

# MONTHLY UPDATE



## DIRECT FROM DANA



Dan Craigie, our 9-1-1 Program Manager, has accepted another career opportunity outside of state service and has left Emergency Communication Networks (ECN) on June 19, 2020. Dan has made significant contributions to the division during his time here and has shared a spirit and a passion for supporting public safety. His broad level expertise will be greatly missed. We wish Dan all the best in his new endeavor. Plans are underway to initiate the hiring process for our next 9-1-1 Program Manager.

The ECN team, along with our two regional interoperability coordinators (RICS), continue to pivot seamlessly to support public safety emergency communication networks needs during these unprecedented times. The end of May and beginning of June was a painfully difficult time for public safety employees and for our communities. The ECN team has remained focused on our mission to providing reliable and robust network systems for interoperable communications across counties, state, federal and tribal regions. Our commercial partners were very responsive in keeping us informed, and they provided us with regular assurance that they were standing by to lend infrastructure or other support as needed throughout this period of highly escalated usage. This includes CenturyLink for 9-1-1 Motorola for land mobile radio; and AT&T/FirstNet, Verizon, and T-Mobile/Sprint for wireless broadband.

9-1-1 call volumes statewide had been down in both March and April while Governor Tim Walz's stay at home order was in effect. While that order remained in effect for most of May, heightened call volumes related to civil unrest, particularly in Public Safety Answering Point (PSAPs) within Hennepin and Ramsey counties, resulted in an increase in call volumes for May.

Month	2019	2020	% up/down
March	241,853	220,213	-9%
April	234,678	202,164	-14%
May	260,970	273,311	5%

ECN staff will continue to work remotely for an undetermined amount of time. All state employees who are capable of teleworking must do so. Thus, with the exception of a few staff who come report to the office intermittently to manage mail, along with accounts payable and receivable.

June 2020

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# 9-1-1 NEWS

## GIS

The Next Generation 9-1-1 (NG9-1-1) Program continues to work on responses to the feedback received during the review of the Minnesota NG9-1-1 Geographic Information Systems (GIS) Implementation Roadmap. Each comment was reviewed by a team and an appropriate response prepared for it. This process is being done deliberately because it will help chart the course for the program's future. The responses will be rolled up into the Roadmap where applicable.

The Roadmap details the implementation plan for the NG9-1-1 GIS program. It will provide the steps forward to provide the required GIS layers for NG9-1-1 core services. The Roadmap will address:

- Required datasets and standards
- Data aggregation workflow
- Data quality
- Data management solutions and requirements
- Outreach and education

It is difficult to describe the level of activity that is happening behind the scenes. New communication tools are being reviewed to increase the transparency of the GIS program to all stakeholders. The goal is to provide more information at your convenience and to provide methods for giving feedback and getting answers to questions.

ECN and Minnesota Geospatial Information Office (MnGeo) staff are active contributors and participants in National Emergency Number Association (NENA) committees and workgroups. MnGeo staff are on the NG9-1-1 Road Centerlines working group and the NG9-1-1 Emergency Service Boundaries working group, which are part of GIS Data Stewardship.

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

Good news: The Ingress request for proposal (RFP) is entering the final round of negotiations! The Ingress RFP will provide an incoming carrier aggregation point for all 9-1-1 carriers in the state of Minnesota. This effort will position the state to move into technology to support current and future services for all.

## RapidDeploy

ECN continues to provide demonstrations across all regions, sharing the RapidDeploy pilot trial that can add value as a supplemental computer-aided dispatch resource to PSAPs during an abandonment. This highly vetted, secure tool provides location information for the caller, as well as available recommendation units to a PSAP receiving 9-1-1 calls from an abandoned PSAP. All Minnesota PSAPs are encouraged to participate in this free resource. Please contact [Leslie Sticht](#) (651-201-7550) for more information or with questions.

# ARMER

## SUA Status

The state and Motorola Solutions have completed negotiations for a new Allied Radio Matrix for Emergency Response (ARMER) System Upgrade Agreement (SUA) for the years 2021 through 2025. Per Statewide Emergency Communication Board (SECB) standard *LMR-37 (4.12.0)*, the proposed contract was presented to the Land Mobile Radio, Steering, and Finance committees for consideration, and each voted to recommend to the SECB that it approve the proposal. This will be on the agenda for the June 25, 2020 SECB meeting. It had been on the May 28, 2020 SECB meeting agenda; however, that meeting was adjourned unexpectedly shortly after convening due to the escalating civil unrest.

# Wireless Broadband - FirstNet

## Survey Results Presented on June 16

During the monthly Wireless Broadband and Applications (WBB&A) Committee meeting on June 16, Televate has presented the findings of the WBB&A 2020 Survey. The survey was conducted from January through March 2020. They received 398 responses were from stakeholders representing multiple public safety disciplines, 81 counties, and four of the 11 recognized tribes. The intent was to gather baseline information about the current wireless application use, and the communication needs and challenges encountered by Minnesota's public safety community. Survey responses identified several recurring themes and recommendations in the following response areas to be addressed over the next several months:

1. Coverage
2. Funding
3. Situational awareness
4. Interoperability of applications

The network requirements re-categorization will also be presented during the committee meeting. Following those presentations, ECN will offer recommendations for workgroup activities based on the survey findings. These documents, as well as SAFECOM guidance and the SECB strategic plan, will serve as reference documents as the workgroups start the work of developing best practices for mobile apps and the wireless broadband program.

The Land Mobile Radio workgroup meets for what is expected to be the last time on June 26. They are forecasting to have the requirements for interconnecting Long-Term Evolution (LTE) devices to the ARMER network wrapped up, paving the way for the WBB&A workgroup to pick up and start meeting to create best practices for the use of enhanced Push-to-Talk (ePTT) applications (apps), as well as other basic app requirements. The first meeting for the new workgroup is proposed for July 31 at 10:30 a.m., which will be confirmed during the committee meeting.

## Other WBB&A Work

- ECN will publish a carrier evaluation checklist to assist public safety agencies in assessing the quality of service and support provided by their current wireless carrier and/or a competitor. This document will be shared with the WBB&A Committee and posted on the ECN website.
- ECN continues to perform research regarding the procurement of coverage tools to evaluate the wireless networks across Minnesota. We have had discussions with RootMetrics, Solutelia WINd Reports, and Televate Pinpoint.

## Support from Carriers

At the request of the Statewide Emergency Operations Center (SEOC) staff, ECN has been providing a daily situation report that includes information regarding the status of commercial carrier wireless networks. Each of the major carriers (AT&T/FirstNet, Verizon, and T-Mobile/Sprint) have been reporting the status of their networks on a daily basis since the stay at home order was issued in March. Thank you to our direct contacts: Erik Perschmann from Verizon, Shane Olsen from AT&T/FirstNet, and Rodney Cooper from T-Mobile/Sprint for keeping us informed and for the work you do to keep Minnesota safe.

## What's Up in Other States?

Indiana implemented an Inter-Radio Frequency Subsystem Interface (ISSI) between their Motorola Radio System, and AT&T enhanced ePTT. South Dakota is planning for implementation of ISSI between their radio system and AT&T ePTT in 2023. In Minnesota, the LMR to LTE workgroup has decided to be conscious of security to the ARMER system by creating a physical separation between any systems wanting to interface to ARMER. Interfacing to the core is certainly a security risk, but it is a topic that warrants research. ECN will keep an eye on these projects for future reporting.

Texas, North Carolina, South Dakota, Tennessee, and other states are participating in a proof-of-concept program through the Department of Homeland Security (DHS) with a free-to-public safety app called Bridge4PS. This collaboration tool offers safe and secure messaging, picture, video, and file sharing across multiple public safety agencies. To learn more about this application,

please contact Wireless Broadband Program Manager [Melinda Miller](#) (651-201-7554).

### Cares Act Funds \$200 Million in Telehealth Grant Program

Minnesota agencies have received over \$2 million in funding to support Telehealth programs through the Federal Communications Commission (FCC) Keep Americans Connected grant program. The program has awarded over \$100 million and continues to accept applications. Minnesota's grant recipients include:

- Mayo Clinic, Rochester, was awarded \$1,000,000 to implement video telehealth services and remote patient monitoring across its Midwest presence of over 50 communities in Iowa, Minnesota, and Wisconsin. The intent of the telehealth services is to minimize exposure and slow further spread of the COVID-19 virus while maintaining patient care and monitoring standards.
- Fairview Health Services, Minneapolis, was awarded \$598,000 for connected tablets to assigned patients in the inpatient setting for video visit capabilities with medical staff and family members, while other tablets will be mobile and used to monitor patients from the nurse station, to provide palliative care services to avoid prolonged potential exposure to COVID-19.
- New Path Mental Health Services, Golden Valley, was awarded \$15,500 for laptop computers to be used by therapists to continue mental health treatment using telehealth services.
- Woodland Centers, Willmar, was awarded \$118,294 for mobile hotspots, telemedicine upgrades to computers, video monitors, remote monitoring equipment, and network upgrades to conduct mental health and substance use services by video or telephone for patients across seven counties.
- Native American Community Clinic, Minneapolis, was awarded \$21,533 for laptops, tablets, video services and equipment, and network upgrades to provide remote monitoring and treatment, as well as telehealth consultations, and to increase

the accessibility of safe medical care for its patient population.

- Minnesota Community Care, St. Paul, was awarded \$498,818 for laptops, phones, remote monitoring equipment, and software licenses to increase telehealth capacity at several clinics, including for COVID-19 testing, treatment and referral, and to expand patient access to telehealth with internet connected devices.

To learn more about the FCC's COVID-19 Telehealth Program and view a complete list of funding recipients to date, visit <https://www.fcc.gov/covid19telehealth>

To learn more about the FCC's Keep Americans Connected Initiative, visit <https://www.fcc.gov/keepamericansconnected>

Agencies who are eligible to apply are encouraged to do so!

## IPAWS

It has been a common theme in both the Test and Live Environment that users have been entering inappropriate codes in the Integrated Public Alert and Warning Systems (IPAWS) system. The particular code that comes up is the TOE (9-1-1 – Telephone Outage Emergency), which is not one of the choices available to alerting authorities. The reason is that Federal Emergency Management Agency (FEMA), until recently (Dec. 2019), did not allow it to be broadcasted via Wireless Emergency Alert (WEA), but it was an Emergency Alert System (EAS) code only. Because of that, it was never placed in our EAS plan as an authorized code, because the audience or lack of it would have reached without WEAs. Do we allow the TOE code? That would another one and changing the following:

- EAS Plan (has to be revised this summer/fall)
- Best practices guide (now in revision)
- Stations would need 12 months' time to make sure it is programmed in to their equipment
- Public Alerting Authorities: all 83 jurisdictions' documents updated with FEMA
- Educational outreach (both public safety and the general public) program

Alternatively, do we just go with the Civil Emergency Message (CEM) code as we have recommend all along?

Here are the codes you can enter in to the system and some of their suggested uses:

**CDW (Civil Danger Warning)** – A warning of an event that presents a danger to a significant civilian population. The CDW usually warns of a specific hazard and gives specific protective action:

- Active shooter
- Dam breach
- Large, escalating hazardous materials
- Pipeline incident
- Water supply contamination

**CEM (Civil Emergency Message)** – An emergency message regarding an in-progress or imminent significant threat(s) to public safety and/or property. The CEM hazard is less specific than CDW:

- 9-1-1 service disruption
- Emergency closure of major roadways
- No travel advised
- Location of confirmed National Weather Service (NWS)-issued warnings

**EVI (Immediate Evacuation)** – A warning where immediate evacuation is recommended or ordered according to state law or local ordinance:

- Flooding
- Dam breach
- Hazardous materials
- Wildfire

**SPW (Shelter in Place Warning)** - A warning of an event where the public is recommended to shelter in place (go inside, close doors and windows, turn off air conditioning or heating systems, and turn on the radio or TV for more information):

- Hazardous materials
- Environmental health hazard (e.g. air quality)

**RWT (Required Weekly Test)** - A test message that consists, at a minimum, of the header and end-of-message tones. Though an RWT does not need an audio

or graphic message announcing the test. RWTs are generally not relayed.

To let your thoughts be known, contact [John Dooley](#) (651-201-7099) or attend the next IPAWS Committee meeting on July 16, 2020 at 1:00 p.m. The meeting will be held via [WebEx](#).

## Interoperability

### Conventional Interoperability Plan

ECN and Minnesota Department of Transportation (MnDOT) are collaborating to execute the 2020 [Minnesota Land Mobile Radio Conventional Interoperability Plan](#). Updates to the state VHF resources will first be made in the South Central region and will generally move from south to north. ECN is coordinating video conferencing sessions to discuss the updates with ARMER system administrators and dispatch managers, region by region. ECN is also creating a dispatcher training video.

### Interstate Interoperability Workgroup

The Interstate Interoperability Workgroup is scheduled to meet twice in June to review two land mobile radio interstate interoperability documents, a best practices guide, and a technology plan. Each Emergency Communications/Services Boards (ECB/ESB) region is now represented on the workgroup.

### LTE-LMR Workgroup

The LTE-LMR workgroup has nearly completed work on a standard to prescribing how a push-to-talk over cellular (PoC) technology may interface with the ARMER network.

## AHA/CPR Update

The Telephone Cardiopulmonary Resuscitation (T-CPR) Standard, still in draft format, was discussed during the statewide NG9-1-1 meeting on May 20. Chair Dar Pankonie requested that all regions review the draft as soon as possible and provide feedback.

The T-CPR standard basically re-states the requirements for compliance with the *Telephone cardiopulmonary*

*resuscitation program* section of [Minnesota Statute 403.03, Subd. 2](#).

The NG9-1-1 Committee has had discussions with the Resuscitation Academy to try to develop a free, basic T-CPR online program. It is unclear if it will be a certification. The COVID-19 pandemic has impacted this organization's funding sources. There are other organizations that we may be able to engage for this option, so our work continues. Chair Pankonie remains dedicated to find solutions that meet the various PSAP needs.

It is expected that any training specifically for T-CPR should take no longer than four hours per person. For this reason, Chair Pankonie notes there is still plenty of time for those PSAPs that are not already compliant to become compliant with the statute by June 30, 2021.

A frequently asked questions (FAQ) section is included with the standard and should answer most, if not all, questions a PSAP may have regarding compliance with the statute. Options for purchasing T-CPR training are also listed in the FAQs, including new T-CPR options offered by the International Academies of Emergency Dispatch (IAED).

Funding is available to support required training costs for PSAPs to become compliant with the statute through a legislative fiscal note for 2020 and 2021. PSAPs interested in purchasing training will work with their regional grant coordinator to follow the same process that other grant opportunities follow using the E-grants platform, which begins with the submission of an application.

Contact [Cathy Anderson](#) (651-201-7548) at ECN with questions.

## **Training Module/ Alex Tech Update**

Remember that the URL for accessing training modules housed by Alexandria Technical & Community College (ATCC) has changed.

The URL is secure, non-searchable, and will only be shared with public safety or pertinent partners. You do

not need a user name or password to view the modules anymore.

When you view the new COMU training module, you will notice it has a different format than current modules. This shorter, animated format is what we anticipate using for future modules.

If you need the URL, contact ECN Standards and Training Coordinator [Cathy Anderson](#) (651-201-7548).