STATEWIDE EMERGENCY COMMUNICATIONS BOARD
NG911 Committee

Wednesday, October 19, 2016 1:00 p.m.
HSEM State EOC, 445 Minnesota Street
Suite223, St. Paul

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

Chair: Darlene Pankonie
Video Conference Available –email Chair Pankonie

AGENDA

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)
- WERM and County 9-1-1 Plans (Dustin Leslie)

Old Business

New Business
- Interoperability Conference (Ron Whitehead)

Regional Reports
- Northwest (Shafer/Wernberg)
- Northeast (Olson/Erickson)
- Central (Diehl/Norstegard)
- South Central (Wallace/Reimers)
- Southeast (Betcher/Evers)
- Southwest (Westfield/Ebert)
- Metro (McPherson/Bowler)

Standing Committee Reports
- NG911 Best Practices Subcommittee (Dustin Leslie)
- GIS Subcommittee (Iten)

Adjourn

STATEWIDE EMERGENCY COMMUNICATIONS BOARD
NG911 COMMITTEE

September 21, 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/ Jody Norstegard, 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 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
Ward Parker/Vacant, MN FIRE CHIEFS
*Members attending are marked with yellow highlight.

Guests reporting:
Dustin Leslie, ECN
Carol-Linnea Salmon, ECN
Cathy Anderson, ECN
Jackie Mines, ECN
Rick Juth, ECN
Judy Siggerud, Ottertail County
Pete Eggimann, MESB
Caitlin Christensen, Stevens County
Julie Anderson, Cooperative Purchasing Connection
Lisa Truax, Cooperative Purchasing Connection

DRAFT

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:06 p.m.

APPROVAL OF AGENDA

Kathy Hughes makes a motion to approve the agenda.
Judy Diehl seconds the motion.
Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Beryl Wernberg would like the August minutes corrected to reflect that Red Lake Tribal Police Deb Harmon is the new representative from Red Lake Tribal on the Northwest RAC and ECB.

Judy Diehl adds that on page two it should stipulate that Dustin Leslie is sending out the templates for the 911 plans.

VESTA and VNOM are misspelled.

Beryl Wernberg makes a motion to approve the August minutes as amended.
Kathy Hughes seconds the motion.
Motion carries.

PRESESENTATION FROM COOPERATIVE PURCHASING CONNECTION

Julie Anderson and Lisa Truax give a presentation on Cooperative Purchasing Connection, as presented in the meeting materials. The website for Cooperative Purchasing is http://www.purchasingconnection.org/.

Cooperative Purchasing Connection is a joint powers group of eight service cooperatives in Minnesota. The cooperatives banded together to consolidate purchasing power.

CPC provides discounted products for cities, counties, local governments, and non-profits. It is competitively listed and meets the state requirements. It conducts bid and contract research and can do some direct negotiating for sole source products. It does fiscal reporting. Services it provides to members include pre-bid and/or vetted contracts, savings on soft costs, volume purchasing, contract validity and transparency, and audit packets.

Lisa Truax says CPC has a shopping experience called Express, which works similarly to Amazon. It is a simple click check-out process and contract pricing is automated. Discount codes are pre-programmed.

Discussion about some of the items available, such as office and PSAP furniture, copiers, and software.
Discussion about CPC going to RFP for call processing equipment. This could include involvement from ECN/NG911 Committee.

Discussion about the value of each PSAP being able to purchase without going to RFP and getting the same pricing as each other.

Tim Boyer has a sample contract that Anderson can look at.

Juth would like to have a presentation about CPC at one of the regional leadership meetings. The next one is on October 25 and the one after that will be in January. Anderson will look into it and notes that she and Truax will travel and meet with the regions that are interested.

Question about lawyers and legal support. CPS is run by county boards with outside counsel. County lawyers could review the audit packet. Anderson and Truax note the cooperative's history and examples of bidding and adds that there have not been any legal challenges. CPS follows state competitive bidding guidelines. Suggestion to begin with smaller purchases to increase comfort level.

Question about phone systems in schools. CPC is looking into that right now.

Question if an entity could be a regional Emergency Services Board? Anderson does not know but she will research it. It can be any 501(c)3.

Anderson will send follow up information to the committee.

DRAFT

NG911 GIS PROJECT REPORT (ADAM ITEN)

Dana Wahlberg gives Adam Iten's report because Iten is in Koochiching County doing a data assessment report and kick off meeting. He is still collecting GIS data from all of the regions in the state and the cooperation has been tremendous. Kudos to everyone. He has visited six counties and number seven is today in Koochiching County. Wahlberg was able to attend the one in Itasca County. It was a good meeting and the group was enthusiastic. They brought the county GIS people and the city team from Grand Rapids. There are some challenges and brainstorming was done about how to mitigate them. The Northeast region may be completed by the end of October. It has been amazing to see how accurate some of the regions already are. Iten has specifically called out both Aiken and Itasca Counties as being in the 90th percentile in accuracy. The Central and Southeast regional kickoffs are expected to be underway well before the end of 2016.

MnGEO has complied all of the questions and comments from the initial stakeholder standards review and has worked with the standards workgroup to provide necessary responses and revisions. The MnGEO team is preparing the draft standards and associated documents for a second stakeholder review, which is expected to occur in late September or early October. The second stakeholder review and comment period will also include neighboring states as well as NextGen911 vendors. The team is forward thinking to be sure that our standards are not in conflict with those of neighboring states or with vendors. The team has worked closely with the Metro GIS people and have shared information, which has been beneficial to both groups.

Issue number four of the GIS newsletter has been distributed and is posted on the ECN website. If you didn't receive it and want to be on the distribution list, send Iten an email. Also feel free to email or contact him at any time if you want to talk about anything.

NG911 NETWORK/FEATURES (DANA WAHLBERG)

Wahlberg reports that the RFP team has been working with the vendor on the statement of work. We sent comments to them last week and the vendor said they would try to have a response by late this afternoon. We are hoping that the end is near. In the meantime we are working behind the scenes with PSAPs to understand where everyone is with their CPE versions, models, and software to find out who our eligible candidates will be with the initial round of deployment of Text-to-9-1-1. Today the VIPER PSAPs are pretty much ready with no costs, though at some point there will be a cost to VIPER upgrades when we move into a more I3 type network solution or get further advanced on our deployment. For now, if you have a VIPER CPE and want to do Text-to-9-1-1 you are probably ready to roll without any extra costs or upgrades. If you are using VESTA Airbus platform there are associated costs. Wahlberg and Eggimann have been working with IES and Airbus to try to understand and mitigate those costs.

STATUSBOARD REPORT (CATHY ANDERSON)

Cathy Anderson says there will be resource name changes to StatusBoard which will probably happened the first week of January. There will be a StatusBoard administrator regional conference call on November 2, where the best way to go about this will be discussed. Anderson would like to make all of the changes in one day. She will send an email with more information.

WERM UPDATE (DUSTIN LESLIE)

Dustin Leslie gives a Wireless Emergency Routing Management (WERM) update. During testing a minor technical issue came up. After that is fixed, it will be back in a testing phase.

He is still sending out county 9-1-1 plans. He has sent out 40 to Greater Minnesota counties and has received nine back so far. He is waiting on the other counties for network information to be included in the plans.

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Anderson notes that she and Wahlberg developed a WERM PowerPoint that will be sent to Alex Tech. When it is available, it will be under the FAQs in WERM. Wahlberg adds that there may be a training enhancement developed related to some shortcomings when doing a search for historical sectors. Wahlberg will check on that.

OLD BUSINESS

VMBL AND VNOM

Chair Pankonie says contacted the chair of that NENA class of service standard and he didn't know for sure when the draft was going to be out and will check on it and get back to her. He said Texas is already using VMBL. Pankonie will continue to pursue it in hopes that there will be information about when that will be put in place in Minnesota.

NEW BUSINESS

Wahlberg says that in 2007 LR Kimball, an engineering consulting firm, was hired by ECN to do a trend assessment for a statewide network modernization project for 9-1-1. They completed the report in early 2008. It was basically where we were at that time and recommendations on what we needed to do to move forward into NextGen911. It is a large, comprehensive document, available on a disc. This took place before we were part of the SECB so there was no formal adopting of it. Mines suggested that I bring this information to the committee today and let you know the report exists. It was a fairly comprehensive study that was done. If we wanted to formally adopt through the SECB as a historical document of our starting point we would want to review it through the regions. She will distribute the discs if there is interest.

Wahlberg reports on an interview she did for the Task Force on Optimal PSAP Architecture, developed under the FCC. They are looking at funding, cyber security and PSAP architecture. She used the study to help prepare some of the answers to historical questions.

Pankonie asks if that study is what brought about the SECB 9-1-1 initiatives? Wahlberg says not the last go round. She doesn't know that it even identifies if we should be under the SECB. It should where every PSAP was and what CPE they were using and what legacy network was in place. Goal one was to deploy the ESI-Net. She thinks we have followed the plan. She will send it out to the committee.

VICE CHAIR ELECTION

NOMINATION AND VOTING FOR A REPLACEMENT VICE CHAIR

Chair Pankonie nominates Kathy Hughes as Vice Chair to replace Tina McPherson, who has stepped down. Ward Parker seconds the motion.

Discussion:
Discussion about whether or not the Chair and Vice Chair be from the same entity.

Motion is withdrawn.

Judy Diehl nominates Mary Borst to be Vice Chair.
Ward Parker seconds the motion.
Motion carries.

REGIONAL REPORTS

DRAFT

Northwest
Beryl Wernberg reports that the region continues to work on ARMER system busies and is moving forward with Norman and Clay Counties migrating to the ARMER system.

Northeast
No report.

Central
Judy Diel reports that the region NextGen911 meeting was held on September 8 with 21 people on the call. Adam Iten gave an update from on the GIS project and from Dustin Leslie gave an update on 9-1-1 plans. Mille Lacs County had some issues when converting to SIP. Stearns County had a 911 call in Cold Springs that presented from Kandiyohi County. It was a hang up call. The caller said she hadn't made the call. Kandiyohi County had some charter issues that were resolved.

Rick Juth clarifies that the issues in Mille Lacs County did not have to do with the SIP conversion but rather had to do with computers being upgraded to Windows 10. The application running on the desktop computer was not compatible with Windows 10 and so created audio issues. This was resolved through the interim solution of a new computer being brought in so the audio could be retrieved. Everything was being recorded on the recorder.

South Central
Pat Wallace says the next meeting will be on October 5. She asked via email that anyone interested in the NextGen911 Best Practices Subcommittee email Cathy Anderson to sign up.

Southeast
No report.

Southwest
No report.

Metro
Pete Eggimann says the 9-1-1 Metro Technical and Operations Committee met in September and adopted a minimum training standard for PSAPs with a recommendation that it go to the MESB Executive Board for adoption.

He notes that there was an outage on August 30 from 9:00 to 10:00 to the CenturyLink areas. The reason given so far is that the connection to Colorado that was up and down. There were 58 calls that didn't get delivered to nine PSAPs. A request was put in to wireless carriers to identify the subscribers' telephone numbers on the calls that didn't get delivered because all that was available was the pANI and the time of call. T-Mobile and Sprint responded with customer call back numbers but not Verizon or AT&T. Eggimann adds that the assumption was that those who didn't get through called back and were able to get through on a subsequent try but without the phone numbers that can't be verified.

Chair Pankonie remarked the pANIs that CenturyLink sent and what showed on her recorder didn't match and that is concerning.

STANDING COMMITTEE REPORTS

NG911 BEST PRACTICES SUBCOMMITTEE

Dustin Leslie reports that the NG911 Best Practices Subcommittee met by phone with about five or six people attending. Haley DuBois from Wright County is the new Vice Chair. The group discussed having a standard for secondary PSAPs. There was discussion about the Metro training standard and the next step is for people on the call to take it back to their regions for review and bring feedback to the subcommittee. The next meeting will take

place on October 19 at 10:00 a.m.

Discussion about the Metro standard. It was approved by the Metro TOC and moved to the MESB Executive Board for approval. If approved, it will take effect on January 1, 2017. Clarification from Eggimann that the draft standard gives minimum requirements for PSAP training curriculum. It does not mean that all telecommunicators need to have completed the full training by January 1. If the training program is adopted, it would be expected that there be a good faith effort to set up a plan to have training completed within a reasonable period of time.

Chair Pankonie says that it this is a good starting point for the Metro. She says the question to the other regions is whether or not this is a good starting point for the state.

Eggimann responds that it was his understanding that we initially thought the best way to approach this was for all of the regions to adopt a minimum training standard that makes sense for their region and, once all the regions had done that, we would look at the regional plans and try to find a common ground for a state plan.

Chair Pankonie says she would leave that discussion to the subcommittee and see how the regions respond.

Wahlberg adds that the minimum training standard approved by the Metro TOC is the minimum for the Metro but that there are entities that will have unique requirements that do not apply to all PSAPs, such as the airport. She thinks it would be valuable if the regions do something similar. Look at this document and go through your own training curriculum and look at what are the things that you all do. What are the common things that would need to be included in a statewide training curriculum? Maybe there is something that you all do in Greater Minnesota that you want to recommend to this committee that we include in the statewide standard. The goal is to have a statewide training minimum best practice and your regional ones will likely all be more robust but we would like to have everybody across the state trained equally on the things that are applicable to everybody. She notes that the responses to the Federal Engineering study identified the need for training as a top priority.

Juth says there are some PSAPs in MN where there is no training curriculum and they will need help to recognize the value of having a training program.

Cathy Anderson notes that her preference be that this be called a Call Taking Best Practices Guide, rather than a standard.

Meeting adjourns at 2:56 p.m.

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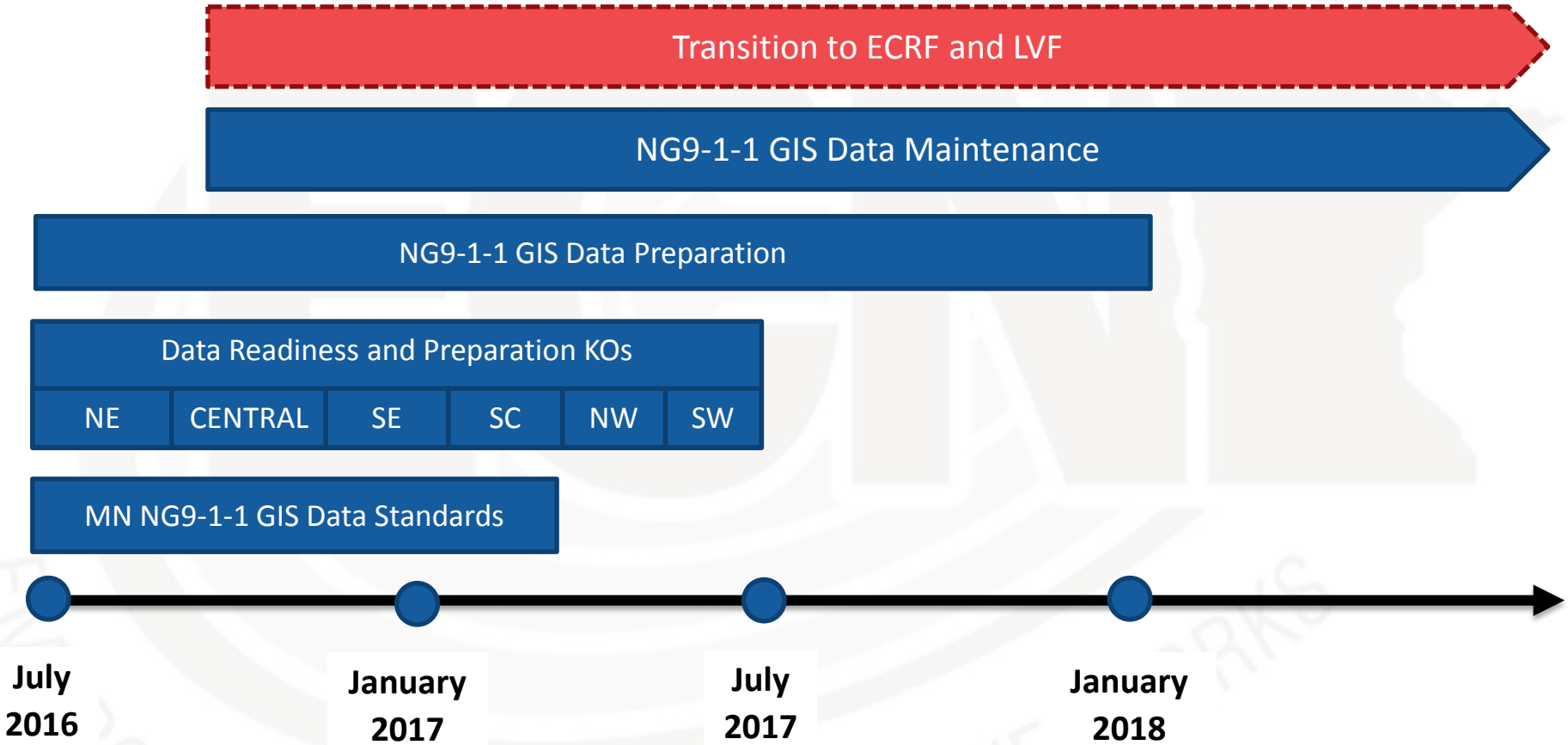
Next Generation 9-1-1 GIS Project

Project Update
NG9-1-1 Committee and SECB Meetings
October 12, 2016

Presenter:
Adam Iten, Project Manager

Project Timeline



NG9-1-1 GIS Project Update

2016 High-level Goals

- GIS Data Collection, Assessment, and Preparation
- GIS Data Maintenance
- MN NG9-1-1 GIS Data Standards
- Communication Plan

NG9-1-1 GIS Project Update

Data Collection and Assessment

- Data Collection
  - MSAGs, ALI, ELTs
  - GIS data
- Data Readiness Profiles
  - Required 911 and GIS data
  - 100+ data checks
  - Metro and NE – complete Q2
  - All regions – complete Q4
  - Summary reports

NG9-1-1 GIS Project Update

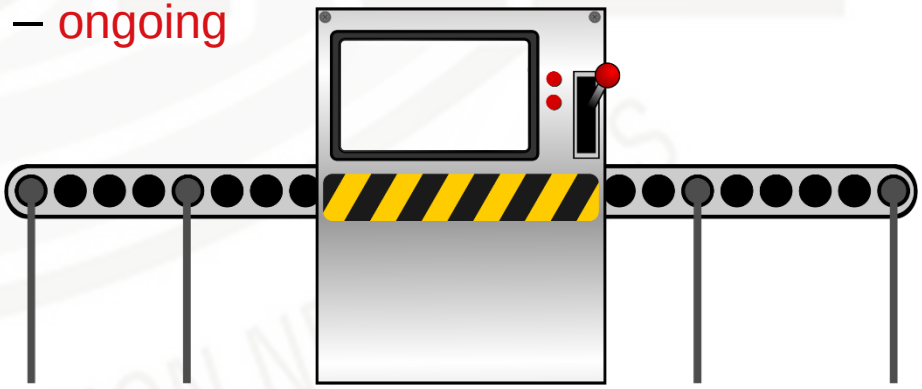
Data Preparation Projects

- Timeline
  - Metro – ongoing with MESB
  - NE – ongoing in 7 of 11 counties
  - Central and SE – starting soon
  - NW, South Central, and SW– begin early 2017
- General Project Tasks
  - Kickoff, roles/responsibilities, workflows
  - Community name validation
  - Street name validation
  - Address validation
  - Geospatial validation
  - Edge-matching
  - Emergency service boundary validation

NG9-1-1 GIS Project Update

GIS Data Maintenance Requirements

- Data Uploads and Portal – ongoing
- Normalization – ongoing
- Validation – ongoing
- Aggregation – begin Fall/Winter 2016
- Provision
  - ECRF/LVF– TBD
  - Geospatial Commons – ongoing



MN NG9-1-1 GIS Standards

- Developing GIS data requirements for NG9-1-1 in Minnesota
- Aligning with NENA standards and validate against similar standards
  - Other states (IA, KS, ND, TN, TX) and MRCC
  - Standards Comparison spreadsheet
- Standards Workgroup working toward Version 1.0
- Second stakeholder review – open until 11/4

MN NG9-1-1 GIS Standards

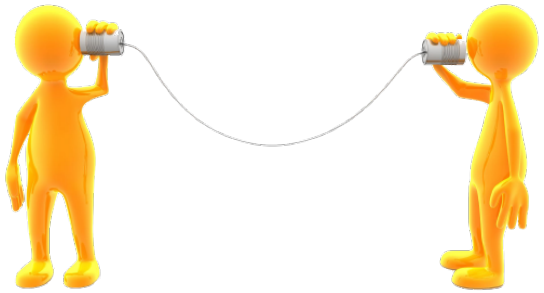
- Stakeholder approval of v1.0 – **Complete early 2017**
  - Metropolitan Emergency Services Board (MESB)
  - GIS Subcommittee
  - NG9-1-1 Committee
  - Statewide Emergency Communications Board (SECB)
  - MN Geospatial Advisory Council (MGAC)
  - MN Information Technology Agency (MNIT)

Standards Considerations

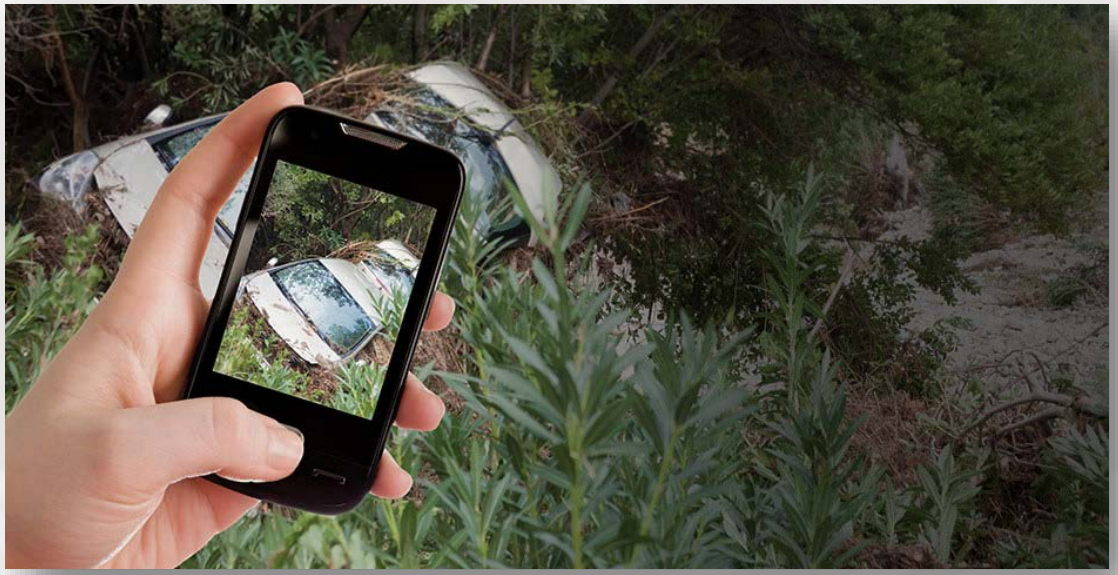
- DRAFT NENA Standards
  - NG9-1-1 GIS Data Model
  - Provisioning GIS to ECRF/LVF
  - i3 Solution
- Specific ECRF/LVF Vendor(s) is unknown
- Build once, use many times

Communication Plan

- ECN website
  - Project newsletter - Issue #4 available on ECN website
- Monthly
  - GIS Subcommittee meeting
    - Next meeting: Thursday, November 10 at 2pm
  - NG9-1-1 Committee meeting
  - SECB meeting
- Quarterly
  - Regional PSAP/GIS meetings
  - MN Geospatial Advisory Council



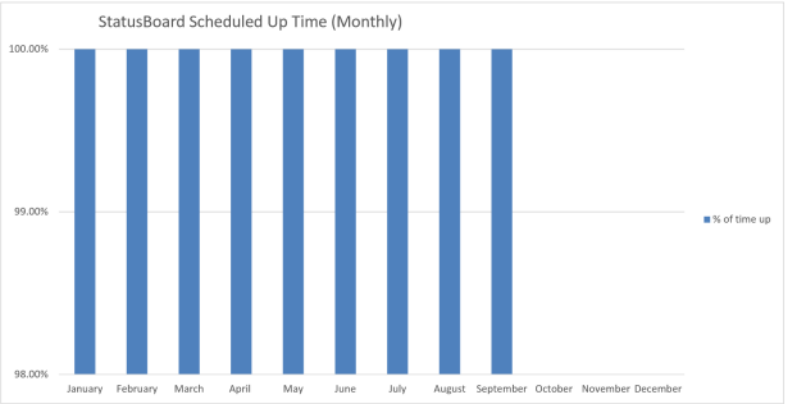
Thank You!



Adam Iten, Project Manager
Adam.Iten@state.mn.us
651-201-7559

Status September 2016

		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



Summary September 2016

Monday, October 3, 2016 8:09 AM

StatusBoard CY 2016

	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	YTD Availability
January	744	24	720	0	744	0	744	100.00%
February	696	24	672	0	696	0	696	100.00%
March	744	30	714	2	742	0	742	100.00%
April	720	24	696	4	716	0	716	100.00%
May	744	28	716	4	740	0	740	100.00%
June	720	26	694	0	720	0	720	100.00%
July	744	24	720	1	743	0	743	100.00%
August	744	30	714	0	744	0	744	100.00%
September	720	24	696	0	720	0	720	100.00%
October	744	24	720					
November	720	30	690					
December	744	24	720					