

MONTHLY UPDATE



DIRECT FROM DANA



At the request of the Steering Committee, Emergency Communication Networks (ECN) program managers have reviewed the Strategic Plan with the Statewide Emergency Communications Board (SECB) Committees they represent. As a result, all committees have approved the 2019-2021 Strategic Plan. The next step is to bring it back to the Steering Committee for their final approval and then on to the SECB for approval action.

Governor Mark Dayton has requested all state agencies provide a transition plan to the incoming new administration. The Director and ECN program managers identified key initiatives within our programs to bring to the attention of the new administration. There will be additional assignments through the remainder of the year that ECN will be responding to in an effort to provide a thorough and educational overview for the potential for a new commissioner and other members of the commissioner's office.

DPS Commissioner Mona Dohman has been nominated by President Donald Trump to be the next U.S. Marshal for Minnesota. The U.S. Senate still has to vote on the nomination. That date has not been announced. ECN has been fortunate to have Commissioner Dohman's leadership and support during her tenure.

An August 9-1-1 service disruption continues to consume significant engagement by the ECN 9-1-1 team. CenturyLink's (CTL) subcontractor, West, experienced a human-caused error that resulted in approximately 700 failed 9-1-1 calls during the 65 minute incident in Minnesota. This service disruption was not isolated to Minnesota; other states were impacted as well. In the aftermath, CTL/West have had daily remediation calls to address this. They provided a formal presentation to the SECB during their August meeting, and have some takeaways for follow up action to the SECB at their September meeting. Additionally, ECN is cooperating with a formal investigation that has been opened by the Minnesota Public Utilities Commission (PUC) and their lead agency, Minnesota Department of Commerce. The Federal Communications Commission has reached out to us with their interest of learning more about the service disruption to assist in their planned investigation as well. We will continue to share details of information we learn through these investigations as they are made available to us. We are diligently pulling together a comprehensive timeline for the period during the service disruption and in the initial days following.

September 2018

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NG911 NEWS

August 1, 2018 Service Disruption

As many of you are aware, Minnesota's 9-1-1 system experienced a service disruption on August 1 between 3:47 p.m. and 4:52 p.m. This disruption affected 693 calls to 77 PSAPs across the state, but was not a total outage. From the records we've been able to acquire from CenturyLink and West (CenturyLink is our statewide 9-1-1 service provider and West is their subcontractor), about two-thirds of the calls to 9-1-1 did not complete, but one-third of them did so successfully. Per CenturyLink's official "reason for outage", the disruption was caused by "human error," specifically a provisioning process that was completed incorrectly at West. ECN has continued to apply pressure to CenturyLink to maintain responsibility for what occurred, but also ensure that something of this magnitude never happens again. Both CenturyLink and West representatives presented at the August SECB meeting and provided further details. It is recommended that you browse the minutes from that meeting once they are made available.

The Minnesota PUC has opened an investigation into the disruption and will be investigating over the next few months. This will be a lengthy and exhaustive look into the procedures surrounding the human error, but also the communication (or lack thereof) from CenturyLink during and after the service disruption. ECN will be reporting on a monthly basis to the NG911 committee as well as the SECB on any updates.

NG 9-1-1 Grant

On August 3, a Grants Notice was published at the federal level stating almost \$110 million dollars would be made available to all states, territories, and tribal nations for the "implementation and operation of 911 services...and migration to IP-enabled emergency services." ECN is well positioned for this grant opportunity spending the last several months in preparation. Some items of note:

- The grant is only available for states, territories and tribal nations. Local authorities are not eligible to apply. ECN will be the lead agency for the grant and will work with PSAPs on grant opportunities within the state.
- While no official timelines have been shared, it's been communicated that funds should be distributed by the 4th quarter of 2018 or the first quarter of 2019.
- ECN is focusing on the grant funds for GIS as the main NG911 function. This includes GIS data collection and validation, and the functional elements in NG911 related to location-based routing of 9-1-1 calls.
- The final amount offered to Minnesota has not yet been published, but any grant award will require a 40 percent match from the State of Minnesota.
- More information will be shared via various state and regional committee meetings, along with direct correspondence with each PSAP from the ECN office.

GIS

[Norm Anderson](#) (651-201-2483) is now the GIS Project Manager for ECN and MnGeo. For any question related to the GIS project. [Akiko Nakamura](#) (651-201-7558) from our office is also working on the project, so please feel free to reach out to either one of them with questions.

The community name and street name validation phases have now passed and several counties are deficient in providing the required data. While this project is more of a marathon than a sprint, it's still important we stay on task. Please engage your PSAP and GIS Managers to ensure they are submitting the required data on time. You can find status maps for every county on ECN's website under '9-1-1 Program' and 'GIS Information' along with the most recent version of the GIS newsletter. The successful completion of this first phase (data collection and remediation) is critical for NG911 implementation. ECN will be making this a priority through 2018 and into 2019 as no other project or initiative is as important as a solid statewide GIS dataset for 9-1-1.

Text to 911

Twenty counties are now operational; PSAPs continue to express interest in accepting texts. Please send any questions or intentions to [Dustin Leslie](#).

By the end of this year, each PSAP needs to take their own texts, or have a plan in place with another PSAP. A draft Memorandum of Understanding (MOU) has been provided by our office as a way to extend the current agreements. Suggested costs are also included, but it will be up to each individual PSAP to negotiate. The ultimate goal is to have every PSAP in Minnesota text-enabled by 2020. But it's also important to keep in mind that some counties are receiving zero texts from their citizens, so perhaps an expensive hardware or software upgrade is not necessary. This discussion will continue.

COOP Plans

If your COOP has not yet been completed or sent in, an email request for a formal extension is required. COOPs and extension requests can go to Cathy Anderson at ECN.

To date, out of the 102 PSAPs, there have been 73 COOPs submitted, 23 extensions requested, and five no responses. While we understand this is a daunting task, it is a vital one. Several mentioned that your PSAP never had any kind of plan in the past and indicated it was a good thing to get started on. One PSAP already had an emergency at their PSAP, so understanding what needed to go into their plan was a bit easier because of their experience.

Firewall Project

Progress continues with the implementation phase. The Minneapolis-St. Paul International Airport PSAP was set to go live on July 30, but there were connectivity issues at the airport, so the deployment was rolled back and the PSAP "normalized." The airport network issue has been resolved and a date will be set in the next few weeks to go live. Additional sites will go live after the two-week data collection.

ARMER

ARMER Software Updates

The State of Minnesota is currently in a five-year System Upgrade Agreement (SUA) contract with Motorola for software and maintenance. This contract runs through 2021 and will bring ARMER from version 7.15 to 7.19.

Motorola is disclosing very little information about future software versions beyond 7.19, and they have presented a new five-year contract to move beyond 7.19 that appears out of the State's financial reach.

The Operations and Technical Committee (OTC) formed a workgroup to study the issue. They met for the first time on July 31, in St. Cloud. They expressed concern about a lack of detail from Motorola, but felt there was still room for negotiations in their pricing. They also understand that funding may not be available and that the OTC may have to purchase services from Motorola à la carte.

Because it is important to keep ARMER current, the workgroup made a recommendation to the OTC to seek funding through the Finance Committee in order to move ahead with some sort of an SUA. The OTC will make the recommendation to the Finance Committee to explore available funding to pursue a continued SUA with Motorola.

Federal & non-911 Response Entity Participation

The Steering Committee is studying Federal and non-9-1-1 response entities use of ARMER. At their direction, ECN asked Department of Public Safety legal counsel for an opinion whether 9-1-1 funds could legally be used to support communications for federal entities.

Commissioner Dohman also asked ECN to study federal and non-9-1-1 response entity use of

statewide and large radio systems in other states: whether they charge a fee, and if the other systems rely on 9-1-1 funds. ECN has presented its report to the Commissioner and legal counsel.

The Steering Committee will continue to review this topic when a response is received from legal counsel.

Radio IDs, Talkgroup IDs, System Administrators, & Agency Contact Persons

Inconsistencies were found between OTC approved ID counts and actual ID counts. Some agency contact and system administrator information is out of date.

With MnDOT support, ECN has created a password-secured site on HSIN (Homeland Security Information Network) where sensitive information can be stored. Each region is asked to identify someone to update their system administrator information.

Contact [Jim Stromberg](#) at ECN for site access and more information.

Standard Updates

The following standards were updated:

- Standard 1.8.1 – Change Management
- Standard 1.9.0 – Regional Development and Responsible Entity
- Standard 1.11.1 – System Admin Definition and Minimum Training Requirements
- Standard 1.11.2 – Training Technical Staff
- Standard 2.5.0 – ID & Talkgroup Allocation
- Standard 2.6.0 – Fleetmap Standards
- Standard 3.40.0 – CASM Standard for Administration, Data Entry & Maintenance
- Standard 3.46.0 – Ontario-Minnesota Interoperability
- Standard 5.2.0 – Disaster Relief Organization
- Standard 5.4.0 – Hospital Access
- Standard 8.2.0 – P25 Digital Standard

Standard 5.1.0 – Media Access: Because this standard is metro-centric, the OTC has asked the MESB to weigh in on it.

Participation Plan Standard

The OTC heard an early rough draft of the Participation Plan Standard by ECN. The draft addresses some of the current participation challenges including federal and non-9-1-1 response entities, vendors, maintenance providers and various atypical entities.

New Requests for ARMER Interoperability Participation

- Dickinson, IA: three radio IDs for emergency manager and mobile command post.
- Wisconsin Office of Emergency Communications: 30 radio IDs.

Regional Interoperability Coordinators (RICs)

- Planned hiring of two RICs – one north and one south.
- RFP closed and three RFPs received, one for Northern RIC and two for Southern RIC.
- RFP review teams assembled and are reviewing the applications.
- Northern RIC on track to be contracted in early September.
- Southern RIC on track to be contracted in late September.

2018 Public Safety Communications Conference

- Feedback from 2018 conference was good.
- Developing conference planning topics for 2019 conference.
- Would like each region to provide direct assistance to conference planning and delivery.

New COMU Personnel

- Troy Tretter of MESB was recognized as a COMT.

Communications Unit (COMU) Subcommittee Updates

- Exploring outreach options:
 - More COMU personnel.
 - Educate public safety leadership about COMU services
- Reviewed Standard 3/17.4 and forwarded it with the subcommittee's recommendations to the Standards Workgroup for review.
- Renewed COML recognition for John Gundersen (ME), Curt Meyer (ME), & Adam Kruger (SC).

- Renewed COMT recognition for John Hyde (NE).
- Considered but opted not to take affirmative action on request from a federal-entity COML(t) seeking state recognition.

Strategic Technology Reserve (STR) Subcommittee Updates

Due to schedule conflicts for several of the members, the STR subcommittee did not meet in August. The next meeting scheduled for October.

Interoperability

Interoperability Committee

The Interoperability Committee does not meet in even numbered months; the next meeting is scheduled for September.

Interoperability between LTE Network Carriers

Colorado's filing with the FCC on commercial network interoperability on the NPSBN was retracted.

Wireless Broadband - FirstNet

Procurement News

"FirstNet built with AT&T" announced that they have added 4G LTE coverage to 19 of the 23 towers agreed upon through the state plan.

RapidSOS has created a free location clearinghouse called Rapidlite.com. PSAP's may want to consider signing up for the free service. Apple has decided to embed the service in their iPhone iOS release 12 phones. Applications like WAZE, and UBER are also sharing information with RapidLite.com. If you have an emergency and call 9-1-1 and your phone is sharing your location with UBER or WAZE, then 9-1-1 can often find you faster than Phase II information through ANI and ALI.

HSIN database membership for Minnesota ECN is available for mutual aid of wireless broadband services. As a public safety entity, you can view your neighboring agencies' main contact information for telecommunication services, their apps of choice for use in the field, and their status with primary and secondary wireless broadband providers. Contact [James Stromberg](#) to be added to the membership or for HSIN access.

Who's sticking with Verizon and who's switching to FirstNet? What situational awareness app are they using across the border?

The September IDC meeting will include a report out on the push-to-talk app ESCHAT based on the research done by our 9-1-1 Analyst Akiko Nakamura.

Workbook guidance and generic app toolbox details are on the DPS-ECN public facing website to help evaluate cellular service for your agency. Suggestions for improvements can be made by contacting Program Manager, [Melinda Miller](#) (651-201-7554). An agency can also request a meeting with the program manager to help develop an agency or county specific plan for cellular service.

IPAWS

IPAWS Status

In Minnesota 72 Jurisdictions are IPAWS capable, but only 15 of them test on a consistent basis. FEMA is considering making testing once a month with the Joint Interoperability Test Command (JITC) a requirement as part of the agreement with broadcasters. A letter is being sent out to all to the IPAWS point of contacts this month to notify them of, and request their assistance to clear up incomplete record fields for FEMA and ECN.

Training Available

Public Alerting Authority Best Practice Workshops –
Click on the link to register for a session near you:

- [City of Minneapolis](#), 9 October 2018
- Beltrami County, Bemidji, 3 October 2018
(If interested email [John Dooley](#))
- [Stearns County](#), St. Cloud, 23 October 2018
- [Lyon County](#), Marshall, 24 October 2018
- [Stevens County](#), Morris, 25 October 2018

Information Workshops for our Private Partners

Ten EAS participant workshops (for broadcasters, cable and telco) are being held throughout the state from October through December. The two-hour sessions will cover:

- IPAWS 101: What's my stations role in EAS with the addition of IPAWS?
- The State of Minnesota EAS plan.
- EAS equipment programming.
- Town hall session on EAS concerns.

Workshops are being held in the following cities:

- North West – Detroit Lakes
- North Central – Bemidji
- North East – Eveleth
- Central – St Cloud
- West Central – Morris
- South West – Marshall
- South Central – Mankato
- South East – Rochester
- Metro – East: St Paul and West: Medina

Grants

The 2019 SECB grant was approved by the Finance Committee and the SECB and is now in the grant contract signature stage. Every region received at least \$25,000 in training and exercises as well as funding for GIS projects and ARMER equipment. The terms of this grant run from 7/1/18 to 12/31/18. After the first round of applications, there was some leftover money that was used to fund more GIS projects. Afterward, \$1 million in initial funding was available to the regions. All but \$12,444 has been allocated. Once the contracts are signed, payment requests can be sent to ECN for reimbursement.

As for the 2017 SHSP (State Homeland Security Program) grant, there was some leftover funds to reallocate to the regions. Since the SHSP grant is the only current funding source that can be used to purchase portable radios, the leftover funds were allocated toward those types of projects. Grant amendments are in process now and will be available for signatures any day now. It is expected that all SHSP funds will be spent down this year. Next year, the SHSP grant will be considerably more restrictive as only training and exercises will be allowed.

For the national NG9-1-1 grant, we are currently in the application phase which has two parts: the initial certification and the grant application. Last week, Director Wahlberg submitted our grant certification to the national 9-1-1 office with the commissioner's signature. We now await the national 9-1-1 office to release the amount of funding the State of Minnesota will be able to apply for.