

**Central MN  
 Next Generation 9-1-1 Committee Meeting  
 Douglas County Public Works, Alexandria, MN  
 Conference Call or VCT  
 Thursday, December 10, 2015 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

- 1. Joyce Zika – Benton County
- 2. Dean Wrobbel – City of St. Cloud *(via phone)*
- 3. Tina McPherson, Vice Chair – Douglas County
- 4. Jason Wendt – Grant County
- 5. Jody Norstegard & Ace Bonnema – Kandiyohi County *(via phone)*
- 6. Rich Christianson – Meeker County *(via phone)*
- 7. Toni Clarin – Mille Lacs County *(via phone)*
- 8. Victoria Ingram – Morrison County *(via phone)*
- 9. Judy Siggerud – Otter Tail County *(via phone)*
- 10. Kathy Struffert – Stearns County
- 11. Judy Diehl, Chair & Ross Tiegs *(via phone)* – Stevens County
- 12. Tracey Koosman – Swift County *(via phone)*
- 13. Sarah Booker – Todd County
- 14. Karen Klemm – Traverse County
- 15. Luke Manderschied & Erika Pennar *(via phone)* – Wadena County

**GUESTS:**

- 16. Joe Zunker – Douglas County
- 17. Caitlin Prodoehl – Stevens County *(via phone)*
- 18. Jeff Jelinski – Morrison County Commissioner
- 19. Adam Iten – ECN

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

- 1. Big Stone
- 2. Pope
- 3. Sherburne
- 4. Wilkin
- 5. Wright

**CALL TO ORDER:**

Meeting called to order by Chair Judy Diehl at 10:09 a.m.

**INTRODUCTIONS:**

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

**APPROVAL OF AGENDA**

*Traverse County made a motion to approve the NG911 Agenda. Wadena County seconded, motion carried.*

**APPROVAL OF MINUTES**

*Douglas County made a motion to approve the NG911 minutes from November 12, 2015. Todd County seconded, motion carried.*

## REPORTS:

### a. Statewide NG911 Committee

We met on November 18<sup>th</sup>. Dana Wahlberg talked about the state RFP which has not yet been awarded, still waiting on admin to finish clarifications so we are at a standstill right now a month later. They also talked about the process of working on interstate transfers. Working with North Dakota to make sure they are getting ANI/ALI transferring. It was going good until Century Link mentioned possible fees. Dana is discussing this with them. Next week's meeting has been cancelled. Talked about WERM. Cathy and Dana are working on getting the PSAP contact list cleaned up. Director Jackie Mines was at the meeting and discussed the Federal Engineering study about other states collecting PSAP costs. Will be contacting your PSAP manager, you can feel free to answer the questions. Stability of surcharges is not in the study but will be in another time. They were also looking at Alabama's new innovative process on collecting fees. We did not have any concerns going on.

### b. Statewide NG911 GIS Subcommittee

Adam Iten provided a slideshow. Adam stated that we are doing a lot with the project right now. Hopefully you all have received the newsletter. We wanted to use it as another vehicle to get the word out. This affects a lot of people. We want to make sure everyone knows where we are at with the project. We are working through issues we are seeing with map data. We do realize this will be a county by county basis. We will need a plan to get you and your data where you need to be. If you were not on the list let Adam Iten know. The newsletter is also available on the ECN website, on the left-hand side that says GIS information.

We did an initial GIS data collection. Adam showed what information that they collected. We needed some data for the FirstNet project. FirstNet is a wireless initiative to create a dedicated bandwidth for public safety. We asked for all regions PSAP, fire, law and medical Emergency Response Zones. We requested the full gamut of data that will be needed. Address points are finally coming on board as most GIS departments see it as necessary. It is a lot of processing to keep up-to-date.

Adam displayed a map of the GIS Data upload status. The Central Region was one of the first to be complete. More things with projects is the idea of the work flow. Once we get map data at the state what happens to it? As soon as we receive data there will be a whole system standardizing it and messages that get sent to GIS. We are architecting all of that right now. How will it look when we store it and how do we provide access to it? We will have valuable maps that can be provided. This will be sourced with the most valuable data.

GIS Project Update – Doing an MSAG to the GIS synchronization project. This will take some work and we will provide lists. Jeff Jelinski asked if GIS departments are aware of this. Adam replied 'yes' and we have a GIS committee that meets once a month. Adam Iten stated the reason I say we are piloting is because this will be the most time-consuming and the bulk of the work. Scrubbing the data and getting it ready for call routing. Metropolitan Emergency Services Board (MESB) has been working with their PSAPs on this kind of synchronization work already in their regular work flows. They did good work there and we are trying to bring it in house at MnGEO. Two things: (1) MnGEO is building a process to collect data; then (2) we have to get that data ready and prepare it. Over the course of the next year is to get that right. In the Central Region we will get that ready, get copies of MSAG, ALI records, etc. and see the type of match rate which needs to be 99%. We will be here to help pave the way for it to be as easy as possible. Dana has been talking about getting a one-time record of the state ALI records. If you want some help or more information get in touch with Adam. It would be helpful if you would already be working on this.

## **REPORTS: (Continued)**

### b. Statewide NG911 GIS Subcommittee (Continued)

GIS Standards – We are creating the target for what layers and qualifications we need. We are looking at NENA standards, but unfortunately those are in draft form yet. Some other states have published standards. We can look at these state standards and mimic what they are doing. We have a workgroup meet once a week. We add content and each Wednesday review it. Adam has been pushing to get the standards done. Locally your GIS people will know what that is too. Looking at draft version #1 to be available mid-January 2016. From there we will start distributing to stake holders. Your GIS people will make more sense of it. Based on feedback, February will be the month for version #1’s thumbs up/down. We do have committees and subcommittees that absolutely must provide thumbs up/down.

Communication Plan – ECN website has GIS information or contact Adam. We will try to get the newsletter out on a monthly/bi-monthly basis. GIS committee meetings will provide updates. On a quarterly basis we would like to come out to the regional meetings. Adam cannot express how critical it is to stay in contact with you.

### c. Updates from ECN

None.

## **COMMUNICATIONS AND INCIDENTS**

### a. Phase I versus Phase II Calls

Traverse County talked about having so many of them, but that has improved. They worked with Paul from IES and Dana and are down from 27 to 13.

### b. Other Issues

Kathy Struffert stated that Stearns County had a rollover accident in which we had a lady try to call 911 but she received an all circuits busy signal. Kathy checked all of her circuits and they were not busy. They had two other calls, but other than that there were no other calls. She might have been in Todd County. The lady called her husband who was in St. Cloud and he got the same all circuits are busy message. Her first call was in Todd County so that would be IES. Douglas County did not know if they had any message of downtime. Then there was another call that rolled over to an administrative line. They answered and put it on hold but the call was dropped. It did not recognize it as a 911 call. Judy Diehl replied that would happen, but it should not have been dropped. Judy said we should be communicating this with each other. Then we can have improvement in communication in knowing if we have systems down. Ace Bonnema asked if a dispatch county had this type of issue would it be worth jumping on CM CALL to alert neighbors of issues? Judy agreed that would be a great idea to use CM CALL. Judy Siggerud wondered if that was a cell tower getting busy, but that would not explain the two different towers.

## **GENERAL DISCUSSION:**

### **TRAINING UPDATE**

Central MN has looked at different trainings. We will do Intrado or locating calls on GIS formatting. We asked for scenario-based and regular radio training.

**GENERAL DISCUSSION: (Continued)****9-1-1 CALL TYPE DEFINITIONS**

Judy asked Dana Wahlberg about definitions. Dana provided a brief definition of the different calls: abandoned call, open line call, silent call, dropped call and phantom call. Next Gen 911 Standards Committee, subcommittee and NENA will be going over these too. Judy read the dropped call definition. Stevens County had mentioned a call issue where they would hear a disconnect, the caller would hear ringing and then it would ring on another call. Judy pointed out that is also a dropped call. IES worked with Century Link and Intrado to find out what happened in Stevens County and they talked about a ‘wink.’ There is a note at the bottom of the page from Dana. This is an interim guideline for right now.

**2016 MEETING SCHEDULE**

We have not indicated which months we want to meet in-person. Grant County suggested meeting three times a year and suggested March, August and December. Tina McPherson will check with Douglas County if the room is available those dates. *Traverse County made a motion to approve the 2016 Meeting Schedule with the suggested in-person meeting dates of March, August and December. Stearns County seconded, motion approved.*

**REGIONAL COORDINATOR**

Central Region is looking for a Regional Coordinator. Judy Diehl suggested that grant writing will be important with an example that the systems counties are sharing will not be enough for texts. Tina agreed that staying on top of grants will be important. And that we will need someone who will be in contact with each agency for their needs for text to 911, who has what system and what it would take to upgrade. They would be an assistant to keep it going as smoothly as possible. Ace Bonnema noted one aspect is to make sure that the Central Region has someone at meetings like the GIS committee to make sure that we have that connection between the groups.

**UPCOMING MEETINGS**

Please let Judy or Tina know if you plan to join via VCT.

- a. January 14<sup>th</sup>, VCT or Conference Call
- b. February 11<sup>th</sup>, VCT or Conference Call

**ADJORNMENT:**

*Wadena County made a motion to adjourn the meeting. Todd County seconded, and the motion was carried unanimously at 10:53 a.m.*

Minutes by Shari Gieseke.