

STATEWIDE EMERGENCY COMMUNICATIONS BOARD

TO: Statewide Emergency Communication Board Members
Regional Emergency Communications/Emergency Services Board Chairs

FROM: Assistant Commissioner and SECB Board Chair Bruce West

DATE: April 1, 2020

RE: **Request for Daily Situation Reports Regarding COVID-19 Response**

As you are likely aware, the Minnesota Department of Public Safety - Homeland Security and Emergency Management division has activated the State Emergency Operations Center (SEOC) to coordinate Minnesota's efforts in responding to the COVID-19 epidemic. This unified command approach allows Minnesota's public safety/public service professionals to share information and respond in an effective and efficient manner.

Emergency communications are an integral part of our public safety coordination and response efforts. In order to provide decision makers with situational awareness, the SEOC has requested ECN leadership to provide daily situation reports regarding the impact that COVID-19 is having on emergency communications infrastructure (state, local, commercial) and on operations. ECN began submitting these reports to the SEOC on Monday, March 30, 2020. These situation reports include mission critical network status and any known issues that may be impacting 9-1-1 call delivery and/or the ability for public safety responders to communicate on wireless devices. Internally, ECN is also monitoring the operational status of the state's 103 Public Safety Answering Points (PSAPs) that support emergency response efforts in our communities.

To gather the information necessary to achieve a comprehensive understanding of the current situation, ECN is hoping to engage the seven Emergency Communications Board (ECB)/Emergency Services Board (ESB) regions to provide daily status reports from their members. This process will encourage regular communication and coordination between stakeholders and help ensure that we are responding as a public safety community, not as individual agencies. The information that ECN is requesting from each region includes the following:

- Have you experienced any issues with 9-1-1 service in your jurisdiction?
- Have responders (LE, fire, EMS, EM, PH, etc.) in your jurisdiction experienced any issues with cellular voice/data service?
- Has your PSAP experienced any staffing issues related to the COVID-19 outbreak?
- Has your PSAP COOP been partially or fully activated?
- Are there any other issues related to emergency communications/PSAP operations impacting your jurisdiction?

This information will be captured on a simple, one page reporting form that can be e-mailed directly to the ECN leadership team. They, in turn, will summarize the information received from the ECB/ESB regions and report it daily to the SEOC. A sample of the form is attached.

ECN will also leverage its professional contacts to obtain daily network status information from Century Link (9-1-1 circuits), AT&T/FirstNet, and Verizon Wireless.

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Responding to an emergency starts and ends locally. Throughout the response, local entities may seek assistance from other resources (local, county, state, tribal, federal, etc.) but the expertise and responsibility remains local. Our Minnesota Model of governance is poised to serve us well in this challenging time. ECN is engaging each of our seven Emergency Communications Board (ECB) and Emergency Services Board (ESB) regions and supporting them in establishing regular communication among their membership.

As the SECB chair, I am requesting your support. Please encourage the members you represent on the SECB and the members of your region, to provide ECN with the requested information to support this locally executed, regionally led, and state supported initiative. The information provided will assist the coordination efforts underway at the SEOC, foster communication and support at the local/regional level, and demonstrate our commitment to the Governor's 'One Minnesota' approach to these difficult times. Remember, together we are strong.