



METROPOLITAN EMERGENCY SERVICES BOARD 9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA

September 21, 2023, 10:00 a.m.

1. **Call to Order & Introductions** – Susan Bowler, 2023 Committee Chair
2. **Approval of Agenda** – Bowler
3. **Approval of Minutes** – August 17, 2023 Meeting – Bowler
4. **Action Items**
 - A. Support PST Training and Certification Legislation – Jacobson/Pankonie
5. **Discussion Items**
 - A. Motorola – CHE considerations for i3 compatibility.
 - B. Continuing -- 911 Authority conferenced in: MESB commissioned study: identify current operating costs for PSAPs in the 10-county region – Jason Bivens “JB” of 911 Authority
 - C. Blue Peak Consulting Resiliency Training/WG Update
 - D. Verizon Misroutes –Tony Martin
 - E. Mental Health Call Processing Standard – Tony Martin
 - F. PSAP Salary Survey
 - G. Reviewing Features of the Existing ESInet Review and More! - Jacobson
 - H. Nominations for Chair, Vice Chair 2024, and committee appointments to consider for October meeting Discussion - Jacobson
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup – Jacobson
 - B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
 - C. 9-1-1 Data Report (attached) – Marcia Broman
 - D. 9-1-1 Network Report (attached) – Jacobson
 - E. MN Sheriff’s Assoc. PSAP Subcommittee Report – Bowler
 - F. IPAWS Report – Kari Morrissey
 - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Petersen
 - H. SECB NG9-1-1 Operations Workgroup – Morrissey
 - I. Update: CAD-to-CAD RFP – Jacobson
7. **New Business** – None
8. **Announcements**
 - A. Next Meeting: Thursday, October 19, 2023, 10:00 a.m.
9. **Adjourn** – Bowler

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
August 17, 2023**

Committee Members Attendance:

Airport – Lauren Petersen	Metro Transit – absent
Allina EMS - Victoria Vadnais	Minneapolis - Joni Hodne
Anoka County - Val Sprynczynatyk	North Memorial – absent
Bloomington - LaVae Robinson	Ramsey County – Nancie Pass
Carver County - Susan Bowler	Ridgeview EMS - absent
Chisago County – Mike Parker	Scott County - Carrie Bauer
Dakota County - Brent Anderson	Sherburne County - Laura Anderson
Eden Prairie – absent	St. Louis Park – Eric Lammle
Edina – Janelle Harris	U of M – absent
Hennepin County -Tony Martin	Washington County - Darlene Pankonie
Hennepin EMS - Dan Klawitter	
Isanti County – absent	

Alternates/Guests:

Scott Haas, *Scott County*; Matthew Hoffer, *Lumen*; Dawn Kenyon, *Hennepin County*; Marvin Bachmeier, *Hennepin EMS*; and Dave Taylor, *IES*; Scott Petersen, *Minneapolis ECC*; Jon Rasch, *RCECC*; Sheri Stevens, *State Patrol*, and Kent Wilkening, *ECN*.

MESB Staff: Jake Jacobson; Jacob Kallenbach; and Jill Rohret

1. Call to Order & Introductions

Susan Bowler, Committee Chair, called the meeting to order at 10:03 a.m... Introductions were made.

2. Approval of Agenda

Bowler noted one amendment to the agenda which entailed a swap of places for agenda item 5A. 911 Authority PSAP Cost Study, and 5B. FY 24 One-Time Budget Funding.

Motion by Tony Martin, seconded by Nancie Pass to approve the agenda as amended. Motion carried.

3. Approval of June 15, 2023 Minutes

Motion by Val Sprynczynatyk, seconded by Darlene Pankonie to approve the June 2023 minutes. Motion carried.

4. Action Items

None on the agenda.

5. Discussion Items

A. FY 24 One-Time Budget Funding and Eligibility - Kent Wilkening/ECN

Kent Wilkening of ECN discussed one-time \$7 million funding acquired from the state legislature for the continued development and transition to NG911. PSAPs should be seeing these funds available in late August 2023. Funds must be spent by June 30th, 2025, and a separate compliance

report must be completed and returned to ECN by August 1st, 2025. Wilkening sent paperwork to PSAPs with information on specific funding amounts, and examples of possible uses for the fund. Cyber security, GIS data collection, maintenance of GIS data, 9-1-1 processing equipment, and any technology that will improve the service delivery are all included under the umbrella of use for the fund. Wilkening is the point of contact for ECN and any further discussions, help, questions, or information requests should go through him.

Victoria Vadnais asked if there was any consideration for secondary PSAPs as they also continue transitioning to NG911. Wilkening said he would have to speak to Director Wahlberg to gather additional information on this specific topic.

Scott Haas asked about the specific language and legal constraints for how the funding can be spent. Wilkening said funding specifics are spelt out in the state statute. (Cyber security, GIS data collection, maintenance of GIS data, 9-1-1 processing equipment, and any technology that improves service delivery)

Tony Martin asked about starting dates and if the money can be spent immediately upon obtainment. Wilkening said funds can be spent at any time so long as it is spent by June 30th, 2025. Technically the funds could begin being spent when the law was enacted in July. You do not need to account for any interest or hold it in a separate account as special funds can be kept in the same account as traditional 9-1-1.

There was confusion as to what statute language was involved in the one-time funding. As a follow up, Jill Rohret researched the statute and provided it to the PSAPs at a later time in an email, provided below for convenience to the MESB PSAPs.

Chapter 52 of Minnesota 2023 Session Laws which correlates to the \$7 million in additional funding going to PSAPs this month. The highlighted language is how funds may be used.

(b) Transition to Next Generation 911

\$7,000,000 the first year is to support Public Safety Answering Points' transition to Next Generation 911. Funds may be used for planning, cybersecurity, GIS data collection and maintenance, 911 call processing equipment, and new Public Safety Answering Point technology to improve service delivery. Funds shall be distributed by October 1, 2023, as provided in Minnesota Statutes, section 403.113, subdivision 2. Funds are available until June 30, 2025, and any unspent funds must be returned to the 911 emergency telecommunications service account. This is a onetime appropriation.

Each eligible entity receiving these funds must provide a detailed report on how the funds were used to the commissioner of public safety by August 1, 2025.

B. PSAP Operational Cost Study – 911 Authority

Joel McCamley of 911 authority explains that the study will work to identify the current operating costs for agencies operating PSAPs, radio systems, and response units in the 10-county region. The cost seeks to identify costs related to staffing, training, facilities, equipment, software, services, and other operating costs necessary in supporting public safety communications and 9-1-1 operations. The study will also identify common costs across agencies, applications, equipment, and services. Including the secondary PSAPs. Findings can provide necessary context and help

PSAPs, and elected officials make important funding decisions in relation to the start of the new legislation session. The estimated timeframe is as follows:

August 2023: Develop Surveys

September 2023: Pilot/Beta Survey/Data Collection

October – November 2023: PSAP Site Visits and Data Collection

December 2023: Close Data Collection and Begin Analysis

January 2024: Draft PSAP Operational Cost Study

Nancie Pass asked if recording software and quality assurance costs would be analyzed as part of the operational cost study. McCamley stated that those would be included in the study as well as additional areas of cost.

Chair Bowler asked about receiving a copy of the 911 authority presentation used during the meeting. Jake Jacobson stated that he would be able to send a copy to everyone via email (which was sent the next day)

C. ESInet Abandonment and Alternate Routing Review – Matthew Hoffer/Lumen

Matthew Hoffer of Lumen reviewed concepts of abandonment and alternate routing. Abandonment routing is an instance requiring a PSAP decision to send 9-1-1 voice traffic to another PSAP or its own administration line for emergency or planned reasons. Alternate routing occurs when a 9-1-1 call has entered the ESInet network and for whatever reason is unable to successfully connect to the intended PSAP. This alternate route will be based on a pre-programmed, PSAP-determined route to have it directed somewhere else such as another PSAP, administrative line, or fast busy signal. PSAPs can have up to 10 entries “pre-built” with Lumen on where to send 9-1-1 traffic in an abandonment or alternate routing scenario.

Tony Martin raised concerns about the lack of communication around abandonment routing. Most PSAPs on the Lumen abandonment list have no formal, written statements or even handshake agreements when it comes to listing neighboring PSAPs as backups. Different options of written documentation for PSAP alternate and abandonment routing were considered.

A proposed draft working group is to meet to create a standardized letter and process for alternate and abandonment routing partnerships. Prior to getting the standardized and uniform documentation confirmed, an email exchange between PSAPs will be beneficial for recording mutual collaboration. The working group is to be confirmed in the next TOC meeting but looks to have five PSAPs involved. Tony Martin, Nancie Pass, Joni Hodne, Darlene Pankonie and Heidi Hieserich seemed to be interested in participating but members will be confirmed in next month’s meeting.

Tony Martin stated that issues could arise if an employee does not have the correct information or background on abandonment agreements. A Lumen phone call to a PSAP phone about receiving 9-1-1 calls in an abandonment scenario could be answered by anybody there, while a decision of this type of magnitude should be made by a manager who has the correct information to make the informed choice.

D. Certification of Telecommunicators Legislative Initiative – Darlene Pankonie

Darlene Pankonie stated they have a roadmap circulating the region in attempts to get feedback on the language that they want to bring forward to the 2024 legislature. The goal is to get the public safety telecommunicator minimum training standards approved. They are working on the

possibility of using two pathways to bring this forward. Representatives and senators can bring the initiative forward, or there is the option of making it a governor's initiative which can be brought forward through SECB and ECN to put forth to the governor on our behalf. ECN will support the initiative and bring forward if there is significant support in writing for the initiative across the region. Hoping to have all writing and documentation of support by October to continue preparation.

Jill Rohret suggested a letter of support from the MESB board. There was discussion among several PSAP members for the 9-1-1 TOC to prepare a recommendation for the agenda of the next MESB board meeting to start the process of getting backing and support in writing. There are timing issues involved with the TOC, MESB Board Committee and MESB Board to work through. Efforts will begin to move this through the process as fast as possible though it is very important to have this recommendation consistent with a statewide regional effort.

It was asked if they were sending notices to other organizations within the region. Pankonie responded by saying other organizations are receiving notices and that they are trying to garner support from a variety of areas.

E. Increase in Misdials to 9-1-1 – Darlene Pankonie

Pankonie gave an update on the 9-1-1 misdials occurring with Android. Android devices fix has seemed to work. Washington county went from nearly 1,200 calls a month down to 300. Consensus among the group that the android fix has worked across the other counties in the region. This issue has reached a sufficient resolution that that it can be removed from further discussion items.

F. Update on PST Certification Language – Darlene Pankonie

Same rhetoric and conversation as agenda item 5.D. Was talked about simultaneously earlier in the meeting. This item can be removed going forward.

G. Blue Peak Consulting Resiliency Training/WG Update – Heidi Meyer

Heidi Meyer was unable to attend so Jacobson gathered updates. Will have another Champions' session at the end of August to discuss progress and questions with Blue Peak.

H. Verizon Misroutes – Tony Martin

Multiple members of the committee had conversations with the FCC based on misroutes occurring nationwide. The FCC believes there are Wi-Fi access points disrupting the ability to provide accurate locations. FCC is aware and working on solutions.

Rohret stated that PSAPs should continue to report these issues.

I. Mental Health Call Processing Standard – Tony Martin

Martin said the workgroup met earlier in the month discussing the standard, producing training, and having important discussions over mental health. Progress will continue to be made over the coming months with good discussion with the group overseeing 988.

J. PSAP Salary Survey – Heidi Meyer

Jacobson explained that there are still PSAPs who have not completed the survey – they need to complete.

6. Reports

A. PSAP Operations Roundtable Workgroup – Heidi Meyer

Heidi Meyer was unable to attend but Jacobson said he had gotten updates on the report and would add those to the packet for the September meeting.

B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson

Working on the NG9-1-1 fact sheet which will outline statutory responsibilities of the committee. They are also adding an additional GIS portion to be covered which will be ready by the next meeting. SEC Standard 911-5 is moving forward for final approval. SEC Standard 911-6 is moving forward for final approval. 9-1-1 calls via Microsoft Teams is also being discussed as there is difficulty tying calls to a physical location through the application. Tony Martin recalled an incident at a St. Cloud meeting in which he made a 9-1-1 call MS Teams

C. 9-1-1 Network Report (attached) – Jacobson

Report is in the packet.

D. 9-1-1 Data Report (attached) – Jacobson for Marcia Broman

Report is in the packet.

E. MN Sheriff's Association PSAP Subcommittee Report – Susan Bowler

Nothing to note.

F. IPAWS Report – Kari Morrissey

IPAWS updates for notices using highways will not apply to the MESB area. The group would like to have more specificity on where such notices will or will not be made with the dependence of the shape files involved.

G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson

They met last week. Nothing to note.

H. SECB NG9-1-1 Operations Workgroup- Nothing to note.

I. Update: CAD-to-CAD RFP – Jacobson

They met the morning of August 17th. Progress continues to be made.

7. New Business – None

8. Announcements

A. Dispatcher on Demand - <https://www.moetivations.com/>

This service provides an opportunity to alleviate some overtime for PSAPS. Val Sprynczynatyk says they are phenomenal. Contracts can be signed for their experienced dispatchers to cover various amounts of overtime.

B. State Fair – Metro PSAP career popup table

A metro 9-1-1 career table will be at the Minnesota State Fair on August 29th from 9 a.m. to 9 p.m. Reach out to ECN if you want to get a job posting shown at the career table.

C. Achieve Minneapolis/Achieve Twin Cities

Joni Hodne is trying to set up a meeting with Achieve Minneapolis/Achieve Twin Cities to spread employment and training programs throughout the metro area. Let Joni know if you are interested in participating in something like this and she will help put you in contact. This opportunity would hopefully help reach younger audiences in high school or college who are looking for this type of career.

9. Adjourn – Susan Bowler

Susan Bowler called the meeting adjourned at 12:09 p.m.

DRAFT



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

September 21, 2023

Agenda Item:

**4A. Support PST Training and
Certification Legislation**

Presenter:

Jacobson

RECOMMENDATION

MESB staff recommend the 9-1-1 TOC make a recommendation to the Board regarding support for the Public Safety Telecommunicator (PST) training and certification legislation in the 2024 Minnesota Legislative session.

BACKGROUND

A legislatively mandated statewide workgroup of stakeholders completed and submitted a [Final Report](#) on January 15, 2022, to the chairs and ranking minority members of the legislative committees with jurisdiction over public safety policy and finance regarding training and certification of PSTs. This report fulfilled the statutory requirements by including the following recommendations:

1. Statutory definition of 9-1-1 telecommunicators.
2. Minimum training and continuing education standards for certification of 9-1-1 telecommunicators.
3. Standards for certification of 9-1-1 telecommunicators.
4. Funding options for mandated 9-1-1 telecommunicator training.
5. Best practices in incident response command structure for Minnesota's first responders.

ISSUES & CONCERNS

It is anticipated that during the 2024 legislative session a bill will be introduced to implement the report's findings. The Statewide Emergency Communications Board (SECB) NG9-1-1 Committee seeks support for this legislation from public safety agencies and stakeholders.

FINANCIAL IMPACT

None to MESB other than staff time to support the legislation.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

MINNESOTA STATEWIDE EMERGENCY COMMUNICATIONS BOARD

September 12, 2023

RE: Stakeholder support for Minnesota Public Safety Telecommunicator (PST) Training and Certification

Since the first 9-1-1 call was placed in 1968, work performed by Minnesota's Public Safety Telecommunicators (PSTs) has evolved significantly given increasing technology sophistication and ever greater public expectations regarding the level and quality of service they receive. Surprisingly, there are no statewide training and certification requirements governing the 'first, first responders' who staff Minnesota's 103 Public Safety Answering Points (PSAPs). While the Minnesota Legislature has established requirements for other public safety disciplines (law enforcement, fire, emergency medical service, etc.), Minnesota is one of the few remaining states in the nation that has yet to pass legislation to define minimum training and certification requirements for PSTs.

To explore the need for PST training and certification requirements in Minnesota, legislation was passed in the 2021 session to create a '9-1-1 Telecommunicator Working Group' consisting of representatives from Minnesota's 9-1-1 stakeholder community. This working group was tasked with submitting a report that included recommendations related to a statutory definition of 9-1-1 telecommunicators, minimum training and continuing education standards for certification of 9-1-1 telecommunicators, standards for the certification of 9-1-1 telecommunicators, funding options for mandated 9-1-1 telecommunicator training, and other recommendations that the working group deems appropriate.

The working group completed the Legislature's authorized task on December 21, 2021, and submitted their [final report](#) to the Legislature on January 15, 2022.

With the Legislature's submitted report, the Statewide Emergency Communication Board (SECB) formed a working group consisting of members from the SECB Legislative Committee; the SECB Next Generation (NG) 9-1-1 Committee; and other key stakeholders from the 9-1-1 community to develop proposed PST training and certification legislation for introduction during the upcoming 2024 legislative session. The product of that work is a roadmap document enclosed with this letter.

When they place a 9-1-1 call, Minnesotans expect, and deserve, consistent, high quality emergency services. Implementing training and certification requirements for Public Safety telecommunicators is an essential element of meeting those expectations.

Key legislators in the house and senate are prepared to introduce PST training and certification in the upcoming 2024 legislative session. To demonstrate broad stakeholder support for this initiative, I encourage you to contact your local house and senate representatives to discuss the importance of passing this legislation in the upcoming 2024 session. I also encourage you to provide a letter of support that I can present, on behalf of the SECB, to our legislative leaders. Broad based support from the entire 9-1-1 stakeholder community will help ensure that legislation is enacted to ensure that Minnesota's "first, first responders" have the knowledge, skills, and training necessary to navigate their highly technical and challenging role in providing emergency services to Minnesota's community members, visitors, and public safety partners.

Please send your letters of support to me via e-mail at: darlene.pankonie@co.washington.mn.us

Darlene Pankonie

A handwritten signature in black ink that reads "Darlene Pankonie". The signature is written in a cursive, flowing style.

SECB NG9-1-1 Committee Chair



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 21, 2023
Agenda Item: Revisiting Features of the Existing ESInet
Presenter: Review and More!
Jake Jacobson

Building on Last Month's presentation from Lumen

In the August 9-1-1 TOC meeting we reviewed the ESInet Alternate and Abandonment rules for MEB-area PSAPs. Lumen Service Manager Matthew Hoffer led the discussion and provided his expertise before his impending retirement. It was clear that more review and clarification was needed, better suited by forming a working group.

This month: Text "Backup" and "Delegate"

This month we will briefly discuss how to address the need of handling text messaging should the PSAP be in need of abandonment, or for whatever reason, not responding to an incoming text (equivalent of a RNA scenario on the voice side). As with last month's discussion of alternate and abandonment routing, the newly appointed working group will do a deep dive and flesh out the details.

Delegate: Works as the equivalent of voice abandonment -- having a PSAPs text to a designated PSAPs

Backup: Works like a voice RNA. If a text from the network perspective is reaching the PSAP, a timer begins and if not answered within four minutes, it is sent on to the designated PSAP Backup.

What is different from voice: There are no two lists, one for Delegate (think Abandon) and one for Backup (think alternately routing). There is just one entry, and that entry can be either used for Delegate or Backup. It will make sense to have a "Backup" PSAP in place, which one can call the Carrier Support Center and have that PSAP moved from "Backup" to "Delegate" if needing to abandon the PSAP.

As it stands, there are only a couple of PSAPs in the Metro that have pre-built PSAPs designated as Backup. We will want to fill out the list. This will be discussed with the newly formed workgroup.

Note: Voice and text are different – different network technologies with different supporting groups.

What it means: if needing to abandon the PSAP, you will have to have two separate calls to make – one for the Lumen NOC for voice and one for the Intrado Carrier Support Center for text. Start with the Lumen NOC for voice given the overwhelming volume of voice calls compared with text exchanges.

Meeting Agenda: MESB PSAP Roundtable

Date & Time: Tuesday, July 18th, 2023 1000-1200

Location: Bloomington Police Department
Shakopee Conference Room
1800 W. Old Shakopee Road
Bloomington, MN 55431

WebEx link <https://logis.webex.com/logis/j.php?MTID=m337003c0fd6d2f963e3a5d6592738ef1>

Join by meeting number.

Meeting number (access code): **263 016 60757** Meeting password: **xvS8aXdSp59**

Host contact: Trina Trudeau @ ktrudeau@bloomingtonmn.gov
Dispatch Training & Quality Assurance Coordinator
Office 952-563-8825 Cell 952-245-3273

Committee Chair: Heidi Meyer @ Heidi.meyer@co.anoka.mn.us
Office 763-324-4750 Cell 612-418-7283

Agenda Items:

1. Introductions
2. Additions, changes to the agenda
 1. Secretary vote – Heidi Initiated and Trina was voted in as new Secretary.
3. Training (new employee and continuing ed.)
 1. Current in-service opportunities
 2. CTO training / Roundtable – *Lindsay is coordinating the Roundtable and it is still in the works. Some agencies are seeing issues with finding CTOs to want to train, and others are having to force CTOs to train while relaxing standards for trainees that are currently in the training process. Some agencies require a request for a leave of absence from a CTO. Heidi advised Anoka to require their CTOs to sign a yearlong contract to be a CTO (see attached). Other ideas were discussed for how to entice TC's into being a CTO; extra pay, more earned time off, extra break time while on shift, no mandates for a CTO while they have a trainee on days off.*
 3. General training questions, updates, etc.
 4. MESB grant – Resiliency Training update –Adney, Shoemaker, Meyer – *Bluepeak training was discussed, and most agencies were having difficulty finding appropriate time to have TC's complete the training. Discussion also occurred on how some agencies did not have proper representation as a "champion." There seemed to be confusion as to who should have been sent. Heidi will be following up with Bluepeak to send over requested documents as discussed at training.*
4. Standards
 1. Metro Training Curriculum updates – *TOC approved, and each agency can reach out to a TOC contact to have access.*
 - i. 2023-02-15 MESB Standards and Manual Review – Adney, Shoemaker, Meyer
5. 2023 Metro Salary Study update – *Reminder to all agencies to have their proper representative update their agencies information. Erik had suggested adding information about specific contract years into*

different lines of info and would come up with an idea on how to add the information into the spreadsheet.

6. Events and exercises (plans, meetings, 205's, impact on operations) – *Ramsey has the PGA tournament, the State Fair, and an officer down training. Scott Co has had Lakefront Music Fest in Prior Lake and had a dispatcher on site in a TAC van. Anoka hosted the USA cup at the Blaine National Sports Center.*
7. PSAP technical updates and info (CAD, radio, phone, and other systems) – *Anoka updating phones to VIPER, SLP updating to VIPER 7 next year along with auto call-backs on abandoned calls (Ramsey already has the auto call back), Dakota updating phones in September, Ramsey's center is being revamped after the first of the year and will not be hiring/training (in classroom) during this time.*
8. QA/QI – general updates, questions, etc. – *Anoka only QA'd trainees in June, Ramsey's QA system is having difficulties coordinating with frontline all in one, Dakota demo'd for multiple needs with frontline, Airport is implementing Power FTO (NeoGov) & Power DMS, Scott Co uses Power DMS and are having difficulties with support not being helpful.*
9. PSAP operational updates and information (management, staffing, schedules, significant changes) – around-the-table updates from each agency – *Anoka is beginning a class of 7 in August with 2 on the floor currently, Ramsey has 8 starting in August and are finding their embedded social workers very helpful with callers they are able to assist with, SLP is looking for a part-time intermittent TC, Dakota currently has 3 in training, Scott Co has 3 in training currently and 2 starting July 31st, currently seeking 2 supervisor positions to be filled.*

10. Meeting calendar 2023

October 10th, 2023 – TBD – *Heidi proposed moving the meeting to October 17th, no one opposed, meeting was moved to October 17th, 2023.*

Communications Training Officers (CTO) Contract-2022

Thank you for participating in the CTO program. Your participation will help develop your future coworkers. To earn the CTO premium pay the expectations outlined in this letter must be met.

I. Expectations for all CTOs:

CTO is considered a leadership position. You are mentoring trainees and evaluating their performance. In this capacity, it is expected that you remain professional and positive towards your trainee. The positive attitude must continue whether coaching or not. You are to set the example that we want them to emulate as a viable employee.

- Good attendance
- On time for shifts as outlined by policy
- No excessive visiting between CTO and trainee or CTO and others in the room
- Courteous and energetic
- Cell phones are not allowed in the center
- No extracurricular activities by CTO (while training) or trainee
- DORs should be detailed, objective and include positive observations as well as areas of needed improvement
- DORs are to be completed daily before the end of shift, reviewed with the trainee then signed by both CTO and trainee
- As a CTO, you are required to disclose any personal relationships with an employee assigned to you for an active training session. This will allow an opportunity to assign the trainee to a different CTO if necessary.
- Any disciplinary actions for the CTO during the coaching year will be evaluated on an individual basis.
- You are required to attend a majority of the CTO meetings. Exceptions will be made on a case by case basis.
- You are required to actively participate in the continued improvement of the CTO program by mentoring all CTO's.

II. Responsibilities for all CTOs:

The CTO is responsible for following and knowing policy in all areas of the job. The CTO will review the SOP and coaching information that has been distributed in previous coaching sessions.

• Reporting / Documentation

- Training documentation is the official record that training duties are being conducted and active training is taking place. It includes:
 - DORs
 - Phone Stage Forms (Call Taking) or Task Lists (Radio)
 - Training Hours Tracking Form (Radio trainees only)
 - Trainee Self-Evaluation Forms (at end of each week)
 - 2-week Supervisor DOR review with both trainee and CTO (Call Taking)

All CTOs will complete a Daily Observation Report (DOR) on all new employees that they are coaching. The DOR will be completed at the end of each shift and include input from both the coach and trainee. It should include good comments and areas for improvement. These DORs will be stored in Google Drive folders specific for each trainee. It is your responsibility to ensure documentation is complete for both the CTO and trainee. These documents can be considered legal documents supporting advancement or dismissal of trainees, so they should be objective. Every effort should be taken to use correct grammar and spelling.

- **Monitoring**
 - The CTOs are accountable for the daily activity of the trainee and are to remain readily available to provide immediate assistance and/or intervention when necessary. CTO intervention is expected to maintain public and officer safety. Failure to do so may result in disciplinary action for the CTO, including removal from the CTO program. The workload of the trainee is to be directly monitored so that assessment of their performance can be made as soon as it occurs. The CTO and trainee will function as one person and are not to be counted as separate personnel, unless deemed appropriate by the Dispatch Supervisor.
- **Recommendation for Release, Extension, Remedial or Cessation of Training**
 - The Dispatch Supervisors, including the Training Supervisor(s), rely on information from the CTOs to determine not only how a trainee is performing, but also to provide input on whether a trainee is ready for release, needs remedial training or if the training process should be discontinued.
 - **Release:** If a trainee is making progress and has completed the current training phase and is working at an acceptable level, with minimal input from the coach, the trainee will be considered released from that training phase.
 - **Extension:** If a trainee is making progress towards completion of their training and displays an attitude that is conducive to their training but needs additional time to reach competency, the CTO may request additional training. If additional training occurs, the DORs will continue and the trainee evaluated weekly by a Supervisor to gauge their progress.
 - **Remedial:** If a trainee is not making suitable progress towards completion of their training and displays an attitude that is conducive to their training, the Training Supervisor(s) may place them back into a prior phase for remedial training. If additional training occurs, the DORs will continue and the trainee evaluated weekly by a Supervisor to gauge their progress.
 - **Cessation of Training:** If a trainee is not making suitable progress and/or displays an attitude that hinders them from successfully completing the training process, the Training Supervisor(s) may make a recommendation to the PSAP Coordinator and Communications Manager to discontinue the training process. This recommendation will be discussed amongst the Supervisors, PSAP Coordinator and Communications Manager who will come to an agreement on a course of action to take. Employee Relations and the County Attorney may be involved, if necessary.

III. CTO Pay

- You will receive premium CTO pay of \$3.00 an hour for active training sessions.

IV. CTO Perks

- If staffing allows, CTOs will be allowed 30 minutes (paid) to be out of the center. If not actively training, CTOs will also be given the first opportunity for doing a ride along during their shift, provided staffing needs are met. Ride alongs will be alternated between interested CTOs to avoid the same person riding multiple times.

After reviewing the above information, if there is an area where additional training or explanation would enhance your training skills, please contact the training Supervisor (s) or the coordinator.

We value your training expertise as well as your input on ways to continually grow our training program.

Your signature below indicates you understand the expectations, are committed to meeting them and accept the role of Communications Training Officer. Failure to meet the expectations may affect your eligibility in the program.

CTO Name (printed)

CTO Signature

Date

Training Supervisor (printed)

Training Supervisor Signature

Date

Communication Coordinator Name (printed)

Communications Coordinator Signature

Date

Contract valid through December 31st, 2022

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
September 21, 2023 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:** MESB continues to **analyze the region's errors** identified through MESB's internal NG9-1-1 validation tools, GeoComm's Data Hub (GDH), and 1Spatial's platform. The most recent full regional NG9-1-1 data validation run through GDH was conducted on 9/7/23. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If it is determined that MSAG and/or ALI updates are needed MESB will process them on behalf of its PSAPs.
3. **Integration with State NG9-1-1 GIS Activities:** MESB, in coordination with MnGeo, has now made an initial submission of **all NG9-1-1 required datasets to the statewide enterprise database**. The datasets include: the metro regional supplier boundary, road centerlines, address points, and Emergency Services Zones (resulting in PSAP, law enforcement, fire, and EMS boundaries.) Although some further finetuning is required with the 1Spatial process, this represents a key step forward in the creation of aggregated statewide datasets to support NG911.
4. **Metro Regional GIS-derived MSAG transition:**
 - a. MESB has started a process of refreshing PSAP GIS-derived MSAGs to use what has been found to be the most efficient creation style, i.e., one MSAG entry for each side of each road centerline.
 - b. **Complete:** Chisago County, Dakota County (incl. refresh), Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County (incl. refresh), Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County, Sherburne County, Washington County; Carver County
 - c. **In preparation stage at MESB:** Minneapolis/U of MN
5. **Multi-Line Telephone Systems (MLTS) and 9-1-1:** The SECB NG9-1-1 Committee has begun discussing the challenges of MLTS and 9-1-1, including VoIP telecom systems, Microsoft Teams implementations, etc. The Committee and its workgroups are considering how to better understand the issues, communicate federal and state requirements, and support PSAPs as they engage with businesses/government agencies whose telecom systems create 9-1-1 call problems. PSAPs interested in participating in the effort should reach out to SECB NG9-1-1 committee or workgroup representatives.
6. **Carver Corrupted ANI issue:** Carver County PSAP recently encountered a corrupted ANI issue which in turn led to ALI No Record Finds. The issue was isolated to the call handling equipment. One of the nodes in their geo-diverse configuration was not processing the data of incoming calls correctly. Temporarily, traffic is being forced through just the good node until a permanent fix can be implemented.
7. **Verizon Location Based Routing:** On 8/1/23, Verizon activated Location Based Routing (LBR) for all PSAPs in the 10-county MESB region. With this transition, 9-1-1 calls from all three major wireless carriers (AT&T, T-Mobile, and Verizon) are routed whenever possible based on the location of the cellular device plotted against the metro regional authoritative PSAP boundaries. Using LBR has been shown to reduce misrouted 9-1-1 calls that can result from conventional cell sector routing.

8. **Verizon Out-of-State Misrouted Calls:**

- a. On September 1, 2023, Tony Martin, Director, Hennepin Sheriff's Office PSAP, and Jake Jacobson, MESB, represented the MESB region on a **call with FCC representatives** on the issue of Verizon out-of-state misrouted calls. Verizon attributed many of the misroutes to older and "gray market" phones. Verizon stated they were working with device manufacturers to roll out upgrades that should help resolve the issue.
- b. August 16, 2023 was the date of the last Verizon out-of-state misrouted call reported to MESB. **Hennepin and Ramsey County PSAPs confirm a reduction of these misroutes at their PSAPs in the latter half of the summer.**
- c. PSAPs are reminded the most expedient method to report issues with wireless calls, such as misroutes, is to **open a ticket with the applicable wireless carrier** (not through Lumen repair or 911NET).
- d. **Verizon out-of-state misrouted calls (or any other Verizon wireless issues) should be reported to the Comtech NOC 800-959-3749 or noc@comtech.com.** Comtech has stated that call reports "must be within the past 7 days, preferred within 3-5 days for most accurate traces."

9. **Dish Wireless Build Out:**

- a. Dish Wireless has tested and gone live in two more MESB PSAP serving areas in the metro region. **St. Louis Park and Eden Prairie PSAPs** were the most recent PSAPs in the rollout.
- b. To support the metro region rollout, on behalf of its PSAPs, **MESB processed cell site routing for a large number of additional Dish Wireless cell sites** in August.

ONGOING ACTIVITIES

10. **Wireless Cell Sector/Routing Data:** MESB processes wireless routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email mesbgis@mn-mesb.org and MESB staff will investigate.

11. **Regional GIS Data Aggregation:**

- a. **Road Centerline and Address Points:** The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
- b. **Boundary Polygons:** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at least quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.

12. **Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
September 21, 2023, Meeting**

1. Lumen Senior Operations Service Manager Matthew Hoffer has retired. Syl Barroso is backfilling the position.

- Syl's contact info:
Syl Barroso
SR Operations Service Manager
Tel: 208-207-2194 cell: 208-899-7470
syl.barroso@lumen.com
- Syl has backfilled for Matthew in the past when Matthew was OOO.

2. From Lumen -- Matthew Hoffer and Syl Barroso – summary weekly recaps since last TOC meeting in August:

- Aug 18th- Washington Co - power loss on the PAD. PAD later restored. Additional item as part of outcome: Lumen to remove network equipment on premise no longer needed, to reduce confusion in troubleshooting. With Washington moving to a geodiverse configuration, the "B" router and associated equipment is no longer needed at the Stillwater primary site.
- Dakota County – occasional alternate routing due to Dakota maxing out 9-1-1 capacity. (Jake – capacity threshold rules to be reviewed as well as other PSAPs in MESB workgroup TBD).

3. Sinch Ingress Status

- Wireline migration with Lumen (Qwest, CenturyTel, Embarq etc.) has begun in MN, with effort beginning in SE district with the Lumen SR.
- While the MESB is eager to see the wireline to begin migrating off the Lumen Mpls/St. Paul LSRs, the fact that migration has started in MN is good news. Looking at a "peg count" (old PSTN terminology) weekly report, there were only 3000 calls traversing the LSRs. The rest ~40,000 calls or so (wireless, VoIP) are traversing through Sinch.

4. Monitoring – Planned ECN PSAP Portal

- ECN continuing development of a PSAP portal to enter contact information, COOP plans etc.

5. Monitoring – PSAP access to Lumen Ticket Portal

- Lumen working with ECN on setting up PSAP access to Lumen Ticket Portal
- Value of access comes into play if PSAP is unable to reach the Lumen NOC via a voice call (think significant incident).
- Note: Jake has access today and periodically reviews metro-area tickets. MESB members continue with its weekly Lumen/ECN meeting which provides an opportunity to review issues with the Lumen Program Manager, Account Manager and Service Manager (now Syl).

6. Network Project Pipeline:

- 11/29 - Dakota migrating to Motorola SaaS. Implementation pending on acceptance of MN.IT circuit.
- Anoka – receiving network quotes for a 2x2 geo-diverse configuration with its planned new primary site in Andover.
- Sherburne – also in the process of receiving network quotes for proposed geo-divers' configuration.
- CPE upgrade in pipeline for Chisago. Upgrade planned is a standalone configuration and will have minor impact on network changes (typical an IP/URI reassignment)