

Central Minnesota NG911 Committee
Thursday December 10th, 2015 – 10:00 a.m.
Douglas County Public Works, Alexandria, MN
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 November 12, 2015 Meeting (**P1-4**)
- 5. Reports**
 - a. Statewide NG911 Committee
 - b. Statewide NG911 GIS Subcommittee
 - c. Updates from ECN

- 6. Communications and Incidents**
 - a. Phase I versus Phase II Calls
 - b. Other Issues

- 7. General Discussion:**
 - a. Training Update
 - b. 9-1-1 Call Type Definitions (**P5**)
 - c. 2016 Meeting Schedule (**P6**)
 - d. Regional Coordinator

- 8. Upcoming Meetings**
 - a. January 14th, VCT or Conference Call
 - b. February 11th, VCT or Conference Call

- 9. Adjournment**

**Central MN
Next Generation 9-1-1 Committee Meeting
Conference Call or VCT
Thursday, November 12, 2015 – 10:00 AM**

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:

1. Joyce Zika & Pat Tarpenning – Benton County
2. Dean Wrobbel – City of St. Cloud
3. Tina McPherson, Vice Chair – Douglas County
4. Jason Wendt – Grant County
5. Jody Norstegard – Kandiyohi County
6. Rich Christianson – Meeker County
7. Al Fjerstad – Mille Lacs County
8. Victoria Ingram – Morrison County
9. Donna Martin – Pope County
10. Megan Kampa – Stearns County
11. Judy Diehl, Chair & Ross Tieg – Stevens County
12. Sarah Booker – Todd County
13. Karen Klemm – Traverse County
14. Luke Manderschied & Erika Pennar – Wadena County

GUESTS:

1. Paul McIntyre – Mayo/Stearns County
2. Caitlin Prodoehl – Stevens County
3. Dana Wahlberg – 911 Program Manager, ECN

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. Big Stone
2. Otter Tail
3. Sherburne
4. Swift
5. Wilkin
6. Wright

CALL TO ORDER:

Meeting called to order by Chair Judy Diehl at 10:02 a.m.

INTRODUCTIONS:

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

APPROVAL OF AGENDA

Chair Judy Diehl moved 'Updates from ECN' first on the agenda in order for Dana Wahlberg to provide the report. *Wadena County made a motion to approve the NG911 Agenda. City of St. Cloud seconded, motion carried.*

APPROVAL OF MINUTES

Mille Lacs County made a motion to approve the NG911 minutes from October 8, 2015. Wadena County seconded, motion carried.

GENERAL DISCUSSION:

COMMUNICATIONS AND INCIDENTS

None.

REPORTS:

a. Updates from ECN

Dana Wahlberg gave Adam Iten's GIS subcommittee report first. The first newsletter issue will be distributed via email today to all PSAP managers and stake holders. The current list on file will be used based on the data most recently submitted. Newsletter will also be available on ECN's website. MnGEO and NextGen 911 is an actual dedicated team now, with three employees that are collecting and aggregating all PSAP boundary data that you all have been sending up to them as well as Emergency Service Zone data: Law enforcement, fire, ambulance boundaries, and those that have rescue squads or First Responders as well. MnGEO means 'MnGEO and us.' They are assisting us on the FirstNet project. Televate has asked for boundaries for the opt-in/opt-out study. Functional requirements and work code diagrams for that GIS data portal, which is going to be dedicated for us, are currently being determined and they are documenting how that work flow will go. Will be in a dedicated server, not shared by anyone else. The GIS subcommittee is working on standards with MESB so that we have a statewide commonality on our standards. Goal is to have a standards document ready for NextGen Advisory Committee by 2016. And because you guys have a regional NG911 it will come to you next. For other regions, it will go to their Users group. Adam has been doing tremendous work, he is a good relationship builder and an organized guy, we are lucky to have him and he is a good resource for you.

NextGen Report: Regarding the FCC mandate concerning notifications for outages to PSAPs, we have been trying to consistently send the same contact information out to the carriers. But some carriers may be coming directly to the PSAPs for that information. The whole effort of trying to keep the list consistent, is for them to come to the state. If you are getting requests from carriers individually, you can certainly refer them back to Dana and she will give them a statewide list. The phone number is the 24-hour number for the PSAP, and the PSAP manager's email depending on your protocol, if your PSAP manager wants to be notified during the night. These notifications are not anything that you probably need to be real concerned about. It may be that a carrier is just calling to tell you they cannot go to Phase II for some time. If there are no objections, that is the approach that we will take. Judy Diehl replied that she thought it was best for them to go straight to the state. Dana thinks that they have been having good luck with that.

Dana has been asked to provide a primary contact email and name for every county's PSAP to go into WERM (Wireless Emergency Response Management). There was a list probably about six months ago that has some errors and Dana has made some corrections. Pope, Grant, Stevens, Wilkin counties, what all of your counties have indicated is that GIS is the contact at gis@geocom.com. Dana does not want to start acquiring charges with this. She thinks it should be generated at the PSAP level. Dana discussed the changes with the counties. Dana asked if those counties use GeoComm, and counties responded that they use them for mapping. Dana does not think that they were clear with what they were asking for. WERM is moving along, we are making progress, Dana is sad that Patty left. Cathy Anderson and I are doing our best. Hopefully by the end of the year we will be close to rolling out live.

REPORTS: (Continued)

a. Updates from ECN (Continued)

We have been working with Jason Horning, Dana's counterpart in North Dakota. This is related in your region to maybe just Wilkin County, but Traverse borders North Dakota and South Dakota, so it would affect them too. Work with Century Link and Intrado. Done some preliminary testing with Pembina and Kittson County. Now North Dakota is almost completely migrated to the ESI net. Century Link is not sure this can be done without a product feature enhancement, which may mean they are planning to charge. States are starting to get ESI net and are addressing issues that they have dealt with in the Legacy environment. There will be a call tomorrow about how soon this will be approached. For Traverse and Wilkin you can expect to be hearing from Dana and consultants with MCP. They will help you with testing and walking through the steps. At the end this will be a good enhancement for all of you. Karen from Traverse County stated that they get more South Dakota calls than from North Dakota. Dana said they will do the same thing with Iowa and South Dakota. South Dakota will be a little different because of TCS so there has to be some networking interfacing done between Intrado or via IES and TCS, but that is a little further out. Judy asked Al to discuss the call that Toni Clarin took in Mille Lacs County. Judy read the email regarding this call from 11/4/15 that presented as a non-initialized call. Mille Lacs County did a rebid and got a different number and Dana did not understand that at all. Dana will forward this call on to Paul Mraz. Stevens County is still having dropped calls from September-November, and IES is seeing the dropped calls in Stevens, Pope and Grant Counties. Donna from Pope said it is a software issue with IES, because the problems never occurred until they did the final upgrade over a year ago, ever since they updated their router. Donna said other counties have had it too after their upgrades, on behalf of Airbus on their CPE. Judy explained the difference between abandoned calls and dropped calls. In Pope the call rings, you try to answer it and it keeps ringing. Kandiyohi had a couple, but it has been a month or two since they had them, they are presenting with all zeros. Stevens County will go to answer a call and it will ring over to the next trunk. Traverse is also experiencing this, in the past month they have had about three of these calls and Steve from IES is researching this also. 27 calls have been coming in as Phase I and 100% have been Verizon. This is coming on three different tower sites. Dana requested the information and she will send it to Verizon. Dana explained how PSAPs are migrating to IP networks off of analog and the calls are going through and presenting a lot quicker. So, Phase II information is having a shorter amount of time, and not enough time to go out to the satellite. Dana would love to participate in 7 of these regional meetings a month because she thinks it will save her a lot of one-on-one time. Dana said that Adam and her are for sure coming to the in-person meeting in December. Paul McIntyre did join the call shortly after 10 a.m.

b. Statewide NG911 Committee

They are no closer on the standards committee to getting and answering PSAP Phones Standards due to waiting for NENA to get their standard revised. The committee has reconvened and are deciding which standard to tackle next.

c. Statewide NG911 GIS Subcommittee

Caitlin Prodoehl said they met at the October GIS conference in Duluth and gave us a PowerPoint presentation on GIS. They are trying to get GIS standards in place as soon as possible. Watch for the newsletter to come out today.

BYLAWS DISCUSS AND REVIEW

Judy Diehl asked the group if they had any changes needed for the ByLaws. There were none, so this will be passed on to the ESB meeting on December 16th for their approval.

TRAINING IDEAS AND OPTIONS

Judy Diehl told the group that we will want to focus on NG911. School shootings were suggested. Tina said we are also dispatchers, and we could go for any dispatch ideas not just NG911. This training committee for Central Minnesota could be for everything that can help the dispatchers: active shooters, suicide interventions, school shootings, the ones that are coming to APCO are really good. Central MN does have dollars available so we should give them ideas. There was consensus that definitely your scenario-based calls would be good training, also radio-based training where you are patching different entities together. Judy thought that they did 3-4 trainings on the MC7500, and some for EFJohnson consoles, etc.

2016 MEETING SCHEDULE

Judy reminded the group of the in-person meeting in December. Perhaps we will still hold the March meeting on the second Thursday because during conferences it gets kind of busy.

PHASE I vs. PHASE II CALLS

Mille Lacs County is not seeing as many as they were, but it seems to be going in streaks.

UPCOMING MEETINGS

- a. December 10th, Douglas County Public Works/Conference Call
- b. January 14th, VCT or Conference Call

ADJORNMENT:

Traverse County made a motion to adjourn the meeting. Mille Lacs County seconded, and the motion was carried unanimously at 10:59 a.m.

Minutes by Shari Gieseke.

9-1-1 Call Type Definitions:

Abandoned Call – A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the Public Safety Answering Point (PSAP) attendant.

Open Line Call - A call placed to 9-1-1 which has been answered by the Public Safety Answering Point (PSAP) attendant. The caller is not in direct communication with the PSAP attendant, however, the PSAP attendant is able to monitor live background noise that may lead to an understanding for the purpose of the call, or that the call is likely an unintentional call.

Silent Call – A call placed to 9-1-1 which has been answered by the Public Safety Answering Point (PSAP) attendant. There is no response from the caller and no background noise. This type of call may be a TTY call from a deaf/hard of hearing person or a person unable to speak, which is absent of baudot tones. The caller may simply be fearful to speak for any reason, such as a domestic violence or home invasion. An alternative means other than voice should be initiated by the attendant to initiate communication with the caller, such as pressing the space bar to generate baudot tones in the event the call is a TTY call, or by asking the caller to press a number on their telephone keypad to generate a DTMF (Dual Tone Multi Frequency) tone to identify they are present on the other end.

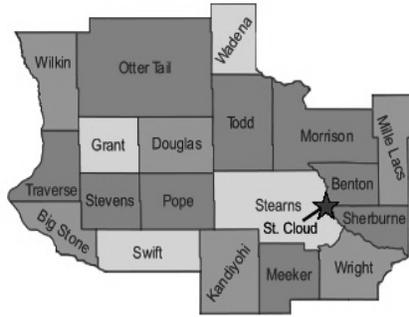
Dropped Call - A call placed to 9-1-1 which is terminated inadvertently after being answered by the Public Safety Answering Point (PSAP) attendant. This would typically be a wireless call that was placed from an area with weak signal strength due to distance of the caller from the nearest cell site.

Phantom Call - An unintentional call to 9-1-1 usually generated by the network equipment detecting an off-hook in the network and sending a call on to the 9-1-1 Selective Router and/or a PSAP. The 9-1-1 selective router will not receive ANI with this type of call and in the absence of ANI, will insert an ESCO (Emergency Services Central Office) code that will identify the incoming trunk this call was received on. Phantom calls occur in a CAMA MF (Centralized Automated Message Accounting, Multi-frequency) type network and usually do not occur in a SS7 (Signaling System 7) or ISDN (Integrated Services Digital Network) network where out-of-band signaling is used. A technician removing a telco card in the network can create a network off-hook that in turn generates a phantom 9-1-1 call.

Thanks for defining the acronyms, Judy. I don't at all mind you sharing this at all, but you may want to preface that it is meant to be more of an interim guideline (and not an official standard) to follow until the NG911 Standards/Best Practices work group can more fully develop a more comprehensive list of terms and definitions. I suspect there is quite a broad range of terminologies and definitions used not only across the country, but just within MN as well. We may want to model NENA, but certainly that will require some more extensive discussion. If you feel these definitions will help your region with consistency, understanding and conducting appropriate follow up with 911 calls, I certainly don't object to you using this as a tool. Your group may suggest some additional language for clarification and that is fine too.

Good luck tomorrow. Please greet everyone for me and extend my apologies for not being able to attend. I look forward to another opportunity. Adam is looking forward to being with you and has some new and exciting things to share with the GIS project.

Thanks – Dana



**2016 CENTRAL MN Next Generation 911 Committee
MEETING SCHEDULE**

(These are tentative dates and are subject to change.)

<u>Date</u>	<u>Time</u>	<u>Location</u>
January 14	10:00 a.m.	Conference Call/ITV
February 11	10:00 a.m.	Conference Call/ITV
March 10	10:00 a.m.	Conference Call/ITV
April 14	10:00 a.m.	Conference Call/ITV
May 12	10:00 a.m.	Conference Call/ITV
June 9	10:00 a.m.	Conference Call/ITV
July 14	10:00 a.m.	Conference Call/ITV
August 11	10:00 a.m.	Conference Call/ITV
September 8	10:00 a.m.	Conference Call/ITV
October 13	10:00 a.m.	Conference Call/ITV
November 10	10:00 a.m.	Conference Call/ITV
December 8	10:00 a.m.	Conference Call/ITV