

**Central MN  
Next Generation 9-1-1 Committee Meeting  
Conference Call  
Thursday, June 9, 2016 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

1. Joyce Zika – Benton County
2. Jason Wendt – Grant County
3. Rich Christianson – Meeker County
4. Toni Clarin – Mille Lacs County
5. Victoria Ingram – Morrison County
6. Laura Anderson – Sherburne County
7. Judy Diehl, Chair & Ross Tiegs – Stevens County
8. Sheriff John Holtz – Swift County
9. Sarah Booker – Todd County
10. Karen Klemm – Traverse County

**GUESTS:**

11. Paul McIntyre – Users Chair
12. Caitlin Prodoehl – GIS, Stevens County
13. Rick Juth – RIC, ECN
14. Adam Iten – GIS Project Manager, ECN
15. Cathy Anderson – Standards & Training Coordinator, ECN

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. Big Stone County
2. City of St. Cloud
3. Douglas County
4. Kandiyohi County
5. Otter Tail County
6. Pope County
7. Stearns County
8. Wadena County
9. Wilkin County
10. Wright 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**

Judy Diehl added item (D) Minimum Training Standards under General Discussion; and item (B) Federal Engineering Survey under Updates from ECN. *Stevens County made a motion to approve the amended NG911 Agenda. Traverse County seconded, motion carried.*

## **APPROVAL OF MINUTES**

*Morrison County made a motion to approve the NG911 minutes from May 12, 2016. Mille Lacs County seconded, motion carried.*

## **REPORTS:**

### **Statewide NG911 GIS Subcommittee (Adam Iten)**

Adam Iten said thank you to everybody in terms of GIS data collection. We collected the necessary data layers from everyone. It has been helpful to access and run checks filling in a long table of error checks. We are getting statistics down in order to create a report for PSAP/GIS managers and staff. There will be a kickoff to explain: (1) What they found; and (2) What needs to happen. Every county will be different, some will have good processes, and some counties may need to consider changes. The idea is that will be piloted out, they will start in the Northeast first before the rest of the state. Kickoff in the Central Region will be in the 3<sup>rd</sup> quarter/1<sup>st</sup> quarter of the new fiscal year. Adam wants this to be a meaningful report. Another big item we are working on is the NG911 GIS standards for the state of MN. Iowa has published standards, both of the Dakotas have completed their first draft, but the pillar is the NENA standard, which is still in draft form. This is a national endeavor. Half of the MN PSAPs responded to the GIS Standard survey, which impressed Adam. There were 300 questions/comments, and two-thirds were legitimate questions to respond to. Next full review of the MN GIS NG911 Standards will be in July which will include the draft and address point section. GIS subcommittee is meeting today; and reports to statewide NG911 Committee.

### **Updates from ECN (Dana Wahlberg's email)**

Adam Iten read Dana Wahlberg's report:

1. We spent 2 full days the end of May in contract negotiations with our first place RFP respondent. There were a number of items that came from those meetings requiring clarification and follow up information is being exchanged subsequently. Admin is still negotiating with the same vendor on terms and conditions.
2. WERM go live date has been moved to June 23rd. MN.iT team has been testing and fixing bugs in the inbound/outbound file process the past 2 weeks. They did encounter issues, but have been successful in working through them so far. Shannon still needs to complete her testing before going live. She is on vacation next week but will be back on June 22nd. We do not want to move forward without her being present since she has had such an active role as PM for this initiative. As long as nothing unanticipated happens, here is the plan:
  - a. June 20th – All Users stay out of WERM it will be taken down for migration.
  - b. June 22 Live data will be loaded from West and TMobile
  - c. June 23 – Go LIVE
3. The FE survey final report has been distributed. NG9-1-1 Advisory Members have been asked to distribute and collect comments from all PSAPs in their region and report back with a recommendation to the NG9-1-1 Advisory Committee Meeting next Wed. 6/15 on whether or not the SECB should adopt the report. We need a quorum at that meeting which will be done via conference call only as it is the week of National NENA in Indianapolis. The meeting will be dedicated to reviewing any questions and concerns on the survey.

### **Federal Engineering Study**

Judy Diehl distributed the Federal Engineering Survey results to everyone yesterday afternoon. On pages #81-82 is the summary of the whole report and what they are trying to accomplish with this survey. Sheriff Holtz said he read up to page #60 and did not see anything. Judy Diehl assigned homework, telling the group to take the time to go through it. It is the answers that we provided to ECN in the Minnesota PSAP Survey 2016. You can skip the last 20 pages, they are just a list of the questions from the survey. Judy needs to hear from every county before next Wednesday to pass our opinion on to the Statewide NG911 Committee. The Study says we all have aging equipment, and are in a position to need new equipment in the next year or two.

## **REPORTS: (Continued)**

### **Federal Engineering Study (Continued)**

It covers CAD, RMS, 911 equipment, recording, your emergency notification system, etc. You can see where everyone is at with their timeline in replacing PSAP equipment.

### **Statewide NG911 Committee**

NG911 Committee talked about Language Line abuse. Some agencies are using the Language Line for non-911 purposes and this is forbidden. ECN has been getting billed \$40,000/month. One call was 500 minutes long which is not typical for 911 calls. Make sure if you are using Language Line for calls other than 911 to follow the directions from Judy's email. Swift County uses it for Implied Consents, but they have their own separate line for that. Stevens County does too with a separate ID. They are still waiting for the RFP to be awarded. The Department of Admin is still in negotiations with the vendor.

## **COMMUNICATIONS AND INCIDENTS**

### a. Phase I versus Phase II Calls

None.

### b. Other Issues

Grant County took a 911 call where a different cell phone number appeared, it was a dispatch call center's number. The recording was a female voice who said she "Had a bandwidth 911 call and the caller would like to speak with Police." It plotted and mapped within 21 meters, but it was 39 meters off. Caller called 911 and it went to a different dispatch. Grant County saw a (612) area code which it was supposed to be (763). It was a cell phone the caller was calling from. Sherburne County Googled "Bandwidth," and said it may be an App that people are using to avoid cell phone charges. It may be a VOIP routing App.

## **ECN CONFERENCE REIMBURSEMENT**

Judy explained the materials needed for the June 30<sup>th</sup> ECN Conference grant reimbursement deadline.

## **GENERAL DISCUSSION**

### a. WERM

Remember to stay off of WERM on June 20<sup>th</sup> so they can work on it. WERM is going live on June 23<sup>rd</sup>. The two contacts for Central MN are Joe Zunker and Judy Diehl.

### b. RapidSOS

None.

### c. FirstNet

Rick Juth sent an email yesterday about a company in the Mission Critical Communications and Radio Resource. Applications were due by May 13<sup>th</sup> for the FirstNet RFP. The RFP responses are back and FirstNet on a national level is in the process of reviewing and will award a contract to a partner in November. In 2017, they will deliver the state plan. Through workgroups the State of MN provided the criteria that MN Public Safety said needed to be in place for adoption of FirstNet in MN. Some criteria may or may not be realistic. The group that submitted was an interesting group a consortium of companies. Director Mines is at a technical conference for broadband. Quality Control Preemption workshop will be in St. Paul. Main thing to be aware of is that outreach and education are a significant focus for FirstNet and ECN in 2016. If anyone wants a FirstNet presentation done in their county or group please call Rick Juth. Judy asked if a FirstNet presentation could be held at their in-person meeting in August at Douglas County? Rick thought they might also be able to get Tim Pierce.

## **GENERAL DISCUSSION (Continued)**

### c. FirstNet (Continued)

They want to make sure people are up-to-date on what is happening with FirstNet. Rick noted they did one in Grant County with Fire volunteers, and they will do one for Stearns/Benton County responders at the end of this month. Melinda Miller will be at the Stevens County full scale exercise. They are also meeting at Lake Region Fire Association in Willmar next month. Judy told the group to invite fire fighters, commissioners, etc. Rick mentioned the Central Region Summit on September 28<sup>th</sup> is an opportunity to meet with ECN staff. Judy noted that the Summit is the very last day of BCA conference in St. Cloud.

### d. Training Standards

Training Standards draft from the Metro area was emailed out. Judy Diehl believes Minnesota is getting to a point of needing minimum training standards.

### How many hours of training does your agency give a person prior to dispatching on their own?

- Big Stone – 480 hours/3 months
- Grant – 200 hours and they decide if they need more
- Meeker – Minimum of 3 months, 6 if needed.
- Mille Lacs – 3 months, extended to 6 if needed
- Morrison – Average 340/hours about 40 shifts, based on person as needed
- Todd – 480 hours, 3-20 and extend if need to go further
- Traverse – 80 hours
- Sherburne – 6 weeks depending on skill level
- Stevens – 200-240 hours depending on skill level, familiar with area, etc.
- Swift – 3 months depending on skills after that, and make sure they feel comfortable

Judy pointed out that the training standards are only a high level overview. Judy asked the group how this committee feels about a Central Region standard. Sheriff John Holtz replied as part of the MSA (Minnesota Sheriff's Association) discussion, they are not sure if they want to come up with the whole plan or have someone else do it. We need to make sure 911 call takers are fully equipped to the best of their ability. If you do have questions you can send Judy Diehl or Tina McPherson an email. Cathy Anderson would like to see a reference to the state minimum training requirements listed in Standard 1.11.3, mostly for ARMER.

## **UPCOMING MEETINGS**

- a. July 14<sup>th</sup>, Conference Call
- b. August 11<sup>th</sup>, Douglas County Public Works or Conference Call – ECN plans to set-up a FirstNet presentation for this in-person meeting.

## **ADJORNMENT:**

*Grant County made a motion to adjourn the meeting. Morrison County seconded, and the motion was carried unanimously at 10:52 a.m.*

Minutes by Shari Gieseke.