

Central Minnesota NG911 Committee
Thursday May 11th, 2017 – 10:00 a.m.
Conference Call Bridge: 1-800-430-1833, Access 2557200#

Agenda

1. Call to Order
2. Roll Call and Introductions
3. Revisions and Approval of Agenda
4. Approval of Minutes from April 13th, 2017 Meeting **(P1-9)**
5. **Communications**
6. **Reports**
 - a. Emergency Communication Networks (ECN)
 1. Updates from ECN
 2. Statewide NG911 Committee
 3. Statewide NG911 GIS Subcommittee
 - b. State Patrol
7. **General Discussion**
 - a. Review of CM Text-to-911 Call Handling Guide & Text-to-911 SOP **(P10-11)**
 - b. Review updated MN Text-to-911 Standard draft **(P12-15)**
 - c. Memorandum of Understanding CMESB Draft **(P16-19)**
 - d. Best Practices Letter Memo to Sheriffs **(P20-21)**
 - d. MN Public Safety Communications Conference overview
 - e. Other issues
8. **Training Opportunities**
 - a. APCO International – Public Safety Telecommunicator 1 (May 22-26) ([online](#))
 - b. Allina Health – Medical Priority Dispatch System EMD (June 12-14) ([online](#))
9. **Upcoming Meetings**
 - a. June 8th, 10:00 a.m. Conference Call
 - b. July 13th, 10:00 a.m. Conference Call
10. **Adjournment**

**Central MN
Next Generation 9-1-1 Committee Meeting
Douglas County Public Works
526 Willow Drive, Alexandria, MN 56308
Thursday, April 13, 2017 – 10:00 AM**

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:

1. Joyce Zika – Benton County
2. Tom Egan & Mike Henrion – Douglas County
3. Jason Wendt – Grant County
4. Jody Norstegard, Vice Chair – Kandiyohi County (*via phone*)
5. Rich Christianson – Meeker County
6. Victoria Ingram & Jane Holman – Morrison County
7. Judy Siggerud – Otter Tail County
8. Donna Martin – Pope County
9. Laura Anderson – Sherburne County
10. Kathy Struffert & Megan Kampa – Stearns County
11. Judy Diehl, Chair & Chief of Police Ross Tiegs – Stevens County
12. Tracy Koosman – Swift County
13. Sarah Booker – Todd County
14. Erika Pennar – Wadena County
15. Sheriff Rick Fiedler – Wilkin County

GUESTS:

1. Joe Zunker – GIS, Douglas County
2. Caitlin Christenson – GIS, Stevens County (*via phone*)
3. Chelsey Bagent – GIS, Swift County
4. Billijo Porter – Wilkin County
5. Commissioner Jeff Jelinski – ESB Vice Chair
6. Rick Juth – RIC, ECN
7. Dan Craigie – ECN
8. Tim Boyer – State Patrol

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. City of St. Cloud
2. Big Stone County
3. Mille Lacs County
4. Traverse County
5. Wright County

CALL TO ORDER:

Meeting called to order by NG911 Chair Judy Diehl at 10:00 a.m.

INTRODUCTIONS:

Introductions were conducted. There was a quorum for the NG911 Committee.

APPROVAL OF AGENDA

Stevens County made a motion to approve the NG911 Agenda. Grant County seconded, motion carried.

APPROVAL OF MINUTES

Judy Siggerud stated Otter Tail County is not using Pro-West as it was listed under SIP Upgrade on page #4. Wadena and Grant counties stated they do not either. The whole sentence should be removed. *Wilkin County made a motion to approve the amended NG911 minutes from February 9, 2017. Douglas County seconded, motion carried.*

Communications

Chair Judy Diehl said Happy Telecommunicators Week to everyone who works in the 911 industry.

REPORTS:

Updates from ECN

Dan Craigie reported he has been sitting in on meetings with Dana Wahlberg as her right-hand person. Text messaging is coming up. ECN is working closely with Century Link and West, so we have weekly calls to set-up exactly how the planning will go. There is a rough time line. Trying to come up with an initial deployment plan, it will be 16 weeks. Mille Lacs will be the PSAP for Central. There is frustration on how it will go with the provider. Please continue to ask questions to Dana, Dan and Judy. We did a lot of research. There has not been a huge impact. Minnesota Public Safety Communications Conference will have a few classes on text messaging. Mary Philippi will be on a panel talking about her experience. Dana will be talking about texts as well.

We met with the Northwest yesterday. They are interested in a shared 911 call handling system, Logger and CAD. ECN is responding and partaking in an informal study using the existing Mn.IT backbone. A region has requested this, we will look at the financial system to it. When we use Mn.IT's network it is significantly less expensive than the Century Link lines. Maybe a statewide or regional system, there will be options. We could work with Mn.IT to have the hosts at a site. Vendors can be there and put out quotes to the rest of the PSAPs. In the Central Region we have a Logger. ECN will take a more formal look and present at the MSA Minnesota Sheriff's Conference in June.

Statewide NG911 Committee

There was not a quorum for the NG911 Committee. We did have initiatives that we wanted to pass, the amendments to the statewide plan. One is regarding the SIP and text messaging. SIP is stating if you go direct SIP you have to get a firewall. If you do not you have to find another way. State wanted to protect the ESInet. Next week is the State Next Gen 911 Committee meeting.

Statewide NG911 GIS Subcommittee

Newsletter that Adam Iten puts out is available on the ECN website. Central Region has been participating in kickoff meetings. Emergency Services boundary map viewer: Regional PSAPs taking text messages, perhaps your CAD does not show the rest of the counties. This map viewer will be another layer in CAD that you can view statewide. It is supported by MnGEO. Shows PSAP boundaries. It will work with any CAD system common file type. Stevens County has GeoComm. Will it interface with GeoComm mapping, or separate mapping on the same PC as CAD? Adam has said they can work with you. It is a glorified Google map. This will be a simple layer customized to your needs. North Dakota uses a Google map right now for this function. Rick Juth asked for the layer that would be integrated in, who will bear the cost of the vendor doing that? Craigie replied when we saw the demonstration by Adam it was. If there is vendor support needed the PSAP will do that, but it does not seem like a complicated process.

GENERAL DISCUSSION

a. Develop CM Text-to-911 Call Handling Guide

In the packet is the Red River Regional Dispatch Center's (RRRDC) Call Handling Guide. Chair Diehl stated we want to have a call handling guide for Central Minnesota for text to 911. What are people's thoughts as far as the call type? Trying to go away from Ten Codes.

If no immediate indication from the caller that they are unable to make a voice call ask: "Are you SAFELY able to make a voice call?" Chair Diehl said she can tell someone a lot of stuff more quickly in a call, than typing a text message. There is value in having that the first question.

MANDATORY QUESTIONS:

1. Does RRRDC have latitude/longitude because they have use Google maps? Will our ESN map from Adam be able to plot it from the address or GPS coordinates? Leave it either or for now.
 - a. Add lat/long or address.
 - b. Do they come in as Phase I or Phase II? It will be most important for the caller to tell you where they are at. You are not able to rebid the texts. Craigie said they have been very surprised by the accuracy of the lat/long down to 50 meters on a very regular basis.
2. You cannot send a text message from a non-serviced cell phone. Should we maintain we have a callback number from the caller?
3. This goes with #1. You could take a state highway for example. Eliminate #3? You can get an initial address, but may need more information. Get the first two items down right away first, and then #3. Leave it in.
4. Is this for CAD? Can be put into LETG.
5. Given.

Outside RRRDC (Mille Lacs County) area:

1. Chair Diehl has asked Kathy Struffert from Stearns County if they would be interested in being Mille Lacs County's backup.
 - What is <No Venue> in the Venue? Could be for their CAD. Strike this line. Should we make this all one for inside and outside? We will make mandatory questions the same.

Outside RRRDC area (asterisks)

*Given. "If you are unable to reach the caller via text or phone call..." If you do not know the proper jurisdiction create your own event and follow through.

*Given.

DISPATCH INFORMATION

- Inside and Outside will be all one.
- We will ask to follow through.
- **Non-Priority calls-** If you have a deaf or hard of hearing. Do we think it is okay to get all the pertinent information and then call the dispatch? Otter Tail County suggested 'notify' instead of "call." For both priority and non-priority, do not have it say "call." What are thoughts for caller privacy/phone numbers? Morrison County gives phone numbers over the radios all the time. State Patrol did not know about the private information. Chair Diehl said we should leave it up to discretion, if it is more appropriate make a phone call. Broadcast over the radio the initial call to dispatch stating I will call you with additional information. Unless it is urgent imminent danger you can collect the information after the fact.

GENERAL DISCUSSION (Continued)

- a. Develop CM Text-to-911 Call Handling Guide (Continued)

DISPATCH INFORMATION (Continued)

With CMCALL we need to revisit, we all listen to CMCALL and there is a lot of information that does not pertain to us. CMCALL could get overly busy. Notify the appropriate PSAP. Leave it as notify. If you are busy in the PSAP you can give the information to someone else to provide the information. It will depend on what time of day or night it is.

- **Tell the responding agency to call and notify RRRDC that responders are on scene and/or the text session can be ended.** This will be very imperative.

*We do not need to assign units.

Informational

How to use Google Earth:

We do not need to say how to use Google Earth. We will have a new Minnesota GIS map that we will be using. Will use ESN map. Do we have to specify? You still need to locate the call to determine which ESN is appropriate.

Pictures:

Depends on the system VIPER or Airbus. Craigie suggested to scratch this. If someone is on the phone an email address can be given.

To Transfer a Text Msg to another PSAP

This will be a living breathing document we do not know these at this time. Pope County cautioned emailing between different PSAPs. If you are not using a secure address. It could become a data privacy issue if it is a not a secure email.

PSAP List

Is everyone okay with just using our regular Admin lines in here? Some agencies have phone trees. Do we need a number that goes around a phone tree? Douglas County said an Admin phone number that will be answered by the PSAP. Chair Diehl asked each county to write on a piece of paper your right phone number for your agency. Otter Tail County said it hits the receptionist first, if she does not answer it rolls to dispatch. During business hours it goes straight to receptions. This will be on a private page of the website. *Douglas County made a motion to approve the Call Handling Guide changes. Morrison County seconded, motion carried.*

- b. Review MN Text-to-911 Standard draft

This is a standard version of an SOP that the State of MN is working on for a standard. This is more for your information. If you want to be part of the calls let Judy know. There are two reps from each region, but there are more Metro reps than just two. Webinar calls are each Wednesday at 11 a.m. We are trying to keep it at a higher level, and not as granular as an SOP. The most recent draft is beneath the NG911 agenda packet on the website.

GENERAL DISCUSSION (Continued)

c. Develop CM Text-to-911 SOP

Change Title: Central MN Regional Text to 9-1-1 SOP

I. Purpose

- Regional Central Minnesota PSAPs. Put PSAPs in parenthesis.

II. Policy

- At Mille Lacs County, Stearns County or at PSAP receiving text?
- It talks later about not using a lot of abbreviations. Will we allow for expediency? We do not have to have a scripted text. We can have pre-canned messages. Stearns County suggested to take the word 'abbreviate' out so text callers do not take that as abbreviated. "may shorten the questions."
- Try to find wording for PSAPs that will be handling: "Designated PSAPs"

III. Text to 911 Call Processing

- A. Positron 9-1-1 telephone system: Designated center on their 9-1-1 CPE equipment.
- B. We do not know if B will work yet. Start doing testing by June. Mille Lacs has VIPER. VIPER will be a more simple process. Stearns County has VIPER as well. Vice Chair Norstegard suggested the verbiage they worked on yesterday and she read the statement. Take the language out of the state standard.
- C. We discourage typing in All Caps, but leave it there in case someone forgets etiquette.
- D. Leave in.
- E. We all prefer to answer 911, where is your emergency, so we know where to transfer.
- F. Can you ping without getting a subpoena for a hang-up call? Pinging a 911 depends on what you hear on a phone call. Which we will not hear on a text. "If it indicates an emergency" is it safe to leave in? Does the language need to be a subset of F? If it indicates an emergency, say, "this may include" for if the situation may warrant. If Mille Lacs has the long/lat whose responsibility is it? Mille Lacs would pass it on to the county. If we get the phone number. Once the location is determined, if they lose contact, it will be up to PSAP to follow-through with calling the cell phone carrier. After "If the initial message indicated an emergency..." add 'contact appropriate PSAP.' This whole paragraph is not knowing where the emergency is. If caller does not provide an address leave it up to the designated PSAP to follow though. They should still have a lat/long. They would contact Stevens County, for example, to follow through. Designated agency will follow through with no information. Absent of any location information, it is up to Mille Lacs/Stearns the designated PSAP to follow through. Craigie said we are coordinating both Airbus and West to give a demonstration.
- G. Agree.
- H. Given. Dispatcher should not use abbreviations after texting lingo? It is implied. Policy says that you can shorten questions. Change to: "All correspondence from the dispatcher should be in plain language and the caller should be encouraged the same." Caller should be encouraged to do the same, rather than not to use the texting lingo.
- I. We do have border counties in our region. Verifying city and state is necessary. National Academy says to have them read back their address. How do we verify that address? Do we text it back to them? Verify the address accounting for possible auto correct from cell phone. When we are asking for the address, should we also be asking for the city and state?
- J. State Standard, do we think that Mille Lacs/Stearns should create an event in the CAD system and transfer it to us? Otter Tail and Stevens counties thought they would want to do that. Make an agency assist ICR. Make a CAD-specific agency for reports.
- K. Important to officer safety. Wilkin County Sheriff and Stevens County Chief of Police concurred.
- L. Leave in.

GENERAL DISCUSSION (Continued)

c. Develop CM Text-to-911 SOP (Continued)

- M. There was long discussion yesterday. Chair Diehl thinks it is important that we keep the text open until responders arrive on scene. Specific to a text to 9-1-1 session. When you end, you cannot initiate a text. After an ambulance will be dispatch. Do not end the session. You can say, “we are not actively texting, but I am still here with you.” Instead of text or call back, let me know if anything changes. Rick Juth asked will Mille Lacs County keep the session open until the other county arrives on scene? Designated PSAP stays on the text message. We talked about CMCALL. Assign a Central MN talkgroup for the PSAPs to talk back and forth. It might be easier to do it over the radio. Get it on a different CM talkgroup. You could still use CMCALL and say let’s switch to CM # for more information. Craigie said to keep text session open and voice call. You can do those simultaneously. When you put text session on hold and you are on a voice call you will not see the text update, you have to put the voice on hold. There could be a hardware update before that happens. Do you have to put verbiage in there for StatusBoard? Use an available CM talkgroup. Imply check StatusBoard to see if it is available.
- N. It is up to sheriffs if each PSAP has a designated cell phone to text back. Under no circumstances should one use a personal cell phone. It would not be recorded if it is called into court. Some type of policy. Mille Lacs/Stearns will be doing this, not us, yet. If we lose contact with them they could give us the number to try to reach back. Period, and cross off use the dispatch cell phone. Commissioner Jelinski said he has heartache of using ‘Under no circumstances’ if you have no other options. Discussion if you use your personal cell phone for text than it becomes part of that case. There are a lot more court cases now where only this date or time information can be searched. Caveat is that extreme discretion should be used. It is strongly discouraged, but according to agency policy. Telecommunicators are strongly discouraged, or use a dispatch phone if applicable. A cell phone could be purchased for this use. Add something about agency policy. It is strongly discouraged, ‘per agency policy.’ “You should not use your personal cell phone.” Agencies should be encouraged to buy a cell phone.
- O. Otter Tail County suggested the last sentence should be stricken. At that time the dispatcher has more information. Ask the caller if their phone is on silent? This is up to each agency. Striking the sentence and not saying dispatcher trumps the officer. If dispatch advises officer of safety concern.

IV. Handling Calls for Incidents in other Jurisdictions

Designated Center for Central MN. By phone or radio.

- A. Strike it and say relay to appropriate agency. Has adequate information. Session should be kept open. Getting rid of to mark the call ready in the CAD system. Call will be created in CAD.
- B. None.
- C. We worked on the list during the meeting.
- D. You would not say this is the wrong agency. This is “agency” stay on the call with me while getting the other agency.
- E. Mille Lacs County was chosen because they are on the Logger. Stearns will have the capability for logging. Other than Central MN from RRRDC. Leave in for now. Agencies that receive are responsible for recording. Anyone outside of Law Enforcement will need a subpoena.

V. Transfer of Text to 911 Calls

Strike out voice call.

VI. Language Line

- A. We do not have Language Line text to 911 capabilities at this time. Rather than “the call taker will use any means necessary to assist the caller.” Does Language Line have a screen shot?

GENERAL DISCUSSION (Continued)

- d. Memorandum of Understanding CMESB Draft
Draft the RAC worked on for the understanding between Mille Lacs and Stearns. Stearns County will need to send a 911 Plan Change Letter to ECN to say they are the back-up. (6.) Funding Source: There may not be any ECN funding, but they will take care of the firewall. Each agency will be paying for their own CPE or if a grant becomes available. Mille Lacs County will not be charging us at this time. Stearns County is unsure. ECN is paying the licensing, it is tiered. It does not matter how many PSAPs go, ECN will cover the licensing. After this expires, if a PSAP does not want to take text messages then a financial situation should be worked out. In the future there could be a cost. Central MN has to have something in writing. (7.) Liability: What is the liability for Minnesota State Statue? Can we ask the St. Cloud attorney (ESB's legal counsel) for this? Looking at the possibility of testing text to 911 with TCC and wireless carriers. Texting testing in June. Going live with text to 911 by summer or fall. The goal is to have it live for a month or more before making announcements. You will be able to figure out texting volume during that timeframe. Good time for an agency to do testing. Announcement from ECN is: Call if you can, text if you must. Deployment schedule is 16 weeks. All PSAPs have been designated and done, then test. VIPER will be shorter, Airbus may be longer. Central Region will not be announced individually, it will be one announcement that the state is accepting. ECN Conference will have Mary Phillippi there. Alex Tech would like to do anything that we have for them. Vendors will also do training. Can you send a wifi text? Text messaging in total is not 100% reliable. When they get to the testing phase you will have a script to test out scenarios.
- e. DECN Conference Memo 2017
ECN conference memo. ESB has voted that a number of people can go from each agency. You will need to let us know by April 17th. Judy read the reimbursements.
- f. MnFCP Weekly Status Report
Rick Juth reported AT&T was awarded the contract for national partner. The announcement stated AT&T would use \$40 billion of their own money in addition to the contract awarded to build this network across the country. Awaiting draft state plan from FirstNet, there is no date. Hope to have the state plan received and reviewed back to FirstNet, final state plan received reviewed, and recommendation back to Governor by end of the year. AT&T has said if you are a current Public Safety customer you will begin to receive priority/preemption across their networks. This is going to be an option for Public Safety as another network you will be able to make a decision on migrating to. If FirstNet is not attractive to you, you will not be forced to move to it. AT&T will have to provide milestones or be subject to monetary penalty, like ARMER was. You may not see the coverage you desire for 5 years from now. The state, ECN, SECB, does not know what their role will be post-deployment of the system. Individual agencies may work directly with FirstNet. This is a federal national network. Workgroups will reconvene to review it. To see how close it comes to the criteria the state set. Chair Diehl noted that Televate and FirstNet will be part of the conference. FirstNet will affect 911, imperative for 911 folks to stay apprised of FirstNet. Douglas County asked what capabilities FirstNet will have for data and what we do in our Dispatch Center. Pretty much what we do now. Chair Diehl gave an example one of the speakers was LA RICs during the Rose Parade they had cameras at every corner and the speed coming into the dispatch was phenomenal. Rick Juth noted video from drones could be sent anywhere. People are going to have to start thinking about what is possible with a dedicated Public Safety network. Do not have to worry about security or interference from non-Public Safety. Rick also mentioned building mapping, schematic of a high school, etc.

GENERAL DISCUSSION (Continued)

f. MnFCP Weekly Status Report (Continued)

Douglas County asked about the radio system and using FirstNet as a system. This is a data network, mission critical push-to-talk is nowhere near ready. Verizon will be a vendor at the conference. They will probably come up with competitive plans for their existing customers.

MINNESOTA STATE PATROL

Tim Boyer, Director of Communications at State Patrol, acquired Rick Juth's position upon retirement. He spent 12 years with State Patrol as a dispatcher. State Patrol has had a visible absence in regional meetings. Partly because of staffing levels, down 8 dispatchers, 4 out of Rochester. Going forward we can afford to take from a supervisory level above to be involved in these meetings. Good group, productive, great to see there are willing people. Would you want the State Patrol as a standing report to discuss concerns? Is there anything we can do to for you to get your job done? If you do not like the way they talk on the phone let them know. Chair Diehl stated when we first started meeting before a committee we used to have State Patrol at our meetings. There is a benefit for transferring 911 calls to State Patrol, or questions or incidents that need to be reported. Do you think State Patrol should be a report? Douglas County reported working with State Patrol on a daily basis. At three districts the PSAP manager who reports to Tim has set up meetings that coincide with RAC meetings. Agenda talks about things State Patrol has been up to and opens the floor for questions. Rick Juth pointed out that none of those three regions have a committee like this. Chair Diehl would think about adding to this agenda. Bring back to patrol management, State Patrol on this committee, but also on the Users Group agenda and not only a representative from Roseville, but a uniformed participant from two patrol districts that cover the region. Boyer responded that happens in the Southeast region where a lieutenant attends, as well as someone from radio. Significant turnover and they do not know any better, they just know what they know. PSAP manager developed at training process. Are upgrading CAD for statewide in June, you may see a bit of lag time. Software will be two versions newer. We are three versions behind. In October 2018, they will be where they should be. Boyer has gone through 19 staff that have come and gone since he has been there in 2 years. Chair Diehl asked if the State Patrol will be using the new maps that ECN will be implementing? Boyer replied a contractual agreement is almost final for purchasing TomTom data which will be updated quarterly. Judy Siggerud discussed sending an email about a complaint with an officer to Boyer. If State Patrol takes a call on the highway who do they call?

ECN – DAN CRAIGIE FIREWALL PRESENTATION

Dan Craigie is a Project Manager with ECN who started at the end of November. Public Safety is new to him, but he has a Navy and I.T. background, so the 911 network is not completely foreign.

- Alternate and Abandoned routing. Changes that have occurred.
Alternate = Automatic Re-Routing (conditional routing)
Abandonment Routing = Manual Re-Routing
- Changes to these routes require Plan Change Letter.
- Alternate Routing – in business but all sessions are full. There is routes established. When you are busy your traffic will go somewhere else.
- If a call is not answered within 120 seconds, network is waiting for. In Metro, wireless sessions are full they will go to a fast busy.
- Direct SIP. It is your equipment that determines.
- Non-direct SIP. Networks knows how many trunks. Automatically route.
- Want to use the value of ESInet. Consider PSAPs and not admin lines.
- There are many reasons to abandon. You have 10 abandonment options, but only one alternate route. You will have options if something happens. If you are trying to do this in an emergency you could have 2.5 hours your citizens could not access 911.
- Abandonment Routing PAD was explained. Difference between this and calling could make a big difference. ECN feels this is a very valuable device to have. Craigie showed examples of pre-programmed routings. ECN will supply best practices. Chair Diehl asked if this PowerPoint could be available for our committee.

ECN – DAN CRAIGIE FIREWALL PRESENTATION (Continued)

Stevens County took down Morrison County. On March 6th, Chair Diehl received a call from Century Link NOC. Diehl explained the incident, we could not get any 911 calls from landlines, but cell phones could work. Diehl asked to abandon calls to Douglas County. Two hours into it they said the calls were being forwarded to Douglas County, but Morrison County's calls had actually been abandoned to Crow County. Victoria Ingram was getting notices that there were outages. They are getting all their 911 calls, calls to NOC. After an hours' worth, she called the service manager directly, they had to confirm the city they called from. They never disclosed the confusion. They said they would switch their calls back from Crow Wing, but Crow Wing County was still receiving their 911 calls. They mistook the City of Morris in Stevens County for Morrison County. Be aware when they are doing their abandonment routing for you, check that it is working. Craigie has requested an official investigation to Century Link on why they did that. There has to be some liability. Craigie has looked at all the network outages, and he will put it next to what they say. He will call them on it or they fess up. "Non-impacting PSAP outage," they had said there was a fiber cut in Washington County. Tell ECN about these type of issues they do want to know. When it comes to text messaging, still waiting on official word if there needs to be a separate plan change or if it will mirror the voice side.

- Cybersecurity: Regarding Public Safety at the PSAP level. Craigie was brought on to manage a statewide network. Goal is to make sure dispatcher can take calls and dispatch services. We are told by federal government that this is a significant issue. It has also happened with a link on social media that if you had an iPhone it called 911 continuously. No one was hacking into PSAP, but it is considered a threat.
- Every PSAP should be logging who enters the PSAP. ECN can manage firewalls.
- Intrusion protection and intrusion prevention. Routers that are there from Century Link. Required if you are a direct SIP.
- Legislation on public level that is bipartisan. Senator Amy Klobuchar is leading the effort. See APCO guide. Coordinated and centralized monitoring center. ECN is excited about the project.

Chair Diehl explained how Jody had to leave the 911 Conference early because their Admin phone lines were all hacked. Craigie described an RRRDC issue with Robo calls to 9-1-1.

UPCOMING MEETINGS

- a. May 11th – 10:00 a.m. Conference Call
- b. June 8th – 10:00 a.m. Conference Call

ADJORNMENT:

Chair Diehl made the executive motion to adjourn the meeting and the motion was carried unanimously at 1:53 p.m. Chair Diehl said she hopes that everyone can attend the conference. Ask your Sheriff because the ESB will be paying for 6.

Minutes by Shari Gieseke.

Central Minnesota Law Enforcement Call Handling Guide

Text to 911

Description of Activity:

Call Type: Use Appropriate Call Type

Ten Code: N/A

If no immediate indication from the call that they are unable to make a voice call ask:

“Are you SAFELY able to make a voice call”

If unable to make a voice call, proceed as follows

MANDATORY QUESTIONS	DISPATCH INFORMATION
<p>Central Minnesota</p> <ol style="list-style-type: none">1. What is the address/location of the incident? Verify. Use the latitude/longitude shown on the ALI screen if caller is unable to provide.2. Caller’s name and phone number? Is it important to confirm that the caller can be reached at the same number the text is originating from.3. If the caller is in a rural area, obtain common sense directions to the address/location.4. Change call source to “TEXT 911”5. Continue line of questioning based on appropriate call type. <p>Outside Mille Lacs County</p> <ol style="list-style-type: none">1. What is the address/location of the incident? Verify. Use the latitude/longitude shown on the ALI screen if the caller is unable to provide.<ul style="list-style-type: none">• Create CFS2. Caller’s name and phone number?<ul style="list-style-type: none">• It is important to confirm that the caller can be reached at the same number the text is originating from.3. If the caller is in a rural area, obtain common sense directions to the address/location.4. Change call source to “TEXT 911”.5. Continue line of questioning based on appropriate call type. <p>*If you are unable to reach the caller via text or phone call, create CFS for 911 Hang-up and notify the proper jurisdiction. *If the caller is able to SAFELY make a voice call to 911, follow-up with the jurisdiction immediately.</p>	<p>Central Minnesota Dispatch according to Call Type</p> <ul style="list-style-type: none">• Do not end session until responders are on scene and with the caller. <p>Outside Mille Lacs County</p> <p>Priority Calls – Notify appropriate PSAP after address, phone number and call type have been determined. Update them as needed as information is gathered. Non-Priority Calls –After all information has been gathered notify appropriate PSAP.</p> <ul style="list-style-type: none">• Tell the responding agency to call and notify Mille Lacs County/Stearns County that responders are on scene and/or the session can be ended. <p>*Call over radio with initial information and follow-up with phone call.</p>

Informational

To Privately Chat with another PSAP in a Conference after a call has been transferred:

- #P

Informational

Mille Lacs County/Stearns County will use the ECN map to notify the appropriate agency.

911 Standards, Protocols, Procedures

Document Section (FILL IN #)	Title of Section	Status: Committee Date: 00/00/00
State Standard Number	x.x.x	
Standard Title		
Date Established	00/00/00	SRB Approval: 00/00/00
Replaces Document Dated	00/00/00	
Date Revised	00/00/00	

1. Purpose or Objective

The purpose of this operational standard is to standardize the method of receiving and processing Short Message Service (SMS) text-to-911 calls throughout the State of Minnesota. Use of this operational standard will promote the standardization of text-to-911 call handling among jurisdictions across the state. The purpose of text-to-911 is to provide a means of communication between the caller and the Public Safety Answering Point (PSAP) when it is not feasible for callers to make a traditional voice call.

2. Background

▪ Capabilities

PSAPs that have Customer Premise Equipment (CPE) capable of handling text-to-911 calls and is directly connected to the statewide Emergency Services IP Network (ESInet) will be allowed to take text-to-911 calls after they submit a 911 Plan Change letter to Emergency Communication Networks (ECN). Each position in the PSAP should have the ability to process all calls that require the use of SMS text-to-911 calls.

▪ Constraints

Constraints of text-to-911 include caller location accuracy. Text-to-911 provides the geographical coordinates of the cell sector centroid to the PSAP. This provides a comparable accuracy factor to that of phase one wireless data.

Text messaging to 9-1-1 is a best effort service that utilizes the public SMS text network. As with any SMS texts, there is no guarantee on the speed of delivery, or if the SMS message will be delivered at all. SMS messages may also appear out of order. Accordingly, it may take longer for a call taker to process an SMS text to 9-1-1 request than a traditional 9-1-1 voice request, which in turn may lengthen the public safety response time.

The call taker should consider keeping the session open until responders have made contact with the caller. This will allow for gathering additional information if necessary.

Before the call is released, a message should be sent to the caller indicating that the session will be ending. A text-to-911 session cannot be restored or initiated unless the caller messages 911 again in a new session.

3. Operational Context

Callers who find themselves in a situation where they are only able to text, or individuals who are hearing or speech impaired may opt to use text-to-911. Voice communications is still the preferred medium to reach 911 and will be promoted as such throughout the state.

4. Recommended Protocol/ Standard

A) Text-to-911 Call Processing Considerations

1. Calls received via SMS messaging will come into the PSAP on a designated queue.
2. The text message screen will show the latitude/longitude of the centroid of the cell sector (similar to wireless phase 1), not the location of the caller. The call taker can rebid the location information if necessary. Location information may or may not improve with a rebid.
3. Due to limitations with SMS messaging, messages shall be limited to 160 characters before sending the message. If the caller goes over 160 characters, the call will be broken up into multiple messages. It is possible for the messages to arrive out of order.
4. Call takers will process all text-to-911 messages with the same priority as they do with all other 911 calls.
5. The PSAP should have a generic opening message that does not identify the PSAP in order to avoid confusion since regional PSAPs are being used to take texts for other agencies.

B) Text-to-911 Call Processing

1. The address or location must be verified on all text-to-911 calls as well as the phone number the text is coming from. A mistyped or autocorrected street name by the caller may provide the call taker with a wrong address.
2. The call taker should ask the caller if they can call in by voice (if it is safe to do so), unless it is made clear from the onset of the call that the caller is only able to communicate via text.
3. It is recommended that PSAPs have an alternative option for initiating outbound texts in situations where additional information may be needed and the text session was terminated, such as a PSAP cellular telephone.

- If an alternative option is utilized, a general “do not reply” disclaimer should be used. (i.e. CAUTION- DO NOT REPLY TO THIS NUMBER – Please call 911 if assistance is needed. This telephone is not monitored or used to reach 911.)

C) Relaying a Text to Another PSAP (without texting capabilities)

1. If a text message is received and it is determined that the emergency is occurring in another jurisdiction, all pertinent information will be gathered and relayed by phone, radio, or whatever means the PSAP has to the appropriate PSAP for dispatch if that agency does not have text-to-911 capabilities.
2. The appropriate agency will be notified of the incident as soon as the receiving PSAP is able taking into consideration factors such as the nature of the situation, priority, and when the call taker has adequate information.
3. The text session should be kept open until it is appropriate to release the call in case additional information is needed.
4. The PSAP should document the text-to-911 call according to their agency Standard Operating Procedures (SOPs).
5. At no point should the caller be advised that they have reached the wrong agency and need to dial a different number to reach the correct agency.
6. All text-to-911 calls will be recorded and archived the same way as a voice 911 call.

D) Transfer of Text-to-911 Calls

- 1) If the incident needs to be transferred to another agency that is capable of receiving SMS messages, the call taker will transfer the text-to-911 call.

5. General

1. Pre-set messages are available and configurable according to agency protocol. The use of pre-set messages is recommended.
2. When pre-set messages are being used, the following order of questioning should be used at the beginning of a text session:
 - What is your location?
 - Can you place a voice call?
3. Call takers should avoid the use of texting lingo. The call taker should only use plain language.

6. Management

The Next Generation 911 Committee of the State Emergency Communications Board (SECB) is responsible for the oversight of the standard. It is highly recommended that PSAP managers implement this standard and train their personnel accordingly.

7. References

APCO
NENA
RRRDC
Metro Standard

DRAFT

Memorandum of Understanding

DRAFT

This Memorandum of Understanding (MOU), is made and entered into the _____ day of _____, 2017 by and between the Central Minnesota Emergency Services Board, hereinafter called the CMESB and the Central Minnesota Public Safety Answering Points, hereinafter called PSAPs.

WHEREAS, the Joint Powers Agreement (JPA) through the CMESB was amended to facilitate the planning, coordination and delivery of emergency communications services and emerging services such as Next Generation (NG 911) including text, video, and photographs for the CMESB; and,

WHEREAS, there are nineteen (19) CMESB PSAPs that desire to provide a coordinated Text-to-911 service to the citizens of CMESB; and,

WHEREAS, Text-to-911 will provide citizens with enhanced access to emergency communications in situations where a voice call could endanger the caller, or a person who is deaf or hard of hearing is unable to make a voice call; and,

WHEREAS, CMESB has been evaluating and planning NG911 network strategies in cooperation with the CMESB NG 911 Committee; and,

WHEREAS, FCC has mandated that wireless companies provide a means of texting to 911 by the end of 2014; and,

WHEREAS; a non-comprehensive and uncoordinated interim Text-to-911 implementation would cause confusion not only for citizens but for area PSAPs; and,

WHEREAS, only the Mille Lacs County PSAP and Stearns County PSAP currently have equipment to receive a Text-to-911 within the CMESB; and,

WHEREAS, technology exists to bring a text from any part of CMESB to the Mille Lacs County PSAP or Stearns County PSAP; and,

WHEREAS, other CMESB, county and local PSAPs desire to have a Text-to-911 capability for emergency services requests; and,

WHEREAS, these same CMESB PSAPs do not currently have the equipment capable of receiving a Text-to-911; and,

NOW THEREFORE, in consideration of the mutual agreements contained herein, the parties do hereby agree as follows:

1. **Purpose.** The purpose of this MOU is to establish a framework that allows for a Text-to-911 within the CMESB to be received by the Mille Lacs County PSAP or Stearns County PSAP and thereafter be disseminated via a voice call to the proper PSAP within the CMESB.
2. **Duration and Notice to Terminate.** The duration of this MOU will be determined as other CMESB, county PSAPs acquire the proper equipment to assume taking their own local Text-to 911 messages.
 - a. PSAP managers shall notify the CMESB Next Generation 911 Chairperson when they plan to obtain the necessary equipment for taking Text-to-911 messages within their own jurisdiction.
 - b. Upon successful installation and testing of their own Text-to-911 equipment, PSAPs will be required to accept Text-to-911 messages within their own jurisdiction.
 - c. PSAPs may, upon request of the CMESB, accept Text-to-911 messages from other jurisdictions who have not yet acquired the proper equipment.
 - d. Any party may withdraw from this MOU upon giving written notice to the CMESB at least six (6) months to the effective date upon which the party desires to terminate its participation to this MOU.
3. **Powers and Authority under this MOU.** The Mille Lacs County PSAP, Stearns County PSAP and the CMESB shall have the following powers.
 - a. Within the limits of initial and annual budget, construct, equip, maintain and manage the necessary equipment for Text-to-911 capabilities
 - b. Execute such contracts with providers for the management and operation of Text-to-911
 - c. Establish rules and regulations for the maintenance, operation and procedures for Text-to-911 for all parties
 - d. Appoint and/or make use of subcommittees if necessary to assist in the carrying out of this MOU.
4. **Financial Obligations Under this MOU:** The Mille Lacs County PSAP, Stearns County PSAP have no financial obligation under this MOU other than to maintain

_____ **Minot/Ward PSAP**

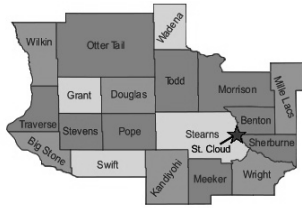
Date: _____

_____ **Dickinson/Stark PSAP**

Date: _____

Etc, etc, etc,.....

Etc, etc, etc,.....



CENTRAL MINNESOTA REGIONAL RADIO BOARD

FINANCE (320) 255 - 7208

FAX (320) 255 - 7297

MEMORANDUM

To: CMESB Sheriffs

From: Jim McMahon, Central Minnesota Emergency Services Board Chair

Subject: *NextGen 911 (NG911)* Best Practices Guide

Date: April 27, 2017

Dear Sheriff _____,

The Central *Minnesota Emergency Services Board (ESB)* granted approval of the *Central Minnesota (CM) Emergency Communications Professional Best Practices Guide* during the March meeting. The intent of the Best Practices Guide is to ensure the dispatch professionals in Central Minnesota have the appropriate training to perform their duties in such a way as to provide the finest emergency response to the residents and visitors of our region.

The CM Best Practices Guide was drawn up by the CM *NextGen 911 (NG911)* Committee, and has undergone scrutiny at several other CM committee meetings prior to the ESB final approval. We are including a copy of the approved guide for implementation in your PSAP.

As *Chair of the ESB* and a former Sheriff, and as *Vice-Chair of the ESB* and a former Public Safety Communications Administrator, we know the importance of having a highly trained professional answering the calls in the PSAP.

Fundamental training is necessary for the dispatcher to offer the level of service the public is entitled to in emergency, as well as non-emergency situations. We feel that officer safety is at risk when training is not taken seriously.

This best practices *document provides uniform guidelines across the entire Central Minnesota region and will allow your dispatch trainers to determine if the training that your agency provides meets your expectations.*

If there are any questions about any section of this guide, you could certainly bring them up at one of the CM NG911 meetings, or send an email to the CM NG911 Chair, Judy Diehl judydiehl@co.stevens.mn.us or Vice Chair, Jody Norstegard 3502@co.kandiyohi.mn.us.

Sincerely,

James McMahon
Central Minnesota Board Chair