

# MONTHLY UPDATE



## DIRECT FROM DANA



As summer winds down, we are heading into a very busy fall. We have moved into our new space in Suite 1725 of the Town Square Tower. We collectively feel blessed to have an inviting and functional space in which to work and welcome visitors. Our official moving day was met with a water emergency from an overflowing sink in a neighboring tenant's office. Fortunately for us, the water flowed down, rather than across, so our damage was limited. Our neighbors on the 16th floor were not so fortunate!

Emergency Communication Networks Division (ECN) staff calendars are becoming booked with presentations for multiple venues across the state. We are grateful for the opportunity to share our initiatives. Often these engagements lead to new opportunities for partnership!

In early September, we welcomed Cathy Clark, a 30 year state employee who lost her job during a reorganization within one of our sister agencies, Homeland Security and Emergency Management. Cathy has been eager to share her knowledge to fill a critical administrative void within our organizational structure. She is assuming responsibility for many financial responsibilities and has been attending many committee meetings in her quest to better understand our governance structure.

Sir Isaac Newton so eloquently stated in 1686, "For every action, there is an equal and opposite reaction." When Cathy joined ECN's team, it created a need for reorganization in ECN as well. We are currently working diligently with Dan Craigie and human resources during his paid parental leave, in an attempt to retain Dan so he can continue to be the extremely valued member of our team.

Take time to enjoy the last few breaths of summer. Thanks for all the great work you do across the state to support public safety in Minnesota.

I look forward to seeing a great turnout at the Regional Leadership Meeting on Oct. 28!!



Congratulations to our own Akiko Nakamura. Akiko ran her personal best time in the State Wellness Committee sponsored 5K Run@Work day. She knocked it out during her lunch hour and returned to finish off another productive day in the office! Way to go! We are proud of you!

Akiko finishes strong. She has announced she is registering the whole ECN team for this event next year...

September 2019

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# 9-1-1 NEWS

## GIS

The U.S. Department of Commerce and U.S. Department of Transportation announced that \$3.5 million will be available for the State of Minnesota as a reimbursement grant to modernize 9-1-1 services. Approximately \$2.8 million will be for the Next Generation 9-1-1 (NG9-1-1) Geographic Information Systems (GIS) data preparation.

ECN and the Minnesota Geospatial Information Office (MnGeo) staff have met with the greater Minnesota regions to discuss the NG9-1-1 Project. We will begin to schedule meetings with individual counties based on responses at the regional meetings. The Metro region meeting was held on Sept. 19.

The edge matching of boundaries and road center lines is progressing. This is a critical step in the development of seamless statewide data layers which will be used in the Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The NG9-1-1 combined polygon (Emergency Service Provider Boundary) standard will now be reviewed by the Statewide Emergency Communications Board (SECB) NG9-1-1 Committee and the Minnesota Geospatial Advisory Council's Standards Committee.

You can find the status map for every county on ECN's website under "911 Program" and "GIS Information" along with the most recent version of the GIS newsletter. The successful completion of this first phase (data collection and remediation) is critical for NG9-1-1 implementation.

[Norm Anderson](#) (651-201-2483 or 651-201-7559) is the GIS Project Manager for ECN and MnGeo. ECN's [Akiko Nakamura](#) (651-201-7558) is also working on the project. Please feel free to reach out to either one of them with questions related to the GIS project.

## Text-to-9-1-1

There were no new Text-to-9-1-1 implementations in August. Rice and Steele counties are scheduled to undergo implementation on Oct. 23. We are currently working on getting Minnesota State Patrol implemented

for Text-to-9-1-1 services. Currently, texts for Minnesota State Patrol in the metro are handled by the Minneapolis-Saint Paul International Airport Public Safety Answering Point (PSAP). Once Minnesota State Patrol goes live, they will receive both 9-1-1 voice calls and texts-to-9-1-1 from the state highways and interstates within the metro region. Volume-wise, texts still account for less than one percent of all 9-1-1 calls.

## COOP Plans

September is [National Preparedness Month](#), which is geared toward promoting family and community disaster and emergency planning throughout the year. The National theme for 2019 is "Prepared, Not Scared."

As you know, your PSAP is not immune from hazards that could affect operations. Disasters such as floods, tornadoes, civil unrest/acts of violence, illness, power outages, and cyber-attacks could certainly wreak havoc on your day-to-day operations.

A Continuity of Operations Plan (COOP), should establish policy and guidance for maintaining critical functions, including the relocation of personnel to an alternate facility in case of emergency.

In 2018, each Minnesota PSAP was directed to create a COOP and submit that plan to ECN. The deadline for submitting your plan was earlier this year.

For those who have submitted their plan, you should have received an evaluation with suggestions for your next update. You should be reviewing your plan bi-annually and performing an exercise annually. Doing this will ensure that, not only are your procedures viable, but that pertinent information and contacts are valid and up-to-date.

If your PSAP has not yet submitted a COOP, please do so as soon as possible. Remember, there is also a COOP training module on the [Alexandria Technical & Community College website](#).

Obviously, you cannot plan for every type of emergency, but at the very least, you can cover the basics to maintain essential functions – radios, phones, and personnel. Staff safety should be your top priority.

Ideas to assist in creating or evaluating your plan include:

- Identify who can implement your plan, along with several back-up personnel in the event that not all identified are available at the time of your emergency.
- Indicate persons authorized to make decisions or act on behalf of the department/agency head and other key officials for specific purposes during COOP emergencies. This will help ensure the continued operation of essential functions.
- Identify your risks and know what disasters are most likely to affect your operations. This will help streamline uninterrupted performance of essential functions.
- Identify an alternate facility to use to carry out essential functions in a worst-case scenario. This back-up facility should be located a safe distance from your PSAP and provide for sufficient space, equipment, supplies and services so staff can perform essential functions. Your goal should be to have it operational in 12 hours or less.
- Know the staffing/skill levels required to support your essential functions.
- Develop a workplace emergency plan and make sure each employee is familiar with it. Include unique circumstances, such as assisting special needs employees. Rapid response to an emergency requiring COOP implementation will help aid in reducing/mitigating disruptions to operations.
- Maintain vital records necessary to perform essential functions. These may include personnel contacts, payroll, insurance, contracts, phone numbers of vendors, etc.
- Keep emergency supplies available and protect essential assets.
- Consider special circumstances for your staff (medical needs, family, pets, etc.).
- Involve employees in developing “go” kits.
- Practice and exercise your plan. It will help measure whether your plan is capable of supporting the continued execution of essential functions throughout the duration of your COOP situation.
- Be prepared for the unexpected!

If you have questions or need information about creating or updating your PSAP COOP, contact [Cathy Anderson](#) (651-201-7548).

## Ingress Network Updates

Exciting news: the Ingress request for proposal (RFP) posted on Aug. 26! The RFP is open for vendor questions until Sep. 13, and open for vendor bidding until Oct. 18. Once awarded, the winning vendor will be announced, and we will host a kick off meeting for all teams involved in this change in technology. If you have any questions, please reach out to [Leslie Sticht](#) (651-201-7550).

# ARMER

## ARMER Lifecycle Sustainment

In mid-August, ECN hosted a two-day, in-person meeting with Tusa Consulting, the firm contracted to assist us with negotiating a System Upgrade Agreement for the Allied Radio Matrix for Emergency Response (ARMER) network. Tusa representatives (Dennis Ward, Dean Hart and Norm Folgers) met with ECN staff, Minnesota Department of Transportation (MnDOT) representatives and a few local system administrators. In the coming months, they will likely reach out to ARMER subsystem owners. Your thoughts and insights will help them help us. ECN left the meetings feeling optimistic about the value Tusa will bring to our negotiations.

## Inter-Zone Patching

A workgroup of the Land Mobile Radio (LMR) Committee recently drafted and distributed a training bulletin regarding inter-zone patching. The bulletin explained that in certain patching circumstances the ARMER system will allow two users to simultaneously transmit without either user receiving an access denial “bonk.” To minimize the likelihood of this circumstance occurring, the training bulletin recommends that:

- When two talkgroups are patched, responders should keep their messages short and concise.
- Dispatchers create a multi-select group.
- Dispatchers use the multi-select transmit button to repeat key information back.

A copy of the bulletin may be found on the [ECN Training webpage](#) under Training Resources.

## ARMER Encryption Discussion

Each year, the U.S. Department of Homeland Security's Interoperable Communications Technical Assistance Program (ICTAP) awards training and workshops to assist states with their public safety communications initiatives. For 2019, Minnesota was awarded an "Encryption Planning and Usage" package; their award intentionally compliments the SECB Strategic Plan to: "Develop a timeline and procedure for refreshing ARMER encryption keys."

After preliminary conversations, ICTAP personnel are preparing to work with Minnesota in the following ways:

- Basic Training: Short webinar(s) to provide basic encryption training to those with little encryption knowledge and to level-set the knowledge base for those already familiar with encryption.
- Capabilities Survey: ICTAP personnel will survey about encryption desires and use throughout Minnesota.
- Workshops: ICTAP personnel will lead a workgroup through a conversation exploring future options for ARMER encryption.
- Roadmap: ICTAP personnel will assist us in draft a roadmap on how to move forward.

This Technical Assistance offering from the ICTAP program will be discussed at the September LMR Committee meeting.

## Cybersecurity Tabletop

Similar to the encryption award above, the ICTAP program also awarded Minnesota a tabletop exercise (TTX) to assist us in digesting a Cybersecurity Risk Assessment of ARMER previously done by the ICTAP program. This Technical Assistance compliments the SECB Strategic Plan to: "Promote the physical and cyber security for the ARMER system."

Save the date: The TTX will occur on Nov. 6 from 8 a.m. to noon at the St. Cloud Police Department. The intended audience is information technology (IT) personnel, ARMER subsystem administrators and governance personnel. Expect further discussions at LMR Committee meetings.

## System Administrator Master List on HSIN

ECN and MnDOT maintain a master list of all ARMER system administrators on ECN's [Homeland Security Information Network \(HSIN\) site](#). For each ARMER participant agency, you will find the names of each system administrator as well as their system administrator level and contact information. If you don't have access to HSIN, contact ECN's [Jim Stromberg](#) (651-201-7557).

# Wireless Broadband - FirstNet

The Wireless Broadband (WBB) Project Plan is in development with TeleVate. Once completed, it will be presented to the WBB Committee and workgroups for vetting and final approval. The plan will focus on tackling the WBB tasks identified within the SECG Strategic Plan. Some of the topics being discussed include:

- LTE to LMR bridging.
- Data sharing guidelines between agencies.
- Statewide application toolbox guidelines.
- Relationship building with the major carriers and the FirstNet Authority.
- Broadband technology survey and analysis.

## FirstNet Coverage Review

FirstNet continues to provide ECN with quarterly updates regarding their coverage improvements throughout Minnesota. As you will recall, in December 2018, we finalized the 23 additional coverage tower locations that are contained within Minnesota's State Plan. In May 2019, the FirstNet Authority hosted a meeting at Oak Ridge Conference Center to share their roadmap for nationwide deployment. In that same meeting, FirstNet built with AT&T presented progress-to-date regarding coverage. At that time, they reported 100 new band class 14 sites in Minnesota. In our September quarterly meeting, they reported 150 band class 14 tower sites in Minnesota. They also reported 9,000 subscribers statewide to date. The FirstNet team reported that many agencies in Minnesota have identified the FirstNet commitment to continuing to improve coverage across

the state, and the number of public safety subscribers continues to increase.

AT&T is not alone in their support for public safety communications. Recently, Verizon visited our office to talk about their expanding coverage, including the beginnings of 5G technology. They also informed us that they have a partnership offering that includes “Intrepid Response” by Intrepid Networks.

The **Communications Conference** will be here before we know it, and ideas for conference sessions need to be shared. We will be reaching out to subject matters experts soon to determine their interest and availability in presenting at the conference. Have someone in mind? Send names and contact information our way! Some session ideas so far include:

- EIDD: Why do we care about it?
- Data interoperability
- Local control
- Priority and preemption in action
- Deployable guide best practices
- Wireless Broadband and Applications Committee (WBB) Project Plan

What ideas do you have? You can submit requests for sessions to ECN’s [Melinda Miller](#) (651-201-7554), or any of the ECN Program Managers.

### Upcoming Events

[Blandin on Broadband](#): October 8-10 at Grand View Lodge in Nisswa, MN

[Minnesota State Fire Chiefs Association \(MNSFCA\)](#): October 17-19 in Duluth, MN

### Broadband Technology Survey

Coming soon

## IPAWS

Wireless Emergency Alerts 2.0 – Should be available by the end October. Once implemented, you will have the following additional abilities:

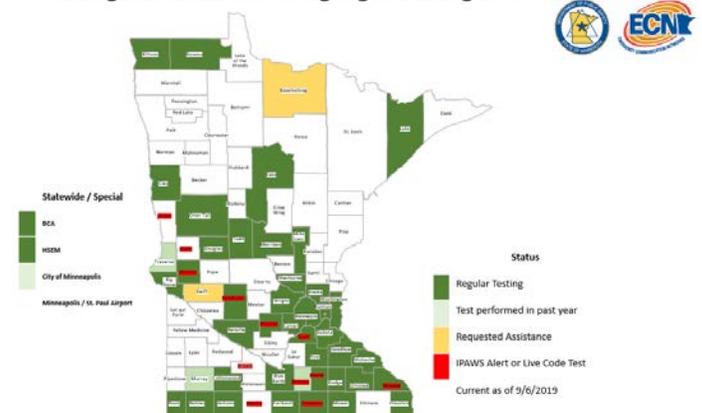
- 360 characters, up from 90 characters for most phones.
- Spanish support – if user has language preference set.
- Emergency public information.

### Testing

If you are not testing now, how do you know if you’re able to send a message when the need arises? Testing your system is important as it keeps you, the “alerting authority”, in practice on how to use your software. It also builds confidence that you are able to put out an alert when needed to inform the public that you serve. There are now 40 Integrated Public Alert and Warning System (IPAWS) alerting authorities that are testing on a regular basis. Thank you to the counties in green!

Congratulations to Mower and Wright countries for starting their testing programs this month.

#### Alerting Authorities Performing Regular Testing with IPAWS



### Proficiency Demonstrations

Starting in October, Federal Emergency Management Agency (FEMA) will track “proficiency demonstrations” in the IPAWS training environment. FEMA plans to report organizations that miss two consecutive months of “proficiency demonstrations” to the state IPAWS reviewing authority ([John Dooley](#) at ECN). FEMA has stated the **possible penalty could be loss of access to IPAWS**/The extent of those penalties are still being finalized.

With this new requirement being implemented, please use it as a training opportunity for the things you may not have had the opportunity to test in the past. The monthly “proficiency demonstration” is in the test environment with the Joint Interoperability Test Command (JITC) Lab so it does not go to the public. Once again, use this as an opportunity to exercise items before sending out your weekly tests, such as:

- Updating and or canceling a message.
- Drawing polygons outside your jurisdictional boundary. Did you get an error?
- Polygons: circles vs. squares. Did you get any error messages?
- Did your written procedures flow properly?
  - Good opportunity to see if someone else can follow them without error.

The next version of the State Guidance and Best Practices will have a suggested checklist of regular training items.

### Administrative

Please let us know when any of the points of contact on your memorandum of agreement (MOA) change so that we can update ECN and FEMA date. Contact ECN's [John Dooley](#) (651-201-7099).

MOAs and digital certificates are good for three years. A collaborative operating group (COG) can still be in an active status while FEMA is in the process of updating their MOA, but:

- The “live environment” digital certificate absolutely stops working on its expiration date.
- The “test environment” digital certificate does not; it can still function as the test environment expiration date is not checked.

Many of our COGs were initially approved in 2016 and 2017. FEMA will be replacing expiring digital certificates to maintain your COGs operational status. The IPAWS MOAs have a three year lifespan. With the revised MOA and streamlined approval process, FEMA will more actively pursue MOA renewals.

### IPAWS Training

If you would like to have a training session conducted in your jurisdiction, we would be glad to facilitate one for you. Contact [John Dooley](#) (651-201-7099) to arrange one.

## Interoperability

### State Conventional Interoperability Plan

The workgroup formed to update Minnesota's Conventional Interoperability Plan has created a very strong and viable draft. They have shared that draft with

the Regional Advisory Committee chairs of each region to review. Responses are due to ECN by Oct.1 with an eye toward bringing the plan to the Interoperability Committee in November. Regions should share their feedback with [Jim Stromberg](#) (651-201-7557).

### COMU SOGs Approved

At its August 2019 meeting, SECB approved the updated Communications Unit (COMU) Standard Operating Guidelines (SOGs). This revision was recommended by the Interoperability Committee after months of work by the COMU workgroup. The following minor changes were included in the update:

- Reference to the now-defunct COMU subcommittee were replaced with references to the COMU workgroup.
- Updated the day-to-day authority to recognize new and renewing COMU personnel from SECB to the Interoperability Committee.
- Deleted a requirement that persons desiring COMU position recognition have taken the most recent version of a FEMA ICS course as this initiative by the Department of Homeland Security was abandoned.

The COMU SOGs can be found on the [COMU page](#) of the ECN website.

### Strategic Technology Reserve Funds

In 2011, SECB issued \$12,500 to each region to “support the continued maintenance” of the Strategic Technology Reserve (STR). These funds were shared at the same time that the transportable STR towers and repeaters were issued, under the belief that maintenance costs would total about \$2,500 annually for five years. That five years has run its course and each Emergency Communications/Services Board region has reported that between \$8,000 and \$11,000 remain.

After significant discussion, the SECB requested that each ECB/ESB region:

- Pass a resolution by Dec. 31 dedicating the remaining funds to future Strategic Technology Reserve purposes.
- Provide an annual report to the Interoperability Committee = on the status of their STR funds.

## Grants

The NG9-1-1 grant was finally awarded to the State of Minnesota after ECN submitted the application in March. ECN is currently assisting regions in applying for funds for the GIS dataset creation project, and the call handling equipment project. For the GIS project, ECN held meetings in each region to go over concerns and the application process. The call handling equipment project is still in the preparation phase. The SHSP and SECB grants are still in the current grant terms and regions have been submitting their payment requests.

## AHA/CPR Legislation Status

Earlier this year, ECN sent out a survey to Minnesota PSAPs to determine how many were not performing emergency medical dispatch (EMD). We also inquired about their preference in handling sudden cardiac arrest calls in anticipation of T-CPR Bill which was passed by the Minnesota legislature. The options:

- To transfer to a PSAP capable of performing T-CPR pre-arrival instructions (PAIs).
- To perform their own PAIs.

Survey results indicated that 72 of our 97 primary PSAPs were already either providing CPR PAIs or transferring to a PSAP capable of providing those instructions.

With the passage of this bill, 27 PSAPs are in need of training for one of the two options by July 1, 2021. (To see the [amended portion of Statute 403 that includes this mandate](#), click on the hyperlink and look for 403.03 - 911 SERVICES TO BE PROVIDED.)

The majority of the 27 PSAPs responded that their choice would be to train to recognize cardiac arrest and then transfer the call for PAIs. ECN has turned to the five Minnesota secondary PSAPs (Allina, Hennepin Emergency Medical Services, Mayo, North Memorial, and Ridgeview Medical) for assistance.

In an initial meeting with ECN, all five secondary PSAPs volunteered to accept full cardiac arrest transfers and

provide PAIs from these 27 PSAPs, who would otherwise be non-compliant under the legislation. The secondary PSAPs quickly divided the list of 27 PSAPs.

Conference calls have already occurred to establish a relationship between the PSAPs. The last one took place on Sept. 23. These calls included discussions about the best method for the secondary PSAP to relay update information back to the primary PSAP (e.g., regional talkgroup, call on landline, etc.). Subsequent follow-up will be handled by the secondary PSAPs.

### T-CPR Training Modules

Work has begun on developing approved training modules for telephone CPR. The training, once successfully completed by telecommunicators (most likely bi-annually), will satisfy this portion of the T-CPR Bill requirement for Minnesota PSAPs.

Anywhere from three to five modules are anticipated:

- Information about sudden cardiac arrest.
- Recognizing full arrest by phone.
- Providing pre-arrival instructions for full cardiac arrest.

Included within the modules will be scripted forms that may be utilized by telecommunicators as a resource guide for questioning the caller to confirm that a transfer is appropriate.

It is recommended that PSAPs choosing to identify sudden cardiac arrest/transfer participate in all of the modules in the event there is an issue preventing a transfer to their secondary PSAP (e.g., secondary PSAP phone lines down). In rare cases, it is possible that a primary PSAP may have to provide their own PAIs.

Training modules will be accessible via the [Alexandria Technical & Community College website](#). You will access these modules in the same way you currently access our other training courses. If you need log in information for this site, contact ECN's [Cathy Anderson](#) (651-201-7548).

There will no charge for using these modules, and they will be available for every Minnesota PSAP once developed.

While these training modules will be approved for use under the medical direction of the Minnesota Resuscitation Consortium (MRC), PSAPs are not obligated to use these free modules. As an option, PSAPs may contract with an outside vendor of their choosing. Regardless of whether a PSAP uses this training, they will need to keep records of completed T-CPR training for each telecommunicator.

We are fortunate to have the MRC as a valued partner for this statewide initiative. The MRC is a nationally recognized, collaborative effort at the University of Minnesota to improve cardiac arrest survival rates. MRC partners with community groups, EMS/hospital systems, and education programs to provide standardized, evidence-based resuscitation and post-resuscitation care.

The target date for completion of these modules is the second quarter of 2020. After completion, there will be in-person informational meetings about the training aimed, in particular, at the 27 PSAPs not currently performing PAIs or transferring the caller for PAIs. Future training will also be provided to interested primary PSAPs who are already compliant.

#### **Quality Improvement/Quality Assurance**

Subdivision 2(d) of Minnesota Statute states, "Each public safety answering point shall conduct ongoing quality assurance of its telephone cardiopulmonary resuscitation program."

Once the training portion nears completion, a workgroup will produce a best practice resource document for Quality Assessment/Quality Improvement (QA/QI) regarding T-CPR calls. This group will consist, in part, of PSAP managers from primary and secondary PSAPs throughout the state. More information will be provided as this initiative progresses.

## **Upcoming Events**

The next regional leadership meeting will be held on Monday, Oct. 28 at 10 a.m. at MnDOT in St. Cloud. This meeting will include regional updates as well as an in-depth look at program and vendor presentations for the 2020 Public Safety Communications Conference. Be sure to bring suggestions as we work toward another professional educational opportunity for public safety personnel in the State of Minnesota.