

**Central MN**  
**Next Generation 9-1-1 Committee**  
**Microsoft Teams Meeting**  
**Thursday, February 10, 2022 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT**

1. Joyce Zika & Julia Fraley – Benton County
2. Tom Egan, Vice Chair – Douglas County
3. Jody Norstegard – Kandiyohi County
4. Becky Howell – Meeker County
5. Holly Martinson – Mille Lacs County
6. Jane Holman – Morrison County
7. Jason Karlgaard & Greg Seim – Otter Tail County
8. Sheriff Tim Riley – Pope County
9. Mary Lieser, Michele Burke, & Kristen Lahr – Stearns County
10. Brian Koehler – Stevens County
11. Tracy Koosman & Sheriff John Holtz – Swift County
12. Sarah Booker, Chair – Todd County
13. Brenda Bartz – Traverse County
14. Erika Pennar – Wadena County
15. Sheriff Rick Fiedler – Wilkin County

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

16. City of St. Cloud
17. Big Stone
18. Grant
19. Wright

**GUESTS:**

1. Micah Myers, RAC Chair – City of St. Cloud
2. Joe Zunker, GIS – Douglas County
3. Commissioner Jeff Jelinski, ESB Chair – Morrison County
4. Chelsey Bagent, GIS – Swift County
5. Cathy Anderson – ECN, Standards/Training Coordinator
6. Steve Tait – ECN, Southern RIC
7. Curt Carlson – MnGeo

**CALL TO ORDER:**

Meeting called to order by NG911 Chair Sarah Booker at 10:00 a.m.

**INTRODUCTIONS:**

Introductions were conducted. There was a quorum for the NG911 Committee.

**APPROVAL OF AGENDA**

*Benton County made a motion to approve the NG911 Committee Agenda. Swift County seconded, motion carried. Roll Call Vote: Benton – Aye; Douglas – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Stearns – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; Wadena – Aye; Wilkin – Aye.*

## **APPROVAL OF MINUTES**

*Traverse County made a motion to approve the January 13, 2022. NG911 Committee minutes. Wilkin County seconded, motion carried. Roll Call Vote: Benton – Aye; Douglas – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stearns – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; Wadena – Aye; Wilkin – Aye.*

## **Communications**

None.

## **REPORTS:**

### **ECN Update**

Anderson reported hopefully sometime this month we will be doing another round of updates to StatusBoard. One went out in September, so you should all see the alert notification that your reservation is going to expire within 10-15 minutes, so you can re-reserve it. You are getting a warning now if you are going to override someone else's reservation. The new one when it happens will go out with the notes as well. Admin role has been refined so PSAP admins will now be titled PSAP admins. They can still add users and other PSAP people stuff as they are doing that now. We took the settings page away from anybody other than Mn.IT and ECN. Anderson does not know if some of you recall periodically, there would be something that would cause StatusBoard to go down, or just not act right. One of the admins went in and changed the settings in there thinking it was just for their own stuff. You will not be able to delete user accounts anymore, because that has also been causing some pretty big issues with people's profiles. When somebody leaves you will just be asked to lock their account. Waiting for some new items to get added to the e911 funding audit forms. Anderson is not involved in that. Hopefully, they will do that soon since they are due March 31<sup>st</sup>, so Anderson can get them sent out. Anderson's understanding is there is going to be a survey to try and get some kind of equipment information from PSAPs.

Anderson reported the Public Safety Communications Conference is still in the works to be held in-person up at Breezy Point April 25-27<sup>th</sup>. They are working on a survey right now. John Dooley sent out to the conference committee to see what kind of courses they think people are looking for.

Tait added we have all been waiting on the RapidDeploy Radius Plus Mapping project for the five PSAPs in the region that are participating in that pilot. We just got the contract signed with RapidDeploy, so you will be hearing more about that in the next week. A little bit of information gathering prior to kicking that off. An invitation to participate in the user group which will drive our decision making on how we train and how we are using this sharing best practices for the 46 PSAPs that are participating in the pilot. Tait apologized for the delays, we have been waiting for several months to get that project kicked off and finally we are ready after going through all our bureaucratic red tape.

Stroud and Tait had an opportunity to participate in the NENA Standards and Best Practice Conference out in San Diego a couple of weeks ago. Sheriff Heck from Benton County also attended on behalf of the MSA. We had great discussion throughout the whole week on a whole variety of issues. A lot of talk on technical standards, but we spent half the conference talking about staffing issues. How we recruit. How we retain our public safety telecommunicators. It is important to know MN is not alone. We had a couple hundred people in the room and they did an informal survey. Raise your hand if you are 20% down, 30% down, etc., until it got to raise your hand if you are fully staffed, literally three hands went up. The lady that was facilitating the discussion said she has been a PSAP manager for close to thirty years and she was at full staff for a month. Staffing is nothing new. Staffing is becoming a bigger problem though. Instead of running a couple people short, now we are running multiple people short. Upwards of 30% is the national average. Sheriff Heck and ECN talked about that while we were out there. What can we all do working together?

## **REPORTS: (Continued)**

### **ECN Update (Continued)**

Tait explained individual as agencies you are one piece of the puzzle, collectively as a region we have got a dozen. How do we work together as a state where we have one hundred PSAPs all working together to solve our recruiting and retention problem? It was a topic of discussion at the MN Sheriffs' Association PSAP committee the other day. We have talked internally at ECN. As an action item we would love to work with the regions and the MN Sheriffs' Association to come up with a recruiting strategy on how we can promote 9-1-1 as a profession. How we can make sure we are getting the right people to apply. How we can all work together to keep good people sitting in the chair. Tait thinks we are going to hold a little recruiting and retention summit coming up after our Public Safety Conference to start brainstorming ideas on what we can do to solve our staffing crisis.

Tait explained we are still waiting on getting our Continuity of Operations vendor on board to come and assess your technology needs when it comes to COOP. It is one thing to say we are going to evacuate to wherever, but we have to make sure the technology is there to support your operations. And how ECN can maybe help think that through and hopefully pay for a portion of that technology that is necessary for your back-up facilities. We have a lot going on in 9-1-1.

Tait explained our Operations and Technical workgroup will be standing up here in the month of March maybe April at the very latest. There is just a lot on the plate that the workgroups are going to need to think through to make sure we are advancing 9-1-1 on a manageable and equal pace across all seven of our regions. We want to be very mindful there is only so much capacity in your PSAP to take on additional tasks and support new projects. We also know a lot of change is coming. It is just how are we all going to work together to manage that change so the work gets done, but we are not burning ourselves out in the process.

1. MN Public Safety Communications Conference – April 25-27, 2022

Booker reported the preliminary informational flyer came out on Friday.

2. RapidDeploy Radius Mapping Project (Update)

Myers spoke with Wendy Chretien from ECN last night. She was talking that you guys are going to have a kick-off internally this week and then looking at next week reaching out to the points of contacts that we have had to schedule kick-offs to give details as to how the project is going to go. Myers noted we have got a really tight window with this project, because this is going to complete the NG911 Grant which concludes at the end of March. She was saying you guys got the contract finally signed. She also said if you are unable to attend they will be recording those kickoffs. We are just trying to coordinate to make sure we have the best chance of being a successful roll out of this. You should be seeing communication coming from Wendy Chretien.

Tait replied we have had some great discussion internally. Dar Pankonie, the 911 Committee Chair, was able to meet with Stroud the other day and really educate her that what is going on in the server room is a piece of this, but it is really what is going on at the work station that is going to matter. We need to make sure the technology supports the workflow verses the other way around. Pankonie explained how a 9-1-1 call comes in and I have eight monitors at my workstation and what are those eight monitors connected to. They are connected to three different devices. Those three different devices each have different network connections. It is not just where it connects in your server room. It is where it feeds your workstation. We are really going to have to go PSAP by PSAP to get a better understanding of what your workflow is and how your particular workstations are configured in the PSAP to make sure we are not violating the BCA/CJDN network requirements. There will be a survey coming out.

## **REPORTS: (Continued)**

### **ECN Update (Continued)**

#### 2. RapidDeploy Radius Mapping Project (Update) (Continued)

Tait explained Myers had mentioned we will be meeting with you, but we are really going to have to gather some PSAP-specific information prior to any install work. A lot will be coming out in the next week or so. It should not be too heavy of a lift. ECN just needs to have a better understanding of how you operate and what your needs are.

### **Statewide NG911 Committee**

Booker reported the COOP project is still in discussion. We are working on formulating or refreshing some of the various workgroups. We are looking at maybe a couple newer groups that did not exist. That will be in the works as we identify some task lists for each group to be working on. We did have a little bit of discussion on the cybersecurity assessments and where that project is at.

#### 1. Advanced Location Classes of Service

##### a. Location Based Routing

Nothing new on that. Booker will touch base with Wendy and see if there is anything new from the other carriers.

#### 2. 988 Mental Health transition

Continue to meet biweekly. Booker reported we are still working on finalizing that best practices draft. There has been some new information and some other things that have come in. We are still making some tweaks to that. Booker would anticipate we will be seeing some sort of draft finished project pretty soon on that. There is a subgroup of that bigger group that is meeting with the MN Department of Health and other mental health stakeholders. The goal of that is to get everyone on the same page as far as the education component. How 9-1-1 works versus how the mental health services and the crisis line services work. And then really work together for this transition to 988, so every single player in that whole call continuum for mental health calls is not operating in a silo. We will all have a better understanding of how each other's business practices work and how that works out. We had a formal kick-off meeting with that subgroup last month and we are going to start meeting monthly starting the first week of March. There will still be some continuing information coming forward on the 988 transition and the mental health group.

#### 3. Technical Workgroup

Booker reported the Technical workgroup is in the process of getting kicked off and getting organized, so they should be up and going in the next month or so.

### **Statewide NG911 GIS Workgroup**

Carlson stated last time we got together Carlson reported the workgroup had provided a proposed draft ESZ polygon GIS data standard to the Geospatial Advisory Committee Standards Committee. That standards committee met on Tuesday of this week to discuss that proposed standard and has formed a small workgroup to review that standard and respond to some comments that have been received from the committee during discussion on Tuesday and also received from other stakeholders in the past month. That committee, that little small group, is going to meet next week. After that then any revisions will go back out for a 90-day public review period. Where the public will have a chance to comment. Then it comes back to the GAC Standards Committee for revision and then goes to the Geospatial Advisory Council for ratification. If we can move things along, we might see that proposed draft standard ratified by Q3 of this year by the Geospatial Advisory Council.

## **REPORTS: (Continued)**

### **911 Telecommunicator/Pension Study Working Groups**

Booker reported we are in the holding pattern. The training and standards workgroup did submit their report to the Legislative Committee prior to the January 15<sup>th</sup> deadline. Legislature is now in session, so we are pending any updates on that. The last information Booker had from the pension group was they were drafting their report. They had a little bit more time to get their report submitted to legislature. They had a lot of extended discussion and they did not come up with much of a consensus on the best path forward, but they are going to include that in their report and some of the reasons why that was not possible. They are going to stress that any changes to the pensions and retirement need to be fully funded legislatively and it may be best for the legislative group, or a different group, to really finalize what options are going to be out there.

### **403 Statute Workgroup**

Booker reported that technical workgroup the first 15 chapters of the 403 was submitted and will be working its way through the legislative process. Last week, the governance workgroup did reconvene after taking a little hiatus to get some discussion with SECB and Commissioner Harrington. They will be meeting weekly and working through the identified issues, goals, any questions, and the direction we want to go with the governance side of the 403 statute.

## **GENERAL DISCUSSION**

### a. Text-to-911 Go Live

Morrison County went live on Tuesday the 8<sup>th</sup>. Holman explained we are just finishing up. We have trained all the dispatchers now. The only question we have is 9-1-1 phones that do not have a plan they are still able to text us, correct? Where we cannot call a 9-1-1 phone back, but are they able to text us? Otter Tail County wants to say they can, but Karlgaard is not 100% on that. Karlgaard does not believe they have ever had an out-of-service phone text us. Sheriff Holtz stated in one of his questions with Motorola in the past from Holtz's memory is they cannot text. It is only a voice call.

Sheriff Holtz reported Swift County keeps getting pushed back because of equipment that cannot get here. It was March 9<sup>th</sup>, but it is getting kicked back farther. Waiting for some licenses and equipment is the biggest issue right now.

### b. NG911 Grant

#### 1. NGGIS

Booker reported we are at about 7 weeks left. We need to make sure we are conscious of that timeline and getting all the information in that we need to. The current status of the GIS project is in the packet. If there are still items outstanding, or for the GIS folks, to make sure you are getting your information together to get it submitted. Shari sent out a communication a week ago to make sure you are checking with your payroll folks, or your Auditor, to account for any payroll increases that would have happened after the first of the year to make sure that is accurate going forward.

#### 2. CPE

The CPE update is in the packet.

### c. Regional Strategic Plan

#### 1. Promote the recruitment and retention of PSAP staff

#### 2. Implement equipment/technology to improve 9-1-1 location accuracy

Booker reported we are going to continue to leave these as a standing item on our agenda and review them periodically just to make sure we are on track with what we identified as our goals and some of our paths forward.

## **GENERAL DISCUSSION (Continued)**

- d. State SCIP Plan  
Tait reported it is approved by the board and all the committees are moving forward on it.
- e. Notify Me (Manage your subscriptions)  
Booker reported we are moving from the existing list serve to utilizing our current website services for notifications. As part of that process we are making new private distribution lists for each committee. This is going to be a topic of discussion at the O&O meeting next week. There will be some more information that is presented at that time regarding how this is going to work going forward.
- f. Training Opportunities
  1. 2022 MN 9-1-1 PSAP Conference – March 22-24<sup>th</sup>  
Booker reported the Sheriffs' Association APCO-NENA Conference is going to be March 22-24<sup>th</sup> at Arrowwood in Alexandria. The registration information is up on the MSA website. Feel free to look there to get registered.
  2. PSAP Training Roadmap Requests to User Committee  
Booker stated if there are training topics that anyone would like to see offered, in particular for 9-1-1 type stuff from this committee, but anything at all. Be thinking about that and get the list together. We need to submit our requests to the User Committee, so they can start working on the training roadmap for this upcoming period. We have the current training roadmap up on the screen, and on the bottom we have the list of previous courses that have been offered. Is there anything specific right now that anyone would like to present to the User Committee as a potential topic?

Karlgaard has had a request or two. Karlgaard requested a topic of caller management, or dealing with hostile callers, etc. Karlgaard does not know of a specific course. Karlgaard has not found much. Just a suggestion if anyone has one.

Burke gets that one a lot. They want experience talking with suicidal callers and barricaded subjects, and people that are in an active threat type situation talking to suspects or talking to people that are with these hostile people. Just to throw out an idea, we have had some pretty good luck with our co-responder program. Just for our folks we brought in the co-responder team with the officer and the co-responder and they did a pretty good job at giving some tips about talking to people in those circumstances. That might be a resource to tap into. They are St. Cloud's folks, they are not ours, we dispatch for them, but they are St. Cloud employees.

Holman noted a couple of our dispatchers had to deal with mental health callers. It is kind of along the lines they can become hostile at times. They just want to keep talking and talking. At some point just maybe all kind of mixed in together with that.

Booker knows we have had this conversation in a bunch of different working groups. As part of the 988 Mental Health working group we have been talking about specifically looking for some of those trainings with regards to the suicidal callers, or some of those things. There may be some things to come from that aspect.

Tait knows Tim Peterson down in Blue Earth County had identified a vendor that provides the type of training Tait thinks you are asking for. Tait was hoping he was going to present that to the 9-1-1 Committee so, the committee could ask ECN to pilot that and pay for that just to see if it is good training.

## **GENERAL DISCUSSION (Continued)**

### f. Training Opportunities

#### 2. PSAP Training Roadmap Requests to User Committee

Tait thinks that is certainly something ECN might be interested in hosting, so you guys are not on the hook for paying for it. If that is something the region would be interested in, Tait can try to get a little more information and bring that back to the group. Booker explained when we have our next 988 working group call Booker can talk to Tim about that and maybe he can provide us the information. We can send it forward to the User Committee to identify some of these things and whether, or not, that particular training deals with some of these other items like the active threat, etc. We can be moving forward on looking for some information on those types of trainings also.

Tait noted it is 'Foundations of Emergency Mental Health Dispatching and Building Life Bridges to Suicidal Callers' offered by the 911 Training Institute. That is a group out of the state of Michigan and they provide training on a national level. Tim says they have a good reputation. If that is something your group would be interested in you could ask ECN outside of the grant process to pay for that and see what you guys think.

Booker reported we will move forward looking into some of those items and we will send that list forward to the User Committee from requests from this group.

## **OTHER ISSUES**

Sheriff Fiedler asked are our 911 dispatchers going to be answering the 988 phone calls that come in, or is that a State of MN thing? Booker reported the 988 is going to be a national initiative. The 988 calls are actually going to be answered by the 988 call centers. In the State of MN there is currently three of the crisis call centers that are identified as going to be the 988 sites. That is where the discussion is right now is how does that go back and forth. If 988 gets a call that they identify as should having a 9-1-1 response, how does that call get from 988 to 9-1-1 and the reverse is true if 9-1-1 gets the call how does that call get to 988? What information is going back and forth? Or, do those calls go to our smaller regional centers that are not necessarily 988 centers? Those 988 calls will not come directly to 911, and that is where the discussion is, how do the calls get back and forth that are identified as needing one service or the other?

## **UPCOMING MEETINGS**

- a. March 10, 2022 – Microsoft Teams Meeting

## **ADJORNMENT**

*Chair Booker made the executive motion to adjourn the meeting and the motion was carried unanimously at 10:39 a.m.*

Minutes by Shari Gieseke.