

**Central Minnesota NG911 Committee**  
**Thursday April 13th, 2017 – 10:00 a.m.**  
**Douglas County Public Works**  
**526 Willow Drive, Alexandria, MN 56308**  
**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 February 9<sup>th</sup>, 2017 Meeting **(P1-5)**
5. **Communications**
6. **Reports**
  - a. Updates from ECN
  - b. Statewide NG911 Committee
  - c. Statewide NG911 GIS Subcommittee **(P6-8)**
7. **General Discussion**
  - a. Develop CM Text-to-911 Call Handling Guide **(P9-11)**
  - b. Review MN Text-to-911 Standard draft **(P12-15)**
  - c. Develop CM Text-to-911 SOP **(P16-20)**
  - d. Memorandum of Understanding CMESB Draft **(P21-24)**
  - e. DECN Conference Memo 2017 **(P25-26)**
  - f. MnFCP Weekly Status Report **(Separate Handout)**
  - f. Other issues
8. **Minnesota State Patrol**
9. **ECN – Dan Craigie Firewall presentation**
10. **Upcoming Meetings**
  - a. May 11<sup>th</sup>, 10:00 a.m. Conference Call
  - b. June 8<sup>th</sup>, 10:00 a.m. Conference Call
11. **Adjournment**

**Central MN  
Next Generation 9-1-1 Committee Meeting  
Conference Call  
Thursday, February 9, 2017 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

1. Joyce Zika – Benton County
2. Jody Norstegard, Vice Chair – Kandiyohi County
3. Jane Holman – Morrison County
4. Judy Siggerud – Otter Tail County
5. Laura Anderson – Sherburne County
6. Megan Kampa – Stearns County
7. Judy Diehl, Chair & Ross Tiegs – Stevens County
8. Tracy Koosman – Swift County
9. Karen Klemm – Traverse County
10. Rick Teberg – Wilkin County

**GUESTS:**

1. Micah Myers – City of St. Cloud
2. Mike Henrion – Douglas County
3. Joe Zunker – GIS, Douglas County
4. Holly Martinson – Mille Lacs County
5. Caitlin Christenson – GIS, Stevens County
6. Cathy Anderson – Standards/Training Coordinator, ECN
7. Rick Juth – RIC, ECN
8. Dana Wahlberg – 911 Program Manager, ECN

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. Big Stone County
2. City of St. Cloud
3. Douglas County
4. Grant County
5. Meeker County
6. Mille Lacs County
7. Pope County
8. Todd County
9. Wadena County
10. Wright 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 Judy Diehl added Upcoming Conferences as #8 before Upcoming Meetings. *Sherburne County made a motion to approve the NG911 Agenda. Stevens County seconded, motion carried.*

## **APPROVAL OF MINUTES**

*Morrison County made a motion to approve the NG911 minutes from January 12, 2017. Kandiyohi County seconded, motion carried.*

## **Communications**

Traverse County has had an increase of Phase 1 calls for the last three months and the information has been sent to Dana. Some do not go to Phase 2 at all and some calls have ended too soon. 100% of the calls are Verizon. Karen Klemm has found they ping to all 4 of their towers.

## **REPORTS:**

### **Updates from ECN**

Dana Wahlberg reported Red River Regional Dispatch Center (RRRDC) has been receiving repetitive calls from two sources both were from auto-dialers and some were from Marriott Hotels, but it was marketing. They were mass calls, going through block of numbers, hit routing DN. This is problematic with auto-dialers. Century Link has a computer to go in and work on resolving a problem they had identified. Century Link blocked routing DN numbers for the MN side. They were getting calls on the North Dakota 911 lines and MN. In the last two days, replaced it with a non-dialable number and it has stopped on the MN side. Chair Diehl asked how many calls. Dana responded in a 3-hour period, every day between 10-Noon, they would get about 50 calls. We are considering changing all routing DN's across the state to be non-dialable numbers. Those numbers should have never been given out to the public. Dana stated that concerns are: 1.) Century Link will not be able to dial-in. If they expect they will have to call into admin line. PSAPs realize their 911 trunks are out of service if they are not receiving calls for a significant amount of time. 2) If these DN's were shared with the alarm company that is outside of 911 dialing area. We would not want to block those numbers for someone who legitimately needs to get through. Next Gen 911 Advisory Committee Meeting is next week. This could turn into a more troubling situation if calls come in over and over again. Dana noted this also happened in Yellow Medicine County where the PSAP shut down and had to reboot their CPE. There is a risk in continuing to leave routing DN's up and available to auto dialers. ECN is soliciting PSAP input, please discuss and be prepared to give us an answer.

PSAPs are starting to identify problems from calls on apple watches. On the newest version one can press and hold a button on the side and the phone will call 911. Edina has been disturbed by a number of these calls. It has been reported to national NENA. Dana asked to let us know if you find this happening. Mille Lacs County has had an issue with a couple, and Douglas County had one too.

MCP is onsite next week working for two days. Sorting response to text 911 PSAP readiness checklist. Dustin Leslie got a 90% response return. Goal next week is the deployment plan and follow-up with PSAPs who did not respond or have questions.

Also next Wednesday requesting volunteer text 911 operational standard. Region PSAP will actively participate. We will be looking at Mille Lacs for your region.

Firewall RFP is close to being released. Dan Craigie is working with Department of Admin. Dana said she has made it clear they want it out before the end of February.

Judy Diehl asked about grants. Dana responded every PSAP will eventually need two firewalls for their SIP Connections. PSAPs will not have to do anything. Dustin and Dana are working on the MOU. For the firewall grant the state will purchase on behalf of the county and transfer ownership to the county. So every county will not have to be charged for two firewalls. Cost will be from one source, to ECN, and they will pay for it.

## **REPORTS: (Continued)**

### **Updates from ECN (Continued)**

Kelli Peters is in process of distributing e-911 audits. If you or your auditors have any questions, they may call or email Kelli. She would like them all turned in by March 31st.

Adam Iten has GIS data preparedness meetings in your region completed in Douglas and Stevens counties. Holly has sent out a doodle poll. Meetings have been going well and are informative. With the exception of one county in the state, it is close to half done. GIS is preparing an emergency service boundary map viewer, a statewide layer. Eventually PSAP, fire, law boundaries will be on it to have all PSAPs seamless and 98% accuracy. Adam's team will have just the PSAP boundary to use for text to 911 deploys. It will benefit Mille Lacs County, an over-layer to your existing map. If you receive a text outside of your area it will help identify which PSAP it will belong to. There was a demo yesterday at ECN, it is in a working state now, but not finalized. Adam's team committed to have seamless PSAP boundaries available at least by the time we deploy text to 911. This is not a real difficult project. In MN, PSAP boundaries are near county boundaries for the most part.

Rick Juth noted the NG911 GIS Subcommittee meeting agenda for this afternoon at 2:00 p.m. Holly from Mille Lacs County said they are without a map on their CAD. Red River uses Google Maps for the time being. Dana said it is a question for Adam if you do not have CAD mapping today, this map will be available from the GIS portal. When Adam does your GIS readiness presentation he will give login access to that portal.

Cathy Anderson reported StatusBoard had no outages in January. Meeting with Mn.IT for updates made to StatusBoard include the search feature and a couple of other high-priority items by regional StatusBoard representatives. For example, if you bump someone on quick reserve, they wanted a notification for the Calendar reservations too. Mn.IT project manager for StatusBoard and WERM is leaving. She will compile information to her team, Cathy told them she will need a cost as well to provide Jackie. Cathy will let the regional StatusBoard representatives know. So far it has been working.

The informational training PowerPoint for WERM is in the FAQ's. Joe Zunker asked if we should be sending it out to the whole Central Region? Cathy said it depends who your people are, send to who does all the provisioning for each agency. We did not put it on the Alex Tech site because it was created just for WERM. The only people who can get in are those who have access, but people can apply to have access if they need it. Chair Diehl asked to get a contacts list for the Central Region. Joe has created the list and he has sent information to everyone who is responsible for their counties.

### **Statewide NG911 Committee**

Meeting last month. The handouts we discussed are in packet today: RRRDC documents, MOU, National Association of State 911 Administrators and Laaser. Firewall RFP. Mission Critical Partners did extensive work. WERM is going live. Kelli Peters is working with Dave Denton on 911 audits.

### **Statewide NG911 GIS Subcommittee**

Conference call/webinar is at 2:00 p.m. Email Judy Diehl if you need the information. Working on finishing standards for MN. Adam is working on questions about the latest version of the standard.

## **GENERAL DISCUSSION**

### **a. SIP Upgrade**

Benton County was not sure if they had a SIP connection. Morrison County believes they have SIP. Mille Lacs County has SIP. Stearns County does not think that they have it yet.

## GENERAL DISCUSSION (Continued)

### a. SIP Upgrade (Continued)

For the SIP upgrade the state will provide firewalls and turn the ownership over to you. 32 are already on SIP connection, hoping to install all 48 firewalls yet this calendar year.

Micah Myers joined the call at 10:41 a.m. Micah reported that the Finance Committee approved the grant workgroup's recommendation, for the Central Region there are 4 PSAPs. Director Mines will contract and develop an MOU that goes with the device. Ownership will be turned over to the agencies, but ECN does not want them to mess with the device. They will configure and monitor devices. They will take care of replacement costs, it all will be in the MOU.

As for grant reporting, pending HSEM approval, ECN will take care of the grant. City of St. Cloud does not have to do the reporting, ECN will take care of the invoices. Swift County did not have GIS expertise onsite. GIS will be part of the SECB Grant. One question is by accepting what ECN is offering, will Swift County will be responsible for maintaining? Swift County does not have the staff. Micah's question will be what is the long-term for maintaining? Micah reached out to a vendor that agencies in the Central Region are using and their prices came in significantly less. Micah would like to see as part of the contract to write in maintenance cost over a period. Once we produce this data, it needs to be maintained. Micah instructed the NG911 Committee to think about how this data will be maintained. Chair Diehl asked if there are any other counties on the call that use Pro-West. Traverse County has it through their Zuercher software, but they are not in the building, they are our support GIS. Micah asked if they are doing their center line work. Traverse, Big Stone, Grant, Pope, Stearns, Todd, Wadena, Otter Tail and City of St. Cloud are using this vendor. Swift County does not have parcel layer updated. For counties around Swift, Swift County needs changes to center line data. We need a plan from the region to make sure all partners are keeping up-to-date, because we are all using this data. The vendor is Pro-West & Associates, they have been doing GIS linework for the City for several years. Kandiyohi County is confused with Big Stone County's mapping, Sheriff Haukos is looking into it. Map is color-coded by the work they are doing. They worked with Adam when he was developing requirements. They know what is required of Next Gen 911 data sets. Difference between MnGEO number is a \$15,000 difference than what Pro-West would do. State has several projects, if we do not need to use the MnGEO number, we would save a lot of money as a region.

Caitlin Christenson from Stevens County was also on the call and reported the ESRI extension is \$10,000 for the first year and maintenance cost after that. Other companies have their own tool. Micah said he would caution on that, ESRI is like Microsoft. Micah would look at licensing as a single entity and individual seats to share the cost. Another issue is the GIS portion is not the same across our region. Micah could have it like the Logger where you put your data sets to it. Joe Zunker said they spent the money to license their website and they are running off of ESRI.

### b. WERM Rollout Update

Chair Diehl asked if anyone had a chance to login to see how many spreadsheets they have to complete. Chair Diehl said she found that all hers were taken care of. Otter Tail and Sherburne counties have had several to work on. Application is easy to use.

### c. Minimum Training Best Practices Guide Final Review

Last month we voted to pass the best practices on to O&O/Users. It has been on the website.

## **GENERAL DISCUSSION (Continued)**

### d. Red River Regional Dispatch Center (RRRDC) Documents

Chair Diehl stated the RRRDC documents are in the packet for implementation and configuration. Text is set up to give RRRDC 30-seconds to answer it and it will automatically transfer. Would we have a back-up for Mille Lacs? Chair Diehl instructed the group to think about if your county wants to be the back-up for Mille Lacs. They can transfer text messages from one PSAP to another, but cannot from one dispatcher to another within the same PSAP. It has to be the same dispatcher staying on it. Mille Lacs County will have to be aware of this for their dispatcher.

#### 1. MOU

Chair Diehl visited with her county attorney. Since we already have an MOU for the region at the ESB level, he said we would not need an MOU for text to 911, but to add for it when the Regional MOU's are updated.

#### 2. RRRDC Procedures/Guides

For Text to 911 call processing you should be aware of limited characters, avoiding lingo, etc. Chair Diehl asked if Mille Lacs County has a guide. Should Central MN have their own, or should each agency? Holly Martinson from Mille Lacs suggested a regional one would be better. Chair Diehl agreed as a region we would want to have some say. How would the group feel about discussing this at the April in-person meeting? Wilkin County agreed that would be a good idea.

### e. National Association of State 911 Administrators Document

This is interesting information. A county in Washington said their text calls were minimal. State of Indiana document is included for you to take a look at the numbers. State of Michigan just had a big increase. State plans to do an ad campaign: "Call if you can, Text if you can't." Has Mille Lacs County heard from Century Link?

## **UPCOMING CONFERENCES**

APCO/MSA/Nena Conference is March 20-23<sup>rd</sup>. Sign-up is on the MN Sheriffs' Association website.

Minnesota Public Safety Communications Conference, formerly the Interop Conference, has changed its name. They will be including many more things for 911 people. Conference is May 1-3<sup>rd</sup>. Registration opens March 1<sup>st</sup> and there is a link to it on [cmnradio.org](http://cmnradio.org).

## **UPCOMING MEETINGS**

#### a. March 9 – 10:00 a.m. Conference Call

#### b. April 13 – 10:00 a.m. Douglas County Public Works or Conference Call

Chair Diehl invited Tim Boyer from the State Patrol to our April 13<sup>th</sup> in-person meeting.

Wilkin County discussed companies for road center lines. Wilkin County just found out that their Assessors Office uses Pro-West for their mapping and suggested that other small counties should check with their Assessors Office to see if they are using something already. They currently use GeoComm and it is expensive. If they could combine with what the Assessors are using, maybe the county could save money. Chair Diehl added Assessor's Office and or the County Highway Department would be good resources.

## **ADJORNMENT:**

*Chair Diehl made the executive motion to adjourn the meeting and the motion was carried unanimously at 11:03 a.m.*

Minutes by Shari Gieseke.

## **NG9-1-1 GIS Project Update**

### **NG9-1-1 Committee Meeting**

**4/7/2017**

#### **Data Collection, Assessment, and Preparation Projects**

MnGeo is collecting the core NG9-1-1 GIS datasets from all regions in the state. The GIS data are being compared to corresponding 911 data (MSAG, ALI, ELT) to gain a better understanding of data readiness for each County and PSAP. The results are compiled into data readiness profiles and reports, which are shared with each county and PSAP during their data preparation kickoff meetings.

MnGeo is also meeting individually with each PSAP and their GIS agencies/vendors to discuss their data readiness findings and to kickoff each county's data preparation effort. Thus far, MnGeo has met with all counties in the NE and SE regions. Kickoff meetings are currently being conducted in the Central region. The NW, South Central, and SW region meetings are being planned and scheduled. The MESB is working with the Metro region on their data preparation. Please see the attached Kickoff Status map.

The goal is to meet with all counties by fall of 2017. Another major goal is to complete all necessary data preparation work in the Metro and NE regions by the end of 2017.

#### **Emergency Service Boundary Map Viewer**

MnGeo is developing a map viewer and associated user documentation to manage the emergency service boundaries (PSAP, Fire, Law, and EMS) statewide. The initial goal is to resolve gaps and overlaps among PSAP boundaries in order to produce a seamless, relatively accurate statewide PSAP boundary layer for use in text-to-911 and eventually the Emergency Call Routing Function (ECRF). The map viewer is currently being piloted in the NE region and will be expanded to other regions in the coming months. The 9-1-1 GIS Authorities will be asked to work with their PSAP Managers to resolve the gaps and overlaps. The goal is to resolve all gaps and overlaps by this July, so the seamless PSAP boundaries are available for the text-to-911 deployments.

#### **Data Maintenance**

MnGeo is currently documenting requirements and workflows for the recurring data upload, normalization, and validation maintenance processes. MnGeo will begin focusing on the aggregation and provisioning process requirements this summer. ECN and MnGeo would also like to conduct 2-3 proof of concept projects related to GIS-based MSAG creation, Emergency Call Routing Function (ECRF), and Location Validation Function (LVF) in the coming year, which will include 1-2 counties in the Metro and Northeast regions.

#### **MN NG9-1-1 GIS Data Standards**

MnGeo, ECN, MESB, and the NG9-1-1 GIS Standards Workgroup are preparing the draft MN NG9-1-1 GIS Data Standards and associated materials for the third stakeholder review. The core NG9-1-1 boundary sections (PSAP, Fire, Law, EMS, Data Maintenance Authority) have been added to the standards document, along with several revisions to existing sections based on thoughtful feedback from the second stakeholder review.

The third review period is anticipated to take place in May, which will include solicitation of feedback from all MN PSAP and GIS Managers. From there, the Standards Workgroup will attempt to finalize Version 1.0 of the standards. The goal is to gain formal approval of Version 1.0 by this summer.

**Newsletter**

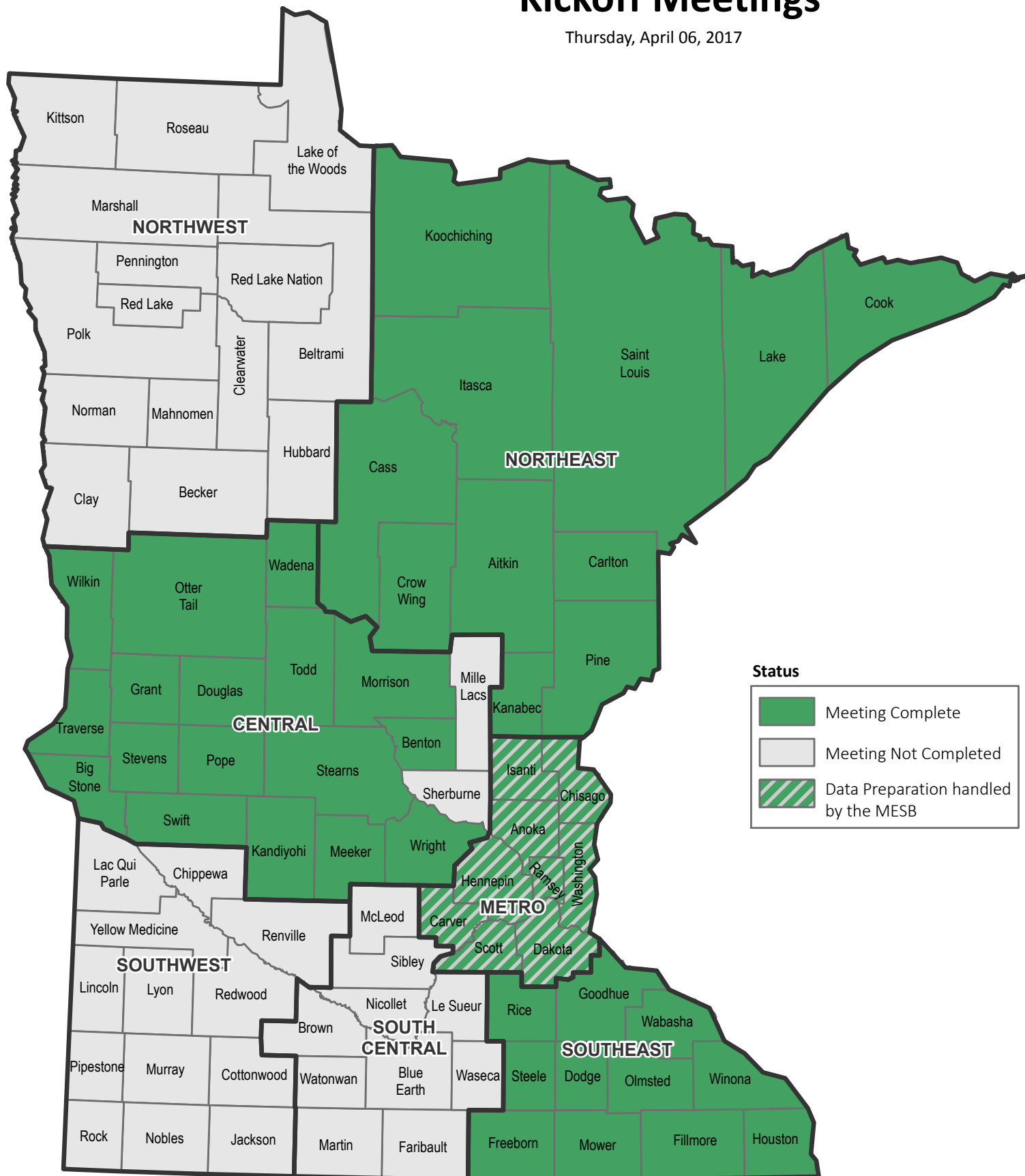
Issue #5 is available on the “GIS Information” page of the ECN website:

<https://dps.mn.gov/divisions/ecn/programs/911/Pages/gis-information.aspx>



# NG911 Data Preparation Kickoff Meetings

Thursday, April 06, 2017



**Status**

- Meeting Complete
- Meeting Not Completed
- Data Preparation handled by the MESB

# RRRDC LAW ENFORCEMENT CALL HANDLING GUIDE

## Text To 911

**Description of Activity:**

Call Type: Use Appropriate Call Type

Ten Code: N/A

**If no immediate indication from the caller that they are unable to make a voice call ask:**

**“Are you SAFELY able to make a voice call”**

If unable to make a voice call, proceed as follows:

MANDATORY QUESTIONS	DISPATCH INFORMATION
<p style="text-align: center;"><b><u>RRRDC</u></b></p> <ol style="list-style-type: none"> <li>1. What is the address/location of the incident? Verify. Use the latitude/longitude shown on the ALI screen if caller is unable to provide.</li> <li>2. Caller’s name and phone number? <ul style="list-style-type: none"> <li>• It is important to confirm that the caller can be reached at the same number the text is originating from.</li> </ul> </li> <li>3. If the caller is in a rural area, obtain common sense directions to the address/location.</li> <li>4. Change call source to “TEXT 911”</li> <li>5. Continue line of questioning based on appropriate call type.</li> </ol> <p style="text-align: center;"><b><u>Outside RRRDC area</u></b></p> <ol style="list-style-type: none"> <li>1. What is the address/location of the incident? Verify. Use the latitude/longitude shown on the ALI screen if caller is unable to provide. <ul style="list-style-type: none"> <li>• Create CFS</li> <li>• &lt;No Venue&gt; in the Venue</li> </ul> </li> <li>2. Caller’s name and phone number? <ul style="list-style-type: none"> <li>• It is important to confirm that the caller can be reached at the same number the text is originating from.</li> </ul> </li> <li>3. If the caller is in a rural area, obtain common sense directions to the address/location.</li> <li>4. Change call source to “TEXT 911”</li> <li>5. Continue line of questioning based on appropriate call type.</li> </ol> <p>*If you are unable to reach the caller via text or phone call, create CFS for 911 Hang-up and notify the proper jurisdiction. *If the caller is able to SAFELY make a voice call to 911, follow-up with the jurisdiction immediately.</p>	<p style="text-align: center;"><b><u>RRRDC</u></b></p> <p>Dispatch according to Call Type</p> <ul style="list-style-type: none"> <li>• <b>Do not end session until responders are on scene and with the caller.</b></li> </ul> <p style="text-align: center;"><b><u>Outside RRRDC area</u></b></p> <p><b>Priority Calls-</b> Call appropriate PSAP after address, phone number and call type have been determined. Update them as needed as information is gathered. <b>Non-Priority Calls-</b> After all information has been gathered call appropriate PSAP</p> <ul style="list-style-type: none"> <li>• <b>Tell the responding agency to call and notify RRRDC that responders are on scene and/or the text session can be ended.</b></li> </ul> <p>* Assign unit <b>NDTXT1, NDTXT2, or NDTXT3</b> to all calls for service outside RRRDC’s area.</p>

# RRRDC LAW ENFORCEMENT CALL HANDLING GUIDE

## Text to 911 Cont'd

Informational	Informational
<p><b>How to use Google Earth:</b> Enter address in the “Search” box and hit “Search” button. If you use Lat/Lon enter it with a comma in between: 47.06523,- 98.04821 or 47 3 54.828N,098 2 53.556W</p> <ul style="list-style-type: none"><li>• Click on the map to bring up the PSAP information box.</li></ul> <p><b>Pictures:</b> If a caller sends a picture message you will receive notification on the text screen that a picture has been sent. The only way to access the picture is to call Intrado/West at the number listed in the notification.</p> <p><b>To Transfer a Text Msg to another PSAP:</b></p> <ul style="list-style-type: none"><li>• #T GRANDFORKS</li><li>• #T WALSH</li><li>• #T WILLISTON</li></ul> <p><b>To Rebid for a new location:</b></p> <ul style="list-style-type: none"><li>• #L</li></ul> <p><b>To Privately Chat with another PSAP in a Conference after a call has been transferred:</b></p> <ul style="list-style-type: none"><li>• #P</li></ul>	

**RRRDC LAW ENFORCEMENT  
CALL HANDLING GUIDE**

**PSAP List**

<b>Barnes County Dispatch</b>	<b>701-845-8181</b>
<b>Central Dakota Communications Center (CenCom) (Bismarck/Burleigh Co)</b>	<b>701-223-9111</b>
<b>Bottineau/Renville 911</b>	<b>701-228-2740</b>
<b>Cavalier County 911</b>	<b>701-256-2555</b>
<b>Lake Region 911 Center</b>	<b>701-662-5323</b>
<b>Mclean County 911</b>	<b>701-462-8103</b>
<b>Mercer/Oliver 911</b>	<b>701-745-3332</b>
<b>Mountrail County Sheriff's Department</b>	<b>701-628-2975</b>
<b>State Radio</b>	<b>701-328-9921</b>
<b>Pembina County</b>	<b>701-265-4122</b>
<b>Pierce County 911</b>	<b>701-776-5245</b>
<b>Richland County Communications</b>	<b>701-642-7777</b>
<b>Rolette County 911</b>	<b>701-477-5623</b>
<b>Stark/Dickinson Dispatch</b>	<b>701-456-7762</b>
<b>Stutsman County Communication Center</b>	<b>701-252-1000</b>
<b>Trail/Steele 911</b>	<b>701-636-4511</b>
<b>Minot Central Dispatch (Ward Co)</b>	<b>701-857-1500</b>
<b><u>Agencies that are Text to 911 Enabled</u></b>	
<b>Grand Forks County 911 Center</b>	<b>701-746-2542</b>
<b>Walsh County Communications</b>	<b>701-352-5000</b>
<b>Williston/Williams 911</b>	<b>701-577-1212</b>

## 911 Standards, Protocols, Procedures

Document Section (FILL IN #)	Title of Section	Status: Committee Date: 00/00/00
State Standard Number	x.x.x	
Standard Title		
Date Established	00/00/00	SRB Approval: 00/00/00
Replaces Document Dated	00/00/00	
Date Revised	00/00/00	

### **1. Purpose or Objective**

The purpose of this operational standard is to standardize the method of receiving and processing Short Message Service (SMS) text-to-911 calls throughout the State of Minnesota. Use of this operational standard will promote the standardization of text-to-911 call handling among jurisdictions across the state. The purpose of text-to-911 is to provide a means of communication between the caller and the PSAP when it is not feasible for callers to make a traditional voice call. Voice communication is still the preferred medium to reach 911 and will be promoted as such throughout the state.

### **2. Background**

#### ▪ Capabilities and Constraints

PSAPs that have a CPE capable of handling text-to-911 calls and is directly connected to the statewide ESInet will be allowed to take text-to-911 calls after they submit a 911 Plan Change letter to ECN. Each position in the PSAP should have the ability to process all calls that require the use of SMS text-to-911 calls.

Constraints

Constraints of text-to-911 include caller location accuracy. Text-to-911 provides the geographical coordinates of the cell sector centroid to the PSAP. This provides a comparable accuracy factor to that of phase one wireless data.

Lack of PAI – EMD phone calls

Best effort service – no guarantee on delivery or how quick help will get delivered

- 1) The call taker should consider keeping the session open until responders have made contact with the caller/victim. This will allow for gathering additional information if necessary.
- 2) Once a call is released, a message should be sent to the caller indicating that the session has ended. A text-to-911 session cannot be restored/initiated unless the caller messages 911 again in a new session.

### **3. Operational Context**

Callers who find themselves in a situation where they are only able to text, or individuals who are hard of hearing may opt to use text-to-911. Voice communications is still the preferred medium to reach 911 and will be promoted as such throughout the state.

### **4. Recommended Protocol/ Standard**

#### **Text-to-911 Call Processing Considerations**

- 3) Calls received via SMS messaging will come into the PSAP on a designated queue.
- 4) The text message screen will show the latitude/longitude of the centroid of the cell sector (similar to wireless phase 1), not the location of the caller. The call taker can rebid the location information if necessary. Location information may or may not improve with a rebid.
- 5) Due to limitations with SMS messaging, messages shall be limited to 160 characters before sending the message. If the caller goes over, it will be broken up into multiple messages. The messages can come out of order
- 6) Call takers will process all 911 text messages with the same priority as they do with all other 911 calls.
- 7) \*Add – have a generic opening without identifying the PSAP location since regional PSAPs are answering texts

#### **Text-to-911 Call Processing**

- 8) 1)The location must be verified on all text-to-911 calls. A mistyped or autocorrected street name by the caller may provide the call taker with a wrong address. The call taker will confirm that the caller/texter can be reached at the same number the text is originating from.
- 9) The call taker should ask the caller if they can call in by voice (if it is safe to do so), unless it is made clear from the onset of the call that the caller is only able to communicate via text.
- 10)
- 11)

- 12) It is recommended that the PSAP have an alternative option for initiating outbound texts in situations where additional information may be needed and the text session has already been terminated, such as a PSAP cellular phone. Only use the back up phone to have the caller text back to 911.

### **Relaying a Text to Another PSAP (without texting capabilities)**

- 1) If a text message is received and it is determined that the emergency is occurring in another jurisdiction, all pertinent information will be gathered and relayed by phone to the appropriate PSAP for dispatch if that agency does not have text-to-911 capabilities.
- 2) The appropriate agency will be notified of the incident in a timely manner given the nature of the situation, priority, and when the call taker has adequate information.
- 3) The text session should be kept open until the responding agency deems it appropriate to release the call in case additional information is needed.
- 4) A call will be created in the agency's CAD for documentation purposes and closed out after contacting the appropriate agency.
- 5) At no point should the caller be advised that they have reached the wrong agency and need to dial a different number to reach the correct agency.
- 6) All text-to-911 records will be considered property of the agency that responds to the call for service. The PSAP taking the original text-to-911 call will merely serve as a storage facility of the text message for the agency. The originating PSAP will provide records of the SMS message to the agency upon the any request for information. Requests for the content of the SMS messages from any agency other than the responding will be referred to the responding agency.

### **Transfer of Text-to-911 Calls**

- 1) If the incident needs to be transferred to another agency that is capable of receiving SMS messages, the call taker will transfer the call. If reasonable, the call taker will attempt to have the caller conduct a voice call to the appropriate agency.

## **5. General**

- 1) Call takers should avoid the use of texting lingo. Some of these are not universally understood and may have multiple meanings. The call taker should only use plain language. The caller should be encouraged not to use texting lingo in order to help eliminate any confusion on the part of both parties. However, callers are not required to oblige. If it becomes too difficult for a call taker to understand a caller's need due to texting lingo, the call taker should ask the caller to explain the shortcut.
- 2) If appropriate, the Class or Service source field should be changed to "TEXT" as a text-to-911 call may not automatically populate correctly with the appropriate class of service. This will make searching for past text-to-911 calls easier.

- 3) If a SMS message is received and it has no communication thereafter, or if the message is unreadable, or the caller is unable to provide an address of the emergency, an attempt will be made to contact the caller via text. If there is still no answer, a call back may be made in the same manner as a voice 911 hang up according to agency protocol. If the initial message indicated an emergency, the call taker should use other methods in an attempt to locate the caller according to their agency specific SOPs.
- 4) Text-to-911 calls are expected to be processed using the same standards for processing emergency and non-emergency voice calls for service, with the exception of Emergency Medical Dispatch (EMD). Individual PSAP policy and capabilities will determine whether EMD will be provided via text. If the PSAP will not provide EMD via text, the caller will be advised to place a voice call in order to receive pre-arrival instructions.
- 5) When appropriate, non-English text-to-911 messages should be handled in the same manner as voice calls according to PSAP specific SOPs. If the call taker is unable to explain to the caller that they need to call 911, the call taker will initiate a voice call to the originating number to attempt contact.
- 6) A caller should not be called back in cases where their safety, or the safety of others, is in question. However, if a responder requests that a callback be made on a request for service that was initially received via SMS messaging, the telecommunicator will inform the officer of such. If the officer still requests a callback, the callback request will be honored.
- 7) The content of all SMS Messages to/from the PSAP are public record and are available upon request of any citizen or media. All communication from the PSAP shall be of a professional nature and work related.
- 8) Multiple text sessions will be prioritized in the same manner as 911 calls. The highest priority call will be determined by the nature of the emergency.
- 9) The passing on of text sessions at shift change between operators must include information related to the open sessions. All queues are to be checked at shift change.
- 10) Failure to comply with any of these provisions set forth may result in disciplinary action. The 911 Director reserves the right to alter this policy at any time. Employees will be notified of any updates to this policy including the effective date of any changes.
- 11) Pre-set messages are available and configurable according to agency protocol. The use of pre-set messages is recommended.

## **6. Management**

- 1) **(Who is in charge of the management of this standard? PSAP Managers? ECN?)**





# RED RIVER REGIONAL DISPATCH CENTER STANDARD OPERATING PROCEDURES MANUAL



**DATE ISSUED: 11/2015**

**ORDER NUMBER: 100-015**

**REVISION DATE:**

**SUBJECT: TEXT TO 911**

## **I. PURPOSE**

This SOP has been developed to standardize the method of receiving and processing Short Message Service (SMS) text to 9-1-1 calls. The purpose of text to 9-1-1 is to provide a means of communication between the caller and Red River Regional Dispatch Center when it is not feasible for callers to make a traditional voice call. Callers who find themselves in a situation where they are only able to text and individuals who are hard of hearing or unable to speak may opt to utilize text to 9-1-1. This technology is new and modifications to this policy will occur as technology advances.

## **II. POLICY**

It is the policy of the Red River Regional Dispatch Center to establish operational procedures for answering and processing all calls received at the Center via text messaging to 9-1-1. Dispatchers are to provide the same level of service via SMS messaging as currently required on voice calls. All protocol adherence including answering the incoming call, questioning, emergency dispatch, customer service, post-dispatch instructions and scene safety processes will be performed during SMS messaging. However due to the obvious limitations of Text to 9-1-1 and for timely processing there are some instances where verbiage will be limited and the dispatcher may abbreviate and/or shorten some information without jeopardizing the safety of the callers, victim(s) and responder(s).

## **III. TEXT TO 911 CALL PROCESSING**

- A. Calls received via text messaging will come into the Center on the Positron 9-1-1 telephone system.
- B. The text message screen may show the latitude and longitude of the cell tower site (Phase 1), not the location of the caller. The call-taker can rebid the location if the caller indicates they are traveling.
- C. Pre-set messages are available. The dispatcher may choose to use them as appropriate. The dispatcher may also choose to manually type to the caller. The



## RED RIVER REGIONAL DISPATCH CENTER STANDARD OPERATING PROCEDURES MANUAL



use of pre-set messages is recommended, but optional. If dispatchers use free form typing, they should be aware that typing in all capital letters is considered “yelling” in text messaging.

- D. Due to the nature of SMS Messaging, messages shall be limited to approximately 160 characters, before sending the message
- E. Employees will answer any text messages with 9-1-1 as they do all other 9-1-1 calls “9-1-1 what is the address of your emergency”? The dispatcher may ask the caller if they are able to safely call 9- 1-1 rather than text, unless this is made clear at the onset of the call.
- F. If a SMS message is received and it has no communication thereafter, or if the message is unreadable or the caller is unable to provide an address of the emergency, an attempt will be made to contact the caller via text. If there is still no answer, a callback will be made in the same manner as a voice 9-1-1 hang up, to ascertain if assistance is needed. If the initial message indicated an emergency, the Dispatcher will use other methods in an attempt to locate the caller. This includes, but not limited to: rebidding the location, contacting the carrier for pinging of the phone or subscriber information
- G. Text messages are expected to be processed using the same standards for processing emergency and non-emergency voice calls for service. The “standard ABC” questioning of dispatch (Where, What, When, Who, Why) will still be applicable. As emphasized in basic call-taking, the most important piece of information to obtain is the location of the emergency followed by the type of emergency. This procedure will be followed on text to 9-1-1 calls.
- H. Dispatchers should avoid the use of “texting” lingo, shortcuts and/or acronyms. Some of these are not universally understood and/or have multiple meanings. All correspondence from the dispatcher should be in plain language. The caller should be encouraged not to use the “texting” lingo, emojis shortcuts and/or acronyms to help eliminate any confusion on the part of both parties. However, callers are not required to oblige. In the event it becomes difficult to understand a caller’s need due to the use of these shortcuts, the dispatcher will ask the caller to explain the shortcut.



## RED RIVER REGIONAL DISPATCH CENTER STANDARD OPERATING PROCEDURES MANUAL



- I. Addresses will need to be verified on all Text to 9-1-1 calls. To verify an address, dispatchers should ask/text one of the following questions to verify the location of the emergency. “Verifying you are at 123 Main St, Fargo, ND” OR “Confirming the address is “123 Main St in Fargo, ND”. A mistyped or auto corrected street name by the caller may provide the dispatcher with a wrong address, so every address should be verified in this type of manner. It is important that the city and state be verified in each text to 911 call.
  
- J. When a call for service is deemed necessary for dispatch and pertinent information is received, a CAD call for service will be initiated. Once a call is deemed ready for dispatch, the call is to be processed and dispatched according to the procedure for the specific event. Call takers will attempt to gather all necessary information needed to properly process the call, dispatch appropriate responders, and follow through with any other necessary instructions or information.
  
- K. All other pertinent information will be asked for by the call-taker to help ensure bystander and responder safety. All pertinent information will be added to the call for service in CAD and relayed to the responding unit(s) as appropriate. The call-taker will note that the call was received by text when creating the call in CAD. When the call is dispatched over the radio, the responders will be advised that the call is being received by text message.
  
- L. It is important to confirm that the caller can be reached at the same number the text is originating from.
  
- M. The call taker will inform the caller that the responders will be dispatched for the requested assistance. Ex: “An ambulance will be dispatched to 123 Main St in Fargo, text/call back if anything changes or you have further information.” A session will not be "ENDED" until responders have made contact with the caller/victim. This will leave the texting session open in case a "text-back" is needed for further information. Once the Dispatcher is sure the responder is in contact with the proper parties they can then END the text session
  
- N. A text session does not end until the call-taker selects the “Release” button. This allows the call-taker to remain in texting contact with the caller. Once the call is released, the call-taker will not be able to send a text message to the phone. The only way to establish contact at that point is to make a voice call to the phone number or use the dispatch cell phone. Under no circumstances should the call-taker text the caller from their personal cell phone.



## RED RIVER REGIONAL DISPATCH CENTER STANDARD OPERATING PROCEDURES MANUAL



- O. Dispatchers are authorized to make a voice call to the caller if needed. This will need to be done if additional information is needed from the caller or if responders are having difficulty locating them. A caller should not be called back in cases where their safety, or the safety of another, is in question. If an officer is requesting that a callback be made in this situation, the dispatcher will advise the officer of the safety concern. If the officer still requests a callback at that point, the callback request will be honored.

#### **IV. HANDLING CALLS FOR INCIDENTS IN OTHER JURISDICTIONS (without text capabilities)**

Red River Regional Dispatch is the designated text to 9-1-1 center for text messages within ND in areas in which the PSAP is not enabled to receive text to 9-1-1.

- A. If a text message is received and it is determined that the emergency is occurring in another jurisdiction, all pertinent information will be gathered and relayed by phone to the appropriate PSAP for dispatch if that agency does not have text capability. The appropriate agency will be notified of the incident in a timely manner, given the nature of the situation, priority, and when the call taker has adequate information to mark the call “Ready for Dispatch” in in the CAD system. The session should be kept open until the responding jurisdiction deems it appropriate to release the call case they need additional information.
- B. A call will be created in CAD for documentation purposes and closed out after contacting the appropriate agency and assigning the text unit code to the call.
- C. A list of contact phone numbers to contact each ND PSAP 24/7 will be maintained in the Text to 911 call guide.
- D. At no point should the caller be advised that they have reached the wrong agency and need to dial a different number to reach the correct agency.
- E. All text to 9-1-1 records will be considered the property of the agency that responds to the call for service, and as such, RRRDC merely serves as a storage facility of the text message for the agency. RRRDC will provide records of the SMS message to the agency upon request of the agency. Requests for the content of the SMS messages from other than the responding agency will be referred to the responding agency. If subpoenaed for a text to 9-1-1 record, RRRDC will confer



## RED RIVER REGIONAL DISPATCH CENTER STANDARD OPERATING PROCEDURES MANUAL



with the agency involved and /or the attorney for RRRDC before releasing any specific information.

### **V. TRANSFER OF TEXT TO 911 CALLS :**

If the incident needs to be transferred to another agency that is capable of receiving SMS messages, the call taker will transfer the call. If the receiving agency does not have the capability of receiving text, the original call taker will maintain the session and relay information to the appropriate agency via voice call. If reasonable, the Dispatcher will attempt to have the caller conduct a voice call to the appropriate agency.

### **VI. LANGUAGE LINE**

- A. Call takers will attempt to determine if communication barrier is due to the use of texting lingo by asking the caller "Can you use plain English?"
- B. If it is determined that Language Line services are needed, a voice call will be placed to the caller and then connected to the Language Line.

## Memorandum of Understanding

### DRAFT

This Memorandum of Understanding (MOU), is made and entered into the \_\_\_\_\_ day of \_\_\_\_\_, 2017 by and between the Central Minnesota Emergency Services Board, hereinafter called the CMESB and the Central Minnesota Public Safety Answering Points, hereinafter called PSAPs.

WHEREAS, the Joint Powers Agreement (JPA) through the CMESB was amended to facilitate the planning, coordination and delivery of emergency communications services and emerging services such as Next Generation (NG 911) including text, video, and photographs for the CMESB; and,

WHEREAS, there are nineteen (19) CMESB PSAPs that desire to provide a coordinated Text-to-911 service to the citizens of CMESB; and,

WHEREAS, Text-to-911 will provide citizens with enhanced access to emergency communications in situations where a voice call could endanger the caller, or a person who is deaf or hard of hearing is unable to make a voice call; and,

WHEREAS, CMESB has been evaluating and planning NG911 network strategies in cooperation with the CMESB NG 911 Committee; and,

WHEREAS, FCC has mandated that wireless companies provide a means of texting to 911 by the end of 2014; and,

WHEREAS; a non-comprehensive and uncoordinated interim Text-to-911 implementation would cause confusion not only for citizens but for area PSAPs; and,

WHEREAS, only the Mille Lacs County PSAP and Stearns County PSAP currently have equipment to receive a Text-to-911 within the CMESB; and,

WHEREAS, technology exists to bring a text from any part of CMESB to the Mille Lacs County PSAP or Stearns County PSAP; and,

WHEREAS, other CMESB, county and local PSAPs desire to have a Text-to-911 capability for emergency services requests; and,

WHEREAS, these same CMESB PSAPs do not currently have the equipment capable of receiving a Text-to-911; and,

NOW THEREFORE, in consideration of the mutual agreements contained herein, the parties do hereby agree as follows:

1. **Purpose.** The purpose of this MOU is to establish a framework that allows for a Text-to-911 within the CMESB to be received by the Mille Lacs County PSAP or Stearns County PSAP and thereafter be disseminated via a voice call to the proper PSAP within the CMESB.
2. **Duration and Notice to Terminate.** The duration of this MOU will be determined as other CMESB, county PSAPs acquire the proper equipment to assume taking their own local Text-to 911 messages.
  - a. PSAP managers shall notify the CMESB Next Generation 911 Chairperson when they plan to obtain the necessary equipment for taking Text-to-911 messages within their own jurisdiction.
  - b. Upon successful installation and testing of their own Text-to-911 equipment, PSAPs will be required to accept Text-to-911 messages within their own jurisdiction.
  - c. PSAPs may, upon request of the CMESB, accept Text-to-911 messages from other jurisdictions who have not yet acquired the proper equipment.
  - d. Any party may withdraw from this MOU upon giving written notice to the CMESB at least six (6) months to the effective date upon which the party desires to terminate its participation to this MOU.
3. **Powers and Authority under this MOU.** The Mille Lacs County PSAP, Stearns County PSAP and the CMESB shall have the following powers.
  - a. Within the limits of initial and annual budget, construct, equip, maintain and manage the necessary equipment for Text-to-911 capabilities
  - b. Execute such contracts with providers for the management and operation of Text-to-911
  - c. Establish rules and regulations for the maintenance, operation and procedures for Text-to-911 for all parties
  - d. Appoint and/or make use of subcommittees if necessary to assist in the carrying out of this MOU.
4. **Financial Obligations Under this MOU:** The Mille Lacs County PSAP, Stearns County PSAP have no financial obligation under this MOU other than to maintain

existing equipment in proper working order and to ensure that maintenance contracts are in place with associated vendors for all Text-to-911 services.

5. **Real and Personal Property.** The Mille Lacs County PSAP and Stearns County PSAP will retain ownership of all real and personal property associated for the use of Text-to-911.
6. **Funding Source.** Add language here-----
7. **Liability.** All parties to this Text-to-911 MOU shall have full liability protections as stated under ND Century Code 57-40.6-08
8. **Effective Date.** This MOU shall be effective upon the approval and signing authority of any governing body of the parties wishing to become a part of this MOU.
9. **Sunset Date.** This MOU shall sunset December 31<sup>st</sup>, 2018.

IN WITNESS WHEREOF, the parties have hereunto set their signatures the day and year below stated.

\_\_\_\_\_ CMESB Chairperson Date: \_\_\_\_\_

\_\_\_\_\_ MN 911 Program Manager Date: \_\_\_\_\_

\_\_\_\_\_ Mille Lacs County PSAP Date: \_\_\_\_\_

\_\_\_\_\_ Stearns County PSAP Date: \_\_\_\_\_

\_\_\_\_\_ Bismarck/Burleigh PSAP Date: \_\_\_\_\_

\_\_\_\_\_ Jamestown/Stutsman PSAP Date: \_\_\_\_\_



\_\_\_\_\_ **Minot/Ward PSAP**

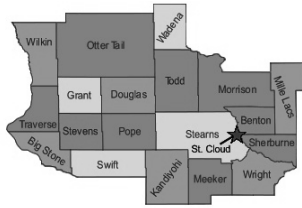
Date: \_\_\_\_\_

\_\_\_\_\_ **Dickinson/Stark PSAP**

Date: \_\_\_\_\_

Etc, etc, etc,.....

Etc, etc, etc,.....



**CENTRAL MINNESOTA REGIONAL RADIO BOARD**  
FINANCE (320) 255 - 7208  
FAX (320) 255 - 7297

## MEMORANDUM

To: CMESB Members

From: Micah Myers, RAC Chair

Subject: 2017 Minnesota Public Safety Communications Conference

Date: March 30, 2017

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Registration and information regarding the 2017 Minnesota Public Safety Communications Conference can be found at the following link: [Minnesota Public Safety Communications Conference](#)

The region will be reimbursing two (2) meals, two (2) nights of hotel stay (Reservation information below) at the rate of \$102.26, the \$125.00 conference registration fee, for the two (2) ESB members and four (4) agency representatives, and mileage for those agencies that do not currently receive mileage reimbursement.

Please notify Shari Gieseke by April 17<sup>th</sup> on the number of conference attendees your agency plans on sending to the conference. The Board approved to open the number of attendees an agency can send to the conference. Any of the unused registrations will be made available to CMNESB members that would like to send more than six (6) participants to the conference.

The reimbursement forms will be distributed via email and needs to be returned to Shari Gieseke at the City of St. Cloud by May 19<sup>th</sup>. Mail: 400 Second Street S, St. Cloud MN 56301 or [Shari.Gieseke@ci.stcloud.mn.us](mailto:Shari.Gieseke@ci.stcloud.mn.us)

**Best Western Kelly Inn**  
**100 Fourth Avenue South**  
**Saint Cloud, MN 56301**  
**320.253.0606**

<http://www.bestwesternstcloud.com>

**Conference room blocks available Saturday, April 29, through Wednesday, May 3, 2017.**

**Rate: \$91 (\$102.26 tax inclusive) single/\$101 (\$113.50 tax inclusive) double**

**Deadline for reduced rate: April 19, 2017.**

**Make reservations by calling the hotel directly at 320.253.0606**

**– mention Public Safety Interoperable Conference room block**

**Make reservations online at**

**<http://book.bestwestern.com/bestwestern/groupSearch.do?groupId=R37PI1D5>**

Remember to keep all of your detailed receipts to submit for reimbursement, any food purchases need to have a detailed receipt of the order, not just the credit card receipt. **If the proper receipts are not submitted they will not be reimbursed.**

Thank you!

# MnFCP Weekly Status Report

Minnesota Department of Public Safety – MnFCP

## EXECUTIVE SUMMARY Status Meeting

Status on 10, April 2017	Prior Status	Green	Current Status	Green
Green	The project is within 20% variance of the currently approved baseline for budget and schedule, and is expected to substantially meet all of the business objectives established in the startup report.			
Yellow	The project has exceeded 20% variance of the currently approved baseline for budget and/or schedule and is expected to substantially meet all of the business objectives established in the startup report.			
Red	The project is at risk of termination, or at risk of not substantially meeting the business objectives established in the startup report.			

### Attendees/Invitees:

- DPS: Jackie Mines, Melinda Miller, Dana Wahlberg, Marcus Bruning, Randy Donahue, Rick Juth, Adam Iten, Dan Ross
- Televate: Rick Burke, Joshua Jack, Elizabeth Herring

### • Task 10 –State Plan Evaluation

- Summary report delivered and approved by IDC and SECB
- Additional section - Lessons Learned

### • AT&T Coverage

- Coverage maps requested using AT&T data
- Draft maps delivered (4/7/17) for comments
- AT&T stats derived from coverage review
- 702 Communications NDAs

### • MN FirstNet PSE Handout

- Informational handout/brochure targeting Fire/Police/EMS and State/Federal agencies
- Requested quotes from key personnel
- Key stats (Melinda)

### • Operational Architecture

- Update

### • 2017 Minnesota Public Safety Communications Conference

- Update

### • Data Requests

### • Task 04.16 – Education and Outreach:

- Newsletters 2017
  - Q2 2017 Newsletter
- Training Modules:
  - LTE Technical Review (Deep Dive) –
  - Public Safety Broadband for the PSAP – Under Review (Melinda)

### • Televate Invoices and Deliverables

- Work Group Findings Summary – Final Draft Delivered
  - Request to add a new section
- Business Case – Rough Draft in process

### • Upcoming Events, Travel, New Business:

- 2017 Minnesota Public Safety Communications Conference – May 1-3
- Chiefs of Police Conference – April 24
- Arrowhead EMS Conference - April 27

Minnesota Public Safety Wireless Data Network Requirements Project

<b>Status on 10, April 2017</b>	<b>Prior Status</b>	<b>Green</b>	<b>Current Status</b>	<b>Green</b>
<b>Green</b>	The project is within 20% variance of the currently approved baseline for budget and schedule, and is expected to substantially meet all of the business objectives established in the startup report.			
<b>Yellow</b>	The project has exceeded 20% variance of the currently approved baseline for budget and/or schedule and is expected to substantially meet all of the business objectives established in the startup report.			
<b>Red</b>	The project is at risk of termination, or at risk of not substantially meeting the business objectives established in the startup report.			

**END OF ACTIVE ITEMS**

**Tasks Current ON HOLD**

- **Task 6 – MOA, Standardize Templates:**
  - Task **ON HOLD** until further direction from NTIA
  - Progress to date listed in Notes
- **Task 10.01 – Specific State Plan Elements (FirstNet)**
  - **HOLD: Analysis of State MnDOT Towers for State Plan:** 51 towers identified within ESA; SECB to consider tasking MnDOT with a mini-audit of the number of antennas (and owners) installed on the towers. This would provide a reasonable basis to assess whether there is available capacity or whether further strengthening of the structure will be required.
- **Task 20 – Minnesota State Plan Decision Process**
  - Task **ON HOLD** until further definition of the SOW (decision by potentially by mid-September); need to confirm whether State Plan Decision guidance will be published in the FirstNet RFP
    - Evaluation of State Plan; prepare list of expected tasks & then compare 9 May

**Outreach Tracking: Coverage Reviews, Work Group, and Meetings**

Quarter	Start Date	End Date	# Agencies	# Individuals	Meetings
3 <sup>rd</sup> Quarter, 2014	7/1/2014	9/30/2014	61	85	13
4 <sup>th</sup> Quarter, 2014	10/1/2014	12/31/2014	85	128	36
1 <sup>st</sup> Quarter, 2015	1/1/2015	3/31/2015	66	99	23
2 <sup>nd</sup> Quarter, 2015	4/1/2015	6/30/2015	38	134	22
3 <sup>rd</sup> Quarter, 2015	7/1/2015	9/30/2015	145	419	24
4 <sup>th</sup> Quarter, 2015	10/1/2015	12/31/2015	135	245	111
1 <sup>st</sup> Quarter, 2016	1/1/2016	3/31/2016	28	61	19
2 <sup>nd</sup> Quarter, 2016	4/1/2016	6/30/2016	35	46	1
3 <sup>rd</sup> Quarter, 2016	7/1/2016	9/30/2016			
4 <sup>th</sup> Quarter, 2016	10/1/2016	12/31/2016			

## 1 NOTES:

- **Task 10.05 – Update of the FirstNet Data Elements to be resubmitted Sept 30 2016:**
  - The following data elements are to be updated throughout the year and shall be resubmitted to FirstNet by 30 Sept 2016, prior to the creation of the state plan:
    - State Requirements Document – Melinda to review
    - Tab 2a. PSE List
    - Tab 2d.i Operational Areas
    - Tab 2d.ii CAD Data & User Density Maps
    - Tab 3b. Data Usage – User Profiles
      - User density maps per discipline
- **Task 16 – Public Safety Entity Operational Areas**
  - Red Lake Nation is outstanding (part of 30 Sept update), Team to review and prepare for resubmittal, 30 Sept 2016 – **Complete**
- **Task 3 – Tribal (On-Going)**
  - **Tribal Summary Document: (Melinda)** A Public Document for Tribes to explain the entire process
    - Provide map images showing the phased build-out on tribal lands; Mark to provide statistics for each tribe – **Complete**
  - **Meeting with Red Lake Nation** – completed,
  - **Add DPS Annex:** To summarize (track and list) all DPS outreach events and efforts with Tribes
  - Confirmed - Red Lake Tribe CAD data was incorporated in the phased build-out
  - IAC Briefing held: They are interested in having a member on the board. Add a spot for member, requires a change in legislation; waiting for the steering committee as the next step
  - Minnesota Chippewa Tribes (MCT).
    - 17 participants from 6 tribal agencies (Bois Forte, Fond du Lac, Grand Portage, Leech Lake, Mille Lac, MN Chippewa Tribe)
  - Shakopee Mdewakanton Sioux scheduled for the October 27 (completed); no new coverage requirements, discussion centered on the tribal public safety entities, exiting systems, operational concerns and the expectations for the new network
  - 12 Nov Presentation Results:
    - Regional Presentation respecting the Tribal organization
    - At least 2 more meeting to schedule
    - Tribes will look to provide incident data for their jurisdictions
  - Governance Efforts:
    - Effort to develop plan for better engaging tribes on governance:
      - Call held with Anna Marie Hill, MN Indian Affairs Council 5/20;
      - Monte Fronk called on 6/4, he proposes that we organize a meeting with the Emergency Manager at Ripley at a date to be determined
      - Also interviewed Greg Hayes 6/18 (Shakopee Mdewakanton Sioux)
      - Also reach out to Mike Keyport (Grand Portage Ojibwe)
  - Need to keep a running list of coordination activities with the tribes as proof of our outreach efforts.
  - In the context of the Governance and MOA/MOU tasks, FirstNet does not expect the State to resolve all issues with regard to the tribes. FirstNet does expect:
    - The States to summarize what exists and to “characterize” the relationship with each Tribe
    - Indicate the level of tribal participation in the State’s governance structures

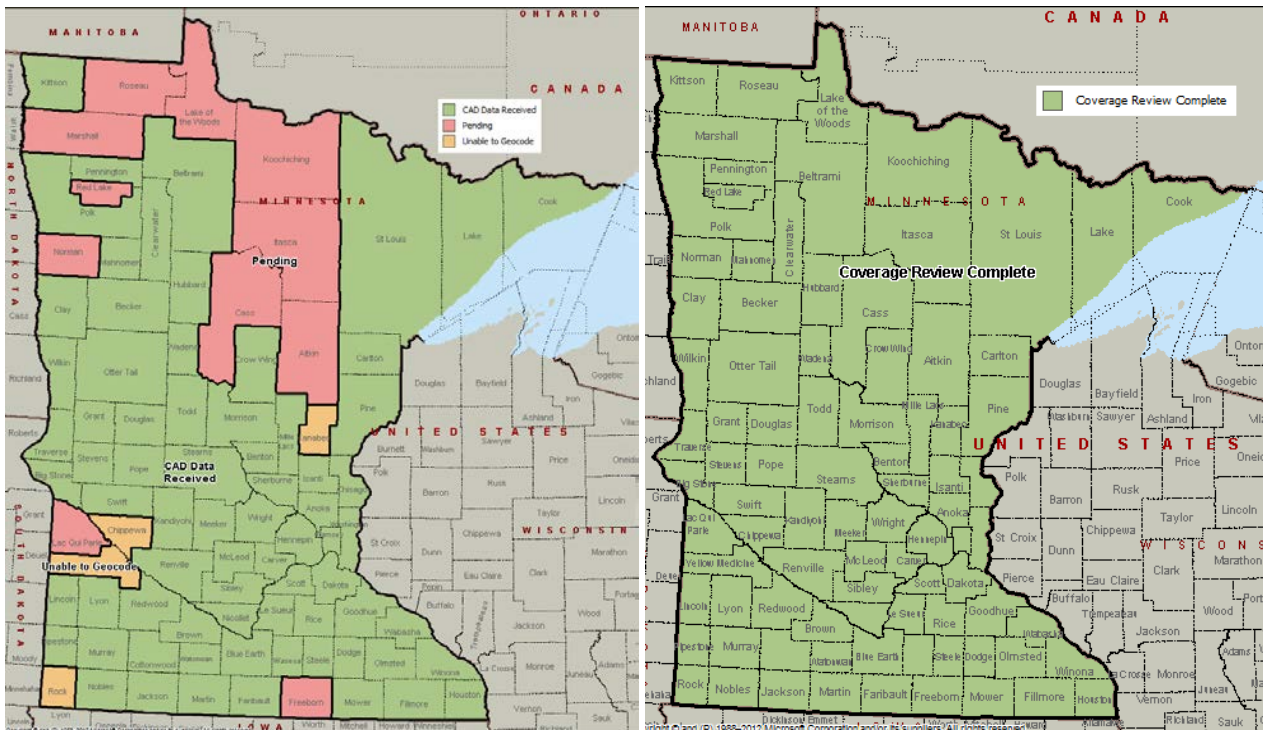
- Highlight the issues that would impact the implementation of the network on tribal lands
  - We are expected to collate the points of contact at each tribe
  - We are expected to quantify the number of potential users at each tribe
  - Background Materials on tribes that were suggested for review:
    - Review of the United States Code, Title 16, Supremacy Clause
    - Review of the State's Constitution wrt tribes
- **Task 6 – MOA, Standardize Templates:**
  - Progress to date
    - Legal Document Report is in process and shall provide a rationale for the MOAs. It will also describe any legal/policy barriers or concerns raised by the MOAs.
    - Team would like to coordinate a small group from OAG, MnIT, and MnDOT to further progress on the report
    - Spoken with St Louis Co. (Hegrenes), St Cloud (Myers) and Rochester (Thomson). St Louis and St Cloud will be involved in the MOA development process, connecting me with their attorneys and sent or sending me lease samples. Rochester probably not so much (owns few assets, doesn't share today), but I will keep them on the email list so they can monitor content as it develops
      - MnDOT: Tim Lee, Shane
      - MNIT: Jim Johnson
      - OAG: pending
      - Central: Micah Myers
      - NE: TBD
      - Rochester PD: TDB
- Wireless Contracts:
  - State Contract – check back with Dale Stevens concerning the number of subscribers on each contract
- Website: <https://dps.mn.gov/divisions/ecn/Pages/broadband.aspx>;
- Additional Newsletter Topics:
  - Coverage & Radio Propagation Basics
  - Differences between NPSBN LTE, Commercial Services & P25
  - Capacity Basics
  - Quality of Service Basics
  - Coverage Augmentation Strategies & Advantages/Disadvantages
  - Public Safety Broadband Devices
- **GIS Data**
  - Will need to coordinate with Danna Mackenzie, [Danna.Mackenzie@state.mn.us](mailto:Danna.Mackenzie@state.mn.us), with regard to the phase 2 infrastructure assessment; however, the data will likely come from NTIA as GIS has restriction its release
- **Fire Chief Association:** Summary of key data points:
  - Bruce: has agreed to distribute the letter to every fire departments throughout the state
  - 780 fire departments throughout the state ~20,700 fire fighters
  - Some money available from old grants for travel expenses; volunteer only
  - Bruce: can send us a link that contains the name and address for every fire department thought out the state of Minnesota
- **Bureau of Criminal Apprehension;** keep on the horizon when it comes time to assess applications
- **NTIA Officer:** Caroline Dunn
  -

Minnesota Public Safety Wireless Data Network Requirements Project

Overall Status	Yes	No	Total # of PSAPs*	Current Date
PSAPs that have supplied data	96	1	97	12/18/2015
<b>Datasets Received</b>				
Centerlines	92	5		
Address Points	92	5		
PSAP Boundaries	66	31		
Emergency Service Boundaries	96	1		
City/Township/Unorg. Territories	96	5		
<b>Datasets Sent</b>				
To Televate for FirstNet**	94	3		

**PSAP Specifics**

Name	Datasets Received						Sent
	Date of Last Data Upload	Address Points	Road Centerlines	PSAP Boundary	Emergency Service Boundaries	CTU/Township boundaries)	Date Sent to Televate
Kanabec					4/26/2016		
Red Lake Nation							



- **Task 17 – Data Usage/Traffic Profiles – CAD Data Manipulation**
  - Detailed analysis shows that the geocoding efficiency of the Bing tool worked poorly with tribal addresses (~17%); a comparison with Google Pro (2500 samples) resulted in a geocoding efficiency of 47%, Google Pro approach labor intensive



Minnesota Public Safety Wireless Data Network Requirements Project

- Review of CAD Data, 2 meetings, 2 participants and 1 agency to be added to E&O. **CAD Data required before end of February.** Tracking table is posted on DropBox. Status on outstanding counties:
  - Southern Regions:
    - Chippewa – No Data Received
    - Freeborn – No Data Received
    - Houston – Data Received; partial
    - Jackson - Data Received; geocoding complete
    - Lac qui Parle – Data received; geocoding complete
    - Mower – Data Received; geocoding complete
    - Pipestone – Data Received; geocoding complete
    - Redwood – Data Received; partial
    - Rock – Data Received; Unusable
    - Yellow Medicine – Data Received but data unreadable
  - Metro/Central Regions:
    - Pope – Data Received; partial
    - Swift – Data Received; partial
  - Northern Regions:
    - Cass – Data Received; partial
    - Itasca – Data Received; geocoding complete
    - Marshall – No Data Received
    - Norman – No Data Received
    - Red Lake County – No Data Received
    - Roseau – No Data Received

Summary of those PSAPs who were not able to provide CAD Data	
PSAP	Reason
Aitkin County PSAP	Part of a multi-county migration to Zuercher; prior vendor will not provide data. Response not received to re-request for CAD Data following Coverage Review.
Cass County PSAP	Part of a multi-county migration to Zuercher; prior vendor will not provide data.
Chippewa County PSAP	CAD data formatted as PDF. Could not geocode.
Freeborn County PSAP	No response from CIS following request/discussion of data.
Itasca County PSAP	Part of a multi-county migration to Zuercher; prior vendor will not provide data. New system went live August 2015.
Kanabec County PSAP	Incident locations did not include cities. Could not geocode.
Koochiching County PSAP	No CAD system.
Lac qui Parle County PSAP	Data was indicated to be unavailable. However, went live with LETG 7/2014.
Lake of the Woods County PSAP	No response to request for data.
Marshall County PSAP	Response not received to re-request for CAD Data following Coverage Review.
Mayo Clinic PSAP	Unable to obtain data for security reasons.

<b>Summary of those PSAPs who were not able to provide CAD Data</b>	
<b>PSAP</b>	<b>Reason</b>
Norman County PSAP	No response from LETG.
Red Lake County PSAP	No response to request for data.
Rock County PSAP	Incident locations did not include addresses. Could not geocode.
Roseau County PSAP	Response not received to re-request for CAD Data following Coverage Review.
Yellow Medicine County PSAP	Incident locations did not include street numbers. Could not geocode.