

2015 HOUSE TRANSPORTATION

HB 1395

2015 HOUSE STANDING COMMITTEE MINUTES

Transportation Committee Fort Totten Room, State Capitol

HB 1395
2/5/2015
#23351

☐ Subcommittee
Conference Committee

Committee Clerk Signature

Janette Cook

Explanation or reason for introduction of bill/resolution:

A bill relating to the creation and funding of an emergency information program; relating to definitions; and to provide an appropriation.

Minutes:

Attachment #1 - 7

Chairman Dan Ruby opened the hearing on HB 1395.

Rep. Nelson, District 14, introduced HB 1395. The bill provides additional information for emergency response teams when they are responding to calls in addition to what they get from 911. The information that is gathered is voluntary and is critical for ambulance and fire crews, so that they have as much information in their hands as they can.

Representative Rick C. Becker: I don't really understand the bill. Can you give me some examples that help me see what the bill accomplishes?

Rep. Nelson: It is software that gathers information. The information may indicate a medical condition, allergies, or whatever you feel comfortable sharing. For a fire department, for instance, you may want to indicate which rooms in your house are the bedrooms for your children. It could be anything that would lessen the response time, or provide information that an ambulance crew might need.

Representative Gary Paur: Don't we have an enhanced 911 system now?

Rep. Nelson: I'm not certain. I do know that in practice today, there are enormous gaps.

Representative Chris Olson: Is this database meant to be accessible to any 911 provider in the state?

Rep. Nelson: I think those that follow me are more capable of answering that question.

Chairman Dan Ruby: Can you explain what agency would be managing this and explain the appropriation?

Rep. Nelson: I think it would fit best into the Dept. of Health or the Dept. of Emergency Services. The Association for Counties would be in the discussion if a grant opportunity was available.

Chairman Dan Ruby: If something could not be worked out, would you be open to a study on this to find out more information?

Rep. Nelson: I don't know what we will learn by discussing it anymore. I know many areas of the state know what the problem is. I think that there are solutions that are readily available. In the two years that we could be studying it, there may be lives that are compromised with the current system. Rather than a study, I would much rather see a pilot project take place in several parts of the state to see what kind of solutions that we could get from the implementation. It could also be a scaled down version, rather than a study.

Vice Chairman Lisa Meier: Do you have some thoughts on what you would like to see as a pilot project?

Rep. Nelson: A component in western North Dakota would be a priority. Then, there would be probably be a rural area included.

Chairman Dan Ruby: Is there ongoing cost with this, or is it one-time funding?

Rep. Nelson: It is my understanding that this contract would be a bi-annual contract, so it would be ongoing.

(15:55)

Alex Kelsch, attorney with Kelsch, Kelsch, Ruff & Kranda, spoke on behalf of **Rave Mobile Safety** to express support for HB 1395.

He provided written testimony and a set of amendments. See attachments # 1-2.

(26:30)

Vice Chairman Lisa Meier: Is it your intent that the appropriation would cover any additional employees that might be needed in an agency?

Alex Kelsch: It is our understanding that the appropriation would cover all of those expenses.

Representative Lois Delmore: If people can opt out of this system, and many of them do, what will the effect be on what this system can do to make things better?

Alex Kelsch: Since this is a system that is voluntary, it won't help those who don't provide information. That is not something we can force the citizens to do, but if you get the information out to the citizens about the program, I believe that people will start putting the information in.

Representative Lois Delmore: Do you have any numbers about the percentage of people who have opted in in other states?

Alex Kelsch: I will defer that question to my client from **Rave Mobile Safety**.

Representative Gary Paur: How would this system help ambulances and fire crews that can't find people in rural areas?

Alex Kelsch: The individuals would have to opt in and provide the information. If the directions and address are added to a safety profile, it will help them to locate the home. It may give them step-by-step directions that the GPS can't provide.

Representative Chris Olson: Could you explain how the amendment is calculated to reduce the appropriation down to \$500,000?

Alex Kelsch: On Page 5 Lines 4-14 we are taking out this emergency management portion, which would reduce the cost by approximately \$300,000. This type of program has certain add-ons and additional features that states can purchase to make it more inclusive. The \$950,000 is the Cadillac model. Getting down to the \$500,000 you still get the baseline program, and the software program is there. It will provide what the state needs to fill the gaps. In future sessions more pieces of the system may be purchased to include additional features.

Representative Chris Olson: That takes care of \$300,000, but what about the other \$150,000?

Alex Kelsch: That is a reduction that is saying that if Rave Mobile Safety were awarded a contract on this, this is what the bare minimum would be to get the Emergency Information Program software into the state.

Chairman Dan Ruby: On Page 4 Lines 22-23, what is that about? Is it about disabilities?

Alex Kelsch: I do not have that before me. I believe it is for disabilities, but don't want to give you the wrong information.

Chairman Dan Ruby: How many companies could bid on this?

Alex Kelsch: I represent one. I haven't researched how many other companies offer these services.

(35:30)

Alex Kelsch provided and read written testimony from **Byron Sieber, Director of the Red River Regional Dispatch Center in Fargo/Moorhead, to support HB 1395**. See attachment #3.

Alex Kelsch also provided two documents: "911 STEPS Resolution" and a North Dakota 911 Association Resolution that is similar in nature to what this bill proposed to do. See attachments #4-5.

Representative Lois Delmore: As we take out the part of the bill that you talked about will that effect the emergency information program that Mr. Sieber talks about in his testimony?

Alex Kelsch: I don't believe that it will. Mr. Sieber has seen the proposed amendments and was helpful in drafting them.

Representative Lois Delmore: Will this give us a better chance of tracking those mobile phones and exact locations?

Alex Kelsch: I believe that the Emergency Information Program will help with the mobile phones by having the users inputting their information, so when that mobile number comes up, the information will be there.

(41:17)

Terry Trainer, North Dakota Association of Counties, spoke to support HB 1395. He stated that with the changes, they support the bill.

Terry Trainer: We do have a good 911 system in the state. It is getting better, but there are challenges. If someone calls 911 from a cell phone, the dispatcher sees the location of the cell phone tower. The caller might be anywhere from 1000 - 5000 meters in a giant circle. I understand that this system could provide an address for their home or office, if they chose to provide that information. They could also provide critical medical information for critical needs persons. It does certainly enhance the response. We see the value from a county standpoint of doing a statewide proposal as this talks about. Then we would all be on the same system. The director in the Red River Valley sees the value in this, and maybe they can afford to do it. But, if they do it, it will make it harder and harder for the rural areas to afford to do it.

(43:53)

Rep. Mark Owens: Is there no place in the current 911 system the ability to make notes?

Terry Trainer: No, the data base is a national database that just ties the number to the sim card in the cell phone. There is not a database that ties other information to that. We have had dispatch centers try to develop that on their own. They add information as they learn about it. It gets dated so quickly, that it is really not of any use. If the user is responsible for the information and constantly refreshing the information, then it will be of value.

Representative Chris Olson: Do you know if we have information from other states that have put together programs like this, and what the adoption rates are?

Terry Trainer: I do not, but maybe others do.

Todd Miller, Vice President of Public Safety Services at RAVE Mobile Safety, spoke in support of HB 1395.

Todd Miller: Rave Mobile Safety is a provider of an emergency information program that we call Smart 911. The emergency information program is not just something that is nice to have; it is a true need within the state. He provided written testimony (See attachment #6) and a handout with visual information of what 911 gives today. See attachment #7, page 1.

Attachment #7, page 2-3, shows what an emergency information program does, in terms of completing the picture for the caller. He provided anecdotal information which tells how putting the right information in the right hands can make a dramatic difference.

Forty states have acted to fill public safety gaps with an emergency information program. See attachment #7, page 4.

In closing I would like to highlight what I think are very important to considerations:

- The information provided by citizens is always kept safe, private, and secure.
- It is tied to a 911 call. It is only then that the information is accessed.
- The citizens have control over their information; they can choose how much or how little they provide. It can be adjusted at any time.
- As part of a national public safety network, the community can be protected here in North Dakota or anywhere in the United States that participates in the same program.

Vice Chairman Lisa Meier: How would this work in reference to school safety?

Todd Miller: With our emergency information program, Smart 911, it would be best to think of it as an additional data delivery platform. The citizen information is just a portion of the functionality of the program. In terms of school safety issues or maybe even with the oil industry, these facilities will have the ability to create **facility profiles**. Then all that information can be instantly available during a 911 call, such as entrance and exit points, shut offs for gas and electric, roosters for verification, etc.

Vice Chairman Lisa Meier: How do other states advertise this program to their citizens so they sign up?

Todd Miller: With our program, half of what we do is community engagement and community outreach. We have an entire community marketing team that is 100% dedicated to helping communities communicate this to their citizens. If we look at the options that are available, doing something at a statewide level is preferred, even if it is with reduced functionality. You can still give a consistent message across the state. You can begin to tap into other potential state resources. In Arkansas when you go to renew your driver's license, you are informed about Smart 911. They also sent information home with school children to get the information out there. In addition we use social media. We enable all that community engagement.

Representative Chris Olson: It sounds like you already have a very successful national system that has been built. As far as what RAVE Mobile would be able to offer, it is something that is already in existence and North Dakota would not have to build. The individual 911 call centers would just have to license with you to get access to the data. Even if North Dakota is not participating on a statewide level with your system, is it possible for us as individuals to login to your system today and give you information? Is that information then available to any participating 911 center?

Todd Miller: Yes, I would encourage all committee members to register themselves. The service is available today in over 1000 communities and over 40 states.

Representative Lois Delmore: Do you have a high opt in rate? Are all the states that are shown in green on the map participating statewide?

Todd Miller: The areas in green have at least some portion of the state that has Smart 911. To date Arkansas, Michigan, Kentucky, Massachusetts, Nebraska, and Oklahoma are pursuing it statewide. In many states it is cities or counties that have deployed it. In places we have seen it deployed; we have seen a tremendous rate of adoption. People with a disability are much more likely to register with Smart 911.

Representative Lois Delmore: Do you have a list of the information that you might ask for if a person were to register?

Todd Miller: It would be best to go into the website and go through the registration process. The information is collected in a very structured format. You would see the protections that are put in place to make sure that you are who you say you are. You would also be starting the automatic 6 month reminder process, which is very important so the information does not get out of date.

Representative Gary Paur: Are the ways to get people to enroll included in this scaled down version of the bill?

Todd Miller: Yes, they are. Our goal as public safety professionals is to be able to protect as many citizens as possible. So, our community outreach is all part of what we do.

Representative Rick C. Becker: It seems like you simply could have just made this into an Ap. (application) for \$4.95 with little to zero cost to each of the governmental agencies. Then the consumers would push the info. Was this not considered?

Todd Miller: We did look at that, but one of the challenges is that citizens are already paying for 911 services. It is a surcharge on your bill. The biggest challenge to putting the burden on the consumer side is that in most cases the consumer that needs the services the most is the least able to pay.

Representative Chris Olson: Individual call centers could contract with you directly instead of statewide, is that correct?

Todd Miller: That is absolutely true.

Representative Ben Hanson: Do you see this as being more of an enhancement to rural areas or cities?

Todd Miller: All areas have unique challenges. The reality of the 911 system today is you have those location challenges. It doesn't matter where you are.

Representative Ben Hanson: You think that there are applications for these systems in the larger communities in North Dakota that have the more finely developed emergency systems versus the volunteer ones?

Todd Miller: Yes.

Rep. Mark Owens: Explain to how you secure the information with all the hacking that is going on throughout the United States. Also with the household data what do you do with it? It could be a wealth of marketing information.

Todd Miller: The household information is NOT used for marketing. We take a variety of security measures to ensure that the information is kept safe. We are integrated with the 911 systems, and then the information is not searchable. On a security front, we have independent third party audits on our systems. They come in and get **everything** that we do. (coding, inscription, and everything that can be done to protect data)

Rep. Mark Owens: I have not met a database that is not searchable.

Todd Miller: It comes down to the security best practices that you can put in place. We take that very seriously.

Alexis Baxley, North Dakota Petroleum Council, spoke to support HB 1395. We would also like to throw our support on this bill. As has been previously been discussed, 911 is a bit of a challenge in the western area of the state at well sites or at temporary housing. We think it would be helpful in those situations.

Chairman Dan Ruby: Have you polled employees that have come from other states to see if they are from an area that has this and if they are signed up?

Alexis Backsen: No, we have not. It might be something interesting to look at.

Representative Ben Hanson: Do you see your association as actively promoting this system if it were activated in North Dakota?

Alexis Backsen: Absolutely, we have a number of channels that we reach out to our employees with. I think this is something that would fit into that.

There was no further support for HB 1395.
There was no testimony in opposition to HB 1395.

Mike Link, the Director of State Radio and the Division Director for the Department of Emergency Services, spoke in a neutral capacity on HB 1395. We do support the concept. This has not been advertised, but today we are starting a soft opening of a volunteer registry of people with disabilities. We work with 211 to encourage people to register for those special needs people that would register in case of emergencies. We will have a database that will be available to emergency services. It would not be near as automated as the program that is available through Smart 911.

Chairman Dan Ruby: Who is managing that database?

Mike Link: It developed through our agency in conjunction with 211.

Representative Chris Olson: Was this program appropriated for by the legislature or is it just something you decided to do internally?

Mike Link: We did in the last biennium receive some money to get this program started.

Representative Chris Olson: Do you know how much money was appropriated and how much money you have spent on this program?

Mike Link: The contract that we have with 211 is \$8000. I do not know how much money we have spent.

There was no further testimony on HB 1395.
The hearing was closed on HB 1395.

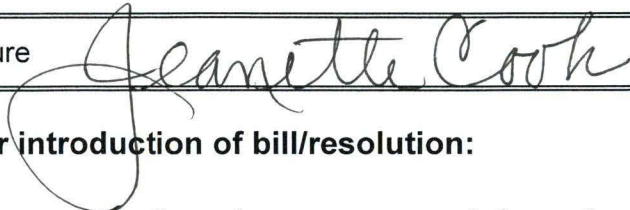
2015 HOUSE STANDING COMMITTEE MINUTES

Transportation Committee
Fort Totten Room, State Capitol

HB 1395
2/6/2015
#23414

☐ Subcommittee
Conference Committee

Committee Clerk Signature



Explanation or reason for introduction of bill/resolution:

A bill relating to the creation and funding of an emergency information program; relating to definitions; and to provide an appropriation.

Minutes:

Attachment #1

Chairman Dan Ruby brought HB 1395 back to the committee.

A proposed amendment was provided to the committee. It suggests that the bill be changed to read: "A BILL for an act to provide for a legislative management study of an emergency information program." See attachment #1.

Representative Ben Hanson: There have been 911 studies before; would this be duplicitous?

Chairman Dan Ruby: We have looked at 911 through IT.

Representative Robin Weisz: We have looked at it, but not from this standpoint before. This is a different issue.

Chairman Dan Ruby: If you read the amendment, it is similar to the intent of the bill, but yet it may be better to go slow on this and not lock the state into something that is an ongoing expense.

Representative Lois Delmore moved the amendment (15.0914.01001).
Representative Ben Hanson seconded the motion.

A voice vote was taken. The motion carried.

Vice Chairman Lisa Meier moved a DO PASS as amended on HB 1395.
Representative Lois Delmore seconded the motion.

Gary Paur: I would like to express my concerns to Mr. Kelsch that the map he used to show the coverage by RAVE indicated that many states were included, when, in fact, only small portions of the state were subscribers. I find that practice troubling.

Representative Chris Olson: I think that the bill as it was written was specifically tailored to the service offered by RAVE Mobile Safety. I think it is a good idea, and definitely a need. I don't know if we need to ask for a study. I will be resisting the bill itself. I think all the 911 services need to look in to acquiring this for themselves.

A roll call vote was taken on HB 1395: Aye 9 Nay 3 Absent 2
The motion carried.

Representative Ben Hanson will carry HB 1395.

February 6, 2015



PROPOSED AMENDMENTS TO HOUSE BILL NO. 1395

Page 1, line 1, after "A BILL" replace the remainder of the bill with "for an Act to provide for a legislative management study of an emergency information program.

BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:

SECTION 1. LEGISLATIVE MANAGEMENT STUDY. During the 2015-16 interim, the legislative management shall consider studying the benefit of a statewide emergency information program would have on the current 911 and emergency services communication systems. An emergency information program is a supplemental 911 and emergency management database that would be used in emergency scenarios and allow for the collection of a variety of formatted data relevant to 911, emergency management, and other public safety agencies. The study must include a review of any gap in the efficiency and services provided by the current 911 and emergency services communication systems employed in this state, and the technological advances and the needs of the residents of this state. The study may include research into the degree that a statewide emergency information program could benefit the current 911 and emergency services communication systems by filling current gaps, addressing school safety concerns and the unique challenges presented by the rapidly expanding western portion of our state due to oil activity, and promoting the health and welfare of our state. The legislative management shall report its findings and recommendations, together with any legislation required to implement the recommendations, to the sixty-fifth legislative assembly."

Renumber accordingly

**2015 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. HB 1395**

House Transportation Committee

☐ Subcommittee

Amendment LC# or Description: 15.0914.01001

Recommendation: ☒ Adopt Amendment
☐ Do Pass ☐ Do Not Pass ☐ Without Committee Recommendation
☐ As Amended ☐ Rerefer to Appropriations
☐ Place on Consent Calendar
Other Actions: ☐ Reconsider ☐ _____

Motion Made By Representative Lois Delmore Seconded By Representative Ben Hanson

Representatives	Yes	No	Representatives	Yes	No
Chairman Ruby			Rep. Delmore		
Vice Chairman Meier			Rep. Hanson		
Rep. Rick Becker			Rep. Nelson		
Rep. Frantzvog					
Rep. Hawken					
Rep. Olson					
Rep. Owens					
Rep. Paur			VOICE VOTE		
Rep. Schatz			MOTION CARRIED		
Rep. Sukut					
Rep. Weisz					

Total (Yes) _____ No _____

Absent _____

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

2015 HOUSE STANDING COMMITTEE
ROLL CALL VOTES
BILL/RESOLUTION NO. HB 1395

House Transportation Committee

☐ Subcommittee

Amendment LC# or Description: 15.0914.01001

Recommendation: Adopt Amendment
 ☒ Do Pass ☐ Do Not Pass ☐ Without Committee Recommendation
 ☒ As Amended ☐ Rerefer to Appropriations
 ☐ Place on Consent Calendar
Other Actions: ☐ Reconsider ☐ _____

Motion Made By Vice Chairman Lisa Meier Seconded By Representative Lois Delmore

Representatives	Yes	No	Representatives	Yes	No
Chairman Ruby	X		Rep. Delmore	X	
Vice Chairman Meier	X		Rep. Hanson	X	
Rep. Rick Becker		X	Rep. Nelson	X	
Rep. Frantzvog	A				
Rep. Hawken	A				
Rep. Olson		X			
Rep. Owens	X				
Rep. Paur		X			
Rep. Schatz	X				
Rep. Sukut	X				
Rep. Weisz	X				

Total (Yes) 9 No 3

Absent 2

Floor Assignment Representative Ben Hanson

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

HB 1395: Transportation Committee (Rep. Ruby, Chairman) recommends **AMENDMENTS AS FOLLOWS** and when so amended, recommends **DO PASS** (9 YEAS, 3 NAYS, 2 ABSENT AND NOT VOTING). HB 1395 was placed on the Sixth order on the calendar.

Page 1, line 1, after "A BILL" replace the remainder of the bill with "for an Act to provide for a legislative management study of an emergency information program.

BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:

SECTION 1. LEGISLATIVE MANAGEMENT STUDY. During the 2015-16 interim, the legislative management shall consider studying the benefit a statewide emergency information program would have on the current 911 and emergency services communication systems. An emergency information program is a supplemental 911 and emergency management database that would be used in emergency scenarios and allow for the collection of a variety of formatted data relevant to 911, emergency management, and other public safety agencies. The study must include a review of any gap in the efficiency and services provided by the current 911 and emergency services communication systems employed in this state, and the technological advances and the needs of the residents of this state. The study may include research into the degree that a statewide emergency information program could benefit the current 911 and emergency services communication systems by filling current gaps, addressing school safety concerns and the unique challenges presented by the rapidly expanding western portion of our state due to oil activity, and promoting the health and welfare of our state. The legislative management shall report its findings and recommendations, together with any legislation required to implement the recommendations, to the sixty-fifth legislative assembly."

Renumber accordingly

2015 SENATE TRANSPORTATION

HB 1395

2015 SENATE STANDING COMMITTEE MINUTES

Transportation Committee Lewis and Clark Room, State Capitol

HB 1395
3/26/2015
Recording job 25449

☐ Subcommittee ☐ Conference Committee

Committee Clerk Signature

Doris E. Perez

Explanation or reason for introduction of bill/resolution:

To provide for a legislative management study of an emergency information program.

Minutes:

Attachments: 1

Chairman Oehlke opened the hearing on SB 1395, all committee members were present.

Alex Kelsch, on behalf of Rave Mobile Safety in support of this bill, attached testimony #1. Rave Mobile Safety is a software company providing emergency information programs in portions of 40 of the 50 states. This software would enhance what is currently available in the 911 industry by providing call responders and call takers to access information from the caller such as home layout, allergies, disabilities, family size, etc... Users would decide what information to put into their profiles. This study is a step into creating a safer ND.

Senator Campbell: would this software would make GPS tracking possible?

Mr. Kelsch did not know.

Senator Rust expressed concern about valuable personal information on a database. What precautions do they have against hacking? Who owns the system?

Mr. Kelsch: Rave provides this service in 40 states and so far they haven't been hacked. Rave Mobile owns it.

Chairman Oehlke fire departments inspect buildings they already know the building layout, and where the rooms are. Would this system help them in any way? (Was told yes)

No additional testimony if favor, against or neutral. **Chairman Oehlke** closed the hearing

Vice Chairman Casper moved do pass

Senator Campbell seconded the motion

Senator Rust representatives from 911 and emergency services should have been here to provide input on how helpful this would be for them.

Vice Chairman Casper: I think this is worthy of a study, there are issues of state and federal law, availability of information regarding a person's identity and location and insurance issues.

Senator Campbell: a few sessions ago there was discussion about taking some 911 services from the county and the state providing them. The issues of areas that are out of reach from the network came up.

Mike Dannenfelzer, Director, Bismarck/Burleigh Combined Communications Center, the state's radio funding bill has funding for a new 911 system. There is funding request for a new state radio system to get everybody on one platform. There are areas in the state where you wouldn't be able to call anybody.

Chairman Oehlke: you see this enhancement as critical?

Mike Dannenfelzer: I think the study is a good idea. Burleigh County has the highest incidence of multiline telephone systems in the state, state government being one of them as well as hospitals, hotels, schools. There is a box that allows owners to register where the phones are at which helps emergency services. This service allows people with special needs; elderly folks register into the system and provide information that would be available to 911 in case of emergencies. The app based information system is highly secure, it is provided voluntarily. We support this study. The Emergency Services Coordinating Committee and the STEPS Committee can help with this study.

Roll call vote was taken: Yes 6 N 0 Absent 0

Carrier: Senator Rust

**2015 SENATE STANDING COMMITTEE
ROLL CALL VOTES
HB NO.1395**

Senate TRANSPORTATION Committee

☐ Subcommittee

Amendment LC# or Description: _____

Recommendation: ☐ Adopt Amendment
☒ Do Pass ☐ Do Not Pass ☐ Without Committee Recommendation
☐ As Amended ☐ Rerefer to Appropriations
☐ Place on Consent Calendar
Other Actions: ☐ Reconsider ☐ _____

Motion Made By Vice Chairman Casper Seconded By Senator Campbell

Senators	Yes	No	Senators	Yes	No
Chairman Oehlke	X		Senator Axness	X	
Vice Chairman Casper	X		Senator Sinner	X	
Senator Campbell	X				
Senator Rust	X				

Total (Yes) 6 No 0

Absent 0

Floor Assignment Senator Rust

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE

HB 1395, as engrossed: Transportation Committee (Sen. Oehlke, Chairman)
recommends **DO PASS** (6 YEAS, 0 NAYS, 0 ABSENT AND NOT VOTING).
Engrossed HB 1395 was placed on the Fourteenth order on the calendar.

2015 TESTIMONY

HB 1395

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2-5-15
#1

Testimony in Support of HB 1395
House Transportation Committee
February 5, 2015

1054

Chairman Ruby, House Transportation Committee members, for the record my name is Alex Kelsch. I am an attorney with the law firm of Kelsch, Kelsch Ruff & Kranda in Mandan and I appear before you today as a lobbyist on behalf of Rave Mobile Safety to express support for HB 1395 regarding the creation of an emergency information program.

Rave Mobile Safety is public safety software company providing emergency information programs in portions of 40 of the 50 states.

There are several interested individuals here to testify in support of the emergency information program HB 1395 would implement. However, before they do I would like to briefly walk the committee through HB 1395 as well as the proposed amendments I have handed out in my packet of testimony. After the bill was introduced, we realized the language in the bill would have created a mandate that the counties and PSAPs were not agreeable to. We worked with the Association of Counties and others to develop these proposed amendments to the bill that make the bill more appealing. I would respectfully request the committee to adopt these proposed amendments. I will now walk you through the bill, with the proposed amendments in place.

Section 1 of HB 1395 adds a new definition to Section 57-40.6-01 of the North Dakota Century Code. The new definition is on page two and it defines what we are

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calling an "Emergency Information Program". There are no proposed amendments to pages one, two, or three of this bill. Those pages show the current definitions in that section of code and the renumbering. An emergency information program is a software platform that would enhance what is currently available and in place in the 9-1-1 industry.

Section 2 of HB 1395 beginning on page 4 begins to describe what an emergency information program is and what it will do for our State. Lines 11-15 of Section 2 describe what this emergency information program may be and whom this program would be made available. It is also in lines 11 and 12 we see the first amendments to this bill. The changes in lines 11 and 12 are significant wording changes, in that the amendment changes this program from a mandate to an option, by replacing the words "must" and "used by" with "may" and "made available to". The main reason for the amendment was to remove any language that could be construed as a mandate from the State to the counties that this program must be created and the counties must use it to alleviate the worry that if there is no funding for this bill, it could become an unfunded mandate and the counties and PSAPs may have to pick up the costs. Lines 14-31 on page 4 and lines 1-3 on page 5 describe the functions of this emergency information program. Lines 14-15, with the amendment would be turned into letter a and stated that individuals provide this information that will be used; lines 16-17 will now be letter b and simply states that this program is able to collect a variety of data; lines 18 and 19 are removed as we don't want to specify what types of data must be made available; lines 20-21 now letter c states that individuals can enter this information at their discretion, this is an opt-in type of

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2-5-15

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program; lines 24-25 now letter e allows the program to request enrollees to keep their information up to date; lines 26-29 now letter f allows for the program to automatically display whatever information has been entered by the enrollee to the 9-1-1 call takers; lines 30-31 now letter g deals with the security of the system; lines 1-3 on page 5 now letter h promotes the integrated nature of this system and the ability for the easy transfer of this information across the state; lines 4-14 have been removed as those specifications are better suited for the agency overseeing this project and the funds and are not essential to the bill itself; lines 15-17 now number 2 addresses special needs information; and lines 18-21 now number 3 addresses the confidentiality of the information that is provided. Lines 22 and 23 were also removed as they were not necessary for the bill.

Section 3, the appropriation. Although this is a policy committee, I understand that the budget is a big concern this session. The amendment reduces the price tag from \$950,000 to \$500,000. The reason for the reduction comes from the amendments. Language that created an emergency management system was stricken and thus reduced the overall cost. The amendment also adds that the appropriation would be directed to the department of emergency services. I have had conversations with DES about this bill and about accepting the appropriation. Because they are a cabinet level agency and this program was not included in their budget sent to the Governor, nor in the Governor's budget, DES is not able to request this appropriation. However, we believe that this is the proper agency to provide oversight for this program and to administer the funds.

To summarize this bill, HB 1395 would create an emergency information program

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that fills a gap in the current 9-1-1 system our State has in place. This program would allow for the 9-1-1 call takers and first responders to have instant access to pertinent information from the caller such as their address, which as the population gets further and further from land lines is not a guarantee with our current system, which will provide a more efficient and speedy response in the case of an emergency. Again, this is an opt-in program and no citizen of ND would be required to enter any information about themselves. All information that is entered will remain confidential.

In conclusion, on behalf of Rave Mobile Safety I ask for your favorable consideration of this legislation. As stated, others are here from the emergency response industry to testify and respond to any specific questions. However, I would be willing to try answer any questions at this time.

Please give **HB 1395** a **DO PASS** recommendation.

I was also contacted by Byron Seiber who is the Director of Red River Regional Dispatch Center in Fargo, North Dakota. He wanted to be here to testify in favor of HB 1395, but due to pressing family matters was unable. However, he emailed me his written testimony and with your permission Chairman Ruby, I would like to read it for you.

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**PROPOSED AMENDMENTS TO
HOUSE BILL NO. 1395**

Page 4, line 11, replace "The" with "An"

Page 4, line 11, replace "must" with "may"

Page 4, line 12, after "database" insert a period

Page 4, line 12, replace "and must" with "It may"

Page 4, line 12, replace "used by" with "made available to"

Page 4, line 14, after "may" insert a colon

Page 4, line 14, replace "allow" with a new subparagraph of "a. Allow"

Page 4, line 15, remove "The emergency information program service must"

Page 4, line 16, replace "a" with "b"

Page 4, line 17, remove "The formatted data must include"

Page 4, remove lines 18 and 19

Page 4, line 20, replace "b" with "c"

Page 4, line 22, replace "c" with "d"

Page 4, line 24, replace "d" with "e"

Page 4, line 25, replace "community members" with "enrollees"

Page 4, line 26, replace "e" with "f"

Page 4, line 30, replace "f" with "g"

Page 4, line 30, replace "community member" with "enrollee"

Page 5, line 1, replace "g" with "h"

Page 5, remove lines 4 through 14

Page 5, line 15, replace "3" with "2"

Pag 5, line 18, replace "4" with "3"

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Page 5, line 19, remove "strictly"

Page 5, line 19, after "confidential" insert "under section 44-04-17.1(3)"

Page 5, remove lines 22 and 23

Page 5, line 26, replace "\$950,000" with "\$500,000"

Page 5, line 27, after "program" insert "within the department of emergency services"

Renumber accordingly

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February 5, 2015

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Testimony from Byron Sieber

Good Morning, Chairman Ruby and House Transportation Committee members, my name is Byron Sieber, Director of the Red River Regional Dispatch Center located in Fargo-Moorhead. Our 9-1-1 center currently serves fifty-seven Public Safety agencies including Police, Fire, and EMS across the region making us the largest dispatch center in the state and in a unique position to talk today about the challenges and opportunities that exist today with our state's 9-1-1 system and why we are asking for your help.

As for my background, previous to serving at the Red River Dispatch Center, I was on the responding side of 9-1-1 calls with over thirty-one years with the Grand Forks Police Department in Grand Forks, North Dakota where I retired as Lieutenant. I highlight these roles because of the perspective I bring to not only 9-1-1, but also to the first responder side and the challenges we face today in North Dakota.

I'm here today to share with the committee why the enhancements outlined in House Bill No. 1395 are desperately needed in North Dakota and why there is such broad support for this bill across 9-1-1 and first responders.

In Public Safety, we are increasingly facing both challenges and opportunities protecting the public. In the case of 9-1-1, we have seen a dramatic increase in the number of 9-1-1 calls being placed from mobile phones. Nationwide, approximately 75% of the calls placed to 9-1-1 are from mobile devices. Here in North Dakota, that number is even higher due to our ever changing and rapidly growing population. These mobile calls present real, and in many cases, severe challenges that didn't exist in years past. Specifically, we are often not

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able to receive accurate location information from a mobile call. If we don't have good location information, we don't know where to send first responders and if we don't know where to send first responders, we can't help our citizens in need.

The bill you are considering today can save lives by enhancing location information and delivering additional details about the caller, their family, and any additional needs that will help Public Safety respond faster and more effectively.

To share an example of the problems we face that can be solved by this bill, please allow me to highlight a story from the January 6, 2015 edition of the Bismarck Tribune entitled, "Law enforcement overwhelmed by Oil Patch calls". This story highlights the everyday issues we face across our state when it comes to the lack of information with inbound 9-1-1 calls. In the story we learn about a 9-1-1 call that comes in late one night in Williams County with a woman's cry for help piercing through the phone just before the call goes dead. As an apparent domestic abuse case, Williams County is faced with the same problem Dispatch centers across the state deal with many times a day.... They didn't know the location of the call. While television shows and movies will lead you to believe we get exact location, in many cases all we get is the location of the cell tower and not the location of the caller. In the case of Williams County, Deputy Jake Manuel searched a large area for approximately 2 hours without ever locating the caller and therefore, he was not able to assist. This is just one of the ways an Emergency Information Program as described in the bill can help us address the real needs of the public. This Emergency Information Program can provide additional home and work address information, photos and physical descriptions of callers, health and rescue needs, and much more. It's a program that has proven to save lives across the country. North Dakota is one of only 10 states in the nation that does not have an Emergency Information Program in some capacity.

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This bill also makes our first responders safer by providing them with better situational awareness and details about a location that are not available today—especially in our oil fields and new housing developments. Prior to responding, Police can know there is a history of domestic abuse at a household, or Firefighters can know entry and exit points to a facility, or the fact that there are hazardous materials that could be dangerous. This important bill not only protects the community, but it also helps protect our brave first responders which is why the North Dakota Peace Officers Association passed a resolution in support of an Emergency Information Program late last year. Thank you for considering funding for this incredible, life saving bill that that would create a statewide shared service for all of Public Safety.

Please show your support for the safety of our first responders as well as the citizens of the state by giving HB 1395 a favorable Do Pass recommendation.



Byron Sieber
Director, Red River Regional Dispatch Center
Fargo, ND

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9-1-1 STEPS Resolution

In support of a system designed to provide 9-1-1 call takers and first responders with actionable intelligence to make faster and better decisions to help save lives.

December 1, 2014

Whereas, emergencies can occur at any time that require law enforcement, fire, emergency medical or other services; and

Whereas, when an emergency occurs, the prompt response of first responders is critical to the protection of life and preservation of property; and

Whereas, most emergencies are reported through 9-1-1 and the current 9-1-1 system affords only limited data to help locate persons in need; and

Whereas, systems exist to supplement 9-1-1 systems and provide additional life-saving information about the caller and their location at the time of a 9-1-1 call; and


Whereas, this information may prove critical to saving lives and property and ensure that the right public safety resources are summoned to provide assistance; and

Whereas, the 9-1-1 Strategic Technology Planning Subcommittee (STEPS) serves to improve and enhance 9-1-1 services provided to the citizens of North Dakota; and

Whereas, 9-1-1 STEPS believes that the State of North Dakota would be the appropriate partner to implement a system that could provide critical life-saving information for special needs populations and others; now

Therefore, Be It Resolved that the 9-1-1 Strategic Technology Planning Subcommittee declares its support to approach the State of North Dakota to implement a data-driven system to supplement information provided to 9-1-1 to benefit all citizens of North Dakota.

Signed this 15th day of December 2014.


Chairman

9-1-1 Strategic Technology Planning Subcommittee
(of the North Dakota 9-1-1 Association)

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ND911 Association

ND911 Association President: Jason Horning, ENP

Topic: Enhancing 9-1-1 and Public Safety in North Dakota

Legislative bodies,

Bearing in mind our mission to enhance, improve, promote, and facilitate the North Dakota 911 System,
Noting the additional challenges that exist within today's 911 infrastructure and the high percentage of mobile calls,

Recognizing there is technology available today that can enhance safety for our community,

Having considered various technology options currently available,

1. Encourages all relative legislative bodies to fund the implementation of an Emergency Information Program, or EIP, as a hosted supplemental 911 database to be used for all PSAPs within North Dakota which should allow for individuals to provide information to be used in emergency scenarios and planning;
2. Further recommends that the EIP should allow for the collection of a variety of formatted data relevant to 911 and other Public Safety agencies. :
 - a. This information should include photographs of the individual, physical descriptions, medical conditions, allergies, household data, primary language indicator, and emergency contacts
 - b. Allow for information to be entered by individuals via a secure website where they can elect to provide as little or as much information as they choose.
 - c. Be compliant with all accessibility elements of Section 508 of the Rehabilitation Act of 1973
 - d. Manage the currency of the data through an aging and reminder process, at least twice per year, requesting community members to keep their data up-to-date
 - e. Automatically display data provided by individuals to 911 call takers for all types of phones (Landline, Mobile, VoIP) when a call is placed to 911 from a registered and confirmed phone number
 - f. Support the delivery of community member information via a secure internet connection to all PSAPs within North Dakota
 - g. Service should work across all 9-1-1 call taking equipment in North Dakota and allow for the easy transfer of information into Computer Aided Dispatch (CAD) or Records Management Systems (RMS)
 - h. Allow EIP data to be made available at a city, county, state, or national level to help protect North Dakota community members wherever they are with similar EIP databases already established within the United States
 - i. Make data available to first responders
 - j. Be designed to work in today's environment or future NG9-1-1 systems.
3. Requests legislative and funding action to be taken in the 2015 legislative session to enable the Statewide Emergency Information Program.

Signed this 23rd day of December 2014.

Jason Horning, President, North Dakota 9-1-1 Association

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Testimony in Support of HB 1395

House Transportation Committee

February 5, 2015

Chairman Ruby, House Transportation Committee members, my name is Todd Miller. I am Vice President of Public Safety Services for Rave Mobile Safety. Rave Mobile Safety is the provider of an Emergency Information Program called Smart911 and I am here today to share with you experiences and success stories from around the country where these types of services have been implemented.

Already today you've heard of the challenges that face 9-1-1 and first responders today in North Dakota. You heard from 9-1-1 Director Byron Sieber's testimony that an Emergency Information Program is not a nice to have, it's a Public Safety necessity when it comes to protecting our communities. As part of my testimony, I've provided a simple way of visualizing what 9-1-1 gets today. With over 75% of the calls received by 9-1-1 coming from mobile phones, like that domestic abuse call Byron highlighted in Williams County, all that is usually received is a phone number and a general location. In many cases this location isn't even the location of the caller, but rather the location of the cell tower, hence the 2 hour unsuccessful search from Williams County Deputies.

In the second slide, you'll see what an emergency information program can do for 9-1-1 and first responders. It can automatically complete that otherwise blank picture, even if the caller is unable to. It can provide that photo of a missing child, instantly describe special rescue requirements, provide additional location information and more.

As an example, about 2 years ago, the state of Arkansas and it's leaders were in a similar position that the committee is in today. While certainly dealing with tight budgets, they too recognized some of the severe public safety gaps that existed. Like North Dakota they had different levels of emergency services with the rural communities often times not receiving the same level of services as the more

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urban communities. They elected to implement a statewide Emergency Information Program to virtually overnight, raise the levels of services across the state while ensuring rural communities were able to take advantage of the same benefits as urban centers. Success within the state was immediate. About two months after launching their Emergency Information Program, a young 6 year old girl went missing when she didn't come home on the school bus. Her mother had elected to opt-into the Emergency Information Program after hearing about it from a neighborhood watch program. Frantic as any parent would be, that mother dialed 9-1-1 and when you listen to this 9-1-1 call, you'll hear something incredible. You'll hear a 9-1-1 call taker, cool, calm, and collected, tell that frightened mother that she could help because her daughters photo and physical description was instantly made available with her 9-1-1 call. That information was pushed to responding officers and that child was located safely within 10 minutes.

The state of Michigan also took similar steps recently after a statewide Mental Health Commission report recommended implementing an Emergency Information Program to help address mental health and Public Safety issues across the state. About 8 weeks ago in Grand Travers Michigan a young husband and father of two was home, taking a nap in between his two jobs. While napping his house erupted into flames. Overcome with smoke and unable to communicate, he dialed 9-1-1 from his mobile phone. The standard 9-1-1 system showed his location two miles away in a nearby lake. Luckily, the state's Emergency Information Program instantly provided critical details including his home address and emergency contacts. When interviewed, the fire Chief explained that Smart911, the Emergency Information Program, shaved 11 minutes off of the response time in a situation where that father of two didn't have a minute to spare.

It's stories like these—lives saved, enhanced 9-1-1, first responder safety...that have prompted portions of 40 states to act and fill public safety gaps with an emergency information program.

In closing I would like to highlight a couple of important items. First and foremost, information provided by citizens is always kept safe, private, and

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secure. 9-1-1 centers have no ability to search for citizen information outside of a 9-1-1 call and it is only a call for help that triggers the sharing of this emergency data. Additionally, citizens opt-in and at all times control how much or how little they elect to share but as our Michigan example highlights, even just sharing your home address can save your life. Finally, as part of a national public safety network, our community can be protected here in North Dakota or anywhere across the United States that participates in the same program. That means we can help protect our citizen at home, while they travel across the US, or even the frequent newcomers to the state.

Thank you again for the opportunity to discuss this bill with the committee and I look forward to answering any questions you may have.

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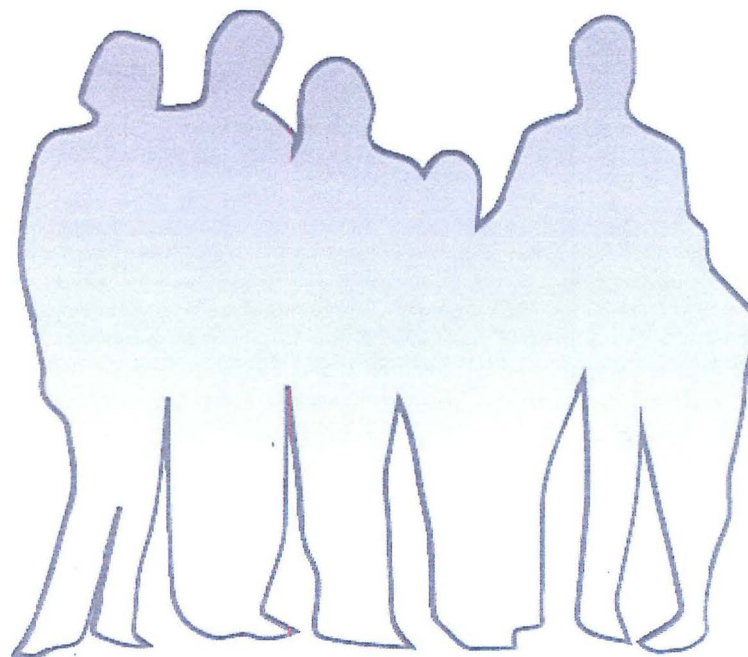
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Today's 9-1-1 System

- 250 million 9-1-1 calls placed per year
- 75%+ come from a mobile device nationwide.
- Very little information is known about the caller or location.

(555) 456-7890

General location



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9-1-1 with an Emergency Information Program

- With an EIP, much more information is available.



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Safety Profile

Text Chat

Facility Profile

API

Panic Button



Locations

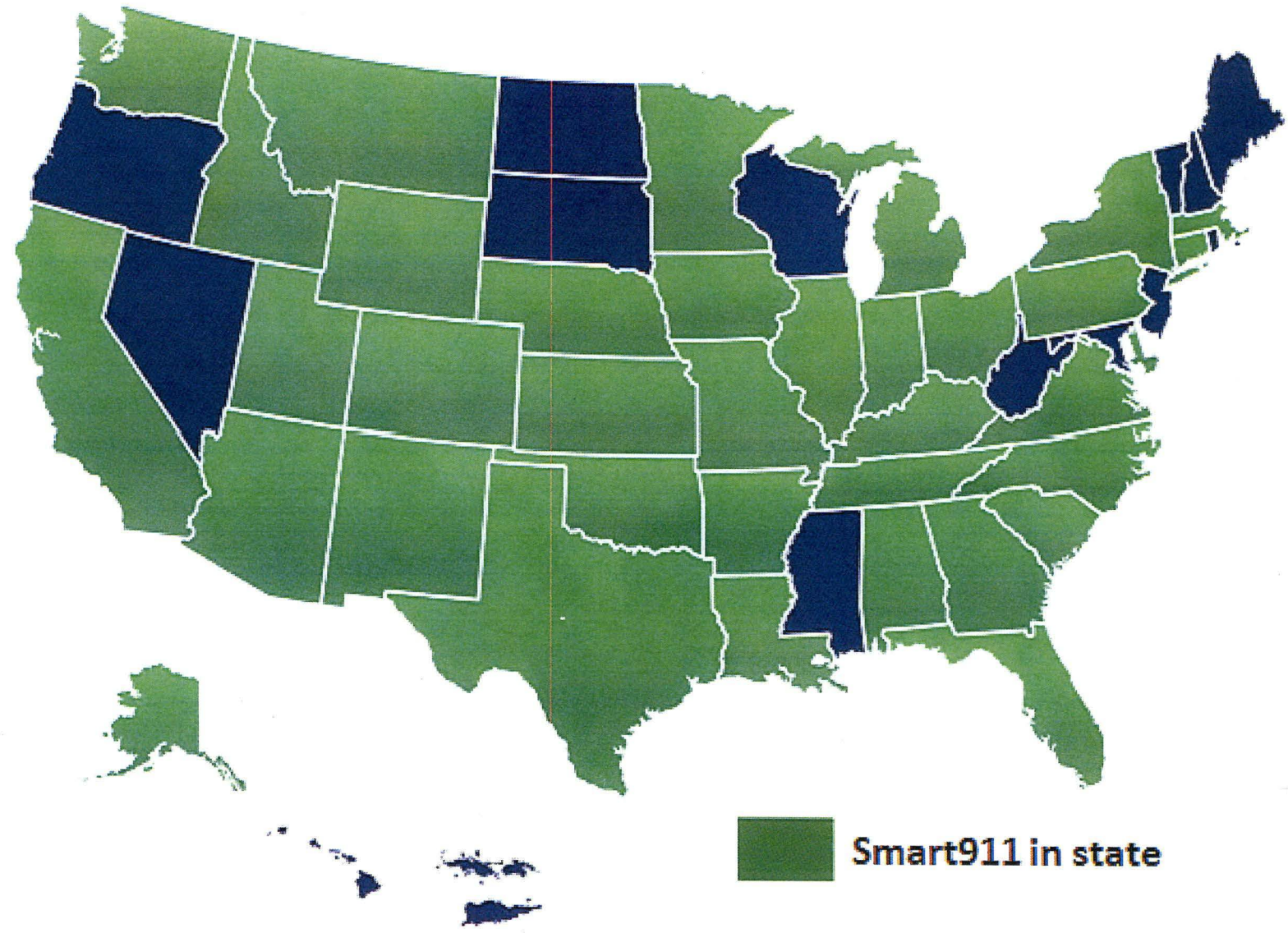
Incident Logs

I.C.E. Standard

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Emergency Information Programs



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**PROPOSED AMENDMENTS TO
HOUSE BILL NO. 1395**

Page 1, line 1, after "A BILL" replace the remainder of the bill with "for an Act to provide for a legislative management study of an emergency information program."

BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:

SECTION 1. LEGISLATIVE MANAGEMENT STUDY. During the 2015-16 interim, the legislative management shall consider studying the benefit of a statewide emergency information program would have on the current 9-1-1 and emergency services communication systems. There is a gap in the efficiency and services provided by the current 9-1-1 and emergency services communication systems employed in this state and the technological advances and the needs of our citizens. An "emergency information program" is a supplemental 9-1-1 and emergency management database that would be used in emergency scenarios and allow for the collection of a variety of formatted data relevant to 9-1-1, emergency management, and other public safety agencies. The study may include research into the degree that a statewide emergency information program could benefit the current 9-1-1 and emergency services communication systems by filling the current gaps, benefit the citizens of North Dakota, address school safety concerns and the unique challenges presented by the rapidly expanding western portion of our state due to oil activity, and promote the health and welfare of our state. The legislative management shall report its findings and recommendations, together with any legislation required to implement the recommendations, to the sixty-sixth legislative assembly."

Renumber accordingly.

Testimony in Support of HB 1395
Senate Transportation Committee
March 26, 2015

Chairman Oehlke, Senate Transportation Committee members, for the record my name is Alex Kelsch. I am an attorney with the law firm of Kelsch, Kelsch Ruff & Kranda in Mandan and I appear before you today as a lobbyist on behalf of Rave Mobile Safety to express support for HB 1395 regarding a legislative management study of the benefits a statewide emergency information program would have on the current 911 and emergency services communication systems in the State.

My client, Rave Mobile Safety, is public safety software company providing emergency information programs in portions of 40 of the 50 states.

HB 1395 was amended by the House Transportation Committee and turned into a study earlier this session. The original bill would have created a statewide emergency information program that all PSAPs in North Dakota would have access to. The original bill came with a price tag of about \$900,000.00 per biennium, although my clients suggested that number could be reduced to approximately \$600,000.

An emergency information program is a software platform that would enhance what is currently available and in place in the 911 industry. A statewide emergency information program, such as the one offered by my client, would allow for 911 call takers and first responders to have instant access to pertinent information from the caller such as their address (which as the population gets further and further from land lines is

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not a guarantee with our current system), allergies, disabilities, home layout, family size, pets, etc. This additional information that could be provided to the first responders will provide a more efficient and speedy response in the case of an emergency. A program such as this relies on the user, North Dakota citizens, to input any and all information they desire into their profiles. All information submitted stays strictly confidential and only appears when that person makes a call.

Again, HB 1395 is a study, but we feel that it is an important step into creating a safer North Dakota. Ideally, after legislative management studies emergency information programs, a determination will be made that will result in the introduction of a bill for such a program next biennium. The study will also give more time to PSAPs and emergency communications systems to identify what their needs are and to sit down with members of the industry to determine what programs, if any, can address our State's needs. So, in conclusion, and on behalf of Rave Mobile Safety I ask for your favorable consideration of this legislation. I would be willing to try answer any questions at this time.

Please give **HB 1395** a **DO PASS** recommendation.