

State of 911- 2023

AMC Fall Policy Conference



Welcome and Introductions



Welcome & Introductions



What Do We Want to Accomplish Today?

911 Program Updates

- ECN Staffing Updates
- One-time appropriation
- 988/911 Coordination
- PUC complaint
- 911 legislation

NG9-1-1 Transition Status

GIS
IT/Cybersecurity
Transition Planning
Network RFP

Where do we go from here?

- The Road Ahead
- Key Tasks
- Essential Elements
- Potential Next Steps

911 Program Updates



ECN Staffing Updates

- Deputy Director Cathy Clark departure
- 911 Operational Coordinator hires
 - Jill Bondhus
 - Mark Lallak
- Updating the RIC Program
 - Aligned with state programs not regions
 - RFP closed - two pending awards



One-time 911 Fee Appropriation

- \$7 million appropriation from 911 Special Revenue Fund
- Distributed to eligible PSAPs following prescribed formula defined in MSS 403.113
- Funds have been distributed and must be spent by 6/30/25
- Expenditures must be reported separately from monthly appropriation expenditures by 8/1/2025
- Used to support NG9-1-1 Transition



988/911 Coordination



- **988/911 Working Group**
 - Made up of 988 center leadership and 911 local leadership
 - Meet monthly and coordinate with SECB NG9-1-1 Committee
- **August 2023 Training and Outreach Summit**
 - Identified priorities for development of training curriculum and outreach to internal communities and public
- **988 Legislation passed in 2023 session**
 - Creation of 988 telecommunication fee
 - 1/1/2024 collection begins (ECN responsible)



PUC Complaint Status



Changes in
Network =
Changes in
Cost
Recovery



PUC Decision

New FCC Rules

403 Technical Statutory Updates



3rd attempt to update first 13 chapters of 403

Wireline and VoIP providers participating

Timeline fluid – 2024 or 2025

NG9-1-1 Transition Status

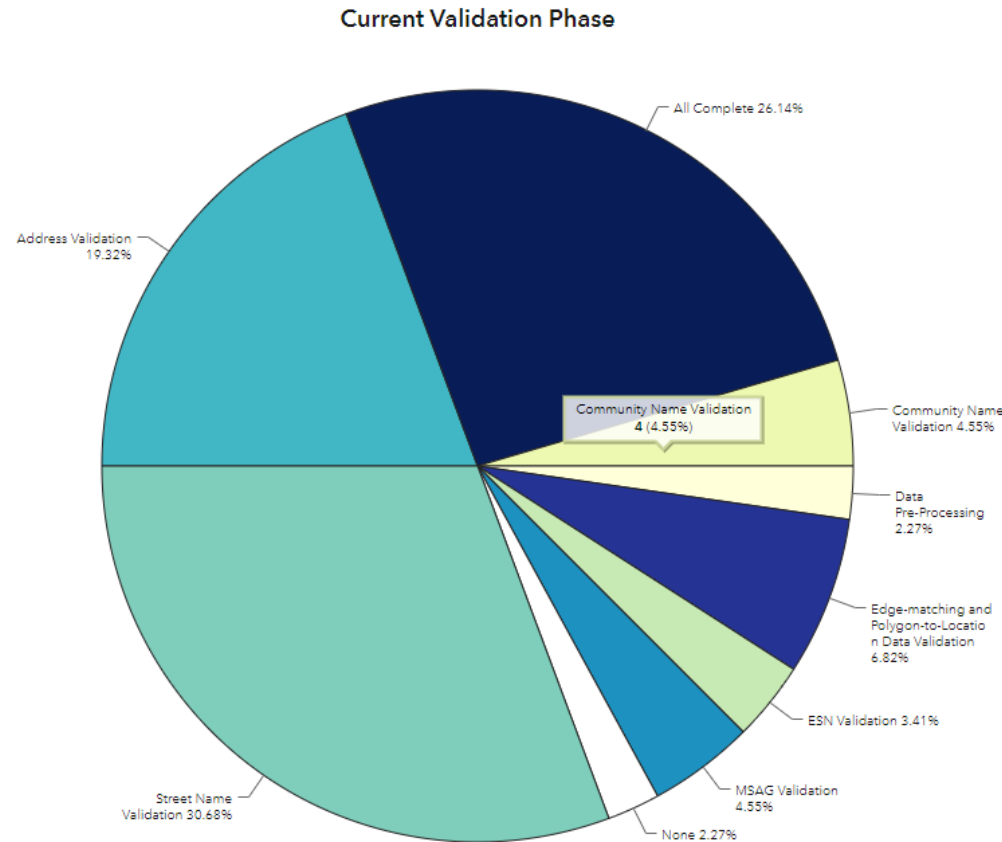




2022: GIS Updates

NG9-1-1 GIS Project: Status

- As of 9/01/22:
 - ~26% of the state has completed all validation phases
 - ~45% are more than halfway complete

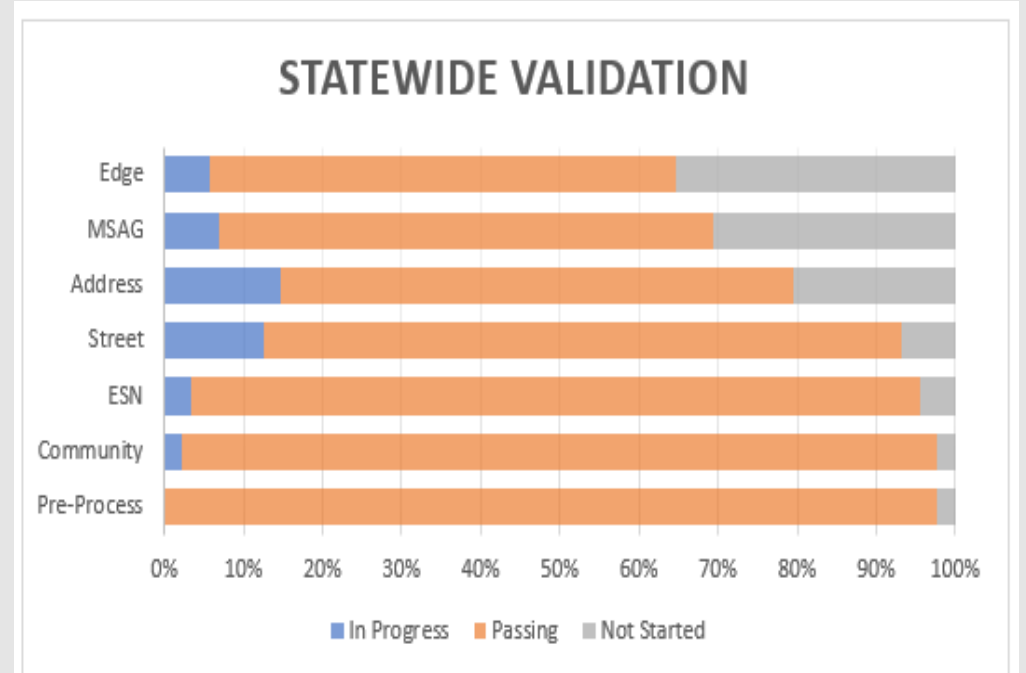


2023: NG9-1-1 GIS Update

32 Counties submitted to statewide DB (0 in 2022)

56% of the state has completed all validation phases

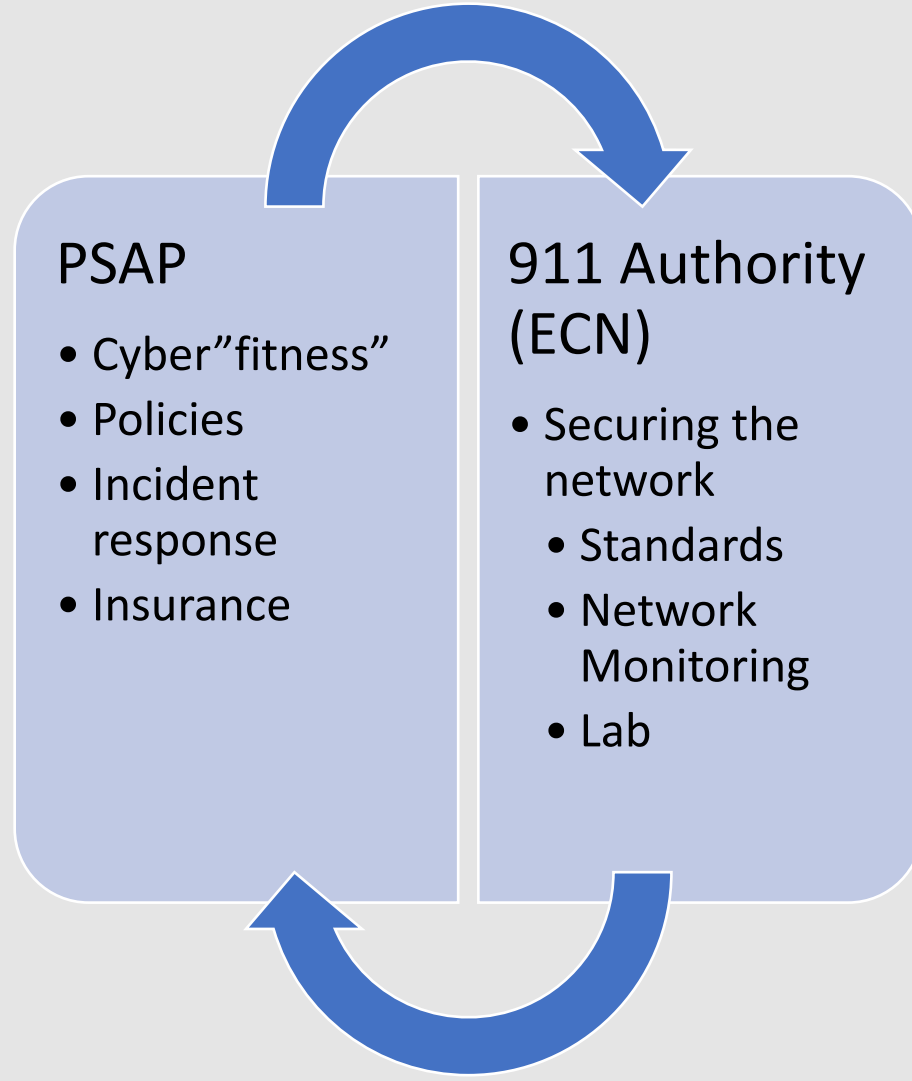
80% are more than halfway complete



	Pre-Process	Community	ESN	Street	Address	MSAG	Edge
In Progress	0%	2%	3%	13%	15%	7%	6%
Passing	98%	95%	92%	81%	65%	63%	59%
Not Started	2%	2%	5%	7%	20%	31%	35%



NG911 Cybersecurity: roles and responsibility



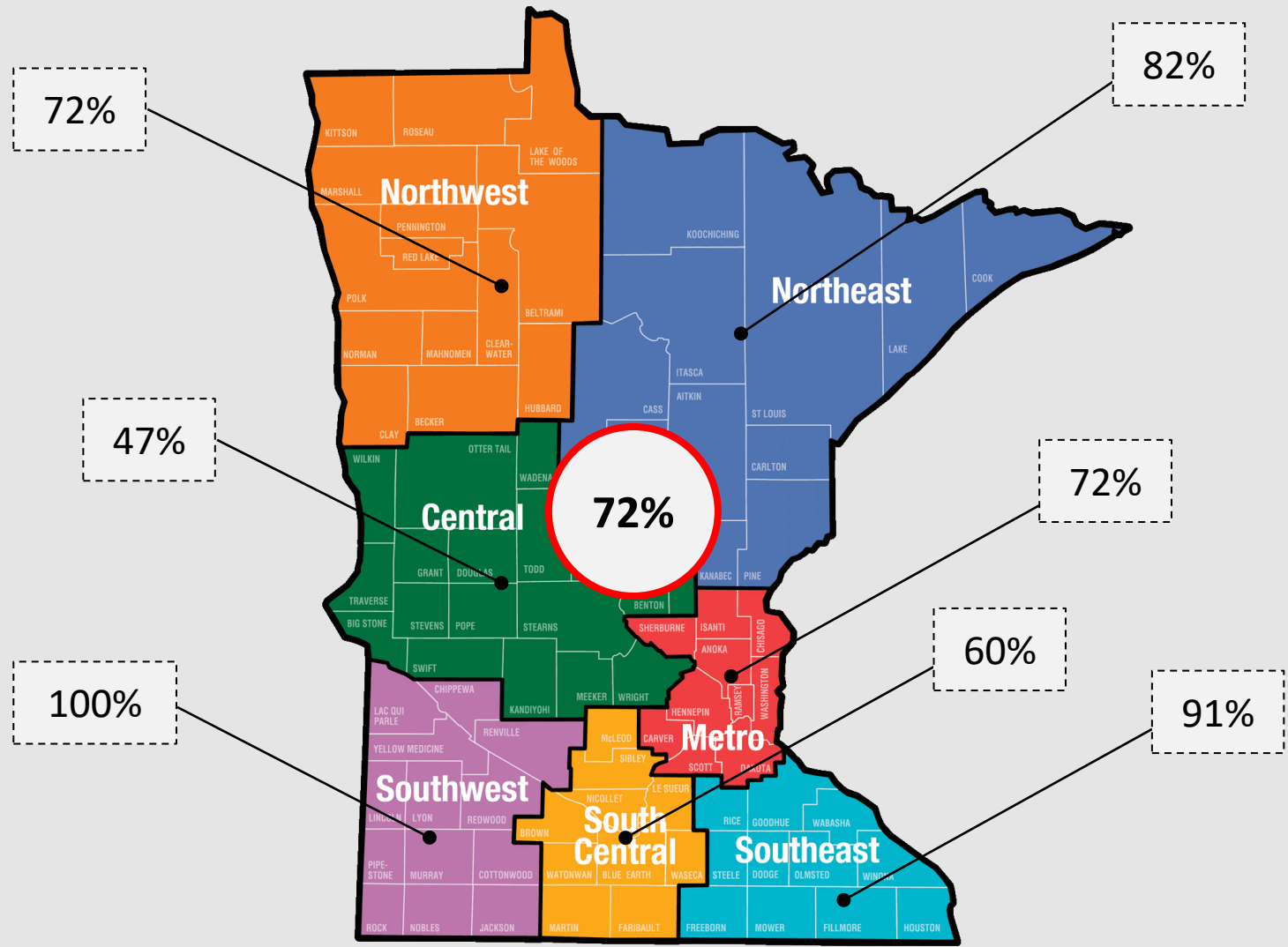
NG911 Cybersecurity

Key Tasks For PSAPs:

- ✓ Assessments
- ✓ Gap Analysis
- Planning & Coordination
- Policy, Standards, & Best Practices
- Build Local Capacity
- Monitoring & Incident Response Resources
- Ongoing Support & Sustainment



Cybersecurity Assessment Participation: Round 1



NG9-1-1 Transition: PSAP Systems



Call Handling
Equipment (CHE)

- Call taking application
- Receives the location with the caller
- Call may be transferred

Computer Aided
Dispatch (CAD)

- The 911 call “database”
- Collects all the details about the emergency from the caller before responders arrive on scene

Records
Management
System (RMS)

- 911 call records

Mapped ALI/CAD
mapping

- Mapping of the CPE push (ALI location) or device hybrid location
- Mapping of the location entered into the CAD system

Voice loggers

- Records the audio of the 911 call

Net clock

- Records the time fractals of the 911 call (dispatch, turnout, on scene arrival)

Armer consoles

- Components that tie the PSAP to the LMR network

NG9-1-1 Transition: Mission Critical Partners

Request for Committee Action

Date:	August 17, 2022
Committee:	NG 911
Topic:	NG911 Transition Planning for Minnesota's PSAPs

BACKGROUND / CONSIDERATIONS:

As the state moves to upgrade the network to support NG911 capabilities, significant planning, coordination, and infrastructure investments will also be necessary for each of Minnesota's 103 Public Safety Answering Points (PSAPs) to achieve the National Emergency Number Association's (NENA) stated desire of callers being able to access the 911 network from "any device, anytime, anywhere".

- Technical
- Operational
- Training
- GIS
- Cybersecurity
- Continuity of operations
- Funding
- Governance



NG9-1-1 Network RFP



Core Services

“Which PSAP does this call get routed to”

GIS instead of tabular data

Statewide Public Safety Network

Call and data traffic

Extra layer of security

PSAP Control Center

“Super Network Operations Center (NOC)”

Single Point Of Contact (POC) for PSAPs

Planning & Coordination

The Road Ahead

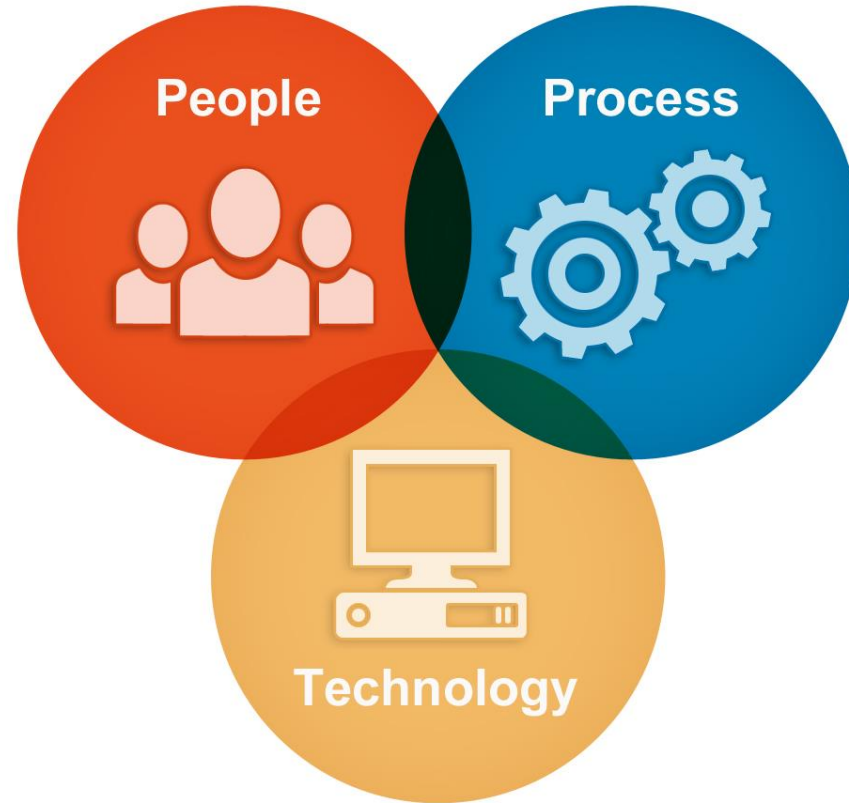
Where do we go from here?



Planning & Coordination

The Road Ahead

The Recipe for Success



Planning & Coordination

The Road Ahead

Essential Elements

Stakeholder Outreach

Build Strong Partnerships

Inclusive Decision Making

Education and Awareness

Embrace Culture Change

Standards, Policies, & Best Practices

Assess Existing Resources

Identify Unmet Needs

Mitigation Strategies



Planning & Coordination



The Road Ahead: Next Steps

Embrace Change



A

AWARENESS OF THE NEED FOR CHANGE

D

DESIRE TO SUPPORT THE CHANGE

K

KNOWLEDGE OF HOW TO CHANGE

A

ABILITY TO DEMONSTRATE SKILLS & BEHAVIORS

R

REINFORCEMENT TO MAKE THE CHANGE STICK

Planning & Coordination



The Road Ahead: Next Steps

Continue the Conversation



ECN Resources

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