

**Central Minnesota NG911 Committee**  
**Thursday May 10<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 April 12<sup>th</sup>, 2018 Meeting **(P1-5)**
5. **Communications**
6. **Reports**
  - a. Updates from ECN **(P6-7)**
  - b. Statewide NG911 Committee
  - c. Statewide NG911 GIS Subcommittee
7. **Minnesota State Patrol**
8. **General Discussion**
  - a. Mille Lacs County – Text-to-911
  - b. COOP Submission Status
  - c. MN 2018 Public Safety Communications Conference Comments/Suggestions
9. **Other issues**
10. **Upcoming Meetings**
  - a. June 14<sup>th</sup>, 10:00 Conference Call
  
  - b. July 12<sup>th</sup>, 10:00 Conference Call
  
12. **Adjournment**

**Central MN**  
**Next Generation 9-1-1 Committee Meeting**  
**Thursday, April 12, 2018 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT**

1. Joyce Zika – Benton County
2. Tom Egan & Michael Henrion – Douglas County
3. Jason Wendt – Grant County
4. Al Fjerstad & Holly Martinson – Mille Lacs County
5. Victoria Ingram & Jane Holman – Morrison County
6. Jason Karlgaard – Otter Tail County
7. Donna Martin – Pope County
8. Laura Anderson – Sherburne County
9. Michele Burke – Stearns County
10. Judy Diehl, Chair & Chief Tiegs – Stevens County
11. Tracy Koosman – Swift County
12. Sarah Booker – Todd County
13. Erika Pennar – Wadena County
14. Sheriff Fiedler – Wilkin County
15. Haley Dubois – Wright County

**GUESTS:**

1. Brandon Larson – City of St. Cloud
2. Joe Zunker – Douglas County GIS
3. Mary Lieser – Stearns County
4. Caitlin Christenson – Stevens County GIS
5. Chelsey Bagent – Swift County GIS

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. City of St. Cloud
2. Big Stone County
3. Kandiyohi County
4. Meeker County
5. 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**

*Morrison County made a motion to approve the NG911 Committee Agenda. Mille Lacs County seconded, motion carried.*

**APPROVAL OF MINUTES**

*Mille Lacs County made a motion to approve the March 8, 2018 NG911 Committee minutes. Stevens County seconded, motion carried.*

## **Communications**

None.

## **REPORTS:**

### Updates from ECN:

Chair Diehl recommended the Public Safety Communications Conference. On Sunday the 22<sup>nd</sup> they will be doing the pre-conference COOP class. For small PSAPs, 4 dispatchers or less, it goes from 9 a.m. – 12 p.m. and the larger PSAPs go from 1 – 4 p.m. Diehl will be assisting with both of those. It will be a chance to critique Stevens County's COOP.

### Statewide NG911 Committee

None.

### Statewide NG911 GIS Subcommittee

There is no GIS meeting today. Meeting next week.

## **MINNESOTA STATE PATROL**

There was no one present from State Patrol on the call.

## **GENERAL DISCUSSION**

### a. Regional Project Priority List for Grants

Diehl explained one of the questions came up was do any of you know if you have any Emergency Responders in your counties that do not have ARMER radios? For example, Stevens County Ambulance has about 8 ARMER radios, everything else is VHF so we have a hard patch in place. That is why Stevens County is asking for the 20 EMS radios. There was a question how about if they are requesting more ARMER radios, they have some, but they would like more, for a fire department? Diehl asked if that would qualify if they did not have them for everybody? Larson responded according to the priority list for grants you can submit a request for any new radios that are not currently in existence; do not believe encryption is allowed for the grant. Diehl added everything is a 50-50 match. Diehl explained Stevens County Ambulance Service is a privately-run business it used to be part of the county. When we moved to ARMER we said we could just do a hard patch between the VHF and ARMER. That has caused problems over the years with only parts of messages being received sometimes even though we have a patch in place. We are trying to get them all ARMER radios so that everyone can talk to each other at an emergency scene. Fjerstad from Mille Lacs asked a question about Mille Lacs Health System who is an on call paid ambulance service in the north part of their county who have radios that are starting to give them problems. Larson replied if the current radios are ARMER radios the grant will not cover that. What Micah has asked at the RAC is to reach out to your agencies within your counties to find out if people are still on VHF primarily. If agencies in a county are looking to increase ARMER radios as a need reach out to us and we can get together a proposal for the grants packet. It is a competitive grant so it is not a guarantee.

### b. Mille Lacs County – Text-to-911

Fjerstad reported one of the most recent issues is odd characters that are presenting themselves in calls. Fjerstad is working with Century Link and they are talking to West Safety Services. We do not know if it is somebody trying to use emojis or quotation marks. Fjerstad has to do testing on his own with texting using different characters. It is not causing any issues like blocking or adding characters. It makes it difficult to read.

## GENERAL DISCUSSION (Continued)

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

The scroll issue has been fixed. We are fully migrated to MSRP. One thing lost with MSRP is we no longer see in the text-to-911 screen who the service provider is. Fjerstad is working with Century Link and West Safety Services to find out how we can get that back. It is important to see who the service provider is if we need to ping a call or find out where a caller is. Fjerstad has subscribed to a service he found out from Dana called iconectiv. It is a free service. They also call themselves NPAC (Number Portability Administration Center). It is a phone number you can dial and put in a pin. It gives an ID number and contact person. It does tell who the service provider is. Diehl asked if that was a wireless carrier? ~yes. If a number has not been ported you will not get any information on the service provider. If a number has been ported then you will get information. Diehl asked if a ported number is one that has been assigned to somebody? ~yes. Fjerstad report in the month of March, we had 26 calls; about 60-65% were actual. We are getting a few more from Sherburne County now. Still a few from Wright. We are not getting as many testing calls or pocket dialing. We are still getting reports for road debris or driving complaint. In a lot of events there is no need for them to be texting, but they are still valid calls we need to handle. Morrison County said going back to that impact, if we get a 3<sup>rd</sup> party suicidal call and we do not know who the subscriber is we just call Verizon and they tell us who the subscriber is. Fjerstad replied that is who we go to for everybody. Mille Lacs also does a reverse look-up on the phone number. Shari reported that Wright County still had to turn in their Text-to-911 MOU Signature Page.

## UPCOMING TRAINING OPORTUNITIES

### a. MN Public Safety Communications Conference – April 22<sup>nd</sup> to 25<sup>th</sup>

Diehl stated the other pre-conference course is a Train the Trainer radio training.

### b. PSAP Continuity of Operations Plan Pre-Conference Class

The small PSAP is from 9 a.m. – 12p.m. or the large PSAP from 1 – 4 p.m. The trainers will be John Persano and Greg Hauser.

### c. Training Requirement House and Senate File

Diehl stated if you have looked at pages #11-14. Fjerstad asked is that actually saying that the state is going to mandate that we all be EMD certified? Diehl reached out to Cathy Anderson and Dana about this. Diehl read an email from Dana:

**From:** Wahlberg, Dana (DPS)  
**To:** Anderson, Cathy (DPS); Judy Diehl  
Cathy and Judy -

Thank you for bringing this to my attention. I had a brief email encounter regarding this initiative with Senator Kent and Justin Ball of the American Heart Association. At that time it was my understanding that they wanted to start conversation about the initiative but were not looking to get anything passed.

Below is the response (in red) that I provided to our lobbyist on February 28th when she asked me about whether standards are in place today mandating dispatchers provide phone CPR and how ECN feels about this becoming a legislative mandate.

What I have learned since yesterday is that the bill was introduced this year to get the conversations started. The bill did not make the deadline to have a hearing so it is highly unlikely that it will go anywhere this session. I am working to confirm with their lobbyist, and will try to keep this on my radar as well.

## UPCOMING TRAINING OPORTUNITIES

### c. Training Requirement House and Senate File (Continued)

Diehl explained the email that Dana was referring to was from Dana to Kathryn Weeks. Diehl then read the email from Dana to Kathryn.

**From:** Wahlberg, Dana (DPS)  
**To:** Weeks, Kathryn (DPS); Langer, Matthew (DPS)  
**Subject:** RE: CPR for Dispatchers

Kate –

There is nothing mandated that requires that 9-1-1 call centers provide dispatch assisted CPR. There are a number of Emergency Dispatch Protocols available and many of our MN PSAPs have elected to purchase one of those programs, bring a medical director on to manage them, and provide both initial and on-going training to dispatch staffs.

In MN there are about 2 dozen 9-1-1 call centers who provide the service in house. There are about 3 dozen 9-1-1 call centers who transfer medical calls to a secondary location (typically a medical facility) which provided EMD. There are at least 15 MN PSAPs who are currently not providing any EMD assistance to their 9-1-1 callers.

Last fall, ECN began to explore a relationship with the MN Resuscitation Alliance and their Take Heart America initiative. The goal of this initiative is to expedite dispatcher assisted CPR when the patient is neither conscious or breathing. They were very interested in piloting their protocol with a select few MN 9-1-1 call centers. We were eager to partner with them, but the 911 Analyst who was working on it left, and we have just completed the first round of interviews to replace her vacancy.

The National 9-1-1 Program Office is also facilitating a project involving 9-1-1 and EMS stakeholders to compile and share best practices for responding to calls involving cardiac arrest. The working committee is convening in 2018 and resources to help 9-1-1 call centers implement dispatcher assisted telephone CPR protocols will be available in the fall. The primary responsibilities of this working group is to convene industry experts to develop best practice recommendations, training and implementation guidelines for telephone CPR and High-Performance CPR to be used by EMS personnel. As well, they are tasked with developing a recommended definition of High-Power CPR, and finally to create widespread awareness about the availability of these guidelines.

This is an initiative that our office will be watching closely over the course of 2018. Honestly, I think all of the correct actions are being taken through the National 9-1-1 Program Office. I would hate to see this become a legislative mandate.

Thank you.  
Dana

**From:** Wahlberg, Dana (DPS)  
**To:** Judy Diehl ; Anderson, Cathy (DPS)

Judy –

You did NOT sound like Chicken Little. Whomever wrote that bill certainly should have consulted with ECN, if not both ECN and the PSAPs prior to putting it out there. ECN does not in a position to “withhold” funds from agencies. What kind of a nightmare would that be to manage? Good grief. I am going to reach out to the American Heart Association over the summer to try to develop a partnership and a relationship with them regarding this initiative. I certainly understand their mission to save more lives, because we, too, are in the business of saving lives. However, we have to look at the big picture and cannot compartmentalize everyone’s individual priorities.

Yes, you may share the email as well as my comments above.

## **UPCOMING TRAINING OPORTUNITIES (Continued)**

### c. Training Requirement House and Senate File (Continued)

Diehl explained what she is saying is this is not going into a law anytime soon. The state will not be listening to all your 911 calls to make sure you are giving CPR instructions and we are going to try to address this more logically.

Sheriff Fiedler noted that rural MN sometimes gets forgotten about for PSAPs that just have one dispatcher. That call comes in and that dispatcher is trying to get rescue, law enforcement and the ambulance there is no possible way we can give CPR instructions at the same time with one dispatcher working. Diehl agreed and stated if they do have a call center medical facility that we could connect that caller to that would be giving instructions while you are doing your paging, would that be something the committee would be interested in? Douglas County replied, "no." Diehl said ECN had reached out to her awhile back to see if she would be interested in having a 3<sup>rd</sup> party give the medical instructions to a caller while we were dispatching. Diehl had told ECN that she did not want to be a pilot at that time. Morrison County asked if we got a 3<sup>rd</sup> party involved what that would look like in terms of liability? Diehl can bring that up at the statewide committee meeting. Fjerstad reported that Mille Lacs County is one of the counties that all pre-arrival instructions we transfer to North, so Mille Lacs County would not be interested. Diehl asked how that worked. Martinson explained if we have a medical that requires pre-arrival we transfer them to North. If we can stay on the line we try to, if we cannot we disconnect and call North back to see if there is an update and then we will update our ambulance in route. Diehl asked if they have to pay North. Mille Lacs County explained that North takes care of the south end of our county, and they agreed to do pre-arrival for our north end. Benton County reported we do the same with North and Gold Cross. It is optional up to the dispatcher, but Gold Cross really wants us to do that. Wright County also does the same kind of thing; we do transfer all of them to Alina or Ridgeview. We also all are EMD certified, but we have come to learn that it is easier to transfer for pre-arrival rather than be tied up. Diehl explained in Stevens County we are EMD certified. Douglas County dispatches for North also. Swift County reported they looked at transferring to the hospital, and they said they did not want any part of it due to liability reasons; the talk was to send it to the charge nurse. Diehl stated this could be a good alternative, it will be more to assist counties with a single dispatcher to do the job a little better. Otter Tail County stated in their county they do not have anyone like North or Gold Cross servicing their county, would that still be an option for them? Diehl will do some checking on that. Wadena County is in the same boat, but they have a couple of people that work for North that said it was something they would do with a fee. Diehl replied we need to explore this more.

Diehl pointed out the pages in the packet for reimbursement for the conference. Page #9 is a letter from Micah which talks about what we can be reimbursed for, the room rates, etc. Shari included the 'How to Submit Grant Reimbursement for the Conference.' Diehl explained to save your receipts with details and submit proof of payment.

## **OTHER ISSUES**

None.

## **UPCOMING MEETINGS**

- a. May 10, 2018 – 10:00 a.m. Conference Call
- b. June 14, 2018 – 10:00 a.m. Conference Call

## **ADJORNMENT:**

*Mille Lacs County made a motion to adjourn the meeting. Morrison County seconded and the motion was carried unanimously at 10:40 a.m. Minutes by Shari Gieseke.*

StatusBoard – still no movement on the next level of updates. Updates for WERM and StatusBoard need to be “prioritized” by the Commissioner’s Office (is Cathy’s understanding, anyway).

Search feature under Admin seems to be working well.

Please remind users again to do manual refresh before reserving a resource and to try not to bump a reservation unless absolutely necessary.

If you have issues with bumping that seems to not have been due to an emergency, contact Cathy with as many facts (date, time, agency that bumped, talkgroup) as you can provide so she can check into it and take whatever action is necessary. For example, there was one recently that ended up being due to lack of use and training from one agency who uses it infrequently. Cathy basically mediated the situation and as a result, the one agency is going to make sure they re-train their users and keep them up-to-date even though they do not use it often.

Down time has been extremely minimal so far this year. Hopefully that will continue to be the case.

If you are not subscribed to receive StatusBoard GovDelivery (email) updates, you can either contact Cathy or use the URL <https://public.govdelivery.com/accounts/MNDPS/subscriber/new> and choose which lists you would like to receive information about.

COOP –

Training at the Public Safety Conference was well attended in the morning by smaller PSAPs – not so much at the afternoon session for larger ones. Sessions were good with a lot of additional, pertinent information. Thanks to Judy Diehl for all her help to make the session as good as it was!

The training module is up on the Alex Tech site for COOP and will give you a lot of things to consider if you haven’t yet created your basic Plan. If you need more information or sign-in information for the site, contact Cathy.

24 Plans received at ECN so far.

2 agencies notified us there will be a delay – 1 is working with a vendor and 1 is doing a whole countywide plan.

Deadline is essentially May 15; however, due to a few agencies having concern about privacy, this will probably be extended until Dana can talk with our legal department. Concern was that once something is “sent” somewhere it may be able to be requested by the public.

Option of putting “confidential” on every page as a way to keep that from being the case is being investigated, as well as any other option.

As for now, the only people who will have access to these COOPs are ECN employees, but to date, nobody except Cathy has even gone into the file where they are stored.

If you are concerned about some info in your Plan, you are certainly able to omit it from the one you send to us. Will keep you posted as more information is obtained.

Paramount Info for Minnesota Dispatchers Training Module is now on the Alex Tech website, as well. It was a 5-year project and is a somewhat eclectic culmination of things that some of us who dispatched for a long time had never even heard of (like safe at home, DOC Intensive Supervised Release, etc.) It will definitely be a living module, so if you have information that would be of use to all MN dispatchers, let Cathy know.

As you should also know, Text-to-9-1-1 training module is also on the Alex Tech site. We have received info that some of it already needs to be updated – like technology regarding SMS versus MSRP. We will be working on updates as we can.

As always, if you see something that is outdated in any of the training modules, please let Cathy know.