



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

January 16, 2020, 10:00 a.m.

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – November 21, 2019 Meeting**
- 4. Action Items – None**
- 5. Discussion Items**
 - A. Winter Storm-Related Incident Coordination with State Patrol
 - B. Fraud / Identity Theft Procedure
 - C. SECB Grant Proposals
 - D. System Outage Reports
 - E. 9-1-1 System Security
 - F. Review the Unassigned Future Issue list
 - G. Radio Talk Group Encryption and Interoperability
- 6. Reports**
 - A. PSAP Operations Round Table Work Group
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report
 - D. 9-1-1 Data Report
- 7. Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Notes
November 21, 2019**

Members Present:

Susan Bowler, Carver
Heidi Hieserich, Metro Airport Commission
Kathy Hughes, Minneapolis
Tony Martin, Hennepin
Darlene Pankonie, Washington

Nancie Pass, Ramsey
Cheryl Pritzlaff, Dakota
Marv Solberg, St. Louis Park
Val Sprynczynatyk, Anoka
Victoria Vadnais, Allina

Alternates / Guests Present:

Robin Carter, University of Minnesota
Scott Haas, Scott
Kari Morrissey, Anoka
Lauren Petersen, MAC
Marcia Broman, MESB
Pete Eggimann, MESB
Jill Rohret, MESB
Martha Ziese, MESB

Tim Boyer, State Patrol
Dan Craige, ECN
Matt Hoffer, CenturyLink
Chad Loeffler, Metro Transit
Robert Madich, IES
Scott Peterson, Minneapolis
Dave Taylor, IES

1. Call to Order:

Cheryl Pritzlaff, 9-1-1 TOC Vice-Chair called the meeting to order at 10:04 AM.

2. Approval of Agenda:

Eggimann told the group that he had received a request from Kathy Hughes to add a discussion item related to radio encryption implementation coordination. (Item 5G)

M/S/C Nancie Pass moved to approve the November 21, 2019 agenda with the additional item requested. Martin seconded. Motion carried.

3. Approval of Minutes:

M/S/C – Val Sprynczynatyk moved to approve minutes from October 19, 2019. Tony Martin seconded. Motion carried.

4. Action Items:

A. Election of Officers

M/S/C Sprynczynatyk moved to approve Heidi Hieserich as 2020 9-1-1 TOC Chair. Scott Haas seconded. Motion carried.

M/S/C Nancie Pass moved to approve Val Sprynczynatyk as 2020 9-1-1 TOC Vice-Chair. Victoria Vadnais seconded. Motion carried.

5. Discussion Items:

A. Winter Storm-Related Coordination with State Patrol

M/S/C Motion made by Pass to pull 5.A Winter Storm-Related Incident Coordination with State Patrol from the table for discussion. Haas seconded. Motion carried.

Pass asked what other PSAPs concerns were about storm communication by State Patrol.

Tim Boyer said with more agencies encrypting, communicating on a clear channel is the biggest concern right now. State Patrol is not moving to encryption right now. In terms of dispatch to dispatch coordination the State Patrol staff is communicating as best they can.

Pass said when agencies call in on Metcom; there is a fire dispatcher, a law dispatcher and an EMS dispatcher. It's very helpful if they identify what resource is needed.

Martin asked if all non-injury accidents should go to State Patrol? Pass asked if they should stop sending those calls if they have vetted the call is about the same crash?

Boyer said that all crash calls should go to State Patrol, unless you can be certain it is in fact the same crash which is a tough call to make.

Pankonie said that in a previous conversation on this subject a list was to be drawn up on the best method of communication during a storm. Because there are differences with how the individual metro PSAPs respond; because of resources available to them, there was no standard of procedure defined. A smaller group than the TOC should get together and hash out the best way to handle storm communications.

Boyer said the easy answer for today would be if it is on the interstate, send it to State Patrol by phone or radio.

Pankonie, Martin, Haas, Solberg and Boyer will meet by phone to discuss on December 6th

B. Fraud / Identity Theft Procedure

Dar Pankonie, Washington Co., updated the committee members, telling them that work has begun at the national level to set-up a nationwide fraud reporting hotline that victims could use. The hotline operation would identify the correct law enforcement (local, state, or federal) to conduct the fraud investigation. Pankonie said she would continue to monitor this and provide updates to the committee.

C. SECB Grant Proposals

Pete Eggimann said there has not been any word yet regarding the training or backup PSAP equipment cache grant proposals. The phone upgrade grant applications were due November 8, and the first call to approve applications was on November 15. Both Scott and Washington Counties were allotted money during this approval process. Sherburne was allotted just under \$93,000, and the MESB grant is for \$150,000 for the GIS grants. These applications were due to ECN on December 2, 2019. No word yet on when those applications will be approved.

The Radio TOC did submit some grant proposals for training, but there has been no action taken on those proposals yet.

Jill Rohret said the grant proposal recommendations were approved by the board so that when the state makes the grant money available, the actual grant applications will be ready to submit.

Haas said it may be possible that the request for the backup PSAP equipment cache would be submitted to HSEM as a project for an SHSP grant. HSEM splits out a chunk of grant money to state agencies like ECN, and when ECN gets it, they split that grant money into subgrants and add a 50% match. When a request is made directly for an HSHP project; there is no 50% match requirement.

Rohret said that the monthly recurring cost for the phone system application / equipment and the annual cost for the ARMER Motorola system upgrade (SUA) must be identified. Before applying for the grant, agreement needs to be reached on how those costs will be handled. For example, split evenly between all PSAPs and Secondaries?

Pass asked the committee members if monthly or annual recurring costs are necessary to make the backup PSAP project viable, are there any agencies that know in advance that those costs will not fit in their budget? That should also be determined before we apply.

Rohret said the SECB grant has not been opened for applications yet, but each region is expected to be allotted \$25,000, with an additional \$825,000 available for all regions to apply competitively. This grant can be used for training and exercising only. Rohret said the SHSP grant has also not been opened for applications yet. She believes each region will be allotted \$25,000 for training, with an additional \$50,000 available for equipment that all regions can apply for competitively.

D. 9-1-1 System Outage Notifications

Eggimann told the committee that there has not been a meeting between ECN, the MESB, and CenturyLink on this issue since September. ECN is working on a Crisis Communication Plan draft for PSAPs to use in communicating with the public regarding 9-1-1 system outages. Heidi Hieserich, Airport, noted that PSAPs are expected to act on some very technical jargon in some of the notifications the PSAPs receive, or the notification contains only a general statement that an outage has occurred with no supporting explanation or detail. The original concern that came to this committee was how the service providers were notifying PSAPs about outages and how PSAPs could get more information on what they should be doing in response to the reported outage. The MESB staff believe service provider notification expectations can also become part of the service level agreements with the carriers and service providers in the upcoming 9-1-1 ingress services contract. Rohret reported that the SECB NG9-1-1 Committee has also been monitoring the notification discussions and that this was not an issue limited to the metro area.

E. 9-1-1 System Security

(no action – hold until Jon Eckel is available)

F. Review the Unassigned Issue List

Eggimann asked the committee members if any changes should be made to the list. No changes were suggested. Nancie Pass, Ramsey Co., reported out on observing the resiliency training conducted by Washington Co. for all their employees. Pass thought the training was very good and that it could be adapted to be 9-1-1 specific. The discussion continued about how the RFP should be structured with consensus that using the grant to train a core group of trainers who would be available to hold classes for personnel from all the metro PSAPs would be the most effective way to use the grant.

G. Radio Talk Group Encryption and Interoperability

Kathy Hughes, Minneapolis, reported to the committee members issues that were identified when St. Louis Park implemented encryption. When the St. Louis Park encryption was turned on, the Minneapolis radios began making the bonking noise. As a result, the Minneapolis radio shop removed St. Louis Park from their radios until the interoperability issues could be resolved. Hughes suggested that the MESB help facilitate the creation of an encryption implementation process or checklist that agencies could use as they prepare to implement encryption, and that coordination with the metro PSAPs be included in that process.

Rohret said that she understood that the Radio TOC was working on a best practice recommendation on implementing encryption for the agencies and PSAPs to utilize.

6. Reports:

A. PSAP Roundtable – (No Report)

B. SECB NG9-1-1 Committee

Eggimann reported that the new dispatchable location Class of Service codes will be implemented by CenturyLink and Intrado on December 16th. But PSAPs may not start to see the new codes until Comtech and Verizon make changes to their systems, which is expected to occur after the first of the year. Committee members were reminded that there was a training video explaining the changes that had been put together by Pankonie and the ECN staff, and that the video was available on the MESB website under the “9-1-1 Related Videos” button. Pankonie said she could also send the PowerPoint version of the video to anyone who wanted it.

C. 9-1-1 Network Report – (Written Report Attached)

Eggimann reported that the Metro Transit PSAP was now operational on the 9-1-1 system and that calls should now be transferred to them directly on the 9-1-1 system. It was also noted that the U of M was moving to a new location on campus. Work continues with ECN on re-homing the metro PSAP ESInet connections and adding additional service provider, transport protocol, and physical path redundancy and diversity, in order to better support shared/hosted, as well as cloud-based, applications.

Committee members asked about rumors that Health East wanted to make their communications center a secondary PSAP and establish connections to the metro area 9-1-1 system. Eggimann reported that no formal request had been made that he was aware of, but that he would reach out to the communications center manager at Health East to find out more.

D. 9-1-1 Data Report – (Written Report Attached)

Marcia Broman reported to the committee that Apple had published an announcement that enhanced handset location information was now available for 9-1-1 call routing. NENA picked up on this announcement and suggested that PSAPs contact the carriers directly to inquire about when the carriers would be ready to support geo-based call routing in their area. The MESB has prepared and sent letters on behalf of the metro area PSAPs to the carriers as suggested, but has not received any responses yet.

7. Adjourn

The meeting adjourned at 12:05

Feature

Healthy Dispatchers Make Healthy Communities, Part II

In Section: Feature

By Pam Opoka, ENP, Public Safety Training Coordinator and Peer Support Program Planner
Mid-America Regional Council (MARC)

"I work for a small city agency where part of my job as a dispatcher is to sign in and out the keys to our gun range, which many other agencies use. One particular day our agency had an early morning training for the reserve officers to qualify on their weapons. All of the officers were joking around, and it seemed like a normal day in the 9-1-1 Comm Center—until it wasn't. My sergeant committed suicide with his duty weapon at our gun range just a few hours into my shift.

I was working alone that day, but this didn't stop me from making all of the proper notifications or requesting help from a neighboring agency to take over for my officers. I was so busy that I did not have time to consider my own feelings, or realize I was not okay. I was in shock, but I was trying to be the rock to help my officers, many of whom were coming into the station then going home to grieve. I held myself together to finish my shift and then cried the entire drive home.

A formal Critical Incident Stress Debriefing (CISD) was scheduled 72 hours later and I was asked by my command staff to attend. I arrived and there were a few peer supporters meeting with the frontline staff. I soon learned that the Mid-America Regional Council (MARC) roving 911 Peer Support Team had a 9-1-1 specific peer supporter there just for me. I did not even know this team existed. Being able to talk to another dispatcher about my struggles, and what it was like to have to hold myself together during that incident while continuing to work the console as 9-1-1 calls came in from the community, was really helpful. Supervisors and others had checked on me throughout that shift, but I kept saying I was okay because I wanted to be there with my blue family, not go home where I would be alone.

After that traumatic incident, I wondered if I should have seen signs from my friend in the weeks leading up to the fateful day, or even that morning while I checked his keys out to him. I didn't think there were any missed signs, but I had trouble sleeping. I called in sick because I just couldn't go back into the office and face my officers, who were also hurting. I was angry, hurt, and confused, so I met with my 9-1-1 peer supporter a few times after the CISD to continue to talk through the event. She even accompanied me to my first EAP session so that I wasn't alone.

After working through a traumatic event like this I realized my experience can help others. I decided to join the MARC roving 911 Peer Support Team. I always help strangers on 9-1-1 calls, but now I get to help dispatchers who do the same work as I."

–Krystal Thompson, Sugar Creek Police Department

The 9-1-1 Peer Support Team serves as a niche that cannot be filled by typical employee assistance programs (EAPs), department psychologists, or chaplains. Peer support can be immediate after a bad 9-1-1 call. Peers do the same job, and often understand each other's stress in ways someone on the outside cannot. Peer support training augments other parts of an overall mental wellness program within an agency, but is not intended to replace professional help. The Peer Support program is proactive and preventative in nature, helping identify problems immediately after an incident, before serious trouble develops. Peer Support Team members are trained to provide accessible, practical, and de-stigmatized support to personnel during times of work-related and personal crisis.

Over the past six months, since MARC's roving 911 Peer Support Team was featured in *The Call* (Issue 30) in January 2019, and a NENA Webinar Wednesday presentation in April 2019, the team has grown from 28 to 46 trained members. Hundreds of agencies from all over the United States have asked for information on the 9-1-1 Peer Support Program Policy and for advice on building individual agency teams.

Many requests for 9-1-1-specific deployments came from outside MARC's service area. Rather than turn people away, MARC's 911 Public Safety Program entered into mutual-aid agreements with other agencies to help cover more counties in Missouri during formal Critical Incident Stress Debriefings (CISDs). The peer supporters from these agencies went through an application and interview process implemented by the Peer Support Advisory Committee. Once approved, they attended the customized 40-hour peer support training that addresses unique challenges and stressors faced by 9-1-1 dispatchers. This training is contracted by Dr. Jennifer Prohaska and her team of first-responder specific psychologists at Insight Public Safety and Forensic Consulting. Some training modules include tools for dealing with 9-1-1 related stress, PTSD (and PTSI) in first responders, suicide risk and assessment, resilience among first responders, practical applications of knowledge, active listening, critical-incident stress debriefing scenarios, and state-level peer support legislation regarding confidentiality.

Additionally, to help with the growing team's sustainability, several event subcommittees were formed under the Peer Support Advisory Committee:

- *The critical event subcommittee* is responsible for monitoring events within the MARC region that may warrant a critical incident stress debriefing and speaking with necessary staff to initiate a CISD. In addition, subcommittee members reach out to public safety agencies outside the MARC region if/when they have a significant crisis, such as death in the line of duty or other major incident, to offer 9-1-1 peer support. This is usually done with the help of staff at the Kansas Bureau of Investigation for the rural counties on the Kansas side of the bistate region. Missouri does not currently have procedures or dedicated staff to coordinate efforts. We reach out to individual agencies or to team

leaders through First Responders Support Team Midwest (FRST Midwest). They are comprised of peer support trained first responders who help coordinate arrangements between multiple agencies across all first responder disciplines.

- *The fundraising and family events subcommittee* is responsible for raising funds to plan events which include family meetings with a public-safety-specific clinician to help family members of new 9-1-1 employees talk about what the job can do to them mentally over time, and happy hours or picnics for 9-1-1 Peer Support Team members to get acquainted with members from other agencies and training cohorts.
- *The legacy subcommittee* is responsible for organizing and keeping track of special events/dates/anniversaries relevant to employees who have experienced a significant loss. They are also responsible for continued communication "check-ups" with identified people after a significant loss. This can involve in-person meetings, or can be as simple as sending text messages.
- *The education and resources subcommittee* is responsible for keeping an updated list of resources and points of contact for those seeking clinicians, treatment programs, or other mental health services. Additionally, this subcommittee tracks the 46-member team's continued education: four hours (240 minutes)—each quarter—as suggested by MARC's peer support policy and International Association of Chiefs of Police (IACP) and International Association of Fire Fighters (IAFF) guidelines. Members send the subcommittee an electronic form, which contains their name, date of training, minutes of training, name of training and whether they would recommend the training to the rest of the team.

About MARC: The Mid-America Regional Council (MARC) is the nonprofit association of city and county governments and the metropolitan planning organization for the Greater Kansas City region. Governed by a board of directors made up of local elected officials, MARC serves a bistate region—with a population of approximately two million. MARC provides a forum for the region to work together to advance social, economic, and environmental progress, promoting regional cooperation and developing innovative solutions through leadership, planning, and action.

MARC coordinates the Regional 9-1-1 System, which handles 4.6 million emergency and non-emergency calls each year. The regional system is coordinated through a number of committees and task forces made up of representatives of local governments. The system is served by PSAPs operated by government agencies. An interlocal cooperation agreement, signed by counties in the region, formalized the cooperation among governments for the 9-1-1 emergency telephone number system. The coordination for 9-1-1 services ensures that residents across the region have access to the same responsive high quality 9-1-1 service in an emergency. Standardization of equipment allows local communities to share a common support system. Cooperation allows communities to stay abreast of new ideas and technology and build a cohesive 9-1-1 system for the future. MARC implemented text-to-9-1-1 in February 2016 and Rapid SOS in September 2018.

Pam Opoka, ENP, is the Public Safety Training Coordinator and Peer Support Program Planner at Mid-America Regional Council (MARC). She has over 24 years of experience in 9-1-1 and has a master's degree in Public Administration, with certification in Performance Management,

from Kansas University. Pam is active in university research projects and workgroups within National Emergency Number Association (NENA) and Association of Public Safety Communications Officials (APCO). You may contact her at popoka@marc.org.

Resources:

First Responders Support Team Midwest webpage: <http://www.frstmidwest.org/>

Insight Public Safety and Forensic Consulting contact Dr. Jennifer Prohaska:
jennyprohaska@gmail.com

MARC 911 Peer Support Program webpage: <https://www.marc.org/Emergency-Services-9-1-1/Regional-911-System/Training/911-Peer-Support-Program>

Meal Train website: www.mealtrain.com

Midwest Rainbow Research Institute webpage: <https://midwestrainbow.org/> contact Inoru Wade:
Inoru@midwestrainbow.org

NENA Webinar Wednesday "Implementing Wellness and Peer Support Teams in your PSAP"
link: <http://nena.mycrowdwisdom.com/diweb/catalog/item/sid/67826288>



MARC Roving 911 Peer Support Team Members:

Missouri:

- Brian Alexander, Alycia Yount, Christina Laing, Blue Springs Police Department
- Abbie Brink, Angie Carinder, Amanda McIntosh, Jodi Pryor Boone County Joint Communications
- Megan Lee, Cass County Sheriff's Office
- Melanie Pumphery, Chelsie Dellaguardia, Clay County Sheriff's Office
- Paula Pritchett, Grandview Police Department
- Mary Osterberg, Harrisonville Police Department
- Eric Spradley, Jackson County Sheriff's Office
- Amber Madison, Jasper County Emergency Services
- James Millican, Kansas City, Missouri, Fire Department
- Melissa Batson, Andrea Khan, Dawn Deterding, Rhonda Taylor, Sarah Slentz, Kansas City, Missouri, Police Department
- Jamie Taylor Lee's Summit Police Department
- Jamila Crawford, Kim Harris, Jami Davis, Lee's Summit Fire Department
- Danielle Black, Roy Branson, Ray County 9-1-1
- Starlith McAdams, Richard Hedrick, Raymore Police Department
- Lisa Moffitt, City of Washington Communications Center

Kansas:

- Karen Wilk, Leavenworth Police Department
- Naomi Kent, Leawood Police Department
- Kristin Boyes, Lenexa Police Department
- Amber Merritt, Kayla Kennedy, Shawnee Police Department
- Wendy Burkett, Nicki Lantz, Marlynda Dixon, Gale Wash, Johnson County Emergency Communications Center
- Amanda Danser, Wendylynn Dedeker, Tanya Hawkins, Leavenworth County Sheriff's Office
- David Gibbs, Miami County Sheriff's Office

Recently, a discovery was made through an individual peer-to-peer contact at a local agency; the program lacked an LGBTQ+ element. This subcommittee contacted Inoru Wade, executive director of the Midwest Rainbow Research Institute, who delivered a three-hour training to the peer support team on LGBTQ+ policy awareness and engaging with gender and sexual minorities. Wade provided small rainbow pins to be worn on uniforms for community visibility. He also attended the 40-hour peer support training to better understand the needs of the region through the peer support lens. A contractual agreement is now in place for consulting and training, resulting in LGBTQ+ rich resources being available to enhance our service reach.

"The increase in social visibility of gender and sexual minorities has increased the number of LGBTQ+ public safety employees," Wade said. "These public safety institutions were not built by our gender and sexual minority populations, and therefore it is absolutely vital to have their voices represented in peer support. This undoubtedly will result in an increase in service effectiveness to both the civilian community as well as the public safety institution."

- *The auxiliary liaison subcommittee* is responsible for being the liaison between the family and significant other of the affected 9-1-1 agency employees and any additional peer support needs. They also raise awareness of the peer support program among family members of 9-1-1 telecommunicators and department members. They are the main point of contact when disseminating mental health resources and clergy and funeral assistance that family members may request. An example is arranging for bagpipes to be played during a funeral or a military 21-gun salute.
- *The personal loss and hardship subcommittee* is responsible for sending condolences, get well, and other notes or cards to individuals within the region experiencing hardship or loss. They also send text messages checking in with the person several times per day. Additionally, they coordinate meal trains using the Meal Train website. This website allows people to either schedule meals using an interactive calendar or donate directly to the family in the form of restaurant gift cards. This method eliminates the need for an agency or team to "hold" money in an account for this purpose. This subcommittee also coordinates needs such as mowing lawns, transportation to the doctor, child care, etc.

MARC's quarterly collection of data shows that retention of 9-1-1 dispatchers is at an all-time low, and trending lower over the past three years. (Currently, agencies in the region employ 728 full-time dispatchers with 75 full-time openings). This is not just a regional issue. With NG9-1-1 on the horizon, which will deliver real-time multimedia videos and photos to already stressed dispatchers, a nationwide push is on for Public Safety Answering Points (PSAPs) to invest in the overall wellness and resiliency of their employees. This may include daily practices of mindfulness, physical exercise regimens, and/or a nutrition piece.

During the NENA 2019 Conference & Expo this past June in Orlando, a new wellness initiative was launched called #NENAContinuum. This continuum-of-care initiative has a team of private and public subject matter experts working in partnership on six focus areas: three on the **clinical side** and three on the **application side**. The three on the clinical side are: prevention, which is what we teach new dispatchers on the front end of 9-1-1 console training and during the hiring process; sustainment, which is how the 9-1-1 dispatcher reacts during those moments that are trying; and, intervention, which is how the dispatcher reacts when that moment becomes too much. On the application side, the three focus areas are: mindset, which is what the 9-1-1 dispatcher thinks and how it affects them; skillset, which is what they do during situations; and finally, culture, which is who they are (and could include the entire 9-1-1 Comm Center).

The NENA website will soon have a link where people working in the public and private sectors, dedicating themselves to the public safety/first responder community, can access resources through a one-stop-shop with tools for wellness, resiliency, and mental and physical wellbeing.

"The #NENAContinuum initiative is so important on the national level because it provides a platform for focused attention on the mental and physical wellbeing of 9-1-1's most important asset, our people," said Gary Bell, ENP, first Vice President of the NENA Board of Directors.

To promote wellness, PSAPs could implement a sharing library with books and publications on resiliency, stress, anxiety, PTSD (or PSTI), nutrition, mindfulness, yoga, and weight lifting techniques. Some PSAPs use treadmill or exercise bicycle desks, and many provide maps with

measurable fitness trackers of stairwell steps or loops around the hallways or outside walking trails. Additionally, some PSAPs place massage chairs in a quiet room or provide a mini iPad loaded with apps or podcasts on meditation and mindfulness. Recently, some agencies have grown gardens full of fresh fruits and vegetables to share with PSAP employees.

Another piece of the Continuum initiative will include a survey as part of a nationwide research project, approved by the International Review Board (IRB), and administered by Dr. Michelle Lilly, an associate professor at Northern Illinois University, and her research team. The project will use several assessment model questions chosen in a private-public partnership agreement between Jim Marshall of the 9-1-1 Training Institute, MARC staff and Dr. Michelle Lilly. The survey should take less than ten minutes to complete. Its purpose is to measure the efficacy of peer support programs over time. Dr. Lilly's research project is the first of its kind in the United States and will be used to shape national-level programs in the future.

Because MARC's 911 peer support program is so robust, it covers all six focus areas of the #NENAContinuum wellness initiative. Whether it's through the clinical side of professional-level referrals and seven-day in-patient wellness retreats, or the application side of providing resilience education and self-help resources, the 46-member 9-1-1 roving peer support team stands ready to help 9-1-1 peers inside and outside of the MARC region by phone, in person, or during a formal CISD after a critical incident.

MARC's roving 911 Peer Support Team is presenting as a panel of experts at numerous conferences to provide tips and tricks on how to start your own team in your PSAP or how to reach ours. "Each member of our 9-1-1 roving peer support team has his or her own unique experiences and reasons to join the team, much like Krystal who shared her story in the beginning of this article," said Eric Winebrenner, MARC's public safety communications program director. "We want 9-1-1 dispatchers to know they are not alone and have a team of their own to reach out to in times of need, across jurisdictions. Healthy dispatchers make healthy communities."

Need help? Call the MARC Peer Support line at 816-701-8212 to speak confidentially to a 9-1-1 specific peer supporter, who understands your unique job duties.

National Suicide Prevention Lifeline: 1-800-273-8255

Unassigned Issue List (not prioritized):

- Working with the MN Sheriff's Association to reach consensus on identity theft / fraud jurisdiction issues
- Leadership mentoring for staff
- Backup and work load sharing options for PSAPs
- Mental health call processing standard
- Cell phone location ping process standard
- 9-1-1 call routing and ALI data error reporting standard
- Telecommunicator licensing
- Telephone CPR Instruction requirements/training
- 9-1-1 System Security

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
January 16, 2020**

Agenda Number 6.C.

1. Text-to-9-1-1:

The Metro Transit and North Memorial PSAPs are now on the text-to-911 implementation schedule in January and February. Announcement will be sent out when these PSAPs go live with text messaging.

Washington and Scott Co. are the only remaining primary PSAPs in the metro area that have not yet implemented text capabilities on their answering applications. Both PSAPs are planning to implement text messaging concurrent with their next 9-1-1 answering application upgrade later this year.

2. Firewall Implementation:

The team working on the ESInet firewall implementation project is now focusing on turning up some of the greater MN PSAPs. It is not known at this time when the team will come back to the metro area. The MESB will pass on additional firewall implementation dates as they become available.

3. Other PSAP Activity:

The U of M PSAP completed its move to their new location on campus on Washington Ave SE.

The MESB and ECN staff have met with the Health East communications center to go over what will be necessary for their center to become a secondary PSAP on the 9-1-1 system. It is too early in the process to estimate when a cut-over to the system could occur. We will pass on additional information as it becomes available.

4. NG9-1-1 ESInet:

MESB staff worked with ECN to prepare a 911 System Ingress RFP for re-homing the telecommunications service providers to vendor neutral datacenters and convert the 911 calls to an NG9-1-1 format for delivery to the 911 service provider core services. Negotiations are now underway with the vendor who scored the highest in the evaluation. No formal announcements will be made until negotiations are complete.

The MESB is focusing 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.