

MONTHLY UPDATE



DIRECT FROM DANA



Emergency Communication Networks (ECN) has just completed the hiring and contracting process for two Regional Interoperability Coordinators (RICs). We are pleased to announce that Marcus Bruning will be returning as our Northern RIC, supporting the Northeast, Northwest, and Metro regions. We also welcome Steve Tait to the team. Steve will support the Southeast, South Central, Southwest, and Central regions. We are excited to have Marcus and Steve on board. They are eager to become engaged in their respective regions to lend education and outreach to our stakeholders, in support of the SECB Strategic Plan and ECN. Their five year contracts became official on October 1.

Soon, we will be able to announce the name of our new (and first) ECN Deputy Director. Interviews have taken place, scoring completed, and remaining human resources requirements are in progress. Stay tuned for an upcoming announcement.

Work is underway to go to the 2019 legislature to amend the 403 Statute within the sections that define and reference the role of the Statewide Emergency Communications Board (SECB). Specifically, to formalize changes that have been recommended and approved by the SECB since 2013. We intend to add seats for: Minnesota Department of Corrections, Minnesota Department of Human Services, as well as Minnesota Tribal Nations representative. References to the Statewide Radio Board will be updated to reflect the SECB. We will not introduce technology changes related to the migration from legacy to next generation 9-1-1 until the 2020 legislative session. This allows time to continue to partner with the carriers in attempt to incorporate mutually acceptable language.

In parallel to the 403 Statute review, the Steering Committee asked ECN to review the SECB by-laws. The goal is to identify existing conflicts between the 403 Statute and the SECB by-laws as related to the composition and function of the SECB and its committees. This review may result in recommended modifications to the SECB by-laws as well as recommended revisions to the 403 Statute to ensure they are reconciled.

In the interest of “practicing what we preach”, and looking after our own self-preparedness, ECN will be exercising our own COOP (which is 173 pages) on Friday, October 26. We have been working closely with the Department of Public Safety (DPS) Business Continuity Coordinator. ECN will complete an Emergency Telework Exercise where we will assess the viability of our plan, perform numerous scenario based tasks, report on the outcomes, and make adjustments to identified deficiencies as necessary.

October 2018

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NG9-1-1 NEWS

August 1 Service Disruption

ECN continues to work with CenturyLink and West on remediation efforts from the August 1 service disruption. CenturyLink attended the September SECB meeting and provided details along with answering questions related to this event. One of the key takeaways from the SECB meeting is a proposed table top exercise to further clarify the roles and responsibilities of everyone involved in providing 9-1-1 services during an outage or service disruption. ECN will work the SECB, regions, and other partners to announce any exercise. Additionally, the IPAWS committee will include ECN and the NG9-1-1 meeting in a series of meetings/discussions to consider ways to use emergency alerts during 9-1-1 service disruptions.

The Minnesota Public Utilities Commission (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 disruption. ECN will be reporting on a monthly basis to the NG9-1-1 committee, as well as, the SECB on any updates.

GIS

[Norm Anderson](#) (651-201-2483) is now the GIS Project Manager for ECN and MnGeo. [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 related to the GIS project.

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 as much as possible. 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 "911 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 Next Generation 9-1-1 (NG9-1-1) 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 9-1-1

20 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 either 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/software upgrade is not necessary. Discussions will continue.

COOP Plans

If your COOP has not yet been completed and/or sent in, an email request for a formal extension is required. COOPs and extension requests can go to [Cathy Anderson](#) (651-201-7548) at ECN.

To date, out of the 102 PSAPs:

- 73 COOPs were submitted.,
- 23 extensions were requested.,
- Five, no responses were received.

While we understand this is a daunting task, it is a vital one. Several have mentioned that your PSAP never had any kind of plan in the past and indicated it was a good thing to initiate. One PSAP stated they already had an emergency occur, so the understanding about what needed to go into their plan was actually a bit easier because of their experience.

Firewall/Cybersecurity Project

Progress continues with the implementation phase. The Minneapolis-St. Paul International Airport PSAP is set to “go-live” on October 2. Additional sites will go live after the two week data collection.

In APCO’s fall publication, there is [an informative article regarding cybersecurity for NG9-1-1](#). The article identifies common tactics used by hackers to gain access to sensitive information, along with ways to combat each tactic. Ultimately, training and awareness is the most effective way to ensure a secure communications center. The article discusses what resources are available if an attack happens. If you believe a cyberattack has occurred, please include ECN into any communications with federal partners or vendors as the interoperability of our statewide ESnet is dependent on each PSAPs ability to respond effectively. A planned 2019 table top exercise will test Minnesota’s response to a 9-1-1 cyber-threat. More to come.

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 little about future software versions beyond 7.19.

Motorola has presented a new five-year contract to move beyond 7.19 that appears out of our financial reach.

The Operations and Technical Committee (OTC) has formed workgroup to study this issue and met on July 31 in St. Cloud.

Workgroup members had concerns about the lack of detail from Motorola and felt there was still room for negotiation in their pricing.

The workgroup also understands that funding may not be available and that the OTC may have to purchase services from Motorola à la carte.

The workgroup believes it is important to keep ARMER current and made a recommendation to OTC to seek funding through the Finance Committee to move ahead with an SUA Agreement.

The OTC recommended that the Finance Committee explore available funding to pursue a continued SUA with Motorola.

ECN updated the Finance Committee at September meeting. Motorola did not provide any new or updated information for that meeting. The Finance Committee asked that the state continue to push Motorola for additional information so that the state can make an educated decision.

Federal & Non-9-1-1 Response Entity Participation

The Steering Committee is studying Federal and Non-9-1-1 Response Entities Use of ARMER.

The Steering Committee directed ECN to ask DPS legal counsel for an opinion about whether 9-1-1 funds could legally be used to support communications for federal entities.

The commissioner asked ECN to study federal and non-9-1-1 response entity use of statewide and large radio systems in other states, if they charge a fee, and if the other systems rely on 9-1-1 funds. ECN has presented its report to the DPS commissioner and legal counsel.

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

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

Inconsistencies have been found between OTC approved ID counts and actual ID counts.

Some agency contact and System Administrator information is also out of date.

ECN, with MnDOT's support, has created a password-secured site on HSIN (Homeland Security Information Network) where sensitive information like this can be stored.

Each region is asked to identify someone to update their System Administrator information.

Contact [Jim Stromberg](#) (651-201-7557) at ECN for site access and more information.

Operations and Technical Committee

Did not meet in September.

Interoperability

October Regional Leadership Meeting

The October regional leadership meeting will take place on October 22 at the St. Cloud MnDOT facility.

This meeting is held three times per year and serves as an opportunity for regional leadership to share and learn from one another.

2019 Public Safety Communications Conference

Dates are set for the 2019 Public Safety Communications Conference. Mark your calendars for April 29-May 1.

Planning meetings will begin in October.

Interoperability Committee

Did not meet in September.

Wireless Broadband - FirstNet

Al Fjerstad is a semi-finalist for the Golden GOVIT leadership award from the Government IT Symposium. This is in association with the Minnesota Government IT Symposium held at the River Center in St. Paul every year. The event will be held on Dec 4-5. [Click here](#) to learn more about the organization and the event.

The Interoperable Data Committee will be meeting in person on Oct 15 at the MnDOT Training Center in Arden Hills. The meeting will start at 9AM, followed by a presentation from OEC on the Mille Lacs county testing that was done in July, followed by a table top discussion on applications with the FirstNet Authority.

In September, Google, Apple, and RapidSOS announced improved ways for PSAP's to find wireless devices on calls. Rapidlite.com is a free tool available to PSAP's. It does require registration.

Apple announced that they would be using dual SIMS, and eSIMS in their new devices – the iPhone X. Dual SIMS are multiple carriers on one device, and eSIMS include an embedded SIM which will allow a carrier to update the SIM card remotely.

ECN will be attending the Minnesota State Fire Chiefs conference in St. Paul on Oct 11-12. We will have our booth, and Wireless Broadband Program Manager, Melinda Miller, will present on "Evaluating Wireless Broadband for your county or agency". The presentation is at 3pm on Thursday at the River Center.

IPAWS

Training Events

Public Alerting Authority best practice workshops are coming to a region near you – Click on the link to register for a session near you:

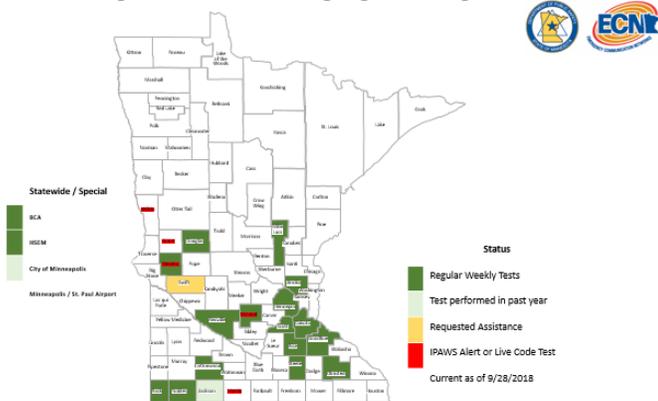
- Stearns County, St. Cloud, 23 October 2018. Workshop registration closed – Class Filled
- [Lyon County](#), Marshall, 24 October 2018
- [Stevens County](#), Morris, 25 October 2018
- [Clay County](#), Moorhead, 26 October 2018

Testing

Thank you to all who responded to the request for information on your IPAWS accounts. In the past month, two jurisdictions have added weekly testing to their routines:; **Cottonwood** and **Rock** counties., **Congratulations!** In Minnesota, **72** jurisdictions are

IPAWS capable. Now **17 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 your agreement with them to keep this powerful tool.

Local Alerting Authorities Performing Regular Testing with IPAWS



Information Workshops for our Private Partners

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

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

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

Some of the 2018 SECB grants have been executed and others are ready for signature.

The State Homeland Security Program (SHSP) grant is still going smoothly. We have completed the majority of grant amendments for the second round of projects. We are on pace to spend down all of our funding, which is a feat we have not achieved in the past.

We are very close to having a first draft ready for the NG9-1-1. The allocation numbers still have not come out so we do not know how much we are qualified to receive. Once those numbers are released, we will have 60 days to submit our application. Since we are already close to having a first draft completed, we are confident that Minnesota will be one of the most prepared states for this grant.

AHA/CPR Legislation Status

Telephone-CPR (T-CPR) Legislation Initiative

The American Heart Association (AHA) is spearheading an initiative to introduce a telephone-CPR (T-CPR) bill into the Minnesota legislature in 2019. Its hope is to ensure all Minnesota 9-1-1 dispatchers are trained to provide T-CPR instructions to callers in the event of a cardiac arrest or that a protocol is in place to quickly transfer cardiac arrest calls to another PSAP that can.

The goal of this legislation is to increase bystander CPR involvement and improve cardiac arrest survival rates. Nationwide, there are one thousand out-of-hospital cardiac arrests each day; less than half receive bystander CPR, and survival rate is low at 11 percent.

This is a national AHA initiative that is also supported by the national 9-1-1 office. Some states, including Wisconsin, have already passed this legislation, and it is proving to be invaluable by saving lives. Many

other states are in some phase of creating legislation in support of this initiative.

ECN, as well as the Metropolitan Emergency Services Board (MESB), are working closely with the AHA and their partners on legislation that is acceptable for Minnesota, using portions of Wisconsin's bill as a model. [Click here](#) to view the Wisconsin bill.

Work is still in the beginning stages. We will share progress as it happens.

If you have questions, please contact [Cathy Anderson](#) (651-201-7548).