee members to let him know if there are topics they would like to see covered in the newsletter.

Iten reports on the data readiness profile project. Data from the Northeast, Southeast and Central regions is being reviewed and the MESB is evaluating data for the Metro region. The team will review data from the Northeast region first. It is anticipated that the readiness profiles will be completed for the entire state by the end of 2016. When the profiles are completed, the team will put together a high level report for PSAP and GIS managers and also for non-technical people. The raw data will also be shared.

Iten thanks committee members for reviewing the draft standards. About half of the PSAPs responded and Iten was pleased with the number of responses and the engagement. The responses were loaded into a tracking spreadsheet and are being coded. In addition to incorporating revisions recommended through the vetting process, future updates will include specifications for address points and polygonal GIS data such as PSAP, law, fire and ambulance service areas. The standard will likely be sent back out in July. The review will be expanded to include other states and NG9-1-1 vendors. The workgroup is trying to mirror the NENA national standards but the NG9-1-1 GIS NENA standards are still in draft form. The workgroup will keep up-to-date as the NENA drafts are updated.

Iten reviewed the Fiscal Year 2017 budget earlier in the week with the Geospatial office, Jackie Mines and Dana Wahlberg. Nothing has changed in terms of the scope of the project but how to carry out the data preparation was discussed. It will start in the Northeast region and there will be a project kickoff with PSAP managers, GIS managers and addressing authorities. Iten or other MnGeo staff will meet with PSAP and GIS managers in each region to strategize how best to create the needed data. He stresses how important it will be to have a GIS person whose job it will be to make day-to-day updates to the system. He likens the project to when PSAPS had to build the MSAG. This is the next generation MSAG. The team will do a lot of training and webinars on this. It will be a big project to get all of the data accurate.

Chair Pankonie notes that she handed the newsletter out to police, fire chiefs, sergeants and commanders, city

administrators and addressing authorities to give them an idea of all the information that will be needed. It can be used to show boards or commissioners the need for a GIS staff person to work on NG9-1-1.

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## NG911 NETWORK/FEATURES (DANA WAHLBERG)

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### NEXTGEN9-1-1 RFP

Dana Wahlberg reports that the Department of Administration has been negotiating the terms and conditions of the NextGen9-1-1 contract with the first choice vendor for several weeks. She hopes to have more information to report in a couple of weeks.

### PSAP SURVEY-FEDERAL ENGINEERING REPORT

Federal Engineering provided a draft report about ten days ago based on the information that was provided back on the PSAP assessment survey. The draft version needed work so the next version was not ready in time for this meeting. Federal Engineering has committed to having it back with the requested changes and requests for additional information by Friday, May 20. The workgroup will review it again early next week and then will ask that committee members review it and share it with respective regions. If there is a positive action on this at the next committee meeting then it will move it forward to the SECB for approval.

### LANGUAGE LINE SOLUTIONS

Wahlberg reports that in recent months the Language Line Solution bills have increased in cost exponentially. ECN staff started to do an audit on it. One vendor showed a half a dozen calls that were very long--up to 500 minutes in length. When comparing the actual length of the call with the master recorder it was found that there was an inconsistency in the time of the language line and the master recorder time. Language Line Solutions credited those calls. Dustin Leslie from ECN has distributed tables to about a dozen PSAPs with calls that were 20 minutes in length or longer to see if their master recorder had a different amount of time from the time on the bill. He received a number of responses and found that those were often made by the jail or a deputy as part of an investigation so they were considered to be legitimate calls. Wahlberg reminds committee members that it is strictly prohibited to distribute the number and that it cannot be used by anyone other than a 9-1-1 call taker for processing a 9-1-1 call. Language Line has been very willing to work with ECN on the calls that have a discrepancy with the master recorder and she is not blending the issues. She reminds everyone that the Language Line is only to be used for making a 9-1-1 call and locating the incident. If there is abuse, ECN will not be able to continue to provide and fund this service and it will have to be paid for at the county level.

Chair Pankonie will send out the information on how to set up Language Line for jails and investigations. She asks that committee members please pass it along to regional boards so they know that they have to sign up for their own Language Line for this purpose.

### WERM

Wahlberg reports that the WERM project is moving ahead but unfortunately there was a personal situation with a primary staff person involved with the project that will result in some delay. It looks like the latest it will be deployed will be mid-June.

### WHEN TO CALL 9-1-1

A member of the Education and Outreach Workgroup under the SECB Steering Committee suggested at its recent meeting that there might be a need for a public education campaign on when to call and when not to call 9-1-1. The rationale was based upon the perception of a lot of unnecessary calls to 9-1-1 recently when the Hennepin County alarm went off accidentally and when there was smoke in the air from the Canadian fires. Wahlberg's perception is that this might be a local issue to determine and she doesn't know that the right message would be sent if people

were discouraged from calling 9-1-1. She asks committee members to consider if a message of when to and when not to call 9-1-1 would be beneficial.

The committee discusses whether or not such a campaign would be beneficial. There is agreement that the criteria may be different in different regions, for example in some regions citizens are told to call 9-1-1 whenever they need police, fire or EMS. A message about when to call and when not to call might inadvertently discourage some who are vulnerable, such as the elderly.

Discussion about the examples given and that the Integrated Public Alert and Warning System (IPAWS) could have been used to alert the public in these situations. Chair Pankonie notes that IPAWS was used for electronic billboards during the Canadian fires. Cathy Anderson will bring this subject to the IPAWS Committee.

## RECENT REQUESTS FOR INFORMATION

Wahlberg reports on two requests for information that PSAPs received last week. One was a request from T-Mobile for email contact information. The state provides this information to T-Mobile quarterly for Greater Minnesota and MESB provides it for the Metro Region. Wahlberg contacted T-Mobile to say that if they want it more often than quarterly to contact ECN and she will provide it. She says it is fine but not necessary to respond to T-Mobile or other carriers with this information or forward the requests to Wahlberg and she will help with it.

The other request was called the IHS Control Room-PSAP Survey. Wahlberg doesn't know anything about it and she forwarded it to the director of NASNA who is looking into it. She discourages people from responding to this request. The agency has not identified themselves or offered to share their information or explained what the purpose of the survey is. Pete Eggimann adds that he encourages Metro PSAPs to ignore those survey requests.

## SIP WALLS

Wahlberg met with MN.IT to find out whether or not they are willing or able to provide the SIP firewall configuration, installation and ongoing maintenance and monitoring. She learned that they are not equipped to do it at this time. Jim Johnson from MN.IT said that it is something MN.IT would be interested in in the future but it would require additional staff. If it is acquired somewhere else MN.IT could help with installation. That would not help with PSAPS that don't have relationship with MN.IT today but we would find a workaround for that. One option is to put out a Request for Proposal for this project. It is also possible that during contract negotiations with the NextGen9-1-1 vendor this may be an added service. All of the vendors that responded to the NextGen9-1-1 RFP offered a managed service for the 9-1-1 network. She has learned that SIP firewalls are not a prerequisite to continue with the Text-to-9-1-1 migration. When we choose a vendor to provide Text-to-9-1-1 for those PSAPS that would like to have it delivered direct to a SIP this can be negotiated. If a PSAP would like to deploy Text-to-9-1-1 using a web browser and want it to come through the internet the PSAP would have to have a firewall to the internet and would need to work with whomever manages the internet firewall to ensure that a secure portal or VPN connection be made through the firewall to allow a text to be delivered to a web browser. It is premature to make a decision today until we determine what option we want to pursue for firewall support. Airbus today is requiring two firewalls as part of the direct-SIP solution. CenturyLink is not doing that so those with CenturyLink will have to install them. Wahlberg says if we end up contracting with a vendor to do all of the work, it will be cheaper to buy firewalls in bulk. One of the concerns is to have consistency across the state and know that everyone is protected at the same baseline level so everyone has assurance that somebody can't introduce something undesirable.

## VMBL

Chair Pankonie has worked with IES and they will turn up the VMBL in their database. They tested it and it works. RapidSOS is supporting that class of service for their calls and AT & T will support it for their Wi-Fi calling feature. We are doing our homework because we don't want to have to retract something because NENA doesn't support it in their standard. There are half a dozen class of services in the new NENA standard listed as useful and VMBL one.

## STATUSBOARD (CATHY ANDERSON)

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Cathy Anderson reports that the StatusBoard had scheduled 24 maintenance hours and only listed four hours of downtime. The automatic refresh might be changed to four minutes. Right now it is at three minutes. If it is pushed out that might help with the increased usage. Anderson reminds everyone to tell staff that they need to refresh before making any reservation.

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### NEW BUSINESS

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None.

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### OLD BUSINESS

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None.

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## STANDING COMMITTEE REPORTS

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### REGIONAL REPORTS

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

**Northeast** (Olson/Erickson)  
No report.

**Central** (Diehl/ McPherson)

The region met on May 12 and Judy Diehl reports that it was a short meeting. They missed having someone from ECN on the call because of the good information they get from ECN. She gave a report from last month's committee meeting. They discussed the Interop Op conference and some of the great classes, in particular PSAP Options and Approaches. They had four representatives at the conference this year and hope to have more next year. Wadena County is having good success with RapidSOS.

Tina McPherson adds that she received a car 9-1-1 call recently. It was not a telematics call but came from the car itself. It came in with a recording and the recording kept playing over and over saying "There has been a crash in this Ford vehicle." It came in as wireless phase II with a local phone number.

Rick Juth says that is a feature of My Ford Sync called 9-1-1 Assist. If a driver is involved in a crash and is unable to dial the phone the vehicle dials 9-1-1. It is provided in some Ford vehicles for no charge. Juth found information about it on the Ford website.

**South Central** (Wallace/Reimers)

Pat Reimers asks if it is allowed to take a recorded alarm messages on 9-1-1. There was a call from an elevator which started with a recorded message. The response is that as long as a dispatcher can talk to a person it meet the requirement of a two-way conversation.

Chair Pankonie adds that says she convinces people to call an alarm company and have the alarm company put the call into 9-1-1.

Mary Philippi reports on a call from a shelter which tied up all of their 9-1-1 lines. Pankonie asks her to write that up and send it to Eggimann.

**Southeast****(Betcher/Evers)**

No report.

**Southwest****(Westfield/Ebert)**

No report.

**Metro****(McPherson/Bowler)**

No report.

Wahlberg reports that North Dakota and Minnesota conducted a wireless transfer this week. She heard that the transfers were successful and received consistent ALI information. Mary Philippi was in the dispatch center and said everything worked flawlessly. It will be tested on the Minnesota side next week.

Chair Pankonie announces that SECB Chair Mark Dunaski is retiring and next week will be his last SECB meeting.

**Meeting adjourns at 2:50 p.m.**