MONTHLY UPDATE

DIRECT FROM DANA

It is with tremendous pride and pleasure that I announce the appointment of Dan Craigie as Emergency Communication Networks' (ECN) first Deputy Director. Dan's first experience with mission-critical communications came while managing communications for submarines operating in the Mediterranean theater during Operation Iraqi Freedom. His background, combined with a Master's Degree in Public Affairs, will serve him well in this new role. Dan has been with ECN for two years, extremely knowledgeable, and has demonstrated himself as an effective leader, communicator, and mentor to our team. He has been successfully leading and advancing the 9-1-1 program since January 2018.

On October 26, all ECN staff participated in an emergency telework exercise to test our ability to communicate and carry out ECN's mission with co-workers, supervisors, customers, and stakeholders during a business emergency. The exercise kicked off before 6:00A.M. with a group text message to staff identifying a simulated structure fire had occurred in our office complex which prevented ECN from reporting to work. All exercise participants were provided with a situation manual (SITMAN) which was created with the help of our Department of Public Safety (DPS) Business Continuity Coordinator. The SITMAN contained a list of daily activities we were required to remotely engage in to ensure we were able to adequately perform them. Staff was asked to list deficiencies, technology issues, and identify missing or insufficient information and resources.

ECN staff held an after action report meeting on November 1 to identify gaps. A corrective action plan is underway to address those challenges and shortfalls. ECN staff identified this to be a valuable training exercise and had positive comments to share regarding the importance of having a continuity of operations plan (COOP). Now that Cathy Anderson has some fresh first-hand experience with COOP exercises, she is more eager than ever to support our Minnesota public safety answering points (PSAPs) as they finalize and/or test theirs! Please don't hesitate to reach out to her for guidance!

On October 24, Mille Lacs County PSAP had a nice success story with Text-to-9-1-1. At 1744 hours they received a text from a group of four hearing impaired individuals were stranded in their pontoon boat after the motor failed, on Lower Spunk Lake in Stearns County. The Mille Lacs County dispatcher gathered all of the pertinent information and had help enroute to the group just five minutes after receiving the first text message! Thanks to coordinated efforts by public safety agencies, the DNR towed the pontoon to shore and all four passengers (including a cancer patient) were safely rescued. This is one of many success stories that have been shared in the 11 months since we deployed Text-to-9-1-1. It helps us realize the importance of this second option for reaching 9-1-1 in an emergency.

Stay connected with the Emergency Communication Networks Division and the Statewide Emergency Communications Board

Visit our website to sign up or manage communications you receive.

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. An action plan was shared by CenturyLink that outlines specific tasks and improvements that will be implemented over the next few months to ensure an event like this doesn't happen again. Some highlights:

- CenturyLink and West are working on ways to streamline and expedite the dissemination of service disruption information.
- CenturyLink is working on system changes that will continue to improve the interval for initial PSAP notification. That actionable information will be included in notifications when system impairments occur.
- The CenturyLink probe alarming threshold has been adjusted to ensure CenturyLink has greater visibility into conditions that indicate a significant 9-1-1 issue may be occurring.

GIS

Norm Anderson (651-201-2483 or 651-201-7559) is 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 address validation phase has 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

21 PSAPs are now live with Text-to-9-1-1 services with Dakota County being the most recent PSAP to turn up. In November, we will be implementing Eden Prairie and McLeod County. Every region in the State of Minnesota has a plan in place for PSAPs who are not able to implement Text-to-9-1-1 services this year. Some regions will be charging a small fee for these services while some will continue to do it at no charge for another year. Over the summer, the state averaged about 450 texts per month, but that number dropped to 355 in September. So far, only Viper and Vesta PSAPs have been implemented, but we will add the first Solacom PSAP in Crow Wing County in December. Public outreach for Text-to-9-1-1 continues with presentations that events for the deaf and hard of hearing community.

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, of the 102 PSAPs:

- 76 COOPs were submitted
- 24 extensions were requested
- Two no responses were received.

We are trying to make contact with those PSAPs who have not yet responded, in addition to reaching out to those who have requested extensions, to get an idea of when we may expect their plan. One PSAP has updated their COOP several times and another said they have already exercised theirs! This is exciting news, because updating and exercising COOP plans will benefit your personnel by familiarizing them with their specific roles, which will lessen confusion and enable them to react in a confident and calm manner should you need to evacuate your PSAP. Eighteen COOP reviews have

been completed (in no particular order), but all will be done eventually. If you have questions about crafting or updating your COOP, contact Cathy Anderson (651-201-7548) at ECN.

Firewall/Cybersecurity Project

Progress continues with the implementation phase. The Minneapolis-St. Paul International Airport PSAP has had two attempts at "go-live" dates, but have not been successful due to various network issues. Mandated network maintenance moratoriums and the holidays have forced us to pivot, to Carver County as the first PSAP to go live with the firewall. This work is tentatively planned for mid-November. We will provide an update in our next newsletter.

ARMER

ARMER Lifecycle Sustainment

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 has presented a new five-year contract to move beyond 7.19 that appears out of our financial reach and lacking the detail necessary to justify the cost. Under the guidance of the Steering and Finance Committees, ECN and MnDOT continue to push Motorola for additional details. Motorola has committed to meeting with ECN, MnDOT, and other ARMER subsystem owners provide more clarity. ECN will coordinate these meeting as schedules of the Motorola presenters become known.

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 and anxiously awaits their guidance.

ECN HSIN

Interest in ECN's Homeland Security Information Network (HSIN) site continues to grow, as does its content. The ECN HSIN site is a secure repository for public safety communications documents and data that should be accessible to Minnesota's public safety communications community. HSIN also allows ECN to clean up its public facing website so that the high-level, general information is easy to find and the highly technical and confusing documents are elsewhere. Contact Jim Stromberg (651-201-7557) at ECN for site access and more information.

SECB Standards

Minnesota's public safety communications is deeply rooted in ARMER land mobile radio and that is clearly evidenced by our ARMER standards. Over time we have adopted interoperability, governance, finance, and most recently, 9-1-1 standards, but our migration from ARMER standards to SECB standards has been incomplete. ECN is leading a year-long initiative to update standard numbering and the look and layout of the standards. The numbering system that ECN proposes will differentiate standards with prefixes specific to the purpose such as "911" for 9-1-1, "GOV" for governance, and "IOP" for interoperability. The numbering will be simplified by numbering each standard in chronological order; as an example, ECN proposes that future IPAWS standards will be numbered IPAWS-1, IPAWS-2, etc. On a final note, as we update standards we will bring them into compliance with rules regarding online accessibility.

Standards Update

No standards were completed last month due to the cancellation of the Operations and Technical Committee meeting.

Moving forward, the SECB standards format will change to comply with federal accessibility laws. This new format was introduced at the October 22 regional leadership meeting in St. Cloud and also during the October 29 standards workgroup call. While the SECB logo will be on each standard, the format will be greatly simplified by including only text and removing tables (pertinent maps will still be part of the standard). Content will not change, but there will be three topics instead of six: Purpose, Statement of Standard, and Authority. A Document History section that will be included at the end. It will show when the standard was SECB approved, as well as what updates were made.

Additionally, there is a new numbering format that will easily identify what category a standard belongs to. Here are the prefixes that have been set for the categories numbering:

Section	Category	Prefix
1	Governance	GOV
2	9-1-1	911
3	GIS	GIS
4	ARMER	LMR
5	Broadband	WBB
6	IPAWS	IPW
7	Interoperability	IOP
8	Finance	FIN
9	Compliance/Conflict Res	CCR
10	Miscellaneous	MIS

Standards will be numbered based on when they were originally created – i.e., the oldest ARMER-related standard will be LMR-1, the next oldest will be LMR-2 and so forth. Categorization of the standards is still in progress but should be completed soon. If you have questions about the new format/numbering (or if you would like to join the standards workgroup conference call on Mondays from 9:30-11:00A.M.), contact Cathy Anderson (651-201-7548) at ECN.

ARMER Participation Maps

Did you know that ARMER participation maps are available on the ECN ARMER Current Status webpage? Four different maps give you a visual representation of ARMER participation by participant type and by fire, emergency medical services, and law enforcement disciplines.

Operations and Technical Committee

Did not meet in October.

Interoperability

Interoperability Committee

The Interoperability meets during odd-numbered months so it had October off.

Strategic Technology Reserve Committee

The STR Subcommittee cancelled its October meeting because the Chair position is vacant and the Vice Chair was not available. Many thanks to Troy Tretter who lead the STR Subcommittee until he recently moved on to the private sector and a new career. The subcommittee is scheduled to meet again in December.

Communications Unit Subcommittee

The COMU Subcommittee met in October and made its way through a very full agenda. Minor updates were made to the COMU Standard Operating Guidelines. The subcommittee discussed levels of authority for signing Position Task Books. The subcommittee recognized Minnesota's first six Auxiliary Emergency Communication Specialists (AECS) and its first Incident Tactical Dispatcher (INTD)! Seven Communications Unit Leaders (COML) and two Communications Unit Technicians (COMT) were also renewed.

Regional Leadership Meeting

Formal and informal leadership from Minnesota's seven Emergency Communications and Services Board regions gathered in St. Cloud on October 22 for the quarterly regional leadership meeting. In addition to the usual roundtable updates, attendees discussed about updates to SECB standards, learned the results of the SAFECOM nationwide survey, and brainstormed ways to make next year's Public Safety Communications Conference better than ever.

Conference

Minnesota's 10th Annual Public Safety Communications Conference will be held April 29-May 1, 2019. How many of you can say that you have been to all ten conferences? Each ESB/ECB region has been asked to provide one representative to sit on the planning team. Plans are moving fast behind the scenes. Planning team engagement will begin in November.

Wireless Broadband - FirstNet

The Interoperable Data Committee met in person on October 15. Since there was not a quorum the vote to approve September's meeting notes will need to be conducted again. The November meeting is slated for November 20 at 10A.M. via conference call.

Following the meeting, Rob Dew from the Office of Emergency Communications, Department of Homeland Security distributed power point slides and additional explanation on wireless broadband technology. That presentation will be included in the IDC meeting packet for the November. The Northeast region has made an official request to receive this information.

Later in the day the FirstNet Authority began a table top exercise on applications with the FirstNet Authority and how the I-35W bridge collapse would play out in today's communication ecosystem. The FirstNet Authority has requested that we participate in a survey concerning the exercise. The survey can be completed at this link. These questions will be listed in the November meeting packet as well. ECN has asked the FirstNet Authority to come back to Minnesota to continue the discussion.

Upcoming Events:

- Government IT Symposium St. Paul:, December 4-5 in St. Paul
- Annual Association of Minnesota Counties Conference:, December 3-4 at the DoubleTree by Hilton in Bloomington
- 39th Annual Arrowhead EMS Conference and Expo:, January 23-27, 2019 in Duluth at DECC
- Minnesota Public Safety Communications Conference:, April 28-May 1, 2019 at the River Center in St. Cloud

Strategic Plan Initiatives for Wireless Broadband

We are planning for another tribal newsletter to introduce the new tribal liaison Nigel Perrote, and the Regional Coordinators for the state, Northern and Metro Regions, Marcus Bruning, and Southern and Central regions, Steve Tait. A biography on ECN Director Dana Wahlberg will also be included. If you have additional topics of value to tribes, contact Melinda Miller (651-201-7554).

DPS is encouraging public safety to reach out about success stories related to wireless broadband and FirstNet. It has been over a year since Minnesota opted into the federal plan for FirstNet. ECN also wants to encourage agencies across the state to register for the HSIN community "Minnesota ECN" to see what others are doing in the state as it relates to our programs. ECN is looking for agencies to share contacts, and their status of wireless broadband. Specifics are appreciated, such as: what carriers you are using and how many devices. There is room to include information about the top two carriers for your agency.

ECN and the IDC is evaluating applications to encourage application interoperability across borders (mutual aid). There has been discussion about needing a statewide situational awareness tool, but IDC will be evaluating a collaboration tool. This tool would allow for text, video and picture sharing across the state and individual jurisdictions. It is also recommended that the app be available on both Apple and Android operating systems and vetted through the FirstNet App Store. The app should also be available for use on Verizon and network devices.

ECN has completed a technical assistance drive testing evaluation in Mille Lacs County. The results are available to Minnesota public safety members. The presentation from OEC and additional technical information is available through the IDC meetings.

The Bureau of Criminal Apprehension is encouraging the use of the myBCA website, rather than using a mobile application at this time.

Melinda Miller, the Wireless Broadband Program Manager, participates in the following federal program initiatives:

- Biweekly meetings with the FirstNet Authority and FirstNet
- Quarterly SLIGP2.0 meetings with NTIA
- Region 5 FirstNet Meetings
- Western States bi-weekly meetings
- Requested meetings from Verizon and other mobile carriers
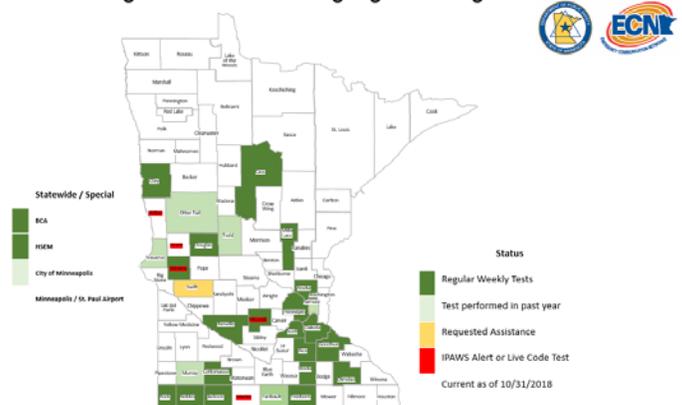- The NPSTC Broadband Emerging Technologies work group

IPAWS

Testing

Congratulations to the following counties for testing their IPAWS capability this last month and starting regular testing programs:

- Cass
- Clay (RRRDC)

- Faribault
- Murray
- Otter Tail
- Ramsey
- Todd
- Traverse

In Minnesota **72** Jurisdictions are IPAWS capable, **25** of are now on their way to consistent testing. This is important as it keeps the alerting authority in proficient in using their software, builds confidence that they are able to put out an alert if and when the need arises, and ensures protection of the public they serve.

Local Alerting Authorities Performing Regular Testing with IPAWS

Training

Six Public Alerting Authority Best Practice Workshops were held in October with 99 attending in the following counties/cities:

- City of Minneapolis
- Beltrami County
- Stearns County
- Lyon County
- Stevens County
- Clay County

Information Workshops for our Private Partners

Ten EAS Participant Workshops, with five completed so far (for Broadcasters, cable and Telco) are being held throughout the state, with a two hour session covering:

- 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

The remaining cities are:

- Northwest – Detroit Lakes
- Central – St. Cloud
- South Central – Mankato
- Southeast – Rochester
- Metro (West) – Medina

Grants

SECB Grant

Funds have been applied for and allocated to the regions for GIS work, ARMER equipment, and training and exercises. More regions have signed their contracts which means their grants have been awarded. The terms of the grant runs from July 1, 2018 to December 31, 2019.

SHSP Grant

There was leftover money available which the regions applied for and had re-allocated. Grant amendments were performed and most regions have executed them. These grants are scheduled to end December 1, 2018 (except for central region who will be extending it to December). If regions need extra time, they are allowed to extend their contract into December.

NG9-1-1 Grant

We are still waiting on the allocation amounts to the states. Once we have this information, we will know how much Minnesota is eligible to apply for. Nancy Pollack with MCP and I are working on a grant narrative so we will be ready when the figures come out. Once the allocations are made public we will have 60 days to submit the full application. Our narrative and budget are almost complete. We will be using grant funding on GIS work as the main project and shared CPE systems as a supplemental item.

AHA/CPR Legislation Status

Telephone-CPR (T-CPR) Legislation Initiative

In early October, ECN staff met with the Minnesota American Heart Association (AHA) government relations director, to share information and to communicate our engagement expectations in this initiative going forward. She was very receptive of our suggestion to observe a couple of different PSAPs, each of which manages medical calls differently. She has already completed a sit-along at the Washington County PSAP and has plans to visit a smaller PSAP in the near future. She is eager to experience, first-hand, how our PSAPs operate and to note similarities and differences in how they conduct business.

ECN is committed to stay engaged with this initiative as the 2019 legislative session convenes. AHA has already provided an initial language draft to a diverse group of stakeholders and ECN has provided our first round of feedback. Once the language is in a vetted draft version, we will share that with the NG9-1-1 Committee for review and comment.

KSTP TV in the metro ran a nice success story on a recent CPR save in West St. Paul. A male went into cardiac arrest and the 9-1-1 dispatcher assisted his near-full-term pregnant wife in performing CPR which resulted in saving his life. The story segued into a follow up report noting that not all MN PSAPs perform CPR today and that AHA intends to bring a bill to the legislature in 2019. Kudo's to the 9-1-1 call taker who was successful in assisting this soon-to-be-mom with performing life-saving CPR.