

**Central Minnesota NG911 Committee**  
**Thursday March 8<sup>th</sup>, 2018 – 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 February 8<sup>th</sup>, 2018 Meeting (P1-5)**
- 5. Communications**
- 6. Reports**
  - a. Updates from ECN
  - b. Statewide NG911 Committee
  - c. Statewide NG911 GIS Subcommittee
  - d. Mille Lacs County – Text-to-911
- 7. Minnesota State Patrol**
- 8. General Discussion**
  - a. PSAP Continuity of Operations Plan submittal
- 9. Upcoming Training Opportunities**
  - a. APCO/MSA/NENA 911 PSAP Conference – March 19<sup>th</sup> to 22<sup>nd</sup>
  - b. MN Public Safety Communications Conference – April 22<sup>nd</sup> to 25<sup>th</sup>
- 10. Other issues**
- 11. Upcoming Meetings**
  - a. April 12<sup>th</sup>, 10:00 Conference Call
  - b. May 10<sup>th</sup>, 10:00 Conference Call
- 12. Adjournment**

**Central MN  
Next Generation 9-1-1 Committee Meeting  
Douglas County EOC  
216 7<sup>th</sup> Ave W., Alexandria  
Thursday, February 8, 2018 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

1. Joyce Zika – Benton County
2. Jason Wendt – Grant County (*via phone*)
3. Jody Norstegard, Vice Chair – Kandiyohi County
4. Rich Christianson (*via phone*) & Dan Miller (*in-person*) – Meeker County
5. Al Fjerstad – Mille Lacs County
6. Victoria Ingram & Jane Holman – Morrison County
7. Jason Karlgaard & Keith VanDyke – Otter Tail County
8. Donna Martin (*via phone*) & Sheriff Riley (*in-person*) – Pope County
9. Laura Anderson & Lori Morgan – Sherburne County
10. Michele Burke & Megan Kampa – Stearns County
11. Judy Diehl, Chair – Stevens County
12. Tracy Koosman – Swift County (*via phone*)
13. Sarah Booker – Todd County
14. Erika Pennar – Wadena County (*via phone*)
15. Sheriff Fiedler – Wilkin County
16. Richard Nevala – Wright County

**GUESTS:**

1. Brandon Larson – City of St. Cloud
2. Joe Zunker – Douglas County GIS (*via phone*)
3. Chief Deputy Greg Stehn – Kandiyohi County
4. Caitlin Christenson – Stevens County GIS (*via phone*)
5. Haley Dubois – Wright County
6. Dana Wahlberg – Director of ECN (*via phone*)
7. Dan Craigie – ECN 911 Program Analyst (*via phone*)
8. Dustin Leslie – ECN 911 Program Analyst (*via phone*)
9. Tuan Le – GeoComm (*via phone*)
10. Dereck Leyde – Northland Business
11. Greg Hauser – OEC
12. John Persano – OEC

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. City of St. Cloud
2. Big Stone County
3. Douglas County
4. Traverse 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 Diehl announced there is a card going around for Judy Siggerud's retirement. *Morrison County made a motion to approve the NG911 Committee Agenda. Meeker County seconded, motion carried.*

## **APPROVAL OF MINUTES**

Al Fjerstad has corrections under Mille Lacs County Text-to-911 on page #3: "asap" should be removed. Change "NW" to Northland's side. "Conversation" with the airport was interesting should be changed to conversion to MSRP. Remove the next sentence about the airport having the same issue. "They screen shot the phone," should be they screen shot with their phones. "The Mille Lacs 911 contract will start mid to end of February," should be will be done by the end of February. Al stated no issue with transfers as we're aware of, "as" should be that. *Sherburne County made a motion to approve the amended January 11, 2018 NG911 Committee minutes. Todd County seconded, motion carried.*

## **Communications**

None.

## **CM NG911 Business:**

- a. Signature Sheet for the Mille Lacs County MOU  
Chair Diehl reported there are only four counties that have not provided the signature sheet yet: Meeker, Big Stone, Wright and City of St. Cloud. Meeker County's is going to Board of Commissioners. Diehl will be bringing the list to the RAC tomorrow.

## **REPORTS:**

### Updates from ECN:

Director Wahlberg said she is concerned that we do not have anyone from ECN there to support the COOP tabletop and she asked if someone should get in the car. Chair Diehl responded we will be fine and she will send a report. Wahlberg will keep her cellphone handy if we need anything. Wahlberg stated you are really setting the course for COOP planning for the rest of the regions.

Dan Craigie provided three updates:

1. We had our first firewall device installed yesterday. It was successful. The Ramsey County back-up site was chosen for the first install. It does not handle live 911 calls, but has a true ESInet circuit. This is Phase 0 to make sure configurations are working. We are testing the calls. We will let it run for a few weeks to obtain metrics.
2. The position that Adam Iten had (ITS4) through MN Geo was posted for 10 days. There were some applicants, but none met the minimum qualifications; it was reposted yesterday. It is a combination for 911 and GIS, they will reach out nationally. Craigie can send the job posting, we are looking for a qualified and enthusiastic person. Chair Diehl asked if it could go on the APCO/NENA website, Dan indicated he will send the posting to her.
3. SECB Strategic Planning session is scheduled in the Oak Ridge Hotel & Conference Center in Chaska, MN. Each region is invited to send five representatives. We have sent out a 'Save the Date.' ECN is working on program tactics. It is a 3-year plan from 2019-2021. We highly encourage Central to send the five. Al Fjerstad asked who will make the hotel reservations? ECN will make the reservations. Central has 5 attendees listed in tomorrow's RAC packet.

Chair Diehl reported Adam Iten has quit his job at GeoComm already.

## **REPORTS: (Continued)**

### Updates from ECN: (Continued)

Dustin Leslie gave an update on Text-to-911. We had a few PSAPs scheduled to connect to the TCC. Anoka County was scheduled on Tuesday, it was the first unsuccessful connection. They have their own firewall. For some reason text was not able to transfer through the firewall. Leslie has a live date reserved. Isanti County is scheduled for today. Tentative live date for early march. Next month will be Dakota County and Eden Prairie.

Chair Diehl asked where are we at with Stearns County? Leslie replied that Dan and Dana are working with them. Michele Burke, Stearns County replied it is in the budgeting process.

Dustin Leslie stated we are still looking for more round two PSAPs. If anyone is interested it can be a lengthy process to get scheduled to connect to TCC; please contact Dustin if you are interested. Chair Diehl asked do you know who in Central MN has a SIP connection? Leslie responded Benton and Morrison counties were SIP and CPE compatible with going live. We can check who else. We started our paid media campaign with billboards through the Metro; digital and social media campaigns. We switched the transfer code this week for a consistent naming convention. We were not able to pick at first. We are working on an Alex Tech training. Cathy Anderson has a first draft of the PowerPoint. Leslie has been working with the Deaf & Hard of Hearing community.

### Statewide NG911 Committee

None.

### Statewide NG911 GIS Subcommittee

Chair Diehl said there was no update. They are not having a meeting this afternoon.

### Mille Lacs County – Text-to-911

Al Fjerstad reported on a scrolling issue: Brian from CenturyLink was working with West Safety Services. They believe they have a solution. Tested in lab. Need to check out a few things and hopefully implement soon. Have not given a date. Yesterday, Mille Lacs County was scheduled to go from RFAI to MSRP. We were told it would take only 1 hour and 15 minutes. Fjerstad reported he left at 5:30 p.m. and CenturyLink was still there. Fjerstad read an email from CenturyLink:

From: CenturyLink  
Date: February 8, 2018 at 06:25:51 CST  
Subject: Mille Lacs Status txt msg status: Fully functional but back to square one; MSRP TBD

Hi Al,

MSRP Txt Msg Update: The issue we ran into last night wasn't resolved. The issue: With MSRP implemented, Mille-Lacs was one-sided. What this meant: if losing this side for whatever reason (such as an act of nature) Mille-Lacs would lose text messaging.

Since you're a regional PSAP, we didn't want to take the risk. Thus we reverted back to where you were at beginning – what folks call "RFAI SIP" or "SAUA".

The good news: the work Scott did on the programming/configuration is not lost but disabled. We'll be able to use his work once the issue is resolved. Also note: it is possible the issue encountered belongs elsewhere in the network and not at Mille Lacs. As we were working at the end of the day the back-end technical resources needed were becoming unavailable. As the issue wasn't mission critical since we could revert back to RFAI SIP, our best path was to revert back and work with the needed experts during working hours.

We'll keep you posted. Sorry it didn't work, but better to be safe than real sorry.

Regards,  
Jake

## **REPORTS: (Continued)**

### **Mille Lacs County – Text-to-911 (Continued)**

They have a CenturyLink tech at the Mille Lacs County PSAP today. There are a lot of issues; last issue was they did not have redundancy.

Regarding transfer codes, what Fjerstad has done is only put transfer codes for the agencies that are live. He has not put them all in so it would not confuse the dispatchers. Fjerstad has been in contact with Sheriff Heck, as soon as he gets more information a local news station will do an article on Text-to-911. They will see a live Text-to-911.

Chair Diehl asked how many texts have you received? Fjerstad responded 26 in January; and 41 in December. Diehl asked if there were any new success stories. Fjerstad responded the majority of calls are domestics, there was a medical the other day. The majority all come out of Wright County. Fjerstad had thought they would get more out of Stearns and City of St. Cloud. Fjerstad said if another agency decides to go live with Text-to-911 sooner than Stearns maybe that agency could become their back-up. Fjerstad asked Stearns County how long it has been in Budget? Burke replied she just checked and it is still there. There was a question asked on how many calls needed to be texted. Fjerstad responded 45-50% were actual. There are still some people just testing, kids playing, or people not knowing they called. Once you send a message to them it drops.

Dan Craigie asked did Jake from CenturyLink call prior to coming? Fjerstad replied no call; got set-up, but did not tell him what happened at the airport. Thought it would go smoother at Mille Lacs County. Fjerstad said the only conversation was the schedule and here is what we will be doing. Craigie responded we had conversations with CenturyLink, animated conversations, we were not happy the MSRP upgrade at the airport was not going smoothly. Craigie said he had asked Jake to call Fjerstad to engage in that. Craigie feels this process is not where it needs to be to be implemented. Fjerstad replied you need to get this process narrowed down, if it will take 8-12 hours for everyone they will not get it done. They are holding information and not saying a lot. Fjerstad said the big thing was the redundancy, he is also worried that they have not done an agency that has the firewall in place. Craigie said there are test sites, so we can get them done before we do further implementation. Fjerstad noted West Safety thought we had the firewall; in the middle of everything they started talking about the airport. They were trying to compare a lot that happened at the airport to Mille Lacs County.

Brandon Larson asked so the airport cut over to MSRP, but the airport does not have firewall? So, piloting the firewall is an important piece. Putting firewall in Mille Lacs County when MSRP is up and running. Craigie replied that is why we have the airport and U of M. Airport is at MSRP, but not working the way it should. Features are not available, but as implementation it is up and functioning, cannot text and call at the same time. There are limitations, but it is up. But they are not implementing the firewall at the same time.

## **MINNESOTA STATE PATROL**

No report.

## **GENERAL DISCUSSION**

- a. APCO-NENA/MSA PSAP Conference  
Conference is March 19-22. Pre-Conference is 'The Pain Behind the Badge.' Clarke Paris from Las Vegas talks about cop suicide. Chair Diehl recommend Sheriffs or Chief of Police send someone. It is at Arrowwood.

## **GENERAL DISCUSSION (Continued)**

### a. APCO-NENA/MSA PSAP Conference (Continued)

Chair Diehl listed the conference agenda:

- Motivations for Pre-Conference
- Robin Getman – ‘Take This Job and Love It’ and ‘Laugh for the Health of it’
- Managing the Mental Health Crisis
- Class on FirstNet
- IPAWS
- Alliance Pipeline
- BCA classes
- Sovereign Citizens
- Dustin Leslie will have a Text-to- 911 class with deaf and hard of hearing. Regarding how American sign language differs from English
- Panel with Michelle Burke and her team. They will talk about the stabbing at Crossroads Mall and protests in the Cities.
- Mike Kutzke – Strategies to Deal with Change
- Taking Care of You
- Morris Morrison

Chair Diehl instructed the group to go to the MN Sheriff’s Association website. Teletypes have been sent out and sheriffs have been mailed.

### b. MN Public Safety Communications Conference – Registration begins March 15<sup>th</sup> Information is on the Central MN website.

Chair Diehl listed the conference agenda:

- Keynote Speaker: Jen McDonough
- Keynote Speaker: Ed Mills
- Dana Wahlberg has planned 911 presentations. Text to 911 will be highlighted
- Melinda Miller has presenters coming to discuss broadband related topics
- SWIC Stromberg will highlight the new COMU Standard Operating Guidelines

### c. PSAP COOP Tabletop Exercise Beginning After Lunch

Tabletop is coming up after lunch. We will do lunch at 11 a.m. John Persano announced in the next 20 minutes we can give an overview from the after-action in October. We will bring up the PowerPoint and the highlights of that. After lunch there will be a facilitated discussion, scenarios, and we will walk through how the COOP process would be initiated to your region taking what we did in October and building on it for the Central Region.

## **UPCOMING MEETINGS**

- a. March 8, 2018 – 10:00 a.m. Conference Call
- b. April 12, 2018 – 10:00 a.m. Conference Call

## **ADJORNMENT:**

*Morrison County made a motion to adjourn the meeting. Benton County seconded and the motion was carried unanimously at 10:41 a.m.*

Minutes by Shari Gieseke.