

June 22, 2004

1:00 p.m.

Quarterly Association Meeting called to order by Rebecca Ault, President, at 1:00 p.m. Introductions were made and training portion of meeting commenced.

2-1-1 Training by Deanna Dailey, Mental Health Association

Deanna Dailey, Help-Line Administrator for the Mental Health Association in North Dakota provided our association with training on the new 2-1-1 system operating in North Dakota. The 2-1-1 system currently is not enabled for wireless phones, but caller ID is now functional for land-line phones. Currently, an Attorney General opinion has been requested on the ability of the Mental Health Association to request a “trap and trace” for calls deemed to be an “emergency”. Discussion was held on the PSAPs ability to transfer any non-emergency 911 calls “2-1-1” call to the “2-1-1” center. Deanna Dailey will be available at our next association meeting to work with us to address these issues.

Latitude/Longitude by DeLane Meier, ND DOT

DeLane Meier from ND DOT gave a general overview on the workings of latitude/longitude coordinates. DeLane touched on the use of satellites for GPS and differential corrections.

Chad Haines – QWEST

Chad Haines from QWEST presented an overview of a Master Street Address Guide (MSAG). Chad referenced the NENA Standards for addressing that QWEST uses. Chad can be reached at chad.haines@qwest.com or by calling 612-307-0248.

Red River Regional Dispatch Center – Kathy Colvin, Director

Kathy Colvin discussed the consolidation process that was used to combine the City of Fargo, Cass County, City of Moorhead and Clay County dispatch centers known as the Red River Regional Dispatch Center and is located in Fargo, ND. The RRRDC operations were physically consolidated into one site on October 28, 2003. She noted that the funding for the center is shared between the entities based upon population, which is 174,367 regionally. The service area is 2,810 square miles. They operate with a 1.7 million dollar budget and dispatch for 6 city police departments, 2 county sheriff departments, 2 city fire departments, 27 rural volunteer fire departments, 6 rural EMS providers, and F-M ambulance. All were invited to tour the RRRDC at the conclusion of the meeting.

At the conclusion of the scheduled training, attendees were briefed on the statewide digital mapping plan. Russ Timmreck was not able to attend today. The plan is to stay with the original specs, but with the higher level of accuracy. Those entities requiring this higher level of accuracy may be responsible to pay for it. Terry Volk is our stakeholder representative, and other entities are DEM, DOT, Water Commission, and the state GIS Hub.

Protocols on call-transfer guidelines were distributed for review tomorrow.

Wednesday, June 23, 2004

VoIP training - Pete Eggimann, Director of 9-1-1 Services for the Metropolitan 9-1-1 Board in MN

Voice over Internet Protocol (VoIP) is the latest issue to be dealt with by PSAPs. Basically, a "box" is plugged into a computer equipped with high-speed internet access enabling the voice to be converted from analog, to digital, and back to analog thus making voice communication over the internet possible. This technology is rapidly replacing traditional landlines, even quicker than wireless. Our fees will decline proportionately. VoIP needs no infrastructure; the key is in the broadband internet access, not dial-up. Currently, VoIP 9-1-1 calls are now routed to a 10-digit admin line with no data.

9-1-1 Project Manager, Russ Lindblom gave the group an update on Phase I and II in ND. Phase I is going well, most of the state is completed. Phase II is being requested as providers/counties are ready.

The business meeting was called to order by President Ault.

Minutes – Tammy Lapp made a motion to forgo the reading of the previous meeting's minutes and accept them as emailed/mailed. This was seconded by Fred Debowey and carried.

Treasurers Report was given by Janelle Pepple, proxy for Carmen Reed. Gary Kostecky made the motion to approve as presented, seconded by Al Morken and carried.

Old Business –

The call transfer standards from State Radio were generally well received. Jerry made a motion to recommend the guidelines submitted be adopted by the ND 9-1-1 Association. Motion was seconded by Brent Nelson, and carried.

New Business –

Dora Dillon, ND Chapter of APCO president addressed the association. The EMD cards are finished and nearly every PSAP in ND has started using them. It was noted that APCO EMD instructors are now utilizing the ND cards in their classes. It was mentioned that APCO may want to check into a computerized version of the cards. Dora also touched on the "NCIC - Train the Trainer" class to be held November 22 – 23, 2004. A field officer training class was requested by the Minot Police Department - APCO will try to make arrangements to accommodate the request.

Dora mentioned that a private citizen had enrolled in an EMD class that she was teaching. Because of the nature of the training, it was decided by the APCO board that anyone

enrolling in an EMD class must be either already hired by a PSAP or have a letter from the PSAP authorizing that individual to attend the EMD training. Training tapes used for the APCO EMD classes were also discussed – specifically, if whether or not the actual names and addresses on the tapes should be used. Some 9-1-1 coordinators feel that they should be removed for confidentiality, others felt this was not a concern. APCO will continue to evaluate the issue.

A Dakota NENA update was given. Jerry Bergquist is the ND Vice President and Gary Kostelecky encouraged all 9-1-1 coordinators to become NENA members. Pete Eggimann informed the group that there were problems with the national NENA elections and another ballot would be mailed to all eligible NENA members.

The PSAP committee report to the legislative council is due this year. It was mentioned that the association's legislative committee should meet in the near future in reference to this and other issues.

Dana Scherr from Foster County mentioned that her HP officer requested the use of the county 9-1-1 funds for radio equipment. The group thought that would not be appropriate because a state agency such as the HP should not be utilizing county funds.

Fred Debowey reminded all that local number portability is here – whether it is a land-line or wireless phone.

It was mentioned that the domestic violence groups are still giving away used cell phones. Each 9-1-1 coordinator is encouraged to do some public education on this issue to ensure that the receiving parties understand how wireless 9-1-1 works.

Tammy Lapp made a motion to adjourn, Fred Debowey seconded. Motion carried.