MONTHLY UPDATE

DIRECT FROM DANA

The Minnesota Department of Public Safety division of Emergency Communication Networks (ECN) continues to make progress in filling multiple vacancies. In October, we brought Sandi Stroud on board as our 9-1-1 Program Manager. In two short months, Sandi has already demonstrated both her leadership and managerial capabilities. She is also making great strides in moving the 9-1-1 program forward after the position was vacant for nearly four months, during a time of multiple high priority initiatives taking place. This month we have another hire and a new appointment to announce:

Wendy Chretien joined the ECN team in mid-November as a Project Manager. Her primary role is in the 9-1-1 Program and she will help keep projects moving forward smoothly. She has more than 25 years of experience in information technology, with the last 15 years in project management. She holds current certifications as a Project Management Professional (PMP) and Certified in Risk and Information System Controls (CRISC).

Wendy previously worked with ECN on three projects as a consultant, including managing the project that resulted in the Strategic Technology Reserve. She also helped organize two annual Interoperable Communications Conferences and facilitated the radio communications board meetings in the Northwest Region for one year.

We are also pleased to announce Minnesota has a new Statewide Interoperability Coordinator (SWIC). The primary function of the SWIC is to plan and implement the statewide interoperability program, guided by initiatives detailed in the National Emergency Communications Plan. As you know, this cannot be accomplished without vital stakeholder engagement. Leadership for this key position in Minnesota recently transitioned to Cathy Clark, Deputy Director. In the coming months, Cathy will begin engaging with our stakeholders to strengthen public safety interoperable communication capabilities by:

- Broadening Minnesota's SWIC function
- Identifying opportunities
- Bridging gaps, and
- Integrating all four of ECN's program areas (9-1-1, Allied Radio Matrix for Emergency Response (ARMER), Wireless Broadband, and Integrated Public Alert and Warning System (IPAWS)) into initiatives (continues to the next page)

December 2020

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With over 30 years of public service experience, Cathy brings a strong background and professional network focused on engagement in the emergency management and homeland security discipline, both on a state and national level. Cathy was recently was elected to a leadership position with the International Association of Emergency Managers and is already engaged in strategic communications across all public safety disciplines. Looking ahead, Cathy plans to initiate statewide and cross-border discussions regarding how to build interoperable communication capabilities. This includes implementing the Minnesota Land Mobile Radio Interstate Interoperability Crosswalk Plan, upgrading regional equipment caches, and exploring opportunities to leverage trained Communications Unit Leader (COML)/Communication Unit (COMU) personnel. These efforts should support planning and response efforts related to special events, critical incidents and disasters. As we begin the process for developing the 2022-2024 Statewide Emergency Communications Board (SECB) Strategic Plan, she looks forward to engaging in robust stakeholder conversations about how to further develop and maintain the state's strategic vision for interoperability.

We had hoped to have a new Administrative Assistant and a Grants Specialist on board before the end of the year as well. While we won't reach that goal in 2020, both are anticipated to be filled in January. We did not have any interested applicants for the Administrative Assistant position. The position has been reposted, casting a wider net, and closes on Dec. 28. The Grants Specialist posting closed on Nov. 30. We are patiently awaiting a list of eligible candidates from human resources as they conduct the initial screening to ensure each applicant has met the minimum qualifications. We will schedule interviews as soon as we receive names.

Spotlight:

ECN Supporting The Northern Lights Task Force

Planning a public safety response for Enbridge's Line 3 project has been underway for several years as permitting and route planning progressed. To ensure the life safety of citizens, protect property, and preserve the legal rights of those who may support or oppose the project, sheriffs across northern Minnesota formed the Northern Lights Task Force (NLTF). The task force has collaborated and coordinated a unified response across the 337-mile route across the state.

The task force formed several committees to lean into the subject matter expertise required to develop a comprehensive plan. Among others, committees include:

- Mobile booking
- Public information
- Human trafficking
- Legal
- Fire
- Emergency medical services (EMS)
- Credentialing
- Information technology
- Communications

In July 2020, the NLTF merged several of the technology-related committees and formed the Communications and Information Technology (IT) Committee. Beltrami County Chief Deputy Jarrett Walton is the committee chair. Chief Deputy Walton asked for support from ECN, specifically the Regional Interoperability Coordinators (RICs), to encourage wide engagement across all disciplines.

The newly merged group first met on Aug. 21 with a long list of agenda items to address. Participation truly represented multiple disciplines and three SECB Regions. As the construction launch rapidly approached, the group met eight times as a large group with several meetings lasting over five hours due to the long task list. Several subcommittees were launched to address expertise in IT, public safety answering point (PSAP) operations, credentialing, COMU, emergency management, and concerns specific to PSAPs not directly connected to the ARMER Network.

The committee worked to assess wireless broadband coverage and capabilities along the entire route and how integrating broadband into the response would benefit the overall operation. Meetings were held specific to geographical areas with the FirstNet Authority Planning Team to determine potential gaps in coverage and capacity. The group also examined how to best leverage

broadband equipment, tools, and potentially deployable resources.

In addition, the NLTF Communications and IT Committee developed a scalable Land Mobile Radio plan that meets the needs of all stakeholders, coordinated interoperability through talkgroup authorizations and permissions, and coordinated radio programming updates in radios statewide to support the plan. Clear and encrypted radio caches have been programmed and distributed throughout northern Minnesota to meet the needs of the operation.

What makes us strong is the collaboration and sharing of resources. In this spirit, Stearns County answered the call when the committee asked for support in the form of an MCC7500E console to be deployed at the alternate State Emergency Operations Center (A-SEOC) at Camp Ripley. This equipment will allow for the increased radio traffic expected throughout this response. ECN provided the financial support needed to upgrade this device to meet encryption and capacity needs of the operation.

ECN also supported the operation's command and situational awareness needs by implementing a NLTF-Specific RapidDeploy solution. This platform allows a unified command to flourish by providing a live picture of events, identifying what resources are available and have been assigned, and viewing this project in a single operating picture. RapidDeploy includes Automatic Vehicle Location (AVL) for team leaders, as well as turn-by-turn directions for units and personnel who may be operating in an unfamiliar geographical location.

Recent training and exercise events put communications and IT planning to the test and results have been favorable. Thank you to all of you who supported this initiative with your dedication and commitment. The NLTF Communications and IT Committee is a solid example of how well our SECB governance structure engages in the Minnesota's public safety community and works together to accomplish big goals.

Our northern RIC, Marcus Bruning, has worked tirelessly on this effort. He has been supported by RIC Steve Tait, GIS project manager Norm Anderson, along with others on the Minnesota Geospatial Information Office (MnGeo) team, our 9-1-1 Program Manager Sandi Stroud, and our

9-1-1 Technical Engineer Leslie Sticht. Thank you for working together to support this very important public safety initiative for multiple counties involved in this project.

SAVE THE DATE:

Quarterly Stakeholder Engagement Meetings

- Monday, Jan. 25, 2021
- 9-11 a.m. (REPEATED 7-9 p.m.)
- Pre-registration required

Watch for an announcement with details coming out on Dec. 21. This is your opportunity to engage in the governance process and make your recommendations to help shape the future of public safety communications in Minnesota.

What an unprecedented year 2020 has been for each and every one of us. As we turn the page to 2021, we look forward to continued collaboration as we move into the next cycle of strategic planning for 2021-2024 and continue to work together to provide state of the art emergency communication networks to ONE Minnesota.

9-1-1

On July 16, the Federal Communications Commission (FCC) adopted an Order (FCC 20-100) approving 9-8-8 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. This will be operational starting July 16, 2022. Until then, customers must continue to dial 1-800-273-TALK (8255) to reach the lifeline.

In order for this change to occur, the order requires all telecommunications carriers to make any network changes necessary to ensure that users can dial 9-8-8 to reach the National Suicide Prevention Lifeline by July 16, 2022. For 9-8-8 to work nationally, 10-digit local dialing must first be implemented in two Minnesota area codes that have not made it mandatory and who have '988' as a prefix. This will apply to everyone in Minnesota area codes 218 and 952 so that everyone can access the National Suicide Prevention Lifeline using a three-digit code.

Will everyone in those area codes have to dial 10 digits for local calls?

Yes. Dialing seven digits for local calls will be prohibited for all customers in the entire area codes listed above.

When will the dialing change begin and when is it mandatory?

Beginning **April 24, 2021**, you should start dialing 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls. If you forget and dial just seven digits, your call will still be completed.

Beginning **Oct. 24, 2021**, you must dial 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls. On and after this date, local calls dialed with only seven digits may not be completed, and a recording will inform you that your call cannot be completed as dialed.

How does this affect providers of PSAP services and equipment?

All local calls in the area codes listed above that are currently dialed with seven digits will need to be dialed using area code + telephone number or 1+ area code + telephone number depending on dialing plan. **All PSAP equipment** (such as speed dialers and call forwarding equipment with a number from the area code listed above and programmed to dial only seven digits) must be updated or reprogrammed to dial 10 digits (area code + telephone number), or 1+10-digit dialing (1+ area code + telephone number), depending on dialing plan for all local calls in the area codes listed above.

Such updates or reprogramming must occur between April 24, 2021 and Oct. 24, 2021 (the permissive dialing period). Starting these efforts before April 24, 2021 may result in 10-digit calls not being completed (if permissive 10-digit dialing has not yet been implemented). **And on and after Oct. 24, 2021, seven-digit calls may not be completed**.

What other changes need to be made?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only seven-digit numbers will need to be reprogrammed to complete calls to 10-digit or 1+10-digit numbers. Some examples are:

- Life safety systems or medical monitoring devices
- PBXs
- Fax machines
- Internet dial-up numbers
- Fire or burglar alarm and security systems or gates
- Speed dialers
- Mobile or other wireless phone contact lists
- Call forwarding settings
- Voicemail services, and other similar functions

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change
- The price of a call, coverage area, or other rates and services will not change due to the dialing change
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ the area code + telephone number for all long-distance calls
- You will continue to dial a prefix (such as "9") when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required
- You can still dial just three digits to reach 7-1-1 (relay services) and 9-1-1 (emergency services)
- If 2-1-1, 3-1-1, 4-1-1, 5-1-1, 6-1-1, or 8-1-1 are currently available in your community. Continue to dial these codes with just three digits
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 9-8-8 code is in effect

Still have questions?

9-1-1 State/County Coordinators and PSAPs with questions about the dialing change can respond to this email, contact their local service provider, or they can visit the FCC website.

GIS

The Next Generation 9-1-1 (NG9-1-1) Program is using your NG9-1-1 data to assist with issues currently being faced across the State of Minnesota. Several of the NG9-1-1 GIS data layers will be utilized, such as address points, road center lines, PSAPs and emergency service boundaries (fire, law, and medical):

- The NLTF is using RapidDeploy as a common operating picture during the construction of Line 3. It is tasked with ensuring that a wide range of emergency communication capabilities and related technology are available to meet the operational needs of the public safety agencies involved in this project
- There is another RapidDeploy initiative underway to support PSAPs with limited staffing which could be adversely impacted by COVID-19
- A secured automated process continues to deliver COVID-19 location information (addresses) of COVID positive cases to the PSAPs within Minnesota via email. Each PSAP receives the cases for their service area as determined by NG9-1-1 GIS data. This replaces a previous process that ECN was completing manually

Thank you to all the county, tribal and city data contributors! Your data is making a difference.

After some delay due to COVID-19, it is time to get back to the release of communication website and GIS Implementation Roadmap. The communication website was demonstrated to the SECB GIS Workgroup and will be going through a limited stakeholder review. The Roadmap is going through its final reviews. More details will be provided as they become available.

You can find more information about the GIS project on ECN's NG9-1-1 GIS Project website.

Norm Anderson (651-201-2483 or 651-201-7559) is the GIS Project Manager for ECN and MnGeo. Akiko Nakamura (651-201-7558) from our office is also working on the project, so please feel free to reach out to either one of them with questions related to the GIS project.

Ingress Network Update

The Ingress request for proposal (RFP) project is off to a great start. Inteliquent has begun contacting the originating service providers to initiate information gathering to ensure proper connectivity. The target date for converting to the new ingress network is approximately the 4th quarter of 2021. The new ingress network will provide the basis to moving the entire State of Minnesota to a Session Initiation Protocol (SIP) based connection. The Ingress RFP work should not be noticeable to any PSAP, but it will be critical in the next steps of network upgrades. If you have any questions, please feel free to contact Leslie Sticht (651-201-7550).

Wireless Broadband - FirstNet

Workgroup Update

The workgroup has made good progress in publishing a set of best practice guides. The first guide was approved and published to the website under Wireless Broadband Reports. Two more "best practice guides" are in the works for situational awareness and Push-to-Talk app selection. Situational awareness is a huge topic and means different things depending on the discipline you work in. Televate is producing a white paper to guide the state in further work in defining the needs of a situational awareness app.

Seeking Bids for Coverage Tool

The coverage tool RFP is available for bid through Dec. 21. The Department of Administration Procurement Division is handling the process. Vendors submitted questions for clarification and they are posted on the Procurement Division's website.

4.9 GHZ FCC Report & Order

The FCC recently released the 7th Report and Order on the 4.9 GHZ Spectrum Range, Docket # 07-100. The Report & Order in essence transfers spectrum management of the range to the statewide license owner which currently is the MN Department of Transportation. As first responders, it is critical to know and understand the wireless spectrum landscape, how current activities within the FCC directly impact public safety spectrum access, and how that all translates to being highly connected and situationally aware on the job. The

current and emerging technologies will be critical as service demands grow for first responders. The spectrum is designated for public safety use. The item will be discussed at the Wireless Broadband & Applications (WBB&A) Committee's December meeting.

Collaboration App

The Bridge4PS application is available for collaboration. This application has a vetting process to verify that only public safety constituents are using it. "#MN Public Access" is the group created for Minnesota public safety to post useful items. Also listed within the app are the ten digit phone numbers for the PSAPs across the state in the event of a 9-1-1 outage. Other resources can be posted, including photos and videos. Agencies can create their own groups for their own purposes. Sign-up today by going to bridge4ps.app.

IPAWS

You may have seen this article from the Integrated Public Alert and Warning Systems (IPAWS) Tip #30, but we will clarify it here.

Updating & Canceling Alerts

Disasters and emergencies often change, so should your messaging. There may be occasions when you need to UPDATE or CANCEL alert.

Canceling an alert stops continuous re-broadcast of Wireless Emergency Alerts (WEA) and removes the active alert from feeds. However, that cancelation will not be communicated to the public.

It is recommended that you follow up with an UPDATE to make a correction to a previous alert.

Alerting Authorities do not need permission from FEMA or FCC to update or cancel an alert.

ECN and Federal Emergency Management Agency (FEMA) encourages alerting authorities to establish clear standard operating procedures for issuing alerts via IPAWS. Alerting authorities should also test these procedures, along with your monthly proficiency demonstration, with the FEMA IPAWS lab and exercise

regularly to address such eventualities. These procedures should specify that corrections to alerts must be issued over the same systems used to issue the alert, including the Emergency Alert System (EAS) and WEA, as well as other available means.

Procedures should also include actions for notifying:

- Media (Local radio stations, provide them with information too, even if the message was sent be WEA only)
- Public information officers (They need to be involved!)
- Law enforcement (Especially the PSAP they will get the first calls asking if it is real)
- Other officials with public responsibilities about alerts

The IPAWS Program Management Office (PMO) has no visibility into local emergencies and does not decide if an alert is accurate. The PMO does not monitor the public impact of each alert sent through IPAWS. If an alert is sent, an alert originator should follow their agency's policy on canceling a message or sending a "UPDATE".

Monitoring the status of a message enables you to confirm that the alert was disseminated, and the public received it. It also permits confirmation that the proper pathway was used. If the alert failed to go out successfully, you should check the error information, correct the issue, and resend. Different alerting software products may display errors differently.

Monitoring the Alert

Confirm the message was sent successfully, through the system log.

Continue to monitor the situation:

- For status or situation changes
- To determine if the message is still valid
- To send a follow-up message when the situation has changed or is over
- Cancel the message, if the situation warrants termination

If canceled, is further public explanation or instruction necessary? Meaning does an update need to go out before canceling.

For example: An alert was sent out to close a road due to a law enforcement incident and it was set to expire in two hours. After 45 minutes, the incident is over and the road is open. Issue an UPDATE to the message detailing the reopening of the road.

An UPDATE will give them the information that the public needs and then CANCEL to stop the message from being re-broadcasted on the cellular system further.

Keep in Mind

Nonexistent or inadequate system training increases the potential for delayed alerts, cancellations and other errors. Alerting authorities should receive specific vendor training and on their particular alert origination software to learn how to properly update and cancel IPAWS alerts. Please note: not all alert origination software vendors may have the update and cancel capabilities.

IMPORTANT: When sending an update, use the same event code as the original alert.

Members of the public may or may not receive alert updates. A mobile phone may receive an initial WEA but not a subsequent alert. For example, if the user has disabled alerts or has moved out of range of the area designated in the alert, they will not receive the update. No matter what, there is no perfect way to put out an alert, nor is there a way everyone can receive every alert. However, it is still better to try than not to send the warning at all.

This and much more in the new Alert, Warning and Notification Best Practices Guide 2.0

For any questions, please contact John Dooley (651-201-7099).

AHA/CPR Update

The T-CPR Standard went before the SECB on Dec. 3 and was approved. While the workgroup awaits response from the Minnesota Attorney General's Office about questions raised by PSAPs, each region did approve the draft standard within the last several months.

Fiscal dollars are available for T-CPR training, and a process has been drafted to help each region and PSAP obtain reimbursement through the regional grant process. Approval of the standard would put us in a good position to start the grant process in January.

Chair Pankonie and the T-CPR workgroup have been working diligently to obtain training information and pricing from several vendors. Once all information is received, it will be passed on to PSAPs so they can determine which route works best for them in becoming compliant with the statute.

PSAPs can and should explore which training they want to pursue (full EMD, providing T-CPR pre-arrival instructions, or recognition of cardiac arrest/transfer to EMD secondary PSAP). However, any training purchased in advance of the grant process would not be available for reimbursement; therefore, the T-CPR workgroup recommends that PSAPs not purchase any training until the workgroup notifies them.

Accounting/Finance Update

Purchasing & Contracts Coordinator, Claire Thomas, has been with ECN for close to a year now. She is now facilitating an initiative to ensure all SECB member organizations are represented and all committee seats are occupied as the SECB goes into its next strategic planning cycle. In coordination with John Dooley, Claire has been contacting organizations for which SECB rosters show a vacancy. Representatives of those organizations received a letter from SECB Chair Bruce West in November. Of course, email follow-up was necessary in an abnormal year for any member organization. Much thanks to those who have already responded with nominee information or provided a timeline of when their nominee(s) will be decided. We are well on the way to ensuring a full membership compliment in the new year. If you have questions please reach out to Claire Thomas (651-478-0089).