

Central MN
Next Generation 9-1-1 Committee
Microsoft Teams Meeting
Thursday, April 14, 2022 – 10:00 AM

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT

1. Julie Fraley – Benton County
2. Jon Combs – Grant County
3. Jody Norstegard – Kandiyohi County
4. Becky Howell – Meeker County
5. Andy Beckstrom – Mille Lacs County
6. Jane Holman – Morrison County
7. Jason Karlgaard & Greg Seim – Otter Tail County
8. Sheriff Tim Riley – Pope County
9. Brian Koehler – Stevens County
10. Tracy Koosman – Swift County
11. Sarah Booker, Chair – Todd County
12. Brenda Bartz – Traverse County
13. Erika Pennar – Wadena County

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

14. City of St. Cloud
15. Big Stone
16. Douglas
17. Stearns
18. Wilkin
19. Wright

GUESTS:

1. Joe Zunker, GIS – Douglas County
2. Commissioner Jeff Jelinski, ESB Chair – Morrison County
3. Caitlin Christenson, GIS – Stevens County
4. Chelsey Bagent, GIS – Swift County
5. Curt Carlson – MnGeo
6. Scott Wosje – Northland Business Systems

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. Traverse County seconded, motion carried. Roll Call Vote: Benton – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye.

APPROVAL OF MINUTES

Benton County made a motion to approve the February 10, 2022. NG911 Committee minutes. Morrison County seconded, motion carried. Roll Call Vote: Benton – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye.

Communications

a. What3words

Booker has been seeing this come up with our RapidSOS responses. Looking into it, Booker sees a huge potential for locating callers with this information especially in those large hard to search areas. It is a company based out of England. They mapped the entire world and gave every three square meters in the world a 3-word address. That address will always stay the same. If somebody knows their what3words location you can search it. You can search in Google. You can go to the what3words webpage, the app. There are a variety of businesses and applications including some of our in-vehicle technology that are using this location. They have a ton of public information educational materials on their website. Booker wanted to put this on here as a discussion to see if anybody else has looked at this or if anybody is currently using it in some fashion. One of our goals is to improve location accuracy or being able to find our 9-1-1 callers. Booker was thinking this might be something to look at with that. There are some limitations if the person has the app on their phone. They have to have data or cell service to actually access their location through the app. There is some potential here.

Karlgaard with Otter Tail County has heard of it before. There are a couple of other companies that do something similar. There are Google plus codes, etc. One or two others as well where it seems like they have gone around the whole world and made it into a grid 3x3 or 6x6. We have never had anybody use that here with us. Karlgaard has shared information out to our group just so they are aware of it.

Booker sees it come up if you are on the web app for RapidSOS. Here is the Lat/Long, but here is what3words. If you are out in the middle of a woods or somewhere and you are lost Booker sees the potential there whether it is this company or other companies to be able to go I'm at apple/horse/pine tree. Being able to search that and get a really close location on that.

Karlgaard replied it has some potential, but like you said it takes a data connection. If they have that then they would be able to give us GPS. But, saying 3 words is a lot quicker and easier than reading off Lat/Long. But, the potential is there too with people mis-spelling words and then being way off as well. Booker is looking at it even from the dispatch side. Booker explained it is probably easier to type in those words than try and search the Lat/Long and remember which one goes first, etc.

Christenson with Swift County reported we discussed it in our GIS meeting back in 2016. They have divided that into 3x3 meters square. We did not do it, because everything was already addressed. Christenson does not know how that would work on the GIS side, or how that would integrate into 9-1-1.

Booker thinks the pitch to this especially if you are at a large location, a shopping mall, etc. And if they are not calling 9-1-1 for that location that one address point could be a big complex. This would pin you to exactly where you are at. As far as the interface, Booker can see where that might be problematic to get that into the layers.

Communications (Continued)

a. What3words (Continued)

Koosman with Swift County reported we been using RapidSOS for probably 8-9 months. Then we got our new VESTA, but we are having issues with our mapping. It is a stand-alone. And then with VESTA now it supposed to be a picture-in-picture with the RapidSOS. When it came up on our GeoComm mapping and it did not plot as long as they were still on the phone on 9-1-1 it is web-based and it would plot on that. It is a very slick system and it has helped us out on quite a few calls that did not plot on GeoComm. It is another option for you, and it is an option for the deputies also. We have them use it so if somebody is out if we had a hunt and something happens in the woods somewhere they can pull up their web-base and as long as they are still on 9-1-1 they can pull it up in their squad and then have that pin-point on location.

REPORTS:

ECN Update

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

Booker reported in your packet is the memo from the Central MN ESB. The ESB last month approved reimbursement for part of the cost incurred for attending the conference. As the memo notes, one dinner meal and one night of hotel. Along with the conference registration if you were not able to use one of the complementary registrations offered by ECN for some reason. Booker stated as a reminder with that process make sure you keep your detailed receipts. It has to show what you ate on your meal. And proof of payment and then you would fill out the expense reimbursement found on the webpage on the Grant information and return that to Shari for reimbursement by June 15th. Make sure you note that the reimbursement is remitted to your agency. So, if you personally paid for any of those items you need to be reimbursed by your agency and then Central Region will reimburse your agency for that cost.

Tait reported we are over 230 registrants. We are starting to fill things up. The Change Management class scheduled for Monday is now full and there is a waiting list. If you are still interested and you have not signed up for that let Stroud or Tait know and we will see if we can get some extra chairs put in the room.

2. RapidDeploy Radius Mapping Project (Update)

Booker reported it is in-progress. Those EDG devices are going out. From a few agencies, RapidDeploy was gathering some additional information prior to shipping those. From our region that has been completed.

Tait reported most of the EDG devices are now in and are being shipped out to the PSAPs. The FirstNet HPUE equipment is at ECN and some assembly required so we are putting antennas and cables into boxes with instructions. Those will be shipping out to the PSAPs probably in the next two weeks. From there we will start rolling out training and making sure those installs are in place. Then we can see how the solution works and how it compares to the other options out there. Hopefully, people will have a good experience and we will get MOUs in place and make that a longer term solution.

3. PSAP Recruitment and Retention Tools

Booker reported there is an email from Director Wahlberg in the packet. This came up for discussion at last month's state NG911. This came out of an ask from the MSA PSAP group along with AMC, Chiefs of Police, etc. It came out of a discussion regarding recruitment and retention for PSAP staff and the need for some better tools to help that process. It is broken into two asks.

REPORTS: (Continued)

ECN Update (Continued)

3. PSAP Recruitment and Retention Tools (Continued)

a. Recommend video/marketing materials be created

Booker stated our first action item was a suggestion was made to make a recruitment and retention video. There are a couple of links there. One to one that State Patrol had done and a second one that Crow Wing County had done on their own. This would be a professionally produced video. We brought this back to the regions to get some input commentary and then to see if there is some support for doing this. We did have a suggestion at our Executive Committee that along with the video we would request some other marketing materials or toolbox items for PSAPs to use in their recruitment efforts. Something for job fairs, etc. Booker looked for discussion.

Tait provided a little more information. The MSA PSAP Committee did unanimously support this. This should be going to the MSA tomorrow for them to approve it. The sheriffs are on board with all working together to make sure we are getting the right people in the chair and keeping them there. And it will be more than just a video. The video is the first heavy lift, but then it is all the supporting information that goes with that. How do we coordinate job fairs and how do we get a social media campaign put together and get the word out on the great work that you all do day in and day out.

Booker thinks anything will help at this point. Everybody is in the same boat. It is a struggle to find those folks. If we can change our thinking on that and get some tools to help market what a great job this is that will certainly help. Booker wanted to make this a motion to support this first initiative and then we can bring that feedback forward. *Traverse County motioned. Benton County seconded. Roll Call Vote: Benton – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; Wadena – Aye. Motion carried.*

b. Funding reallocation recommendation

Booker stated on the second part of the ask there is a legislative appropriation that is being sunset. It is in the amount of \$683,000. That is going to be coming available as of July 1st of this year. The Director has provided a couple options for this. We are looking to get some feedback and what our recommendation is on it. One of those options is to just take that amount and divide it amongst all of the eligible PSAPs who are currently receiving those monthly distributions of the 9-1-1 funds. But an alternative for that is to put this in a dedicated fund account. We utilize some of the funding for the PSAP recruitment and retention materials which will be a one-time cost and then just carry over that balance and put all of the subsequent years stuff into that dedicated fund and that will help work through the training and certification piece. Anticipating that will pass the legislature and so there will be some ongoing costs associated with that certification and continuing education component to that.

Tait reported what we are looking to do here is establish a dedicated fund to support PSAP training, certification, recruitment, retention that is separate from what you get in your monthly allocation and separate from the SECB Grant process. It is a shared pool of money we can use for statewide efforts. If we want to bring a training class in to support certification, or we want to update our video every three years. This creates that funding mechanism to do that. Most of the other regions have been on board with creating a dedicated pool.

REPORTS: (Continued)

ECN Update (Continued)

3. PSAP Recruitment and Retention Tools (Continued)

b. Funding reallocation recommendation (Continued)

Tait explained and then we will set-up a mechanism for how you all get to decide on how that money is spent. It is important that our stakeholders have a say in how this money gets spent if we do decide to pool it and use it for statewide initiatives. It is not like ECN is just going to grab this money and spend it how we see fit. It will be the regions and the SECB that will help guide the decision making there.

Booker personally feels that dedicated fund and looking at those upcoming and ongoing costs with the training. And regardless if the certification bill passes, which it looks like it is going to, it has good support. But, we do have a statutory requirement for T-CPR. We do have some of those other things. And like Tait said, even with this recruitment and retention process there is going to be some ongoing costs. We are going to want to keep refreshing that moving forward. So, having this dedicated fund amount really does seem to be the better option.

Benton County thinks the establishment of the dedicated fund is a wonderful idea, but going forward as we utilize some of that how are we going to replenish some of that money?

Booker replied this \$683,000 appropriation will be an ongoing. Every year that will continue to get distributed to that dedicated fund amount. Booker does believe, Tait, they are looking for some other legislative appropriations to also be dedicated towards that education effort, correct? Tait reported there is a separate legislation going through the House and Senate now for \$1.46 million to get the training and certification off the ground, set-up a learning management system, hire vendors to provide training, but this \$683,000 would help sustain that moving forward.

Booker looked for a motion to support this dedicated fund amount. Karlgaard knows there is good support for the training and certification bill, but what if that does not pass? Has there been any thought or discussion to where this fund would go then or what would happen with it? Booker replied the T-CPR thing is going to be there. It is in statute. Booker is anticipating that even if this overall certification does not work with some of the things coming from the mental health folks Booker is going to anticipate there is probably going to be recommendations for some of that type of mandated topic-specific coming down the pipe. Booker would imagine even if the overall package does not, there is probably going to be pieces of that that will need to be funded. So, utilizing these dedicated funds rather than taking it out of each agency's funds really seems to be the best solution to that. Booker stated Tait, if for some reason everything would epically fail there is still the option to dissolve that fund and put it back into the distribution cycle is there not? It would take a legislative action.

Tait replied this particular one would be a reallocation starting in July of this year, then moving forward it would be part of the ECN budget as a dedicated line-item that is legislatively approved. Tait explained Karlgaard brings up a great point. We are crossing our fingers that certification passes, but what if. As Booker mentioned, this would still be available to support T-CPR recertification, all the training you guys need that you are paying for out of your own pocket now, or paying for through the region. We would be able to create a mechanism.

REPORTS: (Continued)

ECN Update (Continued)

3. PSAP Recruitment and Retention Tools (Continued)

c. Funding reallocation recommendation (Continued)

Tait explained we all know we need this training across the state lets pay for it out of this bucket outside of that certification. We might not spend all of it, but at least it is there. It always carries forward to the next budget, so you are just putting money in the bank if you come in under-budget on this. If it gets too high, then you can come back and say you need to give that back to the PSAPs in the monthly allocations, because we are not spending it all. It at least gives you options to say let us put it in the bank and then see where we are at. We can always change course later on.

Karlgaard thinks it is a good idea to have that if that is the way it goes. Karlgaard would just hate to lock us out from getting that money if this does not pass. Booker does not think it is a lock out. It would be a process to reallocate those funds back into the general distribution, but it is not impossible. Booker explained if we set it aside for now in anticipation of having to incur some of these costs and then if that does not turn out to be a reality then we just reverse the process, go through the steps, and include it. It is not like that money is going anywhere. Like Tait said, we are just putting it in the bank, and then as the situation changes, we can always shift gears on that and run it back out. Booker requested a motion at least for the time being to support that money going into that dedicated fund until we work through this process. *Traverse County motioned. Morrison County seconded.* Roll Call Vote: Benton – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; and Wadena – Aye. *Motion carried.*

Statewide NG911 Committee

Booker reported we did at the last meeting have a presentation from CISA on the Shields Up guidance with regards to cybersecurity. Discussion regarding the tracking of our SCIP goals.

1. 988 Mental Health transition

Booker reported the workgroup is close to having the final initial draft of the best practices guide for PSAPs. That should be on the agenda for next week's statewide NG911 Committee for review and committee input. Booker would anticipate that would come back through the regions for review and comment from the stakeholders. MSA, AMC and LMC are working on a similar document for an overall law enforcement response. There is a subgroup of the workgroup that continues to meet with the MN Department of Health and some of the other mental health stakeholders including representatives from the four call centers that will be taking the 988. Working through the relationship there as we start to work this through in anticipation of the July go-live of this 988 and what that relationship between 988 and 911 is going to be. The goal from both of those groups is to put together a comprehensive toolbox, so agencies are able to create their own policies and procedures and then provide some supplemental materials whether that be fill-in sheets or some call screening documentation. It is difficult with the variety of different resources that are available throughout the state to really make a standard or a one-size fits all solution to this, because it is really very different. Agencies have different internal resources, they have different external resources. Some have very few for their area of the state. Some have quite a bit. We started out we are going to make this big standard thing and what we found going through that process is that is just not a reality. What we want to do is give everyone the tools they need to make their own best practices for their agency utilizing the things that are available to them. That will include a lot of the contact information or some of those resources that you might not know about that are available in your area as we work through that.

Statewide NG911 Committee (Continued)

2. Operations/Technical Workgroup

Booker reported workgroups were formed under the state NG911 Committee to look at a bunch of the different aspects of the current and upcoming needs of the PSAPs both from the technology side of it and from the operational side of it. For example, the Operations workgroup would look at things like COOP, staffing and recruitment, trainings, etc.

Technical Workgroup is going to be really looking at the network stuff, cybersecurity, etc. Both workgroups did kick off their first meetings. As they work through we will look at any issues that are identified and assigned to them to look into further, so they can take that deeper dive into some of those topics that is just not available on the committee meeting environment. And then they can bring their recommendations and what they have found out back to the committee. We do have central representatives on both of those workgroups. If anyone else is interested in participating or would like further information regarding those workgroups you can reach out to Tait.

Statewide NG911 GIS Workgroup

Carlson with MnGeo reported on the Next Gen 911 GIS Workgroup's proposed GIS-ESZ boundary standard. That workgroup developed that proposed standard and submitted it to the Geospatial Advisory Council's Standards Committee a couple of months ago. Standards Committee reviewed it and had a comment period within themselves and came up with a few minor changes. As of last Friday, April 1st that proposed standard was approved by the Standards Committee for public review period of 90-days. That will begin sometime this week as soon as we can get that posted on our website. That will be a public review period and there will be links in the page for how to submit comments about that proposed Emergency Service Zone boundary standard.

911 Telecommunicator/Pension Study Working Groups

Booker reported the training and standards workgroup recommendations and report was introduced into their respective legislative committee's in March. That did move forward into the omnibus bill. The pension working group report as we mentioned before the workgroup really did not come up with a consensus. They did a comprehensive report on what they had discovered, but did not really have a path to go forward on that. That was heard on February 15th by the Joint Legislative Commission on pensions and retirement and really nothing more on that at this time.

403 Statute Workgroups

Booker reported the technical update which was the first 15 chapters was introduced, but did get some pretty significant push-back from service providers and some other things. This bill did not make it through in it's current iteration. However, the workgroup is going to be going through some revisions working through some of those issues that were identified through that and are hoping to be able to bring it back in the next session. There are indeed changes that need to be made. We just need to make sure they are acceptable enough to all of the players to be able to make it through the process. The governance workgroup which is the last couple chapters looking at both the statewide governance, the SECB, and the regional governance continue to meet. As of the last meeting, we have a tentative first draft and that was submitted to the legislative liaison to look it over and see if there is anything obvious before it gets sent back to the Legislative Committee and back down the chain for review and comment from the stakeholders.

GENERAL DISCUSSION

a. Text-to-911 Go Live

Swift County went live yesterday for texting. Koosman reported still having a few other issues going on, hopefully some will get fixed today, but some might be a couple weeks. Booker reported Swift County was our last agency to go.

GENERAL DISCUSSION (Continued)

b. NG911 Grant

Booker reported the project period ended the end of March. Agencies should be working on their final submissions.

1. NGGIS
2. CPE

c. Regional Strategic Plan

Booker reported we are going to continue to keep this on here as a standing agenda item.

1. Promote the recruitment and retention of PSAP staff
Booker reported with the assistance here on the recruitment and retention video and toolbox that is a really good first step supporting that initiative.
2. Implement equipment/technology to improve 9-1-1 location accuracy
Booker explained things like the Radius mapping project and some other future technologies are going to help move this forward. We will just make sure we keep it on the radar and continue to work through that especially if we see anything new come up that might be beneficial to that process.

d. CMN800MHz List Serve – Ending May 16th (Sign-up for Notifications)

Booker reported the sunset date on the list serve is May 16th. All of our notifications will be going through our website tools. This is just a reminder prior to May 16th to get signed up for any of the notifications that are applicable to you. Make sure you get signed-up for those committees or notifications that you feel would be of value to you.

e. 2021 NG911 Committee Attendance

In your packet are the attendance from 2020 and 2021. Booker explained looking at the comparison between those it is looking much better. There are a lot of things on the 9-1-1 front right at the moment. Just a reminder especially if your agency is a little low on the attendance we do have that second alternate option. If that is something you think would help for agency please use it. The membership appointment forms are on the website. The more folks we have engaged in this the better off we all are going to be.

f. Training Opportunities

1. NENA 2022 Louisville Conference & Expo – June 11-16th
Booker reported Tait had sent out a training opportunity. It looks like a good opportunity for the NENA conference in Louisville. The information is in the packet and on the NENA website.
2. Training Roadmap
Booker reported as we discussed at our last meeting and also with the O&O/Users we have added a couple requests for some training offerings with regards to crisis callers, mental health, etc. Shari and Micah did reach out to a couple of these training providers and got some numbers put together. We had a couple options from the 9-1-1 Training Institute, Foundations of Emergency Mental Health Dispatching and LifeBridges to Suicide Callers. There is also an offering that is put together by Public Safety Training Consultants on Crisis Communications & Suicide Intervention. We have these suggestions added to the training roadmap and currently in the process at looking at funding for trainings. Not just these specific ones, but all the way across the board on our training roadmap.

OTHER ISSUES

None.

UPCOMING MEETINGS

- a. May 12, 2022 – Microsoft Teams Meeting

ADJORNMENT

Chair Booker made the executive motion to adjourn the meeting and the motion was carried unanimously at 10:51 a.m.

Minutes by Shari Gieseke.