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## STATEWIDE EMERGENCY COMMUNICATIONS BOARD

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# NG911 COMMITTEE

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**Wednesday, October 21, 2015 1:00 p.m.**  
**HSEM State EOC, 445 Minnesota Street**  
**Suite 223, St. Paul**  
**Chair: Darlene Pankonie**

**Conference Call\***  
**Dial-in: 1-888-742-5095**  
**Code: 4898249110#**

**Video Conference Available –email Chair Pankonie**

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## AGENDA

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**Call to order**

**Approval of Agenda**

**Approval of Previous Meeting's Minutes**

**Action Items**

**ECN Reports**

- **NG911 GIS Project Report (Adam Iten)**
- **NG911 Network/Features (Dana Wahlberg)**
- **StatusBoard (Cathy Anderson)**
- **Miscellaneous**

**Old Business**

**New Business**

**Regional Reports**

- **Northwest (Shafer/Wernberg)**
- **Northeast (Olson/White)**
- **Central (Diehl/McPherson)**
- **South Central (Wallace/Reimers)**
- **Southeast (Betcher/Evers)**
- **Southwest (Westfield/Ebert)**
- **Metro (McPherson/Lind)**

**Standing Committee Reports**

- **NG911 Best Practices Subcommittee (Tina McPherson)**
- **GIS Subcommittee (Iten)**

**Adjourn**

**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

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**CALL TO ORDER**

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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.

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**APPROVAL OF AGENDA**

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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.**

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## APPROVAL OF PREVIOUS MEETING'S MINUTES

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**Bonnie Westfield moves to approve the July meeting minutes as submitted.  
Faith Evers seconds.  
Motion carries.**

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### ACTION ITEMS

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- 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.**

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## REPORTS

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- 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 Hocker, 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 who is doing a national survey on accidental phone calls to 911. He is an industrial 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 CAMARA 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. MNiT 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.

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### **OLD BUSINESS**

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- **Vendor Background Checks**

The last SEGIS 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 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.

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### **NEW BUSINESS**

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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 PBS. 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.

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## REGIONAL REPORTS

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### **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 synced 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 synced 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.

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## STANDING COMMITTEE REPORTS

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- NG911 Best Practices Subcommittee

No report.

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

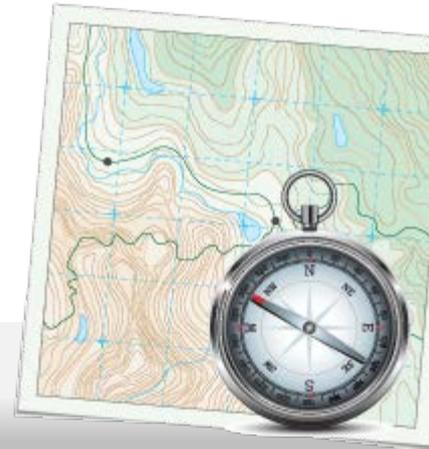
# Next Generation 9-1-1 GIS Project Status Update 10/14/2015



# Current Project Tasks

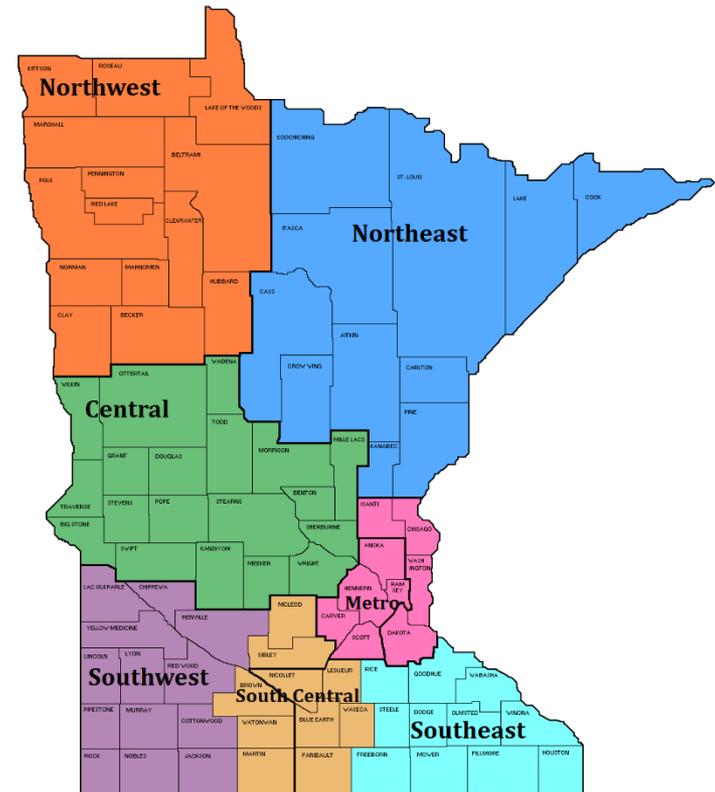
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- Initial NG9-1-1 GIS Data Collection
- NG9-1-1 GIS Data Assessment and Preparation
- Minnesota NG9-1-1 GIS Standards
- Communication Plan



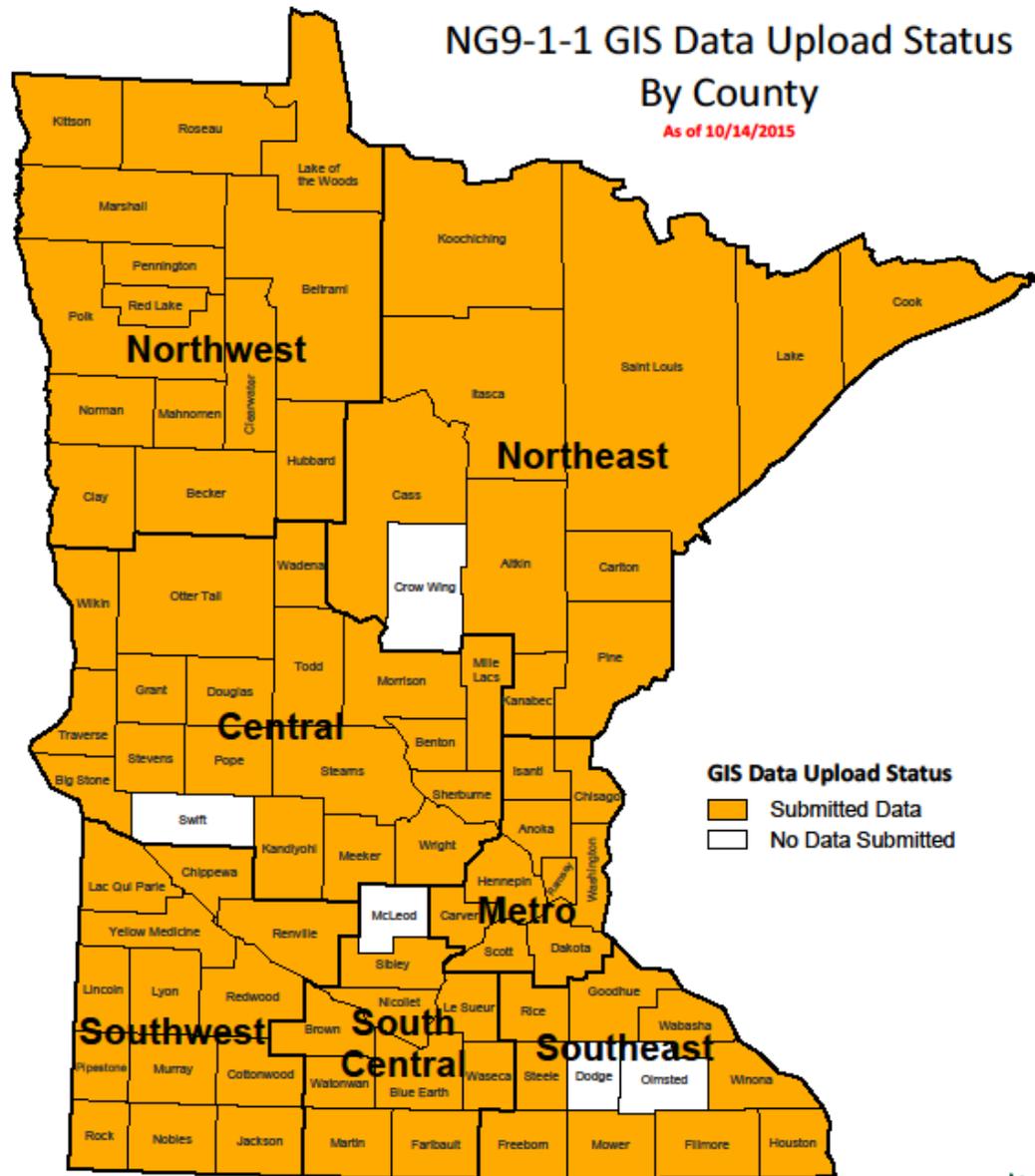
# Initial NG9-1-1 GIS Data Collection

- All Regions
  - Public Safety Answering Point (PSAP) boundaries
  - Emergency Service boundaries
    - Fire
    - Law Enforcement
    - Emergency Medical Service
- Metro and NE Regions
  - Street centerlines with address ranges
  - Address points



# NG9-1-1 GIS Data Upload Status By County

As of 10/14/2015



**GIS Data Upload Status**  
Submitted Data  
No Data Submitted

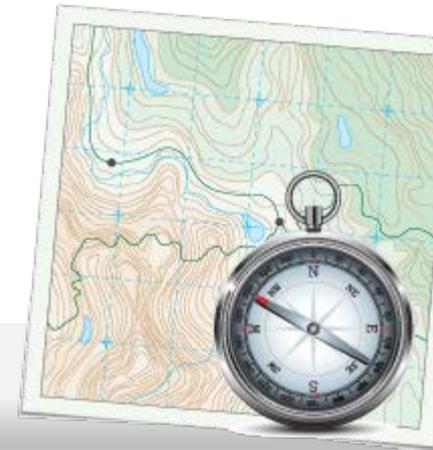
For more information about the Minnesota NG9-1-1 GIS project please contact  
the Project Manager, Adam Iten ([Adam.Iten@state.mn.us](mailto:Adam.Iten@state.mn.us) or 651-201-7559).



# NG9-1-1 GIS Data Assessment and Preparation

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- NG9-1-1 GIS data request
  - **FirstNet** – needs all Public Safety Entity boundaries for reporting purposes
  - **MnGeo** – inventory existing NG911 GIS data, build internal processes, field mapping (local vs NENA schemas)
- Gaps/overlap corrections
- New GIS data workflow and repository
- Document and assist with MESB's current 9-1-1 GIS data preparation processes in Metro region
- Plan for NE region



# Minnesota NG9-1-1 GIS Standards

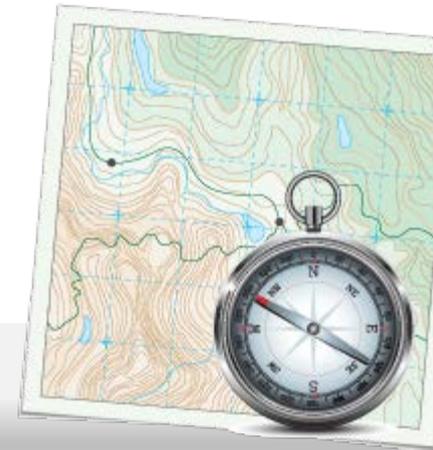
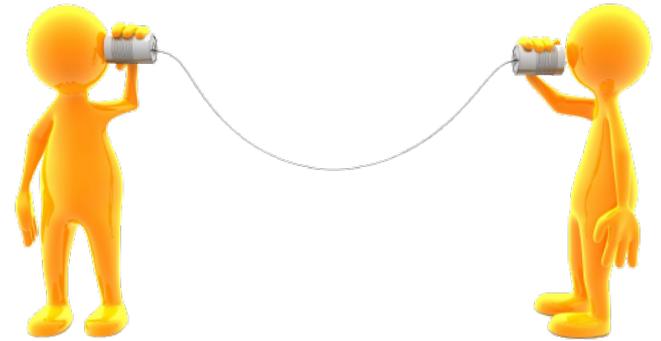
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- GIS data requirements for NG9-1-1 in Minnesota
- Align with NENA Standards
- Standards Workgroup
- Review and approval
  - MESB
  - GIS Subcommittee
  - NG9-1-1 Committee
  - Statewide Emergency Communications Board (SECB)
  - Statewide Geospatial Advisory Council (SGAC)
  - MNIT
- Other States

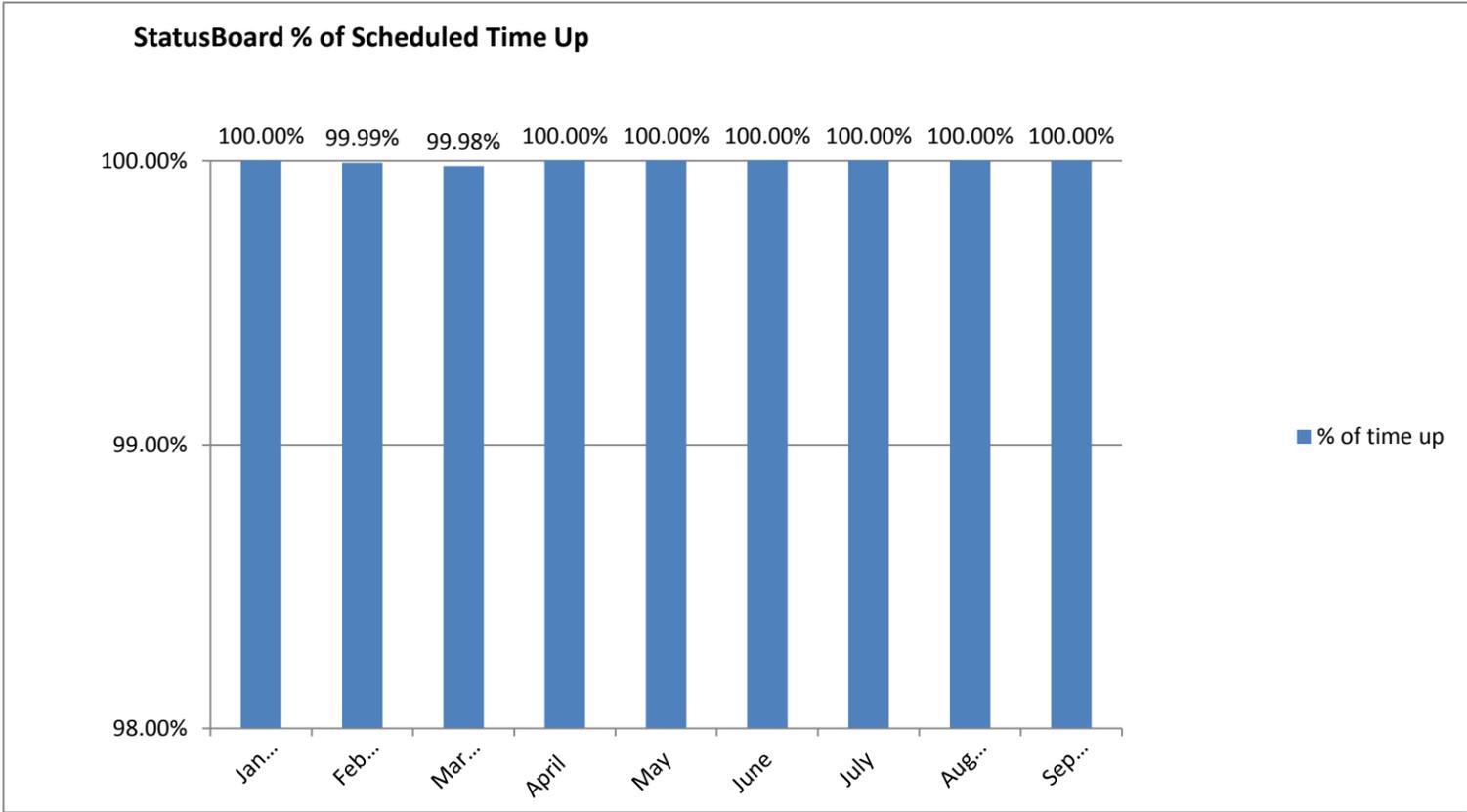
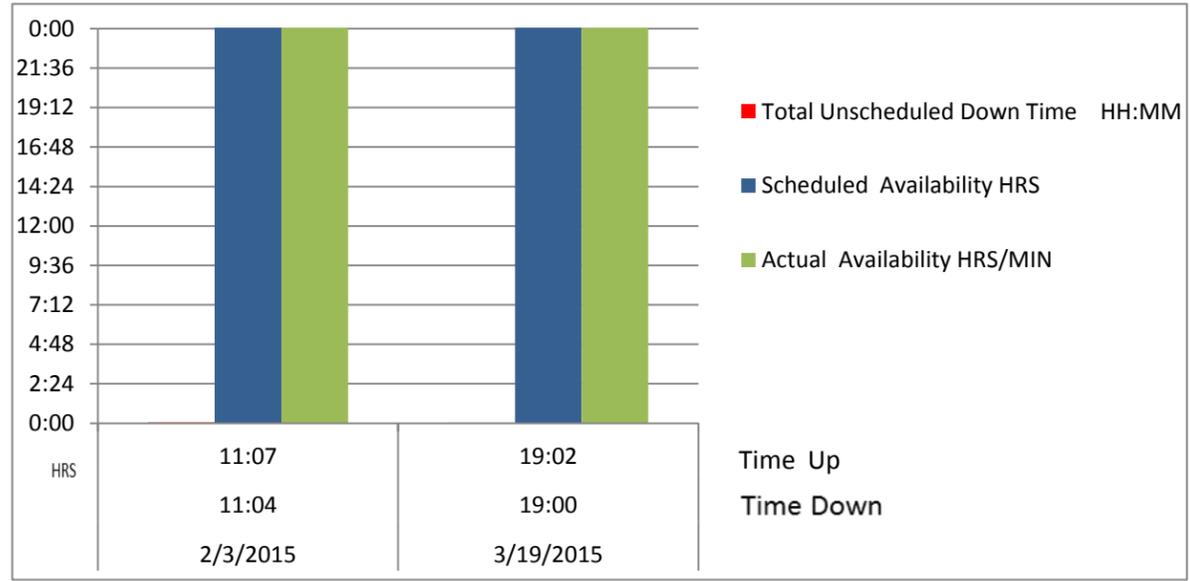
# Communication Plan

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- ECN website
- Monthly
  - Project newsletter
  - GIS Subcommittee meeting
  - NG9-1-1 Committee meeting
  - SECB meeting
- Quarterly
  - Regional PSAP/GIS meetings
  - Statewide Geospatial Advisory Council



StatusBoard Unscheduled Down Time								
Date	Time Down Military Time	Time Up Military Time	Total Unscheduled Down Time HH:MM	Scheduled Availability HRS	Actual Availability HRS/MIN	% of time up	Cause	Actions
2/3/2015	11:04	11:07	0:03	24	23:57	99.99%	Emergency server maintenance fix	Application Server reboot
3/19/2015	19:00	19:02	0:02	24	23:58	99.99%	Emergency server proactive maintenance fix	Database reboot



# StatusBoard CY 2015

	Total Hours Month	Total hours SCHEDULED MAINTENANCE Tues. 0900 - 1100 Wed. 1900 - 2300	Total Hours SCHEDULED Availability	Actual Duration of maintenance Rounded up to nearest hour	Total hours available AFTER scheduled maintenance	UNSCHEDULED OUTAGES Rounded up to nearest hour	TOTAL HOURS AVAILABLE
January*	744	24	720	16	728	0	728
February**	672	24	648	24	648	1	647
March	744	24	720	2	742	1	741
April	720	28	692	8	712	0	712
May	744	24	720	4	740	0	740
June	720	28	692	4	716	0	716
July	744	24	720	4	740	0	740
August	744	24	720	0	744	0	744
September	720	28	692	4	716		
October	744	24	720		744		
November	720	28	692		720		
December	744	24	720		744		

\* January 16-22: URL issues. Some users report unable to access application.

\*\*February 17: URL issues. Some users unable to access application

\*\*\*August 28th : 3 users reported being knocked off of the system for a few minuets, but logged back on without issue. We are currently researching this issue and will modify this report once we receive the results if needed.