

Central MN
Next Generation 9-1-1 Committee Meeting
Conference Call
Thursday, February 9, 2017 – 10:00 AM

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:

1. Joyce Zika – Benton County
2. Jody Norstegard, Vice Chair – Kandiyohi County
3. Jane Holman – Morrison County
4. Judy Siggerud – Otter Tail County
5. Laura Anderson – Sherburne County
6. Megan Kampa – Stearns County
7. Judy Diehl, Chair & Ross Tiegs – Stevens County
8. Tracy Koosman – Swift County
9. Karen Klemm – Traverse County
10. Rick Teberg – Wilkin County

GUESTS:

1. Micah Myers – City of St. Cloud
2. Mike Henrion – Douglas County
3. Joe Zunker – GIS, Douglas County
4. Holly Martinson – Mille Lacs County
5. Caitlin Christenson – GIS, Stevens County
6. Cathy Anderson – Standards/Training Coordinator, ECN
7. Rick Juth – RIC, ECN
8. Dana Wahlberg – 911 Program Manager, ECN

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. Big Stone County
2. City of St. Cloud
3. Douglas County
4. Grant County
5. Meeker County
6. Mille Lacs County
7. Pope County
8. Todd County
9. Wadena County
10. 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

Chair Judy Diehl added Upcoming Conferences as #8 before Upcoming Meetings. *Sherburne County made a motion to approve the NG911 Agenda. Stevens County seconded, motion carried.*

APPROVAL OF MINUTES

Morrison County made a motion to approve the NG911 minutes from January 12, 2017. Kandiyohi County seconded, motion carried.

Communications

Traverse County has had an increase of Phase 1 calls for the last three months and the information has been sent to Dana. Some do not go to Phase 2 at all and some calls have ended too soon. 100% of the calls are Verizon. Karen Klemm has found they ping to all 4 of their towers.

REPORTS:

Updates from ECN

Dana Wahlberg reported Red River Regional Dispatch Center (RRRDC) has been receiving repetitive calls from two sources both were from auto-dialers and some were from Marriott Hotels, but it was marketing. They were mass calls, going through block of numbers, hit routing DN. This is problematic with auto-dialers. Century Link has a computer to go in and work on resolving a problem they had identified. Century Link blocked routing DN numbers for the MN side. They were getting calls on the North Dakota 911 lines and MN. In the last two days, replaced it with a non-dialable number and it has stopped on the MN side. Chair Diehl asked how many calls. Dana responded in a 3-hour period, every day between 10-Noon, they would get about 50 calls. We are considering changing all routing DN's across the state to be non-dialable numbers. Those numbers should have never been given out to the public. Dana stated that concerns are: 1.) Century Link will not be able to dial-in. If they expect they will have to call into admin line. PSAPs realize their 911 trunks are out of service if they are not receiving calls for a significant amount of time. 2) If these DN's were shared with the alarm company that is outside of 911 dialing area. We would not want to block those numbers for someone who legitimately needs to get through. Next Gen 911 Advisory Committee Meeting is next week. This could turn into a more troubling situation if calls come in over and over again. Dana noted this also happened in Yellow Medicine County where the PSAP shut down and had to reboot their CPE. There is a risk in continuing to leave routing DN's up and available to auto dialers. ECN is soliciting PSAP input, please discuss and be prepared to give us an answer.

PSAPs are starting to identify problems from calls on apple watches. On the newest version one can press and hold a button on the side and the phone will call 911. Edina has been disturbed by a number of these calls. It has been reported to national NENA. Dana asked to let us know if you find this happening. Mille Lacs County has had an issue with a couple, and Douglas County had one too.

MCP is onsite next week working for two days. Sorting response to text 911 PSAP readiness checklist. Dustin Leslie got a 90% response return. Goal next week is the deployment plan and follow-up with PSAPs who did not respond or have questions.

Also next Wednesday requesting volunteer text 911 operational standard. Region PSAP will actively participate. We will be looking at Mille Lacs for your region.

Firewall RFP is close to being released. Dan Craigie is working with Department of Admin. Dana said she has made it clear they want it out before the end of February.

Judy Diehl asked about grants. Dana responded every PSAP will eventually need two firewalls for their SIP Connections. PSAPs will not have to do anything. Dustin and Dana are working on the MOU. For the firewall grant the state will purchase on behalf of the county and transfer ownership to the county. So every county will not have to be charged for two firewalls. Cost will be from one source, to ECN, and they will pay for it.

REPORTS: (Continued)

Updates from ECN (Continued)

Kelli Peters is in process of distributing e-911 audits. If you or your auditors have any questions, they may call or email Kelli. She would like them all turned in by March 31st.

Adam Iten has GIS data preparedness meetings in your region completed in Douglas and Stevens counties. Holly has sent out a doodle poll. Meetings have been going well and are informative. With the exception of one county in the state, it is close to half done. GIS is preparing an emergency service boundary map viewer, a statewide layer. Eventually PSAP, fire, law boundaries will be on it to have all PSAPs seamless and 98% accuracy. Adam's team will have just the PSAP boundary to use for text to 911 deploys. It will benefit Mille Lacs County, an over-layer to your existing map. If you receive a text outside of your area it will help identify which PSAP it will belong to. There was a demo yesterday at ECN, it is in a working state now, but not finalized. Adam's team committed to have seamless PSAP boundaries available at least by the time we deploy text to 911. This is not a real difficult project. In MN, PSAP boundaries are near county boundaries for the most part.

Rick Juth noted the NG911 GIS Subcommittee meeting agenda for this afternoon at 2:00 p.m. Holly from Mille Lacs County said they are without a map on their CAD. Red River uses Google Maps for the time being. Dana said it is a question for Adam if you do not have CAD mapping today, this map will be available from the GIS portal. When Adam does your GIS readiness presentation he will give login access to that portal.

Cathy Anderson reported StatusBoard had no outages in January. Meeting with Mn.IT for updates made to StatusBoard include the search feature and a couple of other high-priority items by regional StatusBoard representatives. For example, if you bump someone on quick reserve, they wanted a notification for the Calendar reservations too. Mn.IT project manager for StatusBoard and WERM is leaving. She will compile information to her team, Cathy told them she will need a cost as well to provide Jackie. Cathy will let the regional StatusBoard representatives know. So far it has been working.

The informational training PowerPoint for WERM is in the FAQ's. Joe Zunker asked if we should be sending it out to the whole Central Region? Cathy said it depends who your people are, send to who does all the provisioning for each agency. We did not put it on the Alex Tech site because it was created just for WERM. The only people who can get in are those who have access, but people can apply to have access if they need it. Chair Diehl asked to get a contacts list for the Central Region. Joe has created the list and he has sent information to everyone who is responsible for their counties.

Statewide NG911 Committee

Meeting last month. The handouts we discussed are in packet today: RRRDC documents, MOU, National Association of State 911 Administrators and Laaser. Firewall RFP. Mission Critical Partners did extensive work. WERM is going live. Kelli Peters is working with Dave Denton on 911 audits.

Statewide NG911 GIS Subcommittee

Conference call/webinar is at 2:00 p.m. Email Judy Diehl if you need the information. Working on finishing standards for MN. Adam is working on questions about the latest version of the standard.

GENERAL DISCUSSION

a. SIP Upgrade

Benton County was not sure if they had a SIP connection. Morrison County believes they have SIP. Mille Lacs County has SIP. Stearns County does not think that they have it yet.

GENERAL DISCUSSION (Continued)

a. SIP Upgrade (Continued)

For the SIP upgrade the state will provide firewalls and turn the ownership over to you. 32 are already on SIP connection, hoping to install all 48 firewalls yet this calendar year.

Micah Myers joined the call at 10:41 a.m. Micah reported that the Finance Committee approved the grant workgroup's recommendation, for the Central Region there are 4 PSAPs. Director Mines will contract and develop an MOU that goes with the device. Ownership will be turned over to the agencies, but ECN does not want them to mess with the device. They will configure and monitor devices. They will take care of replacement costs, it all will be in the MOU.

As for grant reporting, pending HSEM approval, ECN will take care of the grant. City of St. Cloud does not have to do the reporting, ECN will take care of the invoices. Swift County did not have GIS expertise onsite. GIS will be part of the SECB Grant. One question is by accepting what ECN is offering, will Swift County will be responsible for maintaining? Swift County does not have the staff. Micah's question will be what is the long-term for maintaining? Micah reached out to a vendor that agencies in the Central Region are using and their prices came in significantly less. Micah would like to see as part of the contract to write in maintenance cost over a period. Once we produce this data, it needs to be maintained. Micah instructed the NG911 Committee to think about how this data will be maintained. Chair Diehl asked if there are any other counties on the call that use Pro-West. Traverse County has it through their Zuercher software, but they are not in the building, they are our support GIS. Micah asked if they are doing their center line work. Swift County does not have parcel layer updated. For counties around Swift, Swift County needs changes to center line data. We need a plan from the region to make sure all partners are keeping up-to-date, because we are all using this data. The vendor is Pro-West & Associates, they have been doing GIS linework for the City for several years. Kandiyohi County is confused with Big Stone County's mapping, Sheriff Haukos is looking into it. Map is color-coded by the work they are doing. They worked with Adam when he was developing requirements. They know what is required of Next Gen 911 data sets. Difference between MnGEO number is a \$15,000 difference than what Pro-West would do. State has several projects, if we do not need to use the MnGEO number, we would save a lot of money as a region.

Caitlin Christenson from Stevens County was also on the call and reported the ESRI extension is \$10,000 for the first year and maintenance cost after that. Other companies have their own tool. Micah said he would caution on that, ESRI is like Microsoft. Micah would look at licensing as a single entity and individual seats to share the cost. Another issue is the GIS portion is not the same across our region. Micah could have it like the Logger where you put your data sets to it. Joe Zunker said they spent the money to license their website and they are running off of ESRI.

b. WERM Rollout Update

Chair Diehl asked if anyone had a chance to login to see how many spreadsheets they have to complete. Chair Diehl said she found that all hers were taken care of. Otter Tail and Sherburne counties have had several to work on. Application is easy to use.

c. Minimum Training Best Practices Guide Final Review

Last month we voted to pass the best practices on to O&O/Users. It has been on the website.

GENERAL DISCUSSION (Continued)

d. Red River Regional Dispatch Center (RRRDC) Documents

Chair Diehl stated the RRRDC documents are in the packet for implementation and configuration. Text is set up to give RRRDC 30-seconds to answer it and it will automatically transfer. Would we have a back-up for Mille Lacs? Chair Diehl instructed the group to think about if your county wants to be the back-up for Mille Lacs. They can transfer text messages from one PSAP to another, but cannot from one dispatcher to another within the same PSAP. It has to be the same dispatcher staying on it. Mille Lacs County will have to be aware of this for their dispatcher.

1. MOU

Chair Diehl visited with her county attorney. Since we already have an MOU for the region at the ESB level, he said we would not need an MOU for text to 911, but to add for it when the Regional MOU's are updated.

2. RRRDC Procedures/Guides

For Text to 911 call processing you should be aware of limited characters, avoiding lingo, etc. Chair Diehl asked if Mille Lacs County has a guide. Should Central MN have their own, or should each agency? Holly Martinson from Mille Lacs suggested a regional one would be better. Chair Diehl agreed as a region we would want to have some say. How would the group feel about discussing this at the April in-person meeting? Wilkin County agreed that would be a good idea.

e. National Association of State 911 Administrators Document

This is interesting information. A county in Washington said their text calls were minimal. State of Indiana document is included for you to take a look at the numbers. State of Michigan just had a big increase. State plans to do an ad campaign: "Call if you can, Text if you can't." Has Mille Lacs County heard from Century Link?

UPCOMING CONFERENCES

APCO/MSA/Nena Conference is March 20-23rd. Sign-up is on the MN Sheriffs' Association website.

Minnesota Public Safety Communications Conference, formerly the Interop Conference, has changed its name. They will be including many more things for 911 people. Conference is May 1-3rd. Registration opens March 1st and there is a link to it on cmnradio.org.

UPCOMING MEETINGS

a. March 9 – 10:00 a.m. Conference Call

b. April 13 – 10:00 a.m. Douglas County Public Works or Conference Call

Chair Diehl invited Tim Boyer from the State Patrol to our April 13th in-person meeting.

Wilkin County discussed companies for road center lines. Wilkin County just found out that their Assessors Office uses Pro-West for their mapping and suggested that other small counties should check with their Assessors Office to see if they are using something already. They currently use GeoComm and it is expensive. If they could combine with what the Assessors are using, maybe the county could save money. Chair Diehl added Assessor's Office and or the County Highway Department would be good resources.

ADJORNMENT:

Chair Diehl made the executive motion to adjourn the meeting and the motion was carried unanimously at 11:03 a.m.

Minutes by Shari Gieseke.