

Central MN
Next Generation 9-1-1 Committee Meeting
Thursday, March 8, 2018 – 10:00 AM

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT

1. Joyce Zika – Benton County
2. Tom Egan & Michael Henrion – Douglas County
3. Jody Norstegard, Vice Chair – Kandiyohi County
4. Victoria Ingram – Morrison County
5. Jason Karlgaard – Otter Tail County
6. Donna Martin – Pope County
7. Laura Anderson – Sherburne County
8. Michele Burke – Stearns County
9. Judy Diehl, Chair & Chief Tiegs – Stevens County
10. Sarah Booker – Todd County
11. Sheriff Fiedler – Wilkin County
12. Haley Dubois & Richard Nevala – Wright County

GUESTS:

1. Aaron Rosenberger – Stearns County
2. Cathy Anderson – Standards/Training Coordinator, ECN
3. Tuan Le – GeoComm

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. City of St. Cloud
2. Big Stone County
3. Grant County
4. Meeker County
5. Mille Lacs County
6. Swift County
7. Traverse County
8. Wadena 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 added item B under #8. General Discussion for 911 Audit that is also due at the end of this month. *Sherburne County made a motion to approve the amended NG911 Committee Agenda. Wilkin County seconded, motion carried.*

APPROVAL OF MINUTES

Pope County made a motion to approve the February 8, 2018 NG911 Committee minutes. Stevens County seconded, motion carried.

Communications

None.

REPORTS:

Updates from ECN:

Anderson read Dana Wahlberg's report: You can report out that we are in a two-day strategic planning meeting with the SECB and regional reps both Thursday and Friday setting the course for the next 3 years: 2019-2021. Anderson reported all our project managers are there and our new admin Chris.

Anderson read Dustin Leslie's Report:

Text-to-9-1-1: Anoka County in the Metro is scheduled to go live today. They initially ran into issues with their internal firewalls but that has been fixed. Once they are turned up live we will be moving on to the next PSAPs in line. Next will be Isanti County who are working through similar firewall issues. *These firewalls are separate from the ones that Dan gave an update on.*

I am also working on a new process to turn up new PSAPs live. Now that the State is entirely live, TCC Connectivity and Carrier testing need to be performed on the same day – due to West processes. Short code testing will also no longer be available so we are coming up with new ideas to train the PSAPs. One idea we have had is having PSAP managers visit text enabled PSAPs to see how the process works. Comparing February text counts to January, there has been more texts but it still is not unmanageable for PSAPs. In January, there was a total of 260 texts across the State, while February had a total of 354.

Diehl asked Anderson do we have any stats on how many of these are actual emergency verses people just trying it out? Anderson will ask Leslie. Diehl thought at the last RAC meeting that Al Fjerstad had reported 47% were actual emergencies.

Anderson read Dan Craigie's report:

Firewall: Successful testing at the Ramsey County backup PSAP, working with West & CTL to confirm configurations and planning next phase.

County 9-1-1 Plan: ECN would like to know if & how often your PSAP utilizes your County 9-1-1 Plan. When it was updated last year & shared via 3-ring binder at the Public Safety Communications Conference, is it something you refer to during PSAP operations or do you use other resources? While it is legislatively mandated that each county maintain and update their 9-1-1 Plan, ECN is considering changes to how we maintain and monitor the document. Please contact Dan Craigie @ 651-201-7551 with any comments or suggestions. Email works too.

Public Safety Communications Conference: ECN's 2018 Public Safety Communications Conference is just around the corner from April 23rd-25th at St. Cloud River's Edge Convention Center and Kelly Inn. The agenda is still being finalized, but there will be the usual, full array of topics and speakers along with a preconference session on Sunday, April 22nd. An addition this year is a networking/social hour on Tuesday evening, hosted by ECN staff at a location to be determined.

Anderson drafted up a text-to-9-1-1 training module and went through it with Dustin, Dana and Dan. That is going to Linda Muchow at Alex Tech. Would like to get this on the Alex Tech website before APCO/MSA, but if we do not, it will definitely be up by the Public Safety Conference in April. It follows the standards; the state operational text-to-911 standard and it has some examples. Anderson had Heidi Hieserich at the airport look at it and she shared her PowerPoint to use some of the information on the training module.

REPORTS: (Continued)

Updates from ECN: (Continued)

Anderson said five years ago she started a dispatch PowerPoint. One in there was from the Department of Corrections on a program that their agents use. That should be on the Alex Tech site by the Public Safety Conference in April. It will be a living module so if you have ideas for things that can help dispatchers please send Anderson the information.

StatusBoard: Anderson reported we are still waiting for the enhancements to get started through MnIT. First on the list is the warning for overwriting a reservation. It has not been as bad lately especially if people remember to do a manual refresh before they do it. The issues that Anderson has been called about have typically been agency-related. The enhancements that were already made include: (1) Calendar reservation default is now a month view; (2) Reservation fields that are not modifiable are hidden now; (3) You can sort profile lists in alpha ascending order; (4) If you are an admin you can search by a partial or full name when you are in the administration portion. Burke asked will the app for this be for every reservation? She was bumped off twice recently, and the guy that bumped her did not realize he was bumping her because his reservation defaulted into the next day. Burke asked will the, "Are you sure you want to do this," be every time or just if you are going to bump somebody? Anderson does not know if we have covered that; one of the things to be enhanced is to make that default for a reservation end on the same day. Anderson added right now the refresh rate is set to 60 seconds down from 6 minutes, but you still have to do a manual refresh. Anderson will send out a reminder that you have to watch your end date if you are doing a calendar reservation.

COOP Plans: Anderson reported so far we have received 5 PSAP COOP plans. These plans do not have to be comprehensive; they can be as simple or complex as you want them. Minnesota administrative rule 7580 (accompanies Statute 403) says in part J: *"a description of the secondary means of providing service in the event of the failure of either or both of the following: all or a portion of the 911 emergency telephone system; or failure of PSAP primary electrical power."* While this language does not specially spell out a COOP plan, the failures mentioned do point to a COOP plan. We realize that a true COOP plan also covers day-to-day necessities. Part of the thought behind us coming up with this simple template for COOP plans is that a failure of your primary electrical power could be caused by things like a fire, flood or tornado. Those fall under looking at an evacuation plan. What is your plan? Do you know what your first 10 things will be if that happens? Do you know what your plan is for the first 3 hours after something like that happens? We want you to think about identifying how you can perform essential functions particularly after that initial period. Thought was this is to try to help PSAPs that did not have any information. If you do not have a plan the media is going to chew you up and spit you out. Sending your plan to ECN is only for them to place it with your COOP plan. If there were certain aspects that you did not want to have ECN see you could note that it is secure information and that you have elected not to share those portions. Original date was set for March 31st. That date will probably be extended at least beyond the Public Safety Conference. There will be two additional training sessions for COOP on Sunday, April 22nd that falls under preconference. There will be a 3-hour session for smaller PSAPs 4 seats and under, and another 3-hour session for larger PSAPs 5+ seats. If you have questions you should be able to get those questions answered. If you want to bring your plan and ask specific questions after you should be able to do that. The guys teaching it will be the guys that taught the all day class. Anderson is hoping to get a COOP PowerPoint going before the Public Safety Conference that will go on the Alex Tech website. Chair Diehl asked if anyone is willing to share your COOP, they do want two different COOPs for both the morning and afternoon session.

REPORTS: (Continued)

Updates from ECN: (Continued)

Diehl noted if you go to the NG911 page there is a COOP Planning Considerations Table which has good questions for things you will need to know if you are calling your vendor. Burke asked do you want those 911 plans to submitted to Anderson with our COOP? Send them to Anderson.

Victoria Ingram from Morrison County had joined the call. Ingram reported that Morrison County had a text-to-911 call on February 27th. We got a call from Minneapolis PD stating they received a text-to-911 landline phone call. It showed that it had dialed the 10-digit number for Minneapolis PD, but then in the meantime they also got a phone call from Mille Lacs County stating that they had received a text-to-911 from the same number that the Minneapolis PD had. They talked to the caller who stated their phone carrier is Verizon, but they did not show any outgoing calls to (612) Minneapolis PD, nor any text messages. But she did say there is a text box that says 911 and all it showed was the text they had received from Mille Lacs County. Where the call had pinged for us in Little Falls they were not actually at that address. This came in from one of our Little Falls schools. But Minneapolis PD stated that the call that they received said the person was in Little Falls at the school. It sounds like what happened was that the mom had given her phone to her kid. The kid was playing games on it. We had an officer stop by and view the phone, they never showed an outgoing 911 call and did not show any texting back-and-forth. The only thing they had was the texting from Mille Lacs County. Minneapolis PD shows that it is a text-to-911 landline and it is directly to Minneapolis PD, but then somehow Mille Lacs County also got one. Minneapolis PD reports a location at the Little Falls school, but where it was pinged for Mille Lacs County was at another location and they were at neither. They did not have another phone that had that number or a family plan. Mille Lacs County said they would be sending law enforcement to their location and the response was, "please no, no..." and they give another number. Chair Diehl asked if it could be a spoofed call? Ingram stated when it first came to Mille Lacs County it was, "Help please I will not call or answer." When Mille Lacs County asked, "What is your emergency?" the response was sorry wrong number. Chair Diehl asked if anyone has had any text messages that Mille Lacs County took? Stearns County had a domestic.

Statewide NG911 Committee

None.

Statewide NG911 GIS Subcommittee

No update. Chair Diehl stated there is a meeting this afternoon.

Mille Lacs County – Text-to-911

No report.

MINNESOTA STATE PATROL

No report.

GENERAL DISCUSSION

- a. PSAP Continuity of Operations Plan submittal
See Updates from ECN.

GENERAL DISCUSSION (Continued)

b. 911 Audit

Chair Diehl reported Dustin Leslie sent out the 911 audits to our County Auditors offices or Sheriff. They would like those back by March 31st. Burke inquired about the 911 audit asking who it was given to in her county? Pope, Wright and Otter Tail counties would like it sent out again. Chair Diehl will send it out to the group.

UPCOMING TRAINING OPORTUNITIES

a. APCO/MSA/NENA 911 PSAP Conference – March 19th to 22nd

Preconference courses is Motivations and the Pain Behind the Badge. Burke from Stearns County is going to be one of the presenters on a panel discussion.

b. MN Public Safety Communications Conference – April 22nd to 25th

Held at Rivers Edge Convention Center. Kelly Inn is the motel that has a block of rooms. Registration begins on March 15th. Shari informed the group that Micah would be asking the Odyssey Group if we could send one check for all members for their registrations, so people can go ahead and register, but choose not to pay yet. Chair Diehl noted the rooms would still be up to us and those will still have to be submitted to Shari for reimbursement and those are best billed on the county credit card.

OTHER ISSUES

None.

UPCOMING MEETINGS

a. April 12, 2018 – 10:00 a.m. Conference Call

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

ADJORNMENT:

Morrison County made a motion to adjourn the meeting. Pope County seconded and the motion was carried unanimously at 10:40 a.m.

Minutes by Shari Gieseke.