

Central Minnesota NG911 Committee
Thursday April 14th, 2016 – 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 March 10th, 2016 Meeting
- 5. Reports**
 - a. Updates from ECN
 - b. Statewide NG911 Committee
 - c. Statewide NG911 GIS Subcommittee

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

- 7. General Discussion:**
 - a. WERM
 - b. RapidSOS
 - c. Interop Conference, April 25th-April 27th

- 8. Upcoming Meetings**
 - a. May 12th, 10:00 a.m. Conference Call
 - b. June 9th, 10:00 a.m. Conference Call

- 9. Adjournment**

**Central MN
Next Generation 9-1-1 Committee Meeting
Douglas County Public Works/Conference Call
526 Willow Drive, Alexandria, MN 56308
Thursday, March 10, 2016 – 10:00 AM**

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:

1. Joyce Zika & Pat Tarpenning – Benton County
2. Tom Egan – Douglas County
3. Jason Wendt – Grant County
4. Jody Norstegard & Ace Bonnema – Kandiyohi County
5. Rich Christianson & Dan Miller – Meeker County
6. Toni Clarin & Al Fjerstad – Mille Lacs County
7. Victoria Ingram – Morrison County
8. Donna Martin – Pope County
9. Laura Anderson – Sherburne County
10. Kathy Struffert & Megan Kampa – Stearns County
11. Judy Diehl, Chair & Ross Tiegs – Stevens County
12. Tracy Koosman – Swift County
13. Sarah Booker – Todd County
14. Karen Klemm – Traverse County
15. Luke Manderschied & Erika Pennar – Wadena County
16. Jason Kramber – Wright County (*via phone*)

GUESTS:

17. Joe Zunker – GIS, Douglas County
18. Brad Bolton – GIS Specialist, Morrison County
19. Paul McIntyre, Users Chair – Stearns County
20. Brenda Orth – Sys Support Specialist, Stearns County
21. Danica Mazurek – GIS, Todd County (*via phone*)
22. Rick Juth – RIC
23. Dana Wahlberg – 911 Program Manager, ECN
24. Cathy Anderson – Standards & Training Coordinator, ECN

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. Big Stone County
2. City of St. Cloud
3. Otter Tail County
4. Wilkin County

CALL TO ORDER:

Meeting called to order by NG911 Chair Judy Diehl at 10:04 a.m.

INTRODUCTIONS:

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

APPROVAL OF AGENDA

Mille Lacs County made a motion to approve the NG911 Agenda. Douglas County seconded, motion carried.

APPROVAL OF MINUTES

Tom Egan was present on last month's conference call. *Mille Lacs County made a motion to approve the amended NG911 minutes from February 11, 2016. Traverse County seconded, motion carried.*

REPORTS:

Updates from ECN

You are encouraged to stay and do the introductory Wireless Emergency Routing Management (WERM) training. The first training was with regional POCs. It did not go quite as smoothly as hoped. There were a couple of questions on the phone and Dana Wahlberg was concerned that everyone did not get a chance to ask questions. Today it will be different, the face-to-face training is designed to be an open discussion to address certain issues/needs with the wireless provision today. After today's training you will be able to get on the application. There is nothing you can do to break it as it is still in a test version. There will be follow-up with 2-3 web trainings. Feedback that we have gotten on the WERM so far is that it is very intuitive and easy to navigate. We anticipate that it will save time over the spreadsheet/email process. This is coming into fruition after more than 5 years. We hope you find it efficient and that it helps improve the wireless provision process.

Our 5-year strategic plan that SECB has approved for Next Gen and also for ARMER, FirstNet and IPAWS will be formally bound. In fall of 2014, the SECB held an intense 2-3 days meeting session with stakeholders across the state. We identified across the group what we would take in from 911 fees. For Next Gen 911, those were identified as text to 9-1-1 and GIS. For Next Gen 911 we would like to be started on the text to 9-1-1 rollout but we struggle with getting the RFP awarded and the contract negotiated. We had two follow-up meetings last week with the vendors to ascertain what their pricing proposals were because each one had bundled their prices differently. The result is that we feel like we now have a good handle on actual charges for the Next Gen network selective routing and associated services. We are feeling prepared to start negotiating with our #1 choice. We have a conference call with the Department of Administration tomorrow. We hope to make that award for a text to 9-1-1 solution and then provide a note to the FCC that is our intent. Then the carriers have 6 months to set it up in the state. Our goal remains that we will have one PSAP in every region that will answer texts for that entire region. Then for the public they do not have to worry if they are within the boundaries of a certain county. There are more than seven PSAPs that want to go live, but the CPE vendors will have to do software upgrades. In the State of Minnesota CPE technicians have a learning curve too. Do not anticipate this can be done in a fast manner. PSAPs likely have a maintenance agreement that will cover software upgrades, but some of the technical labor and time will be an extra charge for the PSAP. If you are interested in being a text to 9-1-1 PSAP reach out to your CPE vendor for a price quote. Most of our PSAPs want to take texts integrated into their CPE. When they purchased their CPE vendors told them that they could take texts to their CPE. They may not have realized at that time how much technical work was in it, but they are seeing it now. There are alternatives, but that has to be a business decision within your PSAP. Another option is the swivel chair approach which is a separate PC that your dispatchers would have to reference to get to the text, but that solution is not ideal. Understand there may be some CPE vendor costs associated with it. 911 call text takers and neighboring PSAP will still have to relay with voice. Raleigh, North Carolina spent more than 3 months in a live environment before their first text came in. PSAPs are testing internally. Al Fjerstad asked if there are a number of PSAPs that have to make the upgrade in the state. Dana responded we do not have that information. What she can say is there have been 18 PSAPs migrating to a direct SIP (Session Initiation Protocol) environment. Dana does not think there is anyone in the state with a VESTA 6 which is required, everyone is on version 3.2. Dana already has more than the 7 initial PSAPs to be the first, so there is no pressure. Judy inquired as to who it was for Central Minnesota. Dana will look into that information.

REPORTS: (Continued)

Statewide NG911 Committee

None.

Statewide NG911 GIS Subcommittee

Dana Wahlberg reported that Adam Iten is making good progress. He is really pleased with the participation in Minnesota with the PSAPs. There are new MSAG lists from IES and Century Link for each county. It will be very important when looking at your GIS and MSAG to make sure that they match. Everything in GIS is in MSAG and vice versa. They have identified discrepancies. They are focusing on the Metro and Northeast region as the pilot project areas. Within the next 3-4 months they will expand out to the other regions. Adam will give you an alert when he will work in your region. We have received CenturyLink and IES' full telephone subscriber counts. All of the ALI data from Intrado, TCS, and Bandwidth has been requested, but we are looking at higher costs to obtain that data. Those are the three that we are aware of. Some of the larger CLECs (Competitive Local Exchange Carrier) have moved their records out of the traditional IES database and put them in VPC. Comcast and Mediacom have done it with all of their records. They are pushing back hard, they do not want us to have that information. We are looking at significant costs and limited information. VPCs are pushing it off onto their carriers. Judy Diehl stated that Stevens County was able to get their Mediacom records. There are ~47,000 Mediacom customers in Minnesota. It is frightening that more carriers are moving out of the traditional database. It makes it difficult for us. Primary concern is that we do not know the accuracy of the records. Century Link has 911 addressing standards met and they can see within a minute if it is MSAG valid. With VPCs we have no visibility in there. In many cases they are relying on their customers to give them addresses. People do not understand carriers asking for their address for 911 reasons, or the addresses do not match the MSAG. We feel a sense of responsibility to get those records corrected and people do not understand that. Reconciling MSAGS and GIS data is just one of the challenges.

Federal Engineering Survey

Federal Engineering is a consultation company that did work for the State of Minnesota a couple of years ago, a funding study to help Director Jackie Mines make a presentation to the Legislative session. It helped in part for us to justify raising the 911 fee on January 1, 2016. Question remains on whether the amount is enough money to fund all these initiatives we have going on. All of the PSAPs are doing upgrades. We have to continue to explore what our funding needs are going forward and how we will prioritize. There was money left in this contract and Director Mines has to spend it by the end of this fiscal year which is June 30th. PSAP assessment is where every PSAP manager in State of Minnesota received a survey vetted through the Next Gen Advisory Committee and Sheriffs Association and brought to SECB. It was distributed ten days ago and 27 PSAPs have already completed and returned it. It is soliciting information on what your own plans are for the future. What kind of CPE do you have, when do you plan to replace it, also with CAD and logging recorder, radio consoles, or use of E911 funds. We need to identify if we are getting enough E911 money. If we want to go to the legislature to ask for more money we have to have specific earmarks on what we plan to spend it on. There are 80 questions in the survey. Dana asked the group if anyone had completed it. Al responded that he completed his in less than an hour. He had to ask a few questions to his GIS people, one question was how much did you pay for your CAD system so you may have to ask your sheriff. Dana replied they will help us make recommendations. If you have not seen it or have not heard your PSAP manager talking about it you should ask them. We are looking to have them returned in a couple of weeks. Dana said if you cannot answer them all, get through as much information as you can and maybe we can help you.

COMMUNICATIONS AND INCIDENTS

a. Phase I versus Phase II Calls

Judy asked Stearns County about their Wright County call. Stearns County replied that they thought the system went through a time-out.

Mille Lacs County took a call from someone on a cell phone in their home. Toni Clarin had asked for a call back number. She also asked for their provider and it was Nat 10. She got Phase II for her information. It showed a 911 prefix, but it was not the number she was calling from. Dana replied it can happen with a poor cell signal. Toni Clarin questioned if there was more information she should ask for. Dana Wahlberg replied to find out how many bars they have and if it is in 3G. Dana suggested to call back whatever number she gave you to see if she answers that phone. They actually were calling from a non-initialized phone. It might not hurt to double check that. Also Verizon came out and did test calls, and they all came in Phase I. They asked them to rebid. Toni had asked if she needed to wait 60 seconds, and they said no. It is concerning that they are waiting the full minute where the cell phone tester person said to go ahead. None of them came in Phase II even when we let them ring extra. Dana said a minute is at the far end of the spectrum. If they are calling from outdoors you should be able to get to Phase II much quicker than that. Verizon will tell you to wait 30 seconds for the worst case scenario. The thing to remember is if you do not get it, do not do it again for as long as you can. It is like setting it back to zero every time.

Donna Martin had a call come in as a VA alert. You cannot call it back because it is a 911 prefix, it came in as a Phase II. It was a button that they push if they need help. The device can be on a wireless or a landline. It worked fine on the landline phone. Dana Wahlberg asked to do some follow-up on this.

Tom Egan was on a conference call with the Alexandria school district. When the Alexandria School District would call 911 they did not have PBX (multiline telephone system) system setup correctly and they found out 8 school districts were on that system. Plus their government center is not setup correctly either. A lot of agencies, businesses, and schools have VOIP systems now. Douglas County asked if others are having this issue. Stevens County is working with their school districts to provide maps with phone numbers for each classroom, etc. Ross Tiegs said they had the same issue with their university too. They had a massive list of phone numbers all to the same address. Dana stated that in 2004 Minnesota put in Statute 403.115 that any multi-phone system replaced after 2004 has to have a solution to have precise call back and location information. She thinks a lot of places look at it as a suggestion and not a mandate. American Heart Association was very involved in this legislation. They had printed out tons of materials that were distributed. A lot of counties partnered with Fire Departments to do inspections once a year. There was a big improvement initially. Dana provided her example from St. Louis County. Dana is trying to figure out what we can do at the state level to help educate in this point and time. The only way we can resolve some of these holdouts, a lot of schools are now looking at new telephone systems. Dana thinks they do not have any idea what risk they are putting these kids in. The only way to know is to have your call takers report when they reach a problem situation. Tom provided an example where the school plan was to have their custodial staff meet 911 at the door, but there are 8 school districts. Traverse County had a call from the hospital from a patient and the hospital had no idea who it was. Kandiyohi County had a similar call. Dana said the best success is to have your Fire Department try to reason with them. Dana described a USBank incident in St. Louis County.

COMMUNICATIONS AND INCIDENTS (Continued)

- a. Phase I versus Phase II Calls
Dana would be happy to be on a call with a non-compliant agency with you. At minimum they should be putting stickers on every phone with its location. Dana thinks at the risk of losing a sale, one problem is certain phone vendors selling the products are not encouraging that piece of the solution. Dana said to manage that solution is not cost-prohibitive.
- b. Other Issues
None.

GENERAL DISCUSSION

- a. Committee Appointment Form
Committee appointment forms are located on the Next Gen 911 page on the website.

UPCOMING MEETINGS

- a. April 14th, Conference Call
- b. May 12th, Conference Call

APCO/NENA conference is March 21-24. There is a great preconference and speakers. Please do register. We are at the highest number of registrants. The National NENA president will be coming to our conference.

RAPIDSOS is an app that you can purchase for your cell phone currently only available for iPhone. The app will go live on March 29. This has been pushed to the deaf and hard of hearing community. It will convert the text to speech. There is a training link on the form Judy handed out. It is 10-15 minutes of training, but it has raised more questions than answers. They will be at our April meeting held on April 8th at the MAC for the APCO Chapter meeting. Judy recommended going to the website and taking the training. The 911 call will sound like a recording, but it might actually be a 911 call. It will say there is an emergency, but it will not say what the emergency is. Dana said on a national level she is a NASNA (National Association of State 9-1-1 Administrators) member and many of her colleagues have had intensive conversations with developers suggesting they hold off for a bit. They seem to be aware that they have shortcomings that they need to adjust. If the call works as it should it will use the GIS location of the phone, but the screen information may look very different for you. They are delivering a call like a VOIP call. They are using wifi so it may come in as Phase II, but you cannot rebid for different information if you see an unfamiliar screen. Dana has a list of a dozen questions when they come to the state chapter meeting. If any of you can travel down to the St. Paul airport for that meeting it will be informative. Dana said they have done a lot of things right, industry support, done some of their homework, but they may be exaggerating their endorsements a bit. Judy pointed out that one of the differences is instead of using UNC (Uncertainty) they use ACC (Accuracy) on their screenshot. Dana discussed VMBL. They are working with Intrado and IES to use this service and attach it to these calls. It is identified as neither traditional nor VOIP call. Next Gen Advisory committee is working on this.

ADJORNMENT:

Stevens County made a motion to adjourn the meeting. Mille Lacs County seconded, and the motion was carried unanimously at 11:11 a.m.

Minutes by Shari Gieseke.