



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

August 19, 2021 10:00 a.m.

(Masks are Required)

MESB Office

2099 University Ave W

St. Paul, MN

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – July 15, 2021 Meeting and the July 22, 2021 Special Meeting**
- 4. Action Items**
 - A. 2022 Grant Fund Priority List
- 5. Discussion Items**
 - A. Mental Health Call Processing Standard
 - B. PSAP Impacts of METCOM Encryption
 - C. 911 Authority PSAP Survey
- 6. Reports**
 - A. PSAP Operations Round Table Work Group
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report (Attached)
 - D. 9-1-1 Data Report (Attached)
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report
- 7. Announcements**
- 8. Adjourn**

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

July 15, 2021

Draft Meeting Minutes

Meeting Held via WebEx

Members Present

Allina EMS	Victoria Vadnais	MAC/Airport	Lauren Petersen
Anoka County	Val Sprynczynatyk	Metro Transit PD	Chad Loeffler
Bloomington PD	LaVae Robinson	Minneapolis	Joni Hodne
Carver County	Susan Bowler	North Memorial	Absent
Chisago County	Jake Thompson	Ridgeview EMS	John Scheuch
Dakota County	Cheryl Pritzlaff	Ramsey County	Nancie Pass
Eden Prairie PD	Lisa Vik	Scott County	Scott Haas
Edina PD	Janelle Harris	Sherburne County	Laura Anderson
Hennepin County	Tony Martin	St. Louis Park PD	Marv Solberg
Hennepin EMS	Wade Johnson	University of Minnesota PD	Robin Carter
Isanti County	Bob Shogren	Washington County	Darlene Pankonie

Guests: Vic Barnett, ECN; Greg Brooks, RapidDeploy; Marcus Bruning, ECN; Dan Craige, GeoComm; Laurene Draper, Bloomington; Greg Ehram, Motorola; Gladys Ferguson, Allina; Matthew Hoffer, Lumen; Jake Jacobson, Lumen; Frank Jarman, Motorola; Dawn Kenyon, Hennepin County; Tim Melton; Mike Mihelich, RCECC; Scott Petersen, MECC; Jon Rasch, RCECC; Brooks Shannon, RapidDeploy; Sheri Stevens, State Patrol; Alicia Stovern, Chisago County, Scott Wosje, Northland Business Systems

MESB Staff: Marcia Broman, Pete Eggimann, Tracey Fredrick, Jill Rohret, Martha Ziese

1. Call to Order

Susan Bowler (9-1-1 TOC Vice-Chair) called the meeting to order at 10:00 AM.

2. Approval of Agenda

Motion made by Tony Martin to approve the agenda for July 15, 2021. Scott Haas seconded. Motion carried.

Roll Call for Approval of Agenda

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	

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Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 21 Nay: 0 Motion passed

3. **Approval of Minutes**

Bob Shogren asked the June minutes reflect Isanti was present at that meeting.

Chad Loeffler asked that the roll call tables be corrected to show his name as the Transit representative.

Nancie Pass asked the following changes be made:

4A. Change CJRS to CJIS, remove “political” on page 4, paragraph 3. Add the word “equity” after race to the sentence “There is a social worker on the planning team for race, health and for juvenile”. 5C, third paragraph. ARPI is the correct acronym for Appropriate Responses for People Initiative.

Motion made by Pass to approve the corrected minutes from June 17, 2021. Sprynczynatyk seconded. Motion carried.

Roll Call for Approval of Minutes

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	

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Washington County	Pankonie	X	
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Yea: 21 Nay: 0 Motion passed

4. Action Items – None

5. Discussion Items

A. RapidDeploy / GeoComm Presentation

Brooks Shannon and Greg Brooks from RapidDeploy and Dan Craigie from GeoComm made a presentation to the committee demonstrating the RapidDeploy Radius Mapped ALI application that includes support for enhanced text tools and wireless enhanced location. RapidDeploy also offers 911 system metrics capture and reporting. These tools are being deployed statewide in several states including California and more recently in Tennessee. They also demonstrated what indoor caller location mapping looks like. Marcia Broman said that the data sets Brooks was explaining are regional data sets.

B. T-CPR Training Compliance Letters

Eggmann reminded members to get compliance letters into ECN by Friday, July 16.

C. Mental Health Call Processing Standard

Martin said the Chiefs of Police and Sheriff's Association continue to meet. The PSAP sub-committee is seeking smaller PSAPs to do a presentation on their program. Martin will be asked to present their pilot program.

Martin said the next phase will be working with the city and adding some grants.

Darlene Pankonie said in the omnibus bill for Public Safety there is an item called Travis' Law. That law passed. This law says the PSAPs taking mental health related 9-1-1 calls are obligated to refer those calls to a mental health crisis unit where available. There is no guidance on what "referral" means or on "where available". Pankonie said she felt it would be in our best interest to develop some recommendations on how PSAPs can comply with this new requirement.

Haas said this topic was on the MSA/Sheriffs call yesterday. The MSA lobbyist said this bill creates a fourth-tier response under 9-1-1. The lobbyist did ask NAMI for more clarification on what "where available" means.

Haas said MS Chapter 403, Subdivision 1 was amended to add paragraph b. "In addition to ensuring an appropriate response under paragraph a., the 9-1-1 system shall include a referral to a mental health crisis team where available".

Pass said it is her understanding that once 9-8-8 is available, crisis teams should be available to respond state-wide.

Pankonie said NAMI was fully aware it was loosely defined.

D. 9-1-1 Telecommunicator Pension Work Group – Survey

Pankonie said the first meeting will be on July 30th. Pankonie will be representing APCO/NENA. Tim Boyer and Mark Lallak from Itasca County are also in that group.

Bowler asked if it was known what employees would fall under the group that would qualify for pension benefits. Pankonie said that remains to be seen.

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E. Legislation Update

Pankonie said the 9-1-1 Telecommunicator Working Group was formed and per legislation of this omnibus bill, the Commissioner of Public Safety is tasked with securing members by July 30th. The Commissioner will finalize the appointments by August 15th and the first meeting must be convened by September 15th. Fifteen entities need to supply a member. A report from this work group is due by January 13th, 2022. The pension report is due to the legislature in March.

Haas asked if there was language that designated a non-supervisory appointee.

Pankonie said it did not state non-supervisory.

Rohret said the recommendation would not come before the MESB for approval until the September board meeting.

Bowler said it is in the best interest to come up with a recommendation at this meeting.

Pankonie said the tasks of the re-classification work group would be to recommend a statutory definition of 9-1-1 telecommunicators, recommend minimum training and continuing education standards for certification, recommend standards for re-certification, recommend funding options for mandated 9-1-1 telecommunicator training, recommend best practices and incident response command structure for the state's first responders to implement, and provide other recommendations the working group deems appropriate.

Membership of the group can be found in Subdivision 1. of the 9-1-1 Telecommunicators Working Group Statute.

Rohret said group should be thinking of a supervisory and a non-supervisory appointees until the membership requirement is defined. The definition for non-supervisory is to be within the seven counties.

Motion made by Janelle Harris to nominate LaVae Robinson as the MESB representative to the 9-1-1 Telecommunicator Re-Classification Work Group. Bob Shogren seconded. Motion carried.

Roll call for Approval of nomination

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	

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North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 21 Nay: 0 Motion passed

Lisa Vik said that Katie Sholander would be a good candidate for the seven-county non-supervisory regional representative to the Telecommunicator Re-Classification Work Group.

Motion made by Pankonie to nominate Katie Sholander as the non-supervisory regional representative to the Telecommunicator Re-Classification Work Group, Haas seconded.

Motion made by Joni Hodne to nominate Amy Sizer as the non-supervisory regional representative to the Telecommunicator Re-Classification Work Group, Haas seconded.

Pass asked if perhaps a county representative might also be considered and if there should be a process in place before nominations take place.

Victoria Vadnais asked if secondary PSAPs were also eligible. She suggested a special meeting might be in order since there are unanswered questions and nominations must be submitted by July 30th.

Rohret said with the 3-day requirement to post a notice of the meeting a special meeting could be held no sooner than Tuesday of next week. Rohret said the MESB has not yet had any notification of the request for nominations for representation on the workgroup.

Sprynczynatyk asked if interested candidates could be asked to speak at the meeting or at least send a letter of interest.

Pankonie withdrew her nomination of Katie Sholander to the 9-1-1 Telecommunicator Work Group. Haas seconded.

Hodne withdrew her nomination of Amy Sitzer to the 9-1-1 Telecommunicator Work Group. Haas seconded.

Harris made the motion to rescind the nomination of LaVae Robinson as the MESB representative to the 9-1-1 Telecommunicator Work Group. Sprynczynatyk seconded. Motion carried.

Roll call to rescind nomination

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	

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Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 21 Nay: 0 Motion passed

Motion made by Vadnais to hold an all in-person special meeting at 10 a.m. on Thursday, July 22, 2021 to discuss appointments to the 9-1-1 Telecommunicators Work Group. Sprynczynatyk seconded. Motion carried.

Roll call to approve special meeting

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	
Washington County	Pankonie	X	

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Yea: 21 Nay: 0 Motion passed

Motion made by Vadnais to table the process of nomination to the 9-1-1 Telecommunicators Work Group until the special meeting on July 22, 2021. Haas seconded. Motion carried.

Roll call to table nomination discussion

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Haas	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Solberg	X	
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 21 Nay: 0 Motion passed

Eggimann suggested a letter of interest be submitted to him by interested candidates by Tuesday afternoon, July 20th. Candidates are also welcome at the special meeting.

Rohret said the 9-1-1 fee went down to \$.80. ECN has indicated that they intend to double the amount of surcharge money going directly to the PSAPs starting with the July check.

F. T-Mobile Location-Based Routing

Marcia Broman said the trial began with three PSAPs at the beginning of June. 3 additional PSAPs were added 2 weeks ago. So far, the results have been very positive. Unless something unexpected comes up, the MESB will work with T-Mobile to transition all metro PSAPs to T-Mobile's location-based routing.

G. PSAP ESInet Connection Design and Funding – no report

H. Text-to9-1-1 Standard Update Review

Pankonie will send comments she received on to Kathy Anderson at ECN.

Metropolitan Emergency Services Board

I. SECB Grant Priorities

Tracey Fredrick said the timeline for grant applications to SECB has moved up to September. Action will need to be taken by next month. The dollar amount is still unknown. Priorities in order from last year were CAD-to-CAD Feasibility study, vendor provided resiliency training, PSAP security audits, PSAP back-up equipment, dispatch and call processing training, and TCPR training.

An informal count indicated there would be a quorum for an August meeting should it be needed.

6. Reports

A. PSAP Operations Round Table Workgroup – no report

B. SECB NG9-1-1 Committee Report - no report

C. 9-1-1 Network Report (written report in the packet)

Eggimann said Scott County is now able to receive texts.

D. 9-1-1 Data Report (written report in the packet)

E. MN Sheriff's Association - PSAP Subcommittee

Bowler reported the PSAP Pension and Re-Classification topics were discussed.

7. Announcements - none

Adjourn at 12:15

METROPOLITAN EMERGENCY SERVICES BOARD 9-1-1 TECHNICAL OPERATIONS SPECIAL MEETING

July 22, 2021, 10:00 a.m.
In-person at the MESB Office

Members Present

Allina EMS	Victoria Vadnais	MAC/Airport	Lauren Petersen
Anoka County	Val Sprynczynatyk	Metro Transit	Chad Loeffler
Bloomington	LaVae Robinson	Minneapolis	Joni Hodne
Dakota County	Cheryl Pritzlaff	Ramsey County	Nancie Pass
Eden Prairie	Lisa Vik	Ridgeview EMS	John Scheuch
Edina	Janelle Harris	Scott County	Carrie Bauer
Hennepin County	Tony Martin	Washington County	Darlene Pankonie
Isanti County	Bob Shogren		

Guests: Gladys Ferguson, Anoka; Scott Haas, Scott County; Barb O'Neill, Allina EMS; Jon Rasch; Ramsey County

MESB Staff: Marcia Broman, Pete Eggimann, Jill Rohret, Martha Ziese

1. Call to Order

Sprynczynatyk (9-1-1 TOC Vice-Chair) called the meeting to order at 10:00.

2. Approval of Agenda

Motion made by Pankonie to approve the agenda for July 22, 9-1-1 TOC Special Meeting. Pass seconded. Motion carried.

3. Approval of Minutes – N/A

4. Action Items

A. Recommend Representatives for the 9-1-1 Telecommunicator Working Group

Jill Rohret reported the MESB had now received the request from ECN to make two appointments to the 9-1-1 Telecommunicator working Group. The first appointment calls specifically for a representative for the MESB. The second is for a representative for the metro region, as one of the seven regions in the state. The 9-1-1 TOC was not asked to specifically nominate someone for a non-supervisory role from the metro region, as was discussed at the meeting last week.

Pankonie said that at yesterday's SECB NG9-1-1 Committee meeting the question came up asking who was nominating, "(b) The working group must also include a nonsupervisory telecommunicator working in a regional center outside of the seven-county metropolitan area, a nonsupervisory telecommunicator working in rural Minnesota, and a nonsupervisory telecommunicator working in the seven-county metropolitan area"?

Pankonie said she told Director Wahlberg she thought the NG9-1-1 Committee had been requested to make those recommendations and that there were already letters submitted to the Commissioner.

Director Wahlberg said it was never ECN's intention to request that the NG9-1-1 Committee make those recommendations.

METROPOLITAN EMERGENCY SERVICES BOARD

9-1-1 TECHNICAL OPERATIONS SPECIAL MEETING

July 22, 2021, 10:00 a.m.
In-person at the MESB Office

Pankonie said that she interpreted the request to convey that the 9-1-1 TOC could make those recommendations, or the committee could send all the names of people who submitted letters of interest to the Commissioner to assist him in making the selection.

Pass asked if a commissioner on the MESB Board could be appointed to that committee? Rohret said she conferred with the MESB Chair Joe Atkins, and he said the Board supported the 9-1-1 TOC to make the recommendations.

Shogren asked if recommendations could be made to all three; a nonsupervisory telecommunicator outside the seven-county metro area, a nonsupervisory telecommunicator inside the seven-county metro area, and a nonsupervisory telecommunicator working in rural Minnesota.

Pankonie said she thought yes, the 9-1-1 TOC could.

Vadnais asked what would happen if the other entities do not deliver a nominee?

Pankonie said that is unknown.

Eggimann said he received an email from Tim Boyer of Minnesota State Patrol that they had been asked to submit two names and they have already done that. One of which had also submitted a letter of interest to the MESB.

Eggimann said in initially communicating to the group to have letters submitted it was not conveyed that it could also be a supervisory nominee. This group does not need to be constrained by just the people on this list. As far as the process is concerned, he recommends that nominations are made and voted on for the MESB representative and for the representative for the metro region, as one of the SECB's seven regions.

Pankonie suggested one of the representative nominations be a supervisor and the other nomination a person in a nonsupervisory role.

Haas asked if the board was going to make a nomination? Rohret said the board has asked that this committee make the recommendations.

Shogren nominated LaVae Robinson for the MESB representative recommendation. Vadnais seconded. Motion carried.

Pankonie said she spoke with Tim Boyer. Boyer has provided his commander with two names, John Polz and Nicholas Selzer.

Pankonie nominated Katie Solander for the regional representative. Martin seconded.

Hodne nominated Amy Sizer for the regional representative. Harris seconded.

Shogren nominated Ester Hauss for the regional representative. Sprynczynatyk seconded.

**METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS SPECIAL MEETING**

July 22, 2021, 10:00 a.m.
In-person at the MESB Office

Vadnais nominated Barb O'Neill for the regional representative. Pass seconded.

A paper vote was taken. Marcia Broman and John Rasch collected and counted the votes. Katie Solander received the most votes out of the four names nominated.

Motion made by Pankonie to recommend Katie Solander as the regional representative to the 9-1-1 Telecommunicator Work Group. Pritzlaff seconded. Motion carried.

Broman and Rasch reported that there was a tie for the second-highest vote count between Amy Sizer and Barb O'Neil.

Motion made by Robinson to submit both Amy Sizer and Barb O'Neill to the Commissioner for consideration as the non-supervisory representative for the metro area. Pritzlaff seconded. Motion carried.

Motion made by Shogren to destroy ballots. Pass seconded. Motion carried.

5. Discussion Items (None)

6. Reports (None)

7. Announcements

For informational purposes, Pankonie listed the nineteen persons identified as being interested in being on the Pension Work Group.

8. Adjourn



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:
Agenda Item:
Presenter:

August 19, 2021
4.A 2022 Grant Fund Priority List
Frederick

RECOMMENDATION

The 9-1-1 TOC identify, prioritize, and recommend to the Board potential 9-1-1 related projects that could benefit from SECB and federal grant programs.

BACKGROUND

ECN and the SECB require regions to annually approve regional funding priorities. These priorities are to include projects/items/concepts for which regions can apply for grant funds through the SECB process. Historically, grants were only open to radio projects, but in 2020 9-1-1 projects became eligible for grant funding. Due to this, both the 9-1-1 TOC and the Radio TOC develop their list of regional funding priorities. Grants are structured so that both 9-1-1 and radio projects apply for the same grant funds and are included in the same competitive structure.

For information only, the attached MESB Board action sheet from October, 2020, lists the 2021 grant cycle priority list to assist the committee members in identifying a new list for the 2022 grant cycle.

ISSUES & CONCERNS

(none identified)

FINANCIAL IMPACT

(none identified)

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

October 14, 2020

Agenda Item:

**XX. Approval of 2021 Regional
Funding Priorities**

Presenter:

Eggimann/Fredrick

RECOMMENDATION

The 9-1-1 TOC recommends including the following items as regional funding priorities for grants available in 2021 (in priority order):

- CAD-to-CAD Regional Hub and Feasibility Study
- Vendor-provided resiliency training for telecommunicators
- PSAP Security Audits
- PSAP Back-up Equipment Cache
- Other 9-1-1 call processing or dispatch-related vendor-provided training
- T-CPR Training

The Radio TOC recommends including the following items as regional funding priorities for grants available in 2021 (in priority order):

- Vendor-provided technical training
- Communications Response Task Force (CRTF) training/exercise
- Assistance to attend the 2021 Public Safety Communications Conference
- Creation of an updated ARMER training video
- Purchase of laptop radio consoles to be used throughout the region
- Funding local Bi-directional amplifier (BDA) requests

BACKGROUND

Emergency Communication Networks (ECN) Division and the Statewide Emergency Communications Board (SECB) require regions to annually approve regional funding priorities. These priorities are to include projects/items/concepts for which regions can apply for grant funds through the SECB process. In the past, grants were only open to radio projects.

ISSUES & CONCERNS

9-1-1 projects are now eligible for grant funding. Due to this, both the 9-1-1 TOC and the Radio TOC develop their list of regional funding priorities. Grants are structured so that both 9-1-1 and radio projects apply for the same grant funds and are included in the same competitive structure.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

October 14, 2020

Agenda Item:

**XX. Approval of 2021 Regional
Funding Priorities**

Presenter:

Eggimann/Fredrick

State grant objectives and SECB funding hierarchy will determine which projects MESB staff will include in the grant applications. Generally, staff will apply for the highest priority project from both areas.

FINANCIAL IMPACT

None to the MESB other than staff time to apply for and process grants. Equipment will require a 50% match from the awarded agency.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

Mental Health Call Processing Best Practice

Objective

To develop a mental health call processing best practice for the metro area. To define the expectations of the role provided by mental health partners.

Background

Recent developments with law enforcements involvement with mental health callers has created a need for intervention at the 911 level where available. State legislation has changed stating that “the 911 system shall include a referral to mental health crisis teams, where available.”

Definition

A mental health crisis is any situation in which a person’s actions or behaviors may lead to them hurt themselves or others, and/or put them at risk of being unable to care for themselves or function in the community in a healthy manner.

A crisis can be defined as an unstable situation with an uncertain outcome in which an individual’s coping capacity is temporarily overwhelmed.

Operational Context

Outlines best practice for PSAP responsibilities for handling mental health callers.

Recommended Operation Best Practice

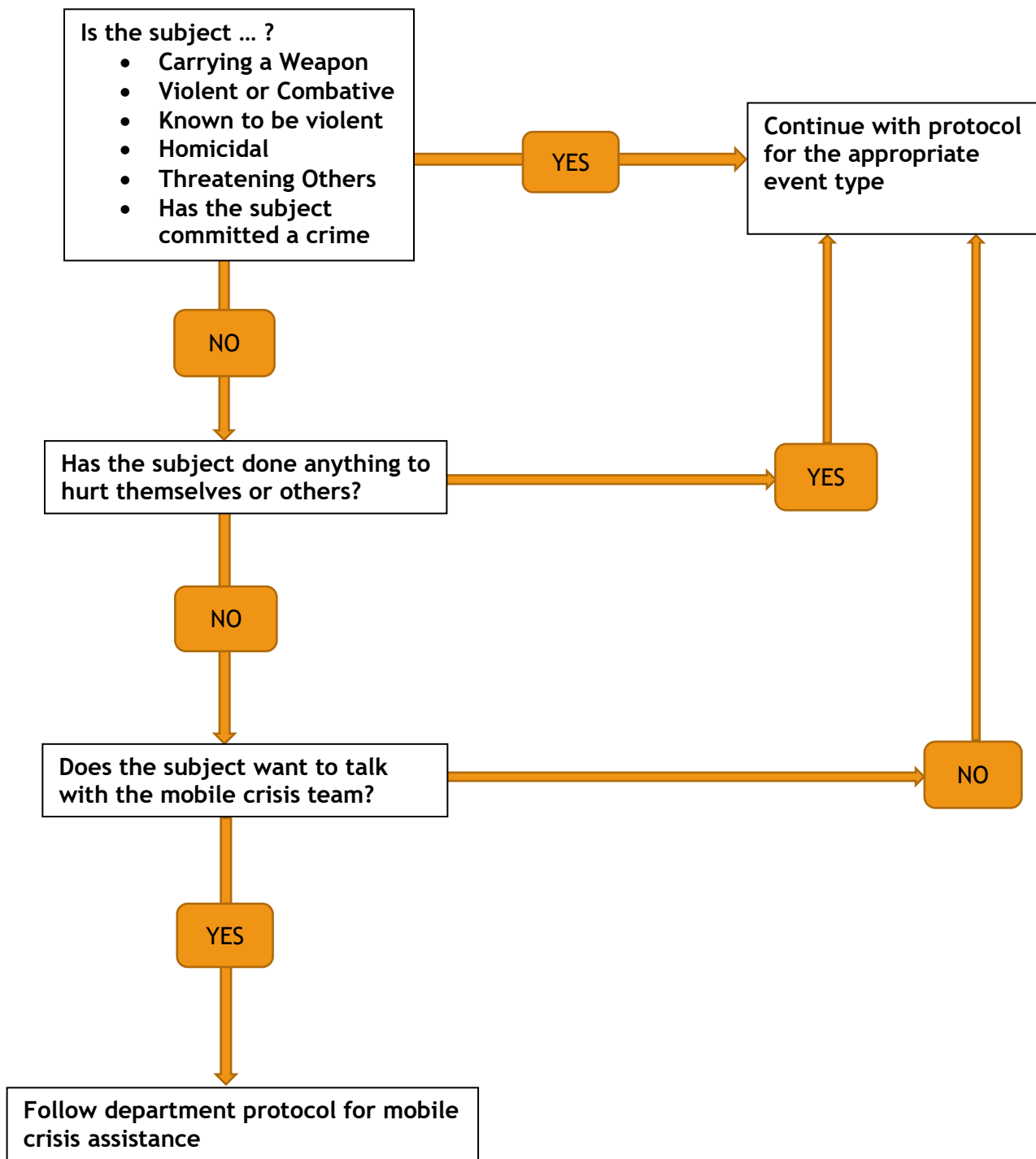
1. Each PSAP should have a documented process for handling mental health callers, where available.
2. Call takers should understand department protocol for assessing mental health calls. Utilizing a decision tree can provide guidance to assess if the caller meets criteria.
3. A mental health call handling process should not be a barrier to a caller that is asking for an Emergency Medical Service (EMS) response.

References

MN Statute Section 1. Minnesota Statutes 2020, section 403.03, subdivision 1

SUICIDAL/MENTAL HEALTH/FREQUENT MENTAL HEALTH CALLERS/CHILD BEHAVIOR ISSUES

Follow established call taking protocol prior to using the decision tree. (where, what, caller's phone number and caller's name)



**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
August 19, 2021**

Agenda Number 6.C.

Text-to-9-1-1:

Washington Co. is the only remaining primary PSAPs in the metro area that has not yet implemented text capabilities on their answering applications. Washington plans to implement text messaging concurrent with their 9-1-1 answering application upgrade. Installation work is now underway is expected to be complete by the end of September.

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. Inteliquent has identified the point of interconnect (POI) locations across the state with two legacy telephone POIs in each LATA. This will make it easier for the legacy telephone companies to connect to the 9-1-1 system and reduce network costs. Inteliquent will also have two SIP POIs for telecommunications service providers who have IP-based systems capable of delivering 9-1-1 calls to the system as SIP calls. Contract negotiations and design work with Lumen are taking place to get the Inteliquent network connected to the Lumen peering points for the current 9-1-1 system on an interim basis, until the NG Core Services vendor is selected.

Additional work remains for the MESB and ECN on the RFP(s) for NG9-1-1 core services and 9-1-1 system egress connectivity between the core services and the PSAP. ECN has contracted with Federal Engineering for professional and technical services to assist in the RFP process. The MESB has contracted with 911 Authority for professional and technical services to also assist in the core services and egress RFP process.

The MESB continues to focus on giving our PSAPs better continuity-of-operations (COOP) options as well as enabling workload sharing for the PSAPs that are interested in working together. We want to ensure that our ESInet infrastructure can support shared/hosted and cloud-based applications and not limit the use of the ESInet to just handling 9-1-1 traffic. We are working now with ECN to consider ESInet options that would rehome our PSAP ESInet connections to redundant, diverse datacenters that can become the hubs for delivery of shared/hosted and cloud-based applications to all the metro PSAPs such as CAD, CAD-to-CAD interoperability, logging, as well as 9-1-1 answering applications.

In April 2018, NENA published a new NG9-1-1 ESInet Design document that outlines new modifications to the existing ESInets in use today. The new design focuses on increasing reliability and resiliency by incorporating multiple network service providers using different network protocols (e.g. MPLS, Ethernet, cable broadband Internet, wireless carrier broadband Internet). The MESB will continue to work with ECN to develop an implementation strategy to bring the metro area ESInet configuration into compliance with the NENA design recommendations.

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
August 19, 2021 Meeting**

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to continue 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. **Wireless Location Based Routing:** As of 7/21/21, all metro area PSAPs are activated for **T-Mobile's location-based routing (LBR) capabilities**. The LBR method uses the device-based location and PSAP boundary polygons, rather than cell site/sector, to make call routing decisions. The overall goal is to achieve more precise routing of wireless 9-1-1 calls, thereby reducing any delays introduced by PSAP-to-PSAP call transfers. Since LBR has been activated across all metro area PSAPs, approximately 71% of T-Mobile 9-1-1 calls have met the requirements to be routed using LBR (e.g. operating system level, timing, etc.) Although results vary by PSAP, T-Mobile estimates show on average a 12.5% reduction in call transfers across the metro area.
3. **Wireless Data Audits:** TMobile has been delayed in loading the corrections MESB supplied them from the audit conducted on **legacy Sprint LTE cell site/sector** wireless data.
4. **Statewide GIS Data Standards:**
 - a. Discussions on a **polygon standard for the exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) continue at a state level.
 - b. The NG9-1-1 Committee will be coordinating the circulation of a proposed domain list of **normalized/standardized response agency names** to be used in the GIS data. This is needed for the statewide polygon standard. PSAPs will be asked to review that list and confirm that all agencies they dispatch for are included and there are no significant concerns with the proposed naming that would be used in the GIS data. A similar domain list of PSAP names will also need to be finalized.
5. **Vertical location on wireless 9-1-1 calls:**
 - a. The **new ALI format that transmits to the PSAP z-axis information** provided by wireless carriers is available for any PSAP that would like to update their ALI format to receive this information. Jake Jacobson at Lumen will schedule and coordinate the change. PSAPs will also want to coordinate with their PSAP CPE and CAD/mapping vendors in advance of scheduling the change because the update will change the ALI data stream format interfacing into those systems. RCECC plans to upgrade to the new ALI format in September.
 - b. MESB receives daily **ALI logs reflecting z-axis information available on wireless calls** even if it is not yet being delivered to PSAPs via the new ALI format. This information can be made available to any PSAP that is interested.
 - c. **NENA's 3D Geomatics workgroup** is developing a guidance document on the topic of three-dimensional 9-1-1 call location data (x, y, and z-axis). Vic Barnett from RCECC is representing the metro region on that workgroup. PSAP managers will be apprised when NENA's document has been approved for public review.
6. **Statewide NG9-1-1 GIS Project:**
 - a. The SECB Steering Committee is continuing to discuss how to proceed with implementing the **NG9-1-1 GIS Workgroup's recommendations for the statewide NG9-1-1 GIS project**.
 - b. ECN and 1**Spatial** are working to stand up their solution and validation tools. The initial rollout is currently anticipated to be sometime in September. As more information becomes

available, MESB will monitor where and how the 1Spatial solution can complement the regional NG9-1-1 data processes.

ONGOING ACTIVITIES

7. Regional NG9-1-1 Data QA/QC and GIS-derived MSAG activity:

- a. **NG9-1-1 QA/QC support:** MESB's error vetting and remediation support to the PSAP/counties is focusing on areas that have not yet made a significant stride toward GIS-derived MSAG transition, as well as other data inconsistencies found through the GeoComm NG911 validations.
- b. **Current GIS-derived MSAG status:**
 - i. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff (partial set of communities)
 - ii. **In preparation stage at MESB:** Carver County, Hennepin Sheriff (additional communities)
- c. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. This process has been helpful in identifying needed VoIP service provider data remediations, as well as some address point additions.

8. ECN NG9-1-1 Federal Grant work:

- a. **Metro Regional GIS-derived MSAG Processes:** MESB staff is using GeoComm's Data Hub to perform supplement NG9-1-1 validations on the regional data. MESB reaches out to county GIS staff and PSAP data contacts as needed for dataset adjustments after reviewing the validation results.
- b. **Sherburne County:** GeoComm continues to edit Sherburne County's data for NG9-1-1 readiness under their grant project.

9. 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.

10. 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 a minimum of 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.

11. Regional Data Viewer: The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource for geospatial data their county GIS departments consider valid and current for regional 9-1-1 use.