

STATEWIDE EMERGENCY COMMUNICATIONS BOARD

NG911 Committee

Wednesday, September 21, 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

Presentation by Cooperative Purchasing Connection (Julie Anderson and Melissa Mattson)

Action Items

ECN Reports

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

Old Business

New Business

Regional Reports

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

Standing Committee Reports

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

Adjourn

**STATEWIDE EMERGENCY COMMUNICATIONS BOARD
NG911 COMMITTEE**

August 24, 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 Tieg/ 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
Dustin Leslie, ECN
Carol-Linnea Salmon, ECN
Judy Siggerud, Ottertail County
Pete Eggimann, MESB
Mary Terway, Stearns County
Carrie Oster, Motorola
Caitlin Christensen, Stevens County
Mike Henrion, Douglas County
Jason Kramber, Wright County

CALL TO ORDER

Chair Pankonie calls the meeting to order at 1:00 p.m.

APPROVAL OF AGENDA

Judy Diehl makes a motion to approve the agenda.

Kathy Hughes seconds the motion.

Motion carries.

APPROVAL OF PREVIOUS MEETING'S MINUTES

Kathy Hughes makes a motion to approve the June minutes.
Beryl Wernberg seconds the motion.
Motion carries.

ANNOUNCEMENTS

Chair Pankonie congratulates Caitlin Christensen on her recent marriage. Chair relays that Chuck Venske lost his wife last night after a short illness. Information about the memorial service will be on the APCO/NENA website.

ECN REPORTS

Dana Wahlberg reports for Adam Iten, who is unavailable. Iten's report was submitted in the meeting materials. She says that Iten is working to get a better understanding of where everybody is with GIS call routing to prepare for the future. He has had PSAP meetings in Lake, Cook and St. Louis Counties. He is in Carlton County today and will be scheduling the remainder of the PSAPs in that region.

About a dozen or more people from Minnesota attended the APCO conference.

The RFP is going through the process. There is one remaining term and condition that is being worked through with the vendor.

The WERM application is continuing to evolve and will hopefully be completed soon.

Wahlberg asks to please let her know if anyone receives a call from a multi-line phone system that is not displaying accurate information or a 9-1-1 call that should be going to another state or jurisdiction due to a multi-line phone system not being programmed accurately. She thinks some of the phone system owners and operators do not understand their responsibility to put in a call back number in their phone. She has been asked to do a presentation in September to help them do things correctly for 9-1-1 in Minnesota. There is a need for public education to phone system owners and the vendors that sell these products. Keep an eye out for any incomplete information or complete misroutes from multiline phones and please report these to Wahlberg.

Dustin Leslie has sent out the first 15 county templates for the counties we had the most information on. For those that haven't received these yet, you will soon. These are important so please don't put them on the back burner.

Wahlberg says the focus is still on launching Text-to-9-1-1 statewide when the RFP is finished. Hennepin County is going through the process right now. Polk County migrated to a SIP environment earlier this week. They are the first Patriot PSAP to do so. For the VIPER system it is not necessary to have a SIP solution in order to accept integrated Text-to-9-1-1. Wahlberg is trying to keep track of who is where and how many will be able to deploy initially and what the schedule will be going forward.

Beltrami is going to start the procedure on September 5. The county is doing a Vespa upgrade.

REPORT FROM CHAIR

Chair Pankonie reports that at the June SECB meeting Federal Engineering did a presentation on the PSAP report and the SECB voted to formally accept the report. The final report will be posted after those minutes are approved in September.

ECN, MN-APCO and the MSA had a meeting to talk about training for dispatchers and 9-1-1 centers. The take-away was that it would be good to join forces and avoid duplication of efforts. It was agreed to offer more training at multiple times so more people can do the training and also at the MN-APCO dispatcher conference, ECN conferences, and BCA conferences. It was a good brainstorming first step.

Dana Wahlberg, Pete Eggimann and Chair Pankonie had conversations with the VoIP provisioning centers about any issues with pushing forth the VMBL and VENOM class of service. We know that the NENA Class of Service standard revision will be posted soon. Agreement to wait for NENA's revised standard.

NEW BUSINESS

Chair reports on an effort to reclassify 9-1-1 dispatchers to telecommunicators in a report by the federal Office of Management and Budget. The document is only revised every 10 years. Currently, 9-1-1 dispatchers are in the office and administrative support occupation. APCO, NENA, and the NG9-1-1 caucus from Congress have petitioned the OMB to reclassify NG9-1-1 dispatchers to the telecommunicator class of service. The OMB's recommendation came out last month and the request was denied.

APCO and Amy Klobuchar's office are going to pursue it from the NG9-1-1 Congressional Committee. Chair Pankonie asks that anyone interested send information to House representatives. APCO has everything needed to put together letters to Congress and OMB. (Look under the Government Relations section on the International APCO website.) Particularly helpful would be specific examples of how dispatchers have helped saved a life and why dispatchers belong in the protected class. Pete Eggimann sent an email to the regions three weeks ago with quite a bit of information. Comments are due by September 20th. After that it will be reviewed one more time and the recommendations will be put out in the first quarter and then it will not be reviewed again for the 10 years.

This change in classification would only give recognition. But it is the document that is referred to by every federal agency.

Discussion about some potential benefits to retirement and for reclassifying state dispatchers as essential employees.

NG911 BEST PRACTICES SUBCOMMITTEE

Chair Pankonie notes that is time to regroup the NG9-1-1 Best Practices Subcommittee and, to do so, a new Chair and Vice Chair need to be appointed. The first thing for the subcommittee to consider is a draft of Best Practices that was developed by the Metro Region and put it out to the regions for review and comments as a possible statewide guide. It is aligned quite well with the NENA version. The Subcommittee should decide whether to adopt this as a statewide Best Practices and if that doesn't happen then the Metro Region will adopt it as a regional guide.

Agreement that Dustin Leslie will chair the committee with help from Cathy Anderson.

Chair asks if any region is meeting soon and thinks they can find a volunteer. Central will ask at the Central Region meeting.

NENA has just finished a Call-Taking Best Practices update. Judy Diehl, Mary Borst, Christine McPherson and Chair Pankonie worked on it. It is out for comment. The Subcommittee should also review this.

ANNOUNCEMENTS

Cathy Anderson says she did not receive a Status Board report in July and will follow up. She also asks if PSAPs would be interested in a workshop on contingency planning.

It is noted that NENA has a survivability of PSAPs standard or document.

Anderson will the Hennepin County Sheriff's Office COOP plan to Pankonie.

REPORTS

Northwest

Beryl Wernberg reports that the region has been working on busys on ARMER towers and why they exist. One reason may be that more counties have moved forward. . There is an agreement with Red Lake Tribal and they will have a representative at the RAC meeting to discuss putting repeaters up on their towers.

Northeast

No report.

Central

Judy Diel reports that the region met two weeks ago. It was an in-person meeting and well attended. Melinda Miller attended and John Hunt called in with a presentation about FirstNet and how it will integrate with 9-1-1. She notes that they received a landline call in Fergus Falls that got sent to Iowa County, Wisconsin. It was a Centurylink problem that got straightened out. Al Fjerstad in Mille Lacs went to a VIPER. They went to a SIP connection and Windows 10 but it is not compatible with the regional logger.

South Central

Pat Wallace reports that the last meeting was a couple of months ago and the next one is schedule for September. They are meeting every three months. At the last meeting there was discussion about technical problems. Peggy Reimer adds that there was a lot of says we had a lot of discussion about backup dispatch procedures and what happens if there is a disruption to system. There are not a lot of options for the dispatch centers that have only one or two dispatchers.

Chair Pankonie notes that there were some breakout sessions on this topic at the APCO conference. The entire conference audio is available for \$200.

Southeast

Faith Evers reports that the last meeting was cancelled and she has nothing new to report.

Mary Borst adds that they are getting a SIP enablement completed and a new recording system installed which will be able to record text and video when that becomes available.

Wahlberg adds that PSAPs have been very busy with upgrades in the last several months, particularly with CPEs. The Federal Engineering document will already be out-of-date in some areas when it comes out. She will think about how we want to get the updates in the report so it is current. She could get the information from committee representatives or from the vendors. That can be discussed further at the September meeting.

Southwest

No report.

Metro

Pete Eggimann notes that the Best Practices standard went to the Metro 911 Technical and Operations Committee (TOC) in July. It was discussed for quite a while at that meeting but no action was taken and will be back at the September meeting. There are things that are not complete yet, such as no implementation or compliance dates.

There is some work to be done on it but he thinks it's a good start. He thinks the group wanted to keep it simple knowing it could be added to down the road.

Discussion that there may be things to add that apply to Greater Minnesota.

Cathy Anderson notes that she is creating a paramount information PowerPoint document for dispatchers to be added to the Alex Tech website. It includes a lot of information on a wide variety of topics, such as RapidSOS, Safe at Home, Fusion Center. Keep sending her anything that seems useful to add. It will be a living document.

Meeting adjourns at 2:12 p.m.

DRAFT

The logo is contained within a white, horizontally-oriented oval with a yellow border. The text is arranged in three lines: 'COOPERATIVE' in a black serif font at the top, 'Purchasing' in a blue cursive font in the middle, and 'CONNECTION' in a black serif font at the bottom. The entire logo is set against a dark blue background.

COOPERATIVE
Purchasing
CONNECTION

How CPC can benefit law enforcement and Emergency Communication Networks

- Discounted products for Public Safety Answering Points
- Discounted products for Sheriffs' Offices
- Competitively solicited



Service Cooperative Legislation

- Public, nonprofit agencies, organized pursuant to MN Statute 123A.21
 - Receive no state or federal funding, except through grant writing
- Established to provide a variety of services to their member organizations including, but not limited to, cooperative purchasing services
 - MN Statutes 123A.21 and 471.345 Subdivision 15 define how participating agencies can purchase from the contracted vendors while staying in compliance with the legislative requirements.
- Participating agencies may include K-12 schools, higher education, cities, counties, local governments, and nonprofits
 - Membership covers all departments
- Regional resource

What is Cooperative Purchasing Connection?

- A joint powers group of eight service cooperatives in Minnesota:
 - Lakes Country Service Cooperative (LCSC), Fergus Falls, MN
 - Metro ECSU (METRO), Arden Hills, MN
 - Northeast Service Cooperative (NESC), Mt. Iron, MN
 - Northwest Service Cooperative (NWSC), Thief River Falls, MN
 - Resource Training and Solutions (RESOURCE), Sartell, MN
 - South Central Service Cooperative (SCSC), Mankato, MN
 - Southeast Service Cooperative (SSC), Rochester, MN
 - Southwest/West Central Service Cooperative (SW/WC), Marshall, MN, also serves agencies in South Dakota
- Together, we operate a joint purchasing program under the name of Cooperative Purchasing Connection (CPC).
 - Provide purchasing contracts to nearly 3,200 agencies in Minnesota, South Dakota and North Dakota.

CPC Administrative Functions

Based at Lakes Country Service Cooperative in Fergus Falls

- Conduct all bid and contract research, development and negotiations
- Marketing and vendor relations
- Fiscal reporting
- Member support services
- Maintain online marketplace called Express
- Coordinate with regional CPC Team

Contacts

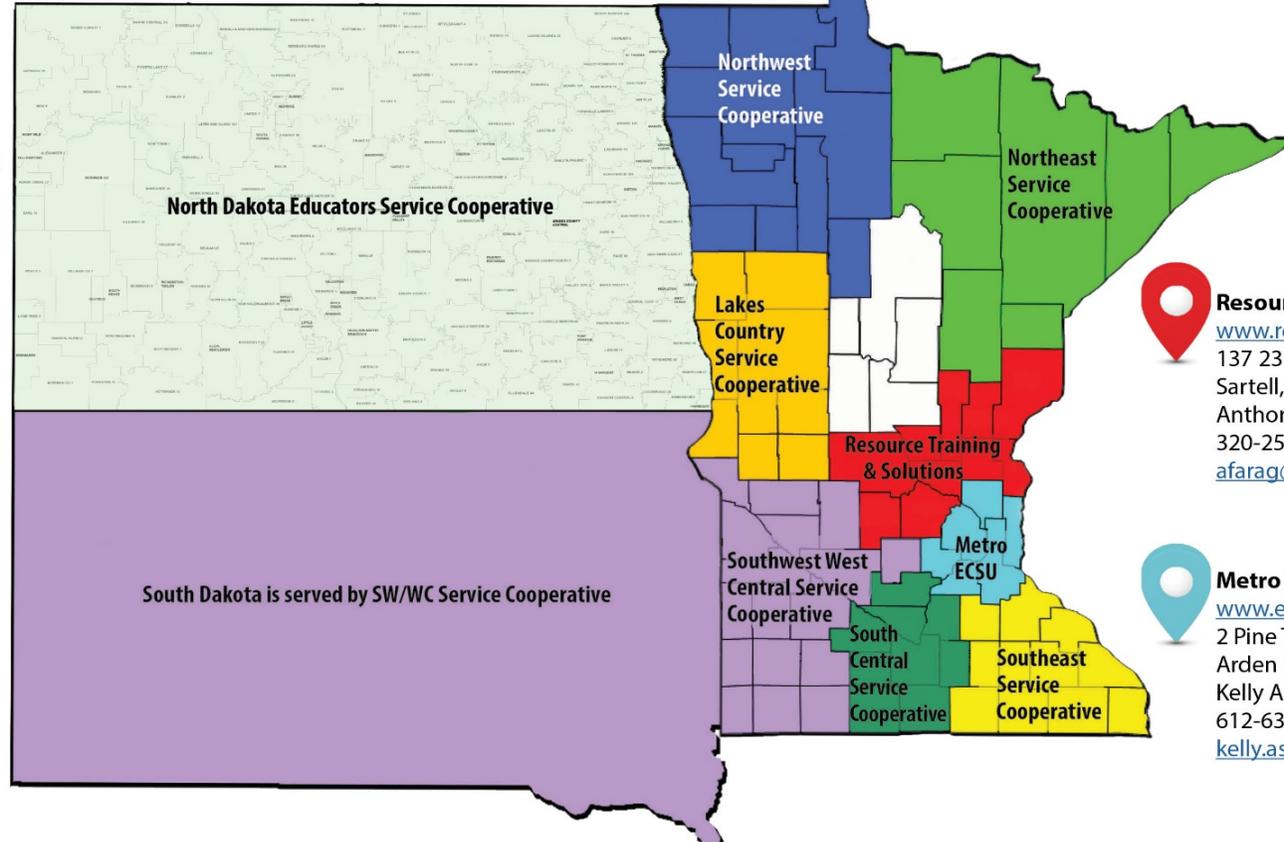
Cooperative Purchasing Connection
www.purchasingconnection.org
888-739-3289

Northwest Service Cooperative
www.nw-service.k12.mn.us
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Thief River Falls, MN 56701
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South Central Service Cooperative
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www.ssc.coop
210 Wood Lake Drive SE
Rochester, MN 55904
Sarah Ness
507-281-6678
sness@ssc.coop

Purchasing Portfolio

- Office Supplies
- Office furniture
- Technology
 - Laptops
- Vehicles
 - Police
 - Sheriff
- Security
- Copiers
- Software & Web Based



Why we do cooperative purchasing?

- **Provide service to members**

- Ease of use contracts
- Savings on soft costs
- Volume purchasing
- Contracts are pre-bid and/or vetted
- Contract validity and transparency
 - Audit packets

- **Satisfies state requirements:**

- **Minnesota**

- *M.S. §123A.21 and M.S. §471.345 sub. 15*

- **North Dakota**

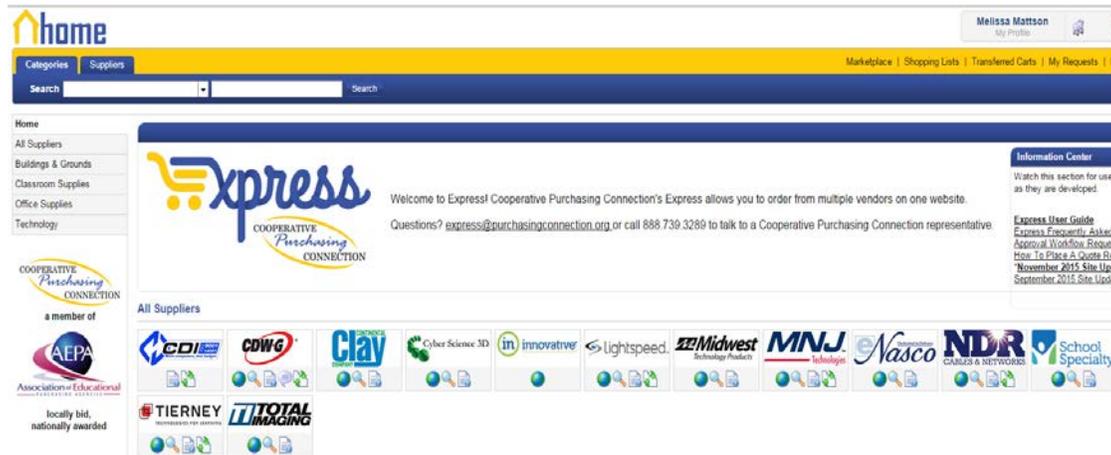
- *Chapter 54-40.3 of the North Dakota Century Code*

- **South Dakota**

- *S.D. Codified Laws §5-18A*



- Built for public procurement needs with approval chain capability (customizable)
- Online marketplace of supply contracts
- Powered by software built by Equal Level
- Shopping, checkout and payment capable



Products and Services needed?

- PSAP equipment
- Computer Aided Dispatch
- Tough notebooks
- UAVs



Discussion

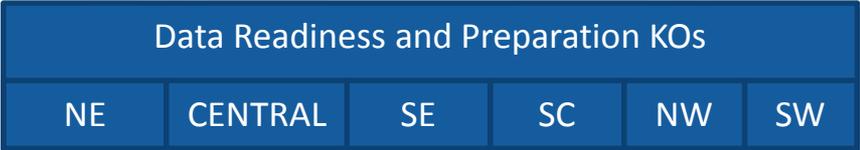


Next Generation 9-1-1 GIS Project

**Project Update
NG9-1-1 Committee and SECB Meetings
September 14, 2016**

**Presenter:
Adam Iten, Project Manager**

Project Timeline



2016 High-level Goals

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

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 – **Summer 2016**
 - All regions – **end of 2016**
 - Summary reports



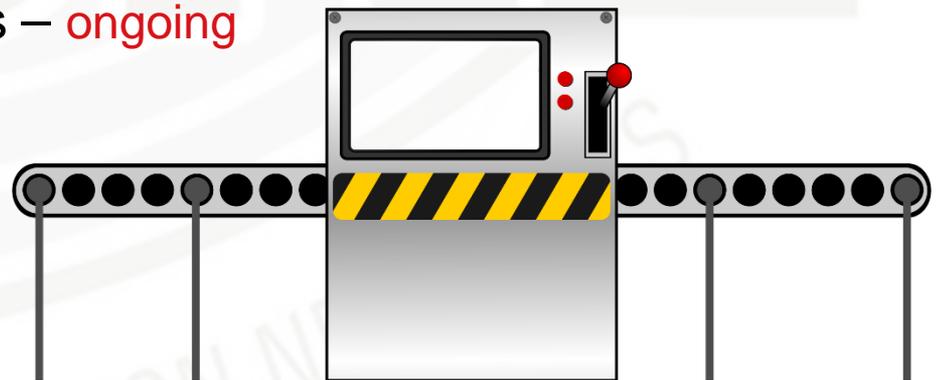
Data Preparation Projects

- Timeline
 - Metro – ongoing with MESB
 - NE – ongoing in 5 of 11 counties
 - Remaining regions – begin Fall/Winter 2016
- General Project Tasks
 - Kickoff, roles/responsibilities, workflows
 - Community name validation
 - Street name validation
 - Address validation
 - Geospatial validation
 - Edge-matching
 - Emergency service boundary validation



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 – **September/October 2016**



MN NG9-1-1 GIS Standards



- Stakeholder review – **started February 2016**
 - Metropolitan Emergency Services Board (MESB) – **ongoing**
 - Metro Regional Centerline Collaborative (MRCC) – **ongoing**
 - MN PSAP and GIS Managers – **ongoing**
 - MN GAC Standards Committee – **ongoing**
 - MetroGIS Address Point Workgroup – **ongoing**
 - ECRF, LVF, and other NG9-1-1 vendors – **starting September 2016**
 - Neighboring states – **starting September 2016**



MN NG9-1-1 GIS Standards

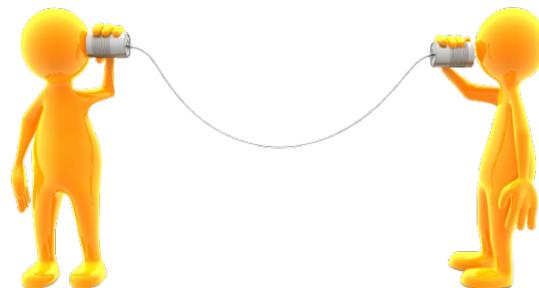


- Stakeholder approval of v1.0 – **Complete early 2017**
 - Metropolitan Emergency Services Board (MESB)
 - GIS Subcommittee
 - NG9-1-1 Committee
 - Statewide Emergency Communications Board (SECB)
 - MN Geospatial Advisory Council (MGAC)
 - MN Information Technology Agency (MNIT)

- 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



- 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!



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