

Central MN
Next Generation 9-1-1 Committee Meeting
Microsoft Teams Meeting
Thursday, February 11, 2021 – 10:00 AM

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT

1. Julie Fraley – Benton County
2. Becky Howell – Meeker County
3. Andy Beckstrom – Mille Lacs County
4. Victoria Ingram – Morrison County
5. Jason Karlgaard – Otter Tail County
6. Bryan Gates & Tim Riley – Pope County
7. Mary Lieser – Stearns County
8. Brian Koehler – Stevens County
9. Tracy Koosman – Swift County
10. Sarah Booker, Chair – Todd County
11. Erika Pennar – Wadena County
12. Billijo Porter – Wilkin County

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

13. City of St. Cloud
14. Big Stone
15. Douglas
16. Grant
17. Kandiyohi
18. Traverse
19. Wright

GUESTS:

1. Brandon Larson – City of St. Cloud
2. Cathy Anderson – ECN, Standards/Training Coordinator
3. Sandi Stroud – ECN, 9-1-1 Program Manager
4. Steve Tait – ECN, Southern RIC
5. Caitlin Christenson – Stevens County, GIS
6. Michael Sellecchia – Tocqueville Asset Management

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

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

APPROVAL OF MINUTES

Otter Tail County made a motion to approve the January 14, 2021 NG911 Committee minutes. Benton County seconded, motion carried. Roll Call Vote: Benton – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stearns – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Wadena – Aye; Wilkin – Aye.

Communications

None.

REPORTS:

Statewide NG911 Committee

1. Telephone CPR Statewide Operational Standard

Tait reported the workgroup continues to meet. They are aware of the fact the standard needs to be revised given our new method of documenting compliance. That is an agenda item for next week's statewide NG911 Committee meeting. Once that language is adjusted it will go on to the SECB for approval. Work plans are in process. Tait just got the one from Southwest yesterday. Tait is assuming this region is well on its way to completing that work plan. Hopefully, we will not have to keep talking about this at future meetings and we will get that training money out to you, so you can get all your dispatchers trained before July 1st. Chair Booker has done a great job advocating for your region in the workgroup and on the committee.

Chair Booker stated we included in the packet some other updates about the T-CPR project. You guys have gotten a lot of information in the last couple of weeks. Shari had sent out the grant documents. The only thing we need you to complete at this time is that Survey A. We are mostly done. Thanks everyone for getting back to us quickly on that. Also, on that spreadsheet there was an ask for the PSAP contact information, it was a second tab on the spreadsheet. When Booker looked yesterday there were a few agencies that had not responded to that. We are looking for the contact people for your PSAP with email and phone numbers, so we can update not only our records, but we are updating that working document at the statewide level that will include all of the PSAP contact information for the entire state. If you did not get to that you can send the information to Booker or Shari, or if you still have the link to the spreadsheet just go on there and update that for us. Once everything is completed with the survey, we will get them submitted to ECN with the work plan. Once we get that grant agreement you can begin contracting with your vendors for training. You can have those conversations ahead of time, but we need to make sure there is no training or invoicing that takes place prior to being notified that grant agreement is in place. Otherwise it is not going to be reimbursable. All of the training options that are available they will all meet the requirement for compliance. One thing Booker mentioned to several of the agencies that are considering transferring, the secondary PSAPs are using IAED. There may be some value added benefit in selecting that option so it is consistent from your agency to the agency you are transferring to. But, all of them are perfectly fine. If you have someone else you would like to use, which does not seem to be the case for our region, we just need to make that request to ECN so it can be vetted and approved. Once all the trainings completed then, same process, we will submit our invoices and proof of payment to Shari for reimbursement.

Booker explained once all of your training is completed, in your packet, and it came out last week, there is the form letter to indicate compliance. That will need to get returned to ECN. We have to have those back prior to July 1st. Do not send it until everyone's trained and compliant, but if you are today in compliance, and are going to continue to be that way, you can go ahead and send that now if you would like.

REPORTS: (Continued)

Statewide NG911 Committee (Continued)

1. Telephone CPR Statewide Operational Standard (Continued)

Booker added reminder that only the training piece can be reimbursed for the grant. There are cards, or software, or additional pieces that go along with that. Those would need to be purchased separately from this. There are some discussions going on about maybe trying to find some other funding sources to help with that cost.

Booker explained for the transferring agencies, if you are going to transfer to a secondary PSAP you want to make sure you have a service agreement, or an MOU in place, with that PSAP that you are going to be transferring to. Even if you are currently transferring to that agency, the secondary PSAPs, they just want to clean that up and make sure everyone has got some formal agreements to take place. They are meeting again the first of March just to work through some of that. We are going to discuss the standard revisions next week at our workgroup. And then it will be an item on the statewide NG911 call next week.

2. Advanced Location Classes of Service

Booker stated in the December meeting we talked about if there are agencies that were interested to send an email to Leslie Sticht and try and get that figured out. Booker did check-in with Sandi Stroud and Wendy and got a response back from them yesterday as far as how that process is going to go forward. There is going to be a change coming to how the 911 Plan Changes come. There is going to be a request form. That is going to get demoed next week at the NG911, but there is going to be an option on that form to check the box that says you are interested in receiving those advanced location classes of service. ECN will take that information and send you the documentation you need to work through that.

Statewide NG911 GIS Work Group

1. NG9-1-1 GIS Presentation for the Central Region – February 12, 2021 (During RAC)

Chair Booker explained for the GIS presentations and workshops that are coming Sandi Stroud is going to put on a presentation for the Central Region tomorrow during the RAC. That one is geared toward the PSAPs.

2. NG9-1-1 GIS Workshop – February 18, 2021 (Register online)

Booker explained many of you may have also gotten information about the workshop on February 18th that one is geared to the GIS staff.

Tait did have an opportunity to talk with Curt yesterday a little bit about the GIS projects in general. We are going region by region to see how the grant is going. Central is well on its way. There are some concerns that we have a year left. We have a few counties across the state that are lagging a little bit behind. Keep your eye on the ball. We are looking to have that closed out right around the first of the year. Plan that work out accordingly, so we spend those dollars down.

Myers asked Sandi's presentation tomorrow was geared to be more like a high-level overview and then they were going to set-up a follow-up date. Is that still the case? Tait responded tomorrow she is going to give you a very high-level overview of what this presentation entails. If it is the desire of the membership to actually have that deeper dive she will work with you on scheduling for that.

Sandi Stroud stated we have about 89 people registered for the GIS workshop next week. Stroud would highly encourage folks to make sure their GIS staff or vendor partners are registered for the course, because in addition to giving them an overview of the requirements we do dive into how this is really a phased approach to support core services. And break it down and answer a lot of the questions that we have been getting about what is it that you are asking me to do.

REPORTS: (Continued)

Statewide NG911 GIS Work Group

Stroud explained tomorrow is a teaser, but in the longer term program the goal is to illustrate how important it is that the 911 leadership and stake holders get engaged and understand the data piece, because it is an ongoing maintenance need. We do have this grant right now, so there is an opportunity to get a lot of the work done. But, also talking about how this impacts the end state goal of not just where we get with NextGen 911, but also how it can support regional 911 initiatives. That is what the PSAP meeting is about and demystifying some of these acronyms in the Strategic Plan.

ECN Update

1. Emergency Communications Security and Operational Recommendations
Included in the packet.
2. Rapid Deploy
No update.

Stroud stated we have been diligently working on this ingress project. Stroud does not know how many of you are technically aware of what that is doing. That will be something Stroud talks about in the GIS workshop too. That project is going well. We are doing a lot of outreach to OSP's on the ingress-side of the 911 call and working on getting that complete. We still currently have an end of April timeframe. The ingress project is one of the 3-4 components of a full NextGen system. We are also working on finalizing an NG911 Next Generation core services RFP, and also looking to go out for bid for an egress provider here soon. There is going to be a lot of opportunities as we get these initiatives moving forward to have continued stakeholder engagement and better understanding the evolution of NextGen 911 and how that impacts you all at the PSAP-level operationally. There is a lot of good work going on that network side and getting us moving forward. Then also doing a lot of work with Rapid Deploy. We are finalizing the contract with the PT consultant. That will be really helpful in helping us get these RFPs out. It will also be helpful in supporting some of the other initiatives like the Legislative Committee as well.

Cathy Anderson reported e-911 audits are in the process of being sent out. A lot of them do not go to the PSAP managers, but be aware that is coming if you have to gather your stats and your numbers. If your county has not gotten to you yet they will soon. Just a reminder to everybody if you see someone using an incorrect talkgroup on StatusBoard please contact Anderson. The process does work. The PSAP Managers are always willing to discuss with their people. If you hear someone using an incorrect talkgroup give Anderson a call. Give as much information as you can. If you heard call numbers, agency name, time, date. If it is StatusBoard a screen capture helps. Everything that has come to Anderson has been easily resolved. Training modules are being worked on. Hopefully, everyone has the new URL, if you do not contact Anderson. We are working on updating some of the modules we will be creating some new ones. For example, the History of ARMER is going to be retired soon, but the Standards Workgroup has decided the governance information needs to be kept. Linda and Anderson are in the process of creating a governance module. We have the new one, the COMU. There is a COMU and a dispatch module that are in the new format. It is a micro learning module, so it is kind of like a cartoon type thing. It will be a short version. Most of the new modules that we recreate or update are going to be anywhere from 5-15 minutes just to help people be able to have the time to go in. This governance one Anderson does not expect will be longer than 4 minutes. The COMU module was 4 minutes 25 seconds. The hope is to try to keep stuff like that short enough that a dispatcher, or an officer, can go in really quickly and watch that and be updated on some of the information. Anderson may be reaching out to some of you as subject matter experts asking if you will review scripting for us depending on the topic.

GENERAL DISCUSSION

a. Text-to-911 Go Live

Booker does not think anyone else went live since Todd County went last month. Did anyone else go live or close to it? Meeker County is in process. We are just waiting for IES to get whatever they need to get to go live. That might take place in the next month.

b. NG911 Grant

1. NGGIS – GIS Submittals to date

Booker reported included in your packet are the submittals to date. We have one year left in this grant process. The PSAPs and your GIS department should be having those conversations. Doing check-ins where they are at in the process. Maybe there has been staffing change at your GIS department and they are not even aware that the money is out there, or the processes they need to follow to get that. Touch base, figure out if you are going to be able complete the process in the time that is left. Or, do agencies need to look at either adding additional staff, or maybe contracting some of the work done, so that it can be completed within this grant cycle. For those agencies that already know your funds are not going to be used the form to turn back the funds needs to be signed and returned to Shari. Myers will have more on this at the RAC tomorrow.

2. CPE – Hosted CPE Go Live Dates

Booker reported the current progress report is in the packet. If you have gone live, just a reminder make sure you are getting that information to Shari so she can continue to update the grant progress report. Once your project is complete and has been invoiced, a copy of the invoice and proof of payment needs to be sent back to Shari for reimbursement on that.

Tait noted it is very important that anyone doing any CPE work, whether it is grant related, or not, engage ECN very early on in the process. We just learned we have three counties that are doing CPE project, a couple of them within your region, that do not have the necessary network infrastructure going into the PSAP to support the new CPE equipment. That is creating some unforeseen costs that may, or may not, be covered by the grant or by ECN. Early and often communication with ECN will hopefully head that off. It is just one of those things in the fine print where you are looking at system requirements and maybe it got overlooked when the contract was executed. Really important to talk to Stroud and Wendy to make sure we are looking at the network that provides you the infrastructure you need to support these CPE projects. It is also very important to make sure you are updating your 911 plan. That will be a topic of discussion at next week's 911 Committee meeting as well. Anytime you are changing the infrastructure you need to update your 911 plan. There has not really been a strong focus on keeping those plans up to date in the past. We are really seeing the need to do that now with the high number of technology projects going on across the state in our PSAPs.

c. StatusBoard Calendar Update

Booker reported we included in your packet the StatusBoard calendar reservation update that was sent out. If there are any questions or concerns Anderson is on the call.

d. NG911 Committee Bylaws Revision

Booker explained just like the other regional committees we are interested in making some slight revisions so we align with everyone else. For our Bylaws in particular, we are removing the year portion of the term of office language. And we are also including the language for the virtual meeting options. If there are no other revisions anyone sees we will follow the process, post it, and then we will vote on this at our next meeting.

GENERAL DISCUSSION (Continued)

e. Attendance Standard Discussion

Booker reported in your packet shows your report card for last year for attendance. There are a lot of things coming down the pipe for 911 in the next few years. Changes, additional requirements, training requirements those types of things. It is very important we have attendance at this meeting. This committee is where a lot of this information is going to be shared. If you are not in attendance you do not know what is happening, and you also do not have a voice when it comes to the decision-making process. Just a reminder to everyone you cannot complain about the results if you do not participate in the process. We want everyone to have input, we want everyone to have a voice, we want to make sure these things that are coming fit appropriately to what our region's needs are, what our PSAPs needs are, whether they are big or small. Currently, this committee is not part of the ESB attendance standard. What we are looking for from the membership is how do we get people to attend and participate? It is just something simple as people need to change their delegates/alternates to ensure someone is available to attend? Does the communication need to be better between the delegates and alternates? If one cannot attend that the other one does? Booker does not know that mandating attendance is necessary, but if we need to mandate attendance to make sure we have that participation we can make that suggestion to the RAC and ESB to be included in the attendance standard. Booker would like to see what everyone's thoughts are on what the best process is going to be to try and help make that happen.

Meeker County responded as much as we would like to see attendance, we do try to make these meetings, but things come up. Even with an alternate you can say I am going to handle that because you worked night shift last night and then something comes up and you cannot. Meeker County does not know that we can really hold people to attendance standards. It is highly recommended that people attend, but Meeker County does not know we are going to get anywhere with making it mandatory. Booker replied that is what we want to know. Just in the preview phase there is a pile of things coming, so we want to make sure everyone has the opportunity to participate. Without necessarily mandating that you be here we need to try and figure out some ideas to encourage people to do that. Meeker County thinks the information is put out there and if an agency does not attend that is on that agency. That is not something the committee can really, that is their fault that they do not get on and get the necessary information, or do not follow-up and obtain that information they may need.

Myers chimed into that last comment being said it is onto the agency's responsibility. With some of the changes that are coming through from the SECB standards there is some ownership that falls back on the region. If the region is going to be held accountable, then we need to find a way to make sure that information is getting there. It is easy to say it is up to them, but we still have to report back, like what we are doing with T-CPR. There are some requirements in the work plan and it requires communication from all the membership. A lot of the initiatives that are going to be coming from ECN are going to funnel through. This group is going to have more importance and this has been very poorly attended. You gave an example as to why some people are not attending, but we have not had a quorum for this group in how long. If there are things that are coming down, or there is stuff that has got to be reviewed by this group and you need to weigh-in, how do we get people to weigh-in? If they cannot make the meetings is there things they can send? Attendance has always been a struggle. How do we get people here and they are actively engaged?

Booker noted we included the report card in the packet. Hypothetically, if we were held to the attendance standard, as of last year 9 out of our 18 agencies would be failing. We are barely making a quorum. There are 3 more that are right on the border of that. It is important that we come up with ways to improve this so that those initiatives are getting out there.

GENERAL DISCUSSION (Continued)

e. Attendance Standard Discussion

Booker explained to that note, with these things that are coming on the delegates/alternates that are attending these committees and getting this information need to make sure they are also having that conversation with the right people at their agency whether it is sheriffs, board members, or whoever needs to know to be involved with this process. Especially with these grant funded processes. It happens a lot the information is presented at the committees, whether it is this one, or the other committees, and it just stops there, it does not get to the final decision-makers. Then when it does come up, especially these things that are statutorily mandated, then those decision-makers feel blindsided by the changes. We want to make sure they are part of this discussion as well, so they can weigh-in on their thoughts as far as making sure attendance is here. Things come up, we all get that, and we are asking for 70%. It is not a 100% report card. But, make sure they are all part of the discussion and then if they have any questions or concerns that it gets brought back here so they can be addressed.

Tait stated this committee is not alone with struggling with attendance. His other regions also struggle with attendance. If we did a little survey right now and asked how many PSAPs are at full staff the majority would say nowhere even close. That is really where his other regions struggle is the PSAP manager is also answering 911 calls. They struggle to have time to devote the attention that is needed to committee meetings. You are absolutely right, there are so many important 911 initiatives coming down the road, and making sure the end-users and decision-makers are part of that decision making is so important. It is a struggle and Tait thinks this region does a good job of promoting good attendance. Just keep driving the message home that if you are not at the table you are going to get left behind. That is going to be true here in the next couple of years with everything going on in the NextGen world.

Booker explained if you do find that you need to change representatives make sure you are filling out the appointment form on the website and getting that back to Shari.

f. Training Opportunities

Booker reported the survey was sent out within the last week regarding additional training requests if there are other trainings your agency needs or wants to see in 2021, or if you have ideas for future trainings. We had good survey responses on that. Just as a reminder, with everything being kind of out of the ordinary with COVID, we have a pretty short timeline on this because that grant funding is up in July. These trainings need to be prioritized. We had a discussion yesterday, and there will be some more information coming forth offering the original dispatcher training again. In order to do that, because of the timelines and funding issues we would have to have a commitment for people that are going to attend before we are scheduling the dates and locations. If there is interest in that we need to know, and we need to know soon, that agencies are going to commit to have attendees at that training. If there seems to be no interest in doing that, then the requests for the follow-up individual county trainings, we will start looking at those. This is also going to come up tomorrow at the RAC and at the O&O so most of you will have two more opportunities to hear about that.

Booker explained we included the ECN webinar series. The three upcoming trainings for quarter 1 on February 23^d, March 9th and March 23rd. This has been laid out for the entire year. There is some valuable information that is coming here. This is in lieu of the conference. The conference cannot be held in person again this year, so if you have the opportunity to attend some of these webinars there is going to be some good information presented.

OTHER ISSUES

Tait congratulated Chair Booker as being appointed as the Greater MN representative to the Statewide Emergency Communications Board. Every year there is a rotating seat on the full board that gives an opportunity for one of the six Greater MN regions to weigh-in on board-related issues. Booker was selected to fill that seat on behalf of the Central Region as the alternate for this year and the primary for next year. A lot of discussion today about all these 911 initiatives that are coming down the road and having Booker as a member of the board to really advocate and highlight the needs of our PSAPs is so important. Tait is excited to be working with Booker on the board.

UPCOMING MEETINGS

- a. March 11, 2021 – Microsoft Teams Meeting

ADJORNMENT

Chair Booker made the executive motion to adjourn the meeting and the motion was carried unanimously at 10:47 a.m.

Minutes by Shari Gieseke.

Note: Due to the Governor's Stay Safe Order during the Coronavirus pandemic, Central Region meetings may be conducted under Minnesota Statute 13D.021 – Meetings by Telephone or Other Electronic Means.