



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

July 16, 2020 10:00 a.m.

[Webex Meeting Link](#)

Participant Code: 126 529 7389

Meeting Password: 9119

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – June 18, 2020 Meeting**
- 4. Action Items**
 - A. Standardized Call Back Number Placement in ALI
 - B. SECB NG9-1-1 Committee Alternate Representative
- 5. Discussion Items**
 - A. Civil Unrest Emergency Communications After Action Review Team
 - B. Pandemic Response
 1. Metro PSAP Consolidation Planning
 2. PSAP Consolidation Plan System Evaluation Team
 - C. Winter Storm-Related Incident Coordination with State Patrol
 - D. Fraud / Identity Theft Procedure
 - E. SECB Grant Proposals
 - F. System Outage Notifications
 1. Outage Notification Process
 - G. Mental Health Call Processing Standard
 - H. Telecommunicator Reclassification and Licensing Legislation
- 6. Reports**
 - A. PSAP Operations Round Table Work Group (Minutes Attached)
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report (Attached)
 - D. 9-1-1 Data Report (Attached)
- 7. Announcements**
- 8. Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
WebEx Meeting Notes
June 18, 2020**

Members Present:

Laura Anderson, Sherburne Co.
Jon Eckel, Chisago Co.
Janelle Harris, Edina
Heidi Hieserich, Airport
Kathy Hughes, Minneapolis
Chad Loeffler, Metro Transit

Tony Martin, Hennepin Co.
Darlene Pankonie, Washington Co.
Nancie Pass, Ramsey Co.
Cheryl Pritzlaff, Dakota Co.
Val Sprynczynatyk, Anoka Co.
Lisa Vik, Eden Prairie

Alternates / Guests Present:

Scott Haas, Scott Co.
Kari Morrissey, Anoka Co.
Lauren Peterson, Airport Alternate
Jon Rasch, Ramsey Co. Alternate
LaVae Robinson, Minneapolis Alternate
Marcia Broman, MESB
Dan Craigie, ECN
Pete Eggimann, MESB

Tracey Fredrick, MESB
Frank Jarman, Motorola
Dawn Kenyon, Hennepin Co.
Mike Mihelich, Ramsey Co.
Todd Moen, Carver Co.
Jill Rohret, MESB
Scott Wosje, Northland Business Systems
Martha Ziese, MESB

1. Call to Order:

Heidi Hieserich, 9-1-1 TOC Chair called the meeting to order at 10:07. Roll call was taken.

2. Approval of Agenda:

Hieserich asked that 6.B.1; NG9-1-1 committee membership be added to the agenda.

M/S/C Darlene Pankonie moved to approve the June 18, 2020 amended agenda. Scott Haas seconded. Motion carried. (see roll call vote addendum)

3. Approval of Minutes:

M/S/C Valerie Sprynczynatyk moved to approve the minutes from the May 21, 2020 Meeting. Tony Martin seconded. Motion carried. (see roll call vote addendum)

4. Action Items:

A. Approval of Metro 3.6.0 SMS Text-to-9-1-1 Standard Update

Pete Eggimann said staff asks the 9-1-1 Technical Operations Committee (TOC) review and consider some minor edits to the MESB SMS Text-to-9-1-1 Standard. The edits correct some grammar errors, update the TCC service provider name from West to Intrado, and add a reference to the SECB Text-to-9-1-1 Standard.

Martin suggested replacing “West” with “provider”. Tracey Fredrick suggested a reference to the state standard instead of a link, as metro standards do. Eggimann confirmed it is a reference not a link.

M/S/C Motion made by Eckel to approve changes to Metro 3.6.0 SMS Text-to-9-1-1 Standard Update including Martin’s suggested edit. Pankonie seconded. Motion carried. (see roll call vote addendum)

B. Civil Unrest Emergency Communications After Action Plan Review Team

Eggimann recommended the 9-1-1 Technical Operations Committee (TOC) form a work group together with the Radio Technical Operations Committee to review the 9-1-1 and ARMER systems’ performance and use during the response to the protests and civil unrest following the death of George Floyd while in police custody on May 25th. It is further recommended that the work group prepare a summary report of their findings as well as recommendations on how the metro area emergency communications systems could be improved if a similar or other large, multi-jurisdictional event takes place, both pre-planned and in-real-time events.

Nancie Pass asked if the end goal was to create a report or a best practices document going forward?

Eggimann said this report would document how the systems performed and any recommendations going forward. This document would summarize the event, not agency or call specific.

Jill Rohret said the human issue needs to be considered, as well as, the multi-jurisdictional event communications planning. With an understanding of what occurred, Rohret believes we can come up with a best practices guideline. It is important that the PSAPs and COMLs that were most involved participate.

Kathy Hughes said she agreed a workgroup would be a good idea. Minneapolis was overloaded with calls during the protests. On a normal day, calls are between, 1800-2300 per day. During that 3-day period Minneapolis was getting as many as 9400 calls a day. Even if all those calls could have been answered, there were not enough responder resources to take the calls. Some calls were verbal attacks on the telecommunicators and horrific in nature; swearing and such, and not all were necessary 9-1-1 calls.

Pass said Ramsey County is still in a staff recovery stage. There should be a discussion with the state on the impact these events had on PSAP operations and personnel.

Pass, Hughes, Martin, Hieserich, Sprynczynatyk volunteered to be on the 9-1-1 TOC AAR group.

M/S/C Motion made by Pass to approve an after-action review joint workgroup with members from the 9-1-1 TOC and the Radio TOC to review performance of the 9-1-1 and the ARMER systems during the George Floyd protests. Hughes seconded. Motion carried. (see roll call vote addendum)

5. Discussion Items:

A. Pandemic Response

1. Metro PSAP Consolidation Planning

Mike Mihelich said the recent unrest in the Twin Cities has shifted priorities and work continues extracting data from metro PSAPs and uploading to the Rapid Deploy environments. Washington, Carver, Ramsey and Dakota counties to finalize their data. The Rapid Deploy training dates have been rescheduled for July 13-16. The links in the first training announcement emails were not hyperlinked, but the electronic version of the Rapid Deploy Training Plan includes the links on page 4. The first session is called Train-the-Trainer. All sessions are recorded for those that cannot attend. Dawn Kenyon from Hennepin County Dispatch will lead that session. Emails will be sent out this week asking for volunteers to evaluate the Rapid Deploy evaluation process.

Mihelich said Marcia Broman and Vic Barnett were instrumental for making sure all ANI ALI and mapping environments are displayed properly. Mihelich said once the Rapid Deploy environment is to be used long-term, the MPCP plan will be brought before the 9-1-1 TOC for approval.

Hieserich clarified that Kenyon will be the lead for the Metro PSAP Consolidation Planning team.

B. Winter Storm Related Incident Coordination with State Patrol

(no update)

C. Fraud and Identity Theft Procedure

(no update)

D. SECB Grant Proposals

1. 9-1-1 System Security

Eggimann said 9-1-1 system security has been identified as an additional grant request priority. The request is for some grant money to conduct a system audit that would include the PSAPs, as well as, the 9-1-1 system itself. Allina and Chisago participated in one assessment provided by Homeland Security. Hennepin County had one completed by Mission Critical Partners. Eggimann said part of the discussion was doing assessments with different groups in different ways was probably not as productive as having a defined baseline approach for all the PSAPs. If there is not enough funding available to audit all of the metro PSAPS this year, then some assessments with the existing funds could be done this year, and the remaining PSAPs done in the next grant cycle.

Hughes asked who requested the audit to be done? Eggimann said the MESB staff and some concerned board members. There have been several PSAPs across the country that have been attacked with encryption malware and ransomed to retrieve their data. Denial of Service attacks and other vulnerabilities and viruses are some of the concerns. As 9-1-1 plays a larger role in emergency response, the risk of cyber-attack increases.

Tracey Fredrick said the CPE grants are still in process. There should be word on the Airport and Scott, and Washington County grants very soon.

The SECB and SHSP grant are still pending.

E. System Outage Notifications

1. Outage Notification Process

Eggimann said the work group has not met. Information was sent to the workgroup members yesterday related to what the Texas regions have put together.

Martin said one meeting could tackle a lot of the topics.

F. Mental Health Call Processing Standard

Martin said their pilot project was put on hold for a couple of months.

G. Telecommunicator Reclassification and Licensing Legislation

Pankonie said Martin sent her some information saying the 9-1-1 bill was read in the House last Friday. It is now at the Finance and Policy Committee.

6. Reports:

A. PSAP Roundtable

Kari Morrissey said she has received some good input regarding working with the wireless carriers and this will be discussed at their next meeting on July 7th. Pankonie asked if Morrissey was working with Leslie Sticht? Morrissey said she is working with both Leslie and Marcia Broman.

B. SECB NG9-1-1 Committee

Pankonie said the NG9-1-1 committee met yesterday. There were many topics, among them the COVID and the civil unrest. Dana Wahlberg said that through ECN, MDH has sent out 1,279 COVID cautions. Since then 1,144 have been deleted and removed, leaving 115 residential across the state. Kathy Anderson will be contacting PSAPs that have not heard anything in last few weeks.

Pankonie said the T CPR standard was discussed. A person from each region will get together to make sure the standard will work for everyone and meets the state statute.

1. NG 9-1-1 Committee Membership

Pankonie said the election of a Vice-Chair can be resolved within the NG9-1-1 committee. Pass said she had suggested she would step down as the metro representative and would support Hieserich as her replacement. Hieserich has volunteered to be committee Vice-Chair.

Eggimann said he recommends a motion and a second to appoint someone to that position.

M/S/C Pass made the motion for Pass to step down from the NG9-1-1 committee and support Hieserich as the metro region representative on the SECB NG9-1-1 Committee and as the committee Vice-Chair. Martin seconded. Motion carried.

Rohret clarified that Pass would step down from the NG9-1-1 committee and Jim Scanlon would remain as the alternate.

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

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

Broman said that in 2019 there were preparations made to ensure that the ALI delivery system in the PSAPs could handle the NENA recommended codes for the new enhanced location information that could potentially be provided by wireless carriers. Verizon, through their data provider Comtech, is the first wireless carrier to use these new codes and testing the codes in

the 9-1-1 system has been completed with Washington Co. The ALI information came through as expected.

Pankonie showed a screen shot of how the Enterprise CAD looks with the new codes. A test call was done with a resident. The Carlton County testing has not been done yet. Hieserich asked if Pankonie was comfortable turning it up before all were done. Pankonie said yes and Broman said she had no reservations about moving forward with implementation in the metro area before all testing was completed at Carlton County. One consideration would be for the PSAPs to revisit the new class of service codes information that was shared in December 2019. Broman will send out the link to that data.

7. Announcements

Dan Craigie is leaving ECN effective June 19, 2020. Dana Wahlberg and Leslie Sticht will be the MESB contacts.

8. Adjourn

The meeting adjourned at 11:30

Roll Call Voting Tables

Approval of Agenda Roll Call:

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Jon Eckel	Chisago County	Member	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Todd Moen	Carver County	Alternate	X	
Darlene Pankonie	Washington County	Member	X	
Nancie Pass	Ramsey County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Lisa Vik	Eden Prairie	Member	x	

Approval of Minutes Roll Call:

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Jon Eckel	Chisago County	Member	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Todd Moen	Carver County	Alternate	X	
Darlene Pankonie	Washington County	Member	X	
Nancie Pass	Ramsey County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Lisa Vik	Eden Prairie	Member	x	

Approval of 4.A Metro 3.6.0 SMS Text-to-9-1-1 Standard Update

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Jon Eckel	Chisago County	Member	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Todd Moen	Carver County	Alternate	X	
Darlene Pankonie	Washington County	Member	X	
Nancie Pass	Ramsey County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Lisa Vik	Eden Prairie	Member	x	

Approval of 4.B Civil Unrest Emergency Communications After Action Review Team

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Jon Eckel	Chisago County	Member	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Todd Moen	Carver County	Alternate	X	
Darlene Pankonie	Washington County	Member	X	
Nancie Pass	Ramsey County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Lisa Vik	Eden Prairie	Member	x	

Approval of 6.B.1 NG9-1-1 Committee Membership

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Jon Eckel	Chisago County	Member	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Todd Moen	Carver County	Alternate	X	
Darlene Pankonie	Washington County	Member	X	
Nancie Pass	Ramsey County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Lisa Vik	Eden Prairie	Member	x	



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 16, 2020

Agenda Item:

**4.A Standardized Call Back
Number Placement in ALI**

Presenter:

Broman

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) review and approve the standardized placement of 9-1-1 caller callback numbers and P-ANIs in the same fields in ALI regardless of the communications technology used to deliver the call to the 9-1-1 system. It is further recommended that the PSAPs that are currently displaying the callback number in the location field coordinate with the MESB, CenturyLink, and their 9-1-1 answering application vendor to move the display of all callback numbers in the traditional telephone number field to enable the location field to be utilized for supplemental location information related to the caller's physical location, with P-ANIs for wireless and VoIP displaying in the pilot number field in ALI.

BACKGROUND

During the continued transition from the legacy E9-1-1 system to a fully standard compliant NG9-1-1 system, caller location data will be inserted into the legacy ALI data fields. In legacy 9-1-1 the location field was not used to display caller related location information. The callback number for wireless calls was displayed in that field during the initial wireless integration into the 9-1-1 system, with the P-ANI displayed in the traditional telephone number field. Over time many PSAPs have chosen to move the wireless callback numbers from the location field to the traditional telephone number field near the beginning of the ALI record.

Recently the wireless carriers have begun to provide supplemental caller location information as part of their compliance efforts to provide the dispatchable location information mandated by the FCC. That supplemental location information is currently displaying in the ALI location field for the PSAPs that have the callback number in the traditional telephone number field. The supplemental location information is overwritten and unavailable to PSAPs that display the callback number in the location field. It is recommended that the PSAPs that are currently displaying the callback number in the location field coordinate with the MESB, CenturyLink, and their 9-1-1 answering application vendor to move the display of all callback numbers in the traditional telephone number field to enable the location field to be utilized for supplemental location information related to the caller's physical location.

ISSUES & CONCERNS

The recommended change in where the callback number is displayed requires a coordinated change over process with a scheduled cutover date involving the 9-1-1 service provider and the 9-1-1 answering.

(continued)

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 16, 2020

Agenda Item:

**4.A Standardized Call Back
Number Placement in ALI**

Presenter:

Broman

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FINANCIAL IMPACT

Depending on the maintenance agreements in place between the PSAP and their 9-1-1 answering application vendor, there may be a cost for the onsite technical support during the cutover of the 9-1-1 system ALI from the current configuration to the recommended configuration.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 16, 2020

Agenda Item:

4.B SECB NG9-1-1 Committee

Alternate Representative

Presenter:

Eggimann

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommend a replacement for Jim Scanlon as the alternate representative for the metro region to the SECB NG9-1-1 Committee.

BACKGROUND

Jim has accepted a different position at the Bloomington PD PSAP and has asked that the committee find a replacement for him. Heidi Hieserich is currently serving as the primary representative for the metro region on the NG9-1-1 Committee.

ISSUES & CONCERNS

(none)

FINANCIAL IMPACT

(none)

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

Meeting Minutes: PSAP Roundtable

Date & Time: Tuesday, July 07, 2020: 1000-1200

Location: Webex

Host contact: Kari Morrissey 763-324-4758 kari.morrissey@co.anoka.mn.us

Attendance: Bobby Adney, Dan Klawitter, Chad Loeffler, Cheryl Pritzlaff, Heidi Meyer, Jack Cooper, Dawn Kenyon, Lauren Petersen, Candy Capra, LaVae Robinson, and Kari Morrissey

Agenda Items:

1. Introductions
2. Additions, changes to the agenda
3. Training (new employee and continuing ed.)
 - MACC – using “Virtual Academy” an online platform with 12-13 dispatcher specific courses. Access to everything is included for each subscription. \$69 per person annual fee. If one person leaves you can sign the new person up under that license. They can go back and retake courses that the previous person took. Emails certificates directly to training manager. There is a policy and procedure section that includes a sign off. Can add your own power points. Candy will provide more information after further use.
 - a. Current in-service opportunities
 - PSTC classes to be held in April at Anoka were cancelled. Questioned if other agencies would be interested if rescheduled. Most having budget constraints and rules around trainings with COVID. Felt now isn't a good time to look at rescheduling as most would not be able to send anyone to attend.
 - b. Metro curriculum change/maintenance process
 - Manual has been updated. Dakota and Minneapolis use the manual (not verbatim) but incorporate into their manuals. Access on MESB site just need to have permissions, so check with your department head if you do not have access. If note something wrong or change can put in a change form. Kari will provide direction to access the form on MESB site.
 - c. CTO training/roundtable discussion update
 - No update to report – with COVID have not been able to meet. Discussion that a Teams or Skype meeting might be beneficial for CTO's to discuss how COVID affects the 1:1 aspect of training, tips to work around and how to mitigate risk of trainee to CTO exposure.

RECC is using masks when away from console. They are not required while at the console. They have split consoles for distancing. They have a computer that does temperature checks before entry into the center. The data is not stored. A supervisor is on site monitoring. They do a secondary temperate check using a thermometer if the computer gives a high reading. MACC is able to maintain social distancing at their consoles due to being spread out. They allow a face shield or mask as optional. A remote desktop application helps support social distancing. Masks are not required at

DCC. They do temperature screenings. Anoka classroom training is isolated in training room. They've shortened the classroom phase but extended the stages when on the floor. CTO's are still able to social distance. They do not require masks. Police dispatcher radio mains are at the alternate site and call takers at their main center, kept teams together.

- d. General training questions, updates, etc.
No comments currently.
 - e. E911 Cell Phone Ping request
MESB question is should they continue to push the issue at higher level or is this something PSAPs can use for training of dispatchers? Document easily spells out what is required per provider. If additions need to be made, they can be added to the document. A request was made to have the document posted on Basecamp.
 - f. Leadership Mentoring
Post document from Anoka ECC that was displayed on the WebEx on Basecamp and the form used for their "emerging leader award". By making people accountable for a solution with a complaint it has redirected staff from the negative to the positive. Fun committee at Anoka ECC having great effect on staff, taking ownership.
 - g. 911 Error date reporting
NENA 7.33 standard for NRF, or erroneous ALI dispatch errors was referenced. Looking for feedback, does anyone have anything in writing for the process? Lauren had requested a 2nd person for access as back up and was told only 1 person was allowed and she couldn't share password. Lavae will check with MECC Admin who does these to see if there is anything in writing she uses. DCC has a supervisor that does it and logs onto spreadsheet. Kari will follow up with MESB regarding having a back up person assigning with 911 call data error reporting.
 - h. Resiliency Program
Update regarding the grant money that MESB had which was looking for training on this topic. Heidi, Cheryl & Kari went to Washington County and saw a training. Motivations was also a good option. Will remove this item from the agenda at this time since it's been passed onto MESB.
4. Standards
Nothing to report
 5. Events and exercises (plans, meetings, 205's, impact on operations)
Anoka will use 2 inhouse channels for the PGA, expect 1200 per day from vendors, golfers, staffing for the whole event, no spectators/not public. Very low key, not a lot of requirements for Anoka dispatchers.
 6. PSAP technical updates and info (CAD, radio, phone and other systems)
Anoka has 2 laptop phones for their Viper system. Would be able to take with them should they need to evacuate their main center as long as they could connect to their network. Kevin McNallan at Anoka would have more information if someone has interest.
- Chula Vista CA news story about a new system for 911LIVE where officers can hear the dispatcher call taking in real time - interesting concept; can see pros and cons of use.
7. QA/QI – general updates, questions, etc.
No comments for this subject.

8. PSAP operational updates and information (management, staffing, schedules, major changes) – around the table updates from each agency:

Anoka – Emergency schedule of 4 teams to reduce contact, 12 hr. shifts; w/ every other weekend off. Has broadened camaraderie. Will stay on schedule for rest of year. 2 current in classroom. 2 starting for an August class. Not allowing any new time off requests.

MACC not allowing trades. Schedule change was only to adjust the power shift to a main shift 0600-1800/1800-0600 to avoid cross contamination. Supervisors also on one shift or the other. Time off allowed only w/o creating OT. Lack of flying has hurt the MACC so cutting budget, call volume low due to limited travel. Schedule will go through end of 3rd QTR, Supervisors are to resume normal scheduling in Aug but with an expected 2nd wave of COVID doubts that the change will occur.

RECC- trades and time off are being allowed; OT, staffing in general doing well. Posted TC position for applications yesterday, internal promotion for Public Safety Dispatcher will also happen. Expect to have a September class. 2 nearing sign off to working independent. EDP, welfare checks are being handled differently. St. Paul police and St. Paul fire department worked together to implement a different response plan. If the caller isn't having a medical issue and is not violent, the first resource is the call taker contacting adult or juvenile crisis during the call to see if they can manage the call. Second option, the call is transferred inhouse to the fire dispatcher who goes through EMD ProQA mental health questioning. If the situation is not violent, fire only responds in place of police. It is an adjustment for staff (began in March). SPPD has also changed the way the majority of report calls are being done, Since Feb – only able to use Teleserve or online or over phone w/PD – no squad is sent. Regarding mask wearing if you are in your own office or at your own console no mask needed, once in common area must wear mask.

DCC – Moved back to 10 hr. days, may go back to 12 hr. teams in the fall if COVID has a resurgence, not allowing trades as freely as they had. Are now only allowed within the pay week. Admin staff works remote most days; 2 days a week Director goes in. Cheryl every other Thurs, temp checks at being done at entry (100.4 is threshold). Video wall was pushed back, hopefully mid fall for install. May fill a vacancy, one being deployed in Sept, a Sup still in Iraq until November. May fill a position. 4 in training should be done in Aug.

MPLS – Many thanks to all of you who supported our team during the civil unrest. Your kindness was huge in keeping up our morale. We have 4 people in training with expected sign off in July/early August. Dispatcher posting closed and would expect a class start date in fall. Last class did hybrid remote/in center academy – worked okay, but detailed training manager may have more insight as she conducted the training. Admin working remote with partial weeks in the office. Pretty flexible with this arrangement. All returned during civil unrest to help where needed.

HCSO – Emergency schedule, no trades, quarantined to teams, in June returned to 10-hr schedule, OT returned with 6 on leaves so vote taken 37 to 4 to return to the 12-hr. schedule which reduces OT. Most staff overwhelming happy to be on 12. 6 in classroom and 2 open Sgt. positions. Currently have 8 operational Sgts and 1 training Sgt. Additional positions for an Admin and Tech Sgt will be coming soon.

Transit – Had planned to change schedule but was never implemented and hasn't been a problem due to the changes with services. Did install Plexi shields between consoles, adds a little more protection – consoles are spread out well. Fully staffed. Funding is down which will change their operations financial resources.

HEMS – ½ HEMS staff have been working out in HCSO Golden Valley center since early April, no trades allowed between A pod/B pod for cross contamination of shifts. Everyone will move to Golden Valley since they can't maintain social distancing at their center. Working 4 12s per week. The move to 12s helped cover OT. Didn't have to post OT which has worked well, this will go thru 9/12. If 2nd COVID wave hits, may run thru end of year. Rescinded vacations w/12 hr. schedule. Staff has been able to take/make single day off requests. They changed from seniority-based approval and went to a rotating schedule to allow every staff member to get time off which has worked well. Communication while groups were separated (HEMS and Golden Valley locations) worked well, EMD's are not able to do ride alongs as they had in past due to COVID. Start a new academy 8/3. Some HEMS staff had been furloughed but came off furlough during the civil unrest. Will be bringing back the EMS West Talk Group; had used SW fire ground as a talk around during COVID and civil unrest to try not to expose fire departments if not needed at a scene. Civil unrest changed a lot of things, used strike teams consisting of 2 trucks and command vehicle with Police or Natl Guard into the hot/warm zones of riots/protests. Moved patients out of the zone if necessary.

9. Meeting calendar 2020

January 7th, 2020 1000-1200 DCC

April 7th, 2020 1000-1200 cancelled

July 7th, 2020 1000-1200 via Webex

October 6th, 2020 1000-1200 at TBD

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

Agenda Number 6.C.

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

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:

Ramsey Co. has also begun planning to make their VESTA 9-1-1 call answering application geo-diverse. This will require a change in the ESInet to serve the second application server location. Ramsey believes the change will enhance their system redundancy and provide more COOP options.

4. NG9-1-1 ESInet:

The MESB staff continue to work with ECN on NG9-1-1 RFPs covering 9-1-1 system ingress from telecommunications service providers to the NG9-1-1 core services, the core services themselves, and 9-1-1 system egress connectivity between the core services and the PSAP.

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.

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
July 16, 2020 Meeting**

1. Importance of GIS for 9-1-1:

- a. MESB encourages continued **communication and planning between PSAPs and County GIS Departments** for ongoing geospatial dataset maintenance (road centerline and address points) to be used in statewide NG9-1-1 core services. The datasets also form the foundational data used in PSAP CAD and mapping systems, as well as multiple other uses beyond public safety. 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**.

2. Regional GIS Data Aggregation:

- a. **Road Centerline and Address Points:** The MetroGIS/Met Council continues to process 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. All ten metro counties are using this process.
- b. **Boundary Polygons:** MESB uploads the **regional PSAP, ESZ, MSAG community, law, fire and EMS boundary polygon layers** to the Minnesota Geospatial Commons. The 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 Commons for downloads of metro's PSAP boundary polygons.
- c. **Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (Access link is: <https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource to reference the geospatial data their county GIS departments consider valid for regional 9-1-1 use.

3. Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:

The metro regional road centerline, address point, and boundary polygon datasets are being used for **map, feature, and geocoding services** for the RapidDeploy pilot and Pandemic Response PSAP Consolidation Plan. These services are being hosted by GeoComm. Rather than a custom basemap, the ESRI community basemap is being used for the RapidDeploy Nimbus environment.

4. Regional 911/GIS Data Synchronization: PSAP and GIS managers have received their results from the recent ALI geocoding validations conducted for the region. The 9-1-1 TOC received a high-level overview of those results at their June meeting.

5. Regional GIS-derived MSAG activity: Transition of the St. Louis Park PSAP MSAG to one derived from the county's GIS data is in progress at the 9-1-1 service provider. Previously, the same type of transition was completed for Anoka, Chisago and Dakota

Counties, as well as Eden Prairie. The GIS-derived MSAGs will be maintained manually through 911NET until future methods and processes are put in place.

6. Statewide NG9-1-1 GIS Project:

- a. ECN and MnGeo are still reviewing and considering comments submitted about the **ECN NG9-1-1 GIS implementation roadmap** document. When they are released, the full set of submitted comments and ECN responses will be reviewed by the SECB NG911 Committee GIS workgroup.
- b. Grant contracting for Sherburne County GIS dataset development under ECN's **NG9-1-1 Federal Grant** is complete. Sherburne County will be engaging in their procurement process. A grant contract amendment from ECN is pending for the metro region pilot project on ongoing data lifecycle and GIS-derived MSAG processes.

7. Statewide GIS Data Standards:

- a. The metro regional road centerline and address point datasets conform with the **Minnesota Geospatial Advisory Council (GAC) approved data schemas**. The datasets in GAC format are publicly available on the MN Geospatial Commons.
- b. The GAC Standards Committee has completed its review of the concerns raised by ECN/MnGeo on the "comprehensive mappability" from **GAC to ECN's and NENA's NG911 data models**. The committee's next meeting is on 7/22/20 when it is expected to confirm the final recommended changes for public review.
- c. The **SECB NG911 Committee GIS workgroup**, under the leadership of Geoff Maas of Ramsey County GIS, has increased its membership to include representatives from all SECB regions. They hope to deliver a white paper to the SECB NG911 Committee with findings, recommendations, and areas for further inquiry regarding the statewide NG911 GIS effort sometime this fall.

8. Wireless Cell Sector/Routing Data:

- a. **MESB is processing 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.

9. New Class of Service Codes (WDL2, WDL1, WCVC, and VNOM):

- a. Comtech and Verizon will be conducting tests of the new enhanced location **class of service codes** with Carlton County PSAP on 7/20/20. Similar testing was successfully completed in June with Washington County PSAP. Upon activation, these new classes of service should help a call taker be aware when, on rebid, a wireless carrier supplies what they consider to be a dispatchable location (i.e. the caller's location as an address, including location coordinates and uncertainty.) The 9-1-1 TOC has been made aware that the carriers may use customer-supplied addresses which do not fully reflect 9-1-1 MSAG validation standards.
- b. Additional VoIP class of service codes will likely start being used in 2020. Those new NENA VoIP codes are **VRES (residential VoIP), VBUS (business VoIP), VPAY (pay phone VoIP), VENT (enterprise VoIP-PBX/Centrex)**. Timing for use of those codes will depend on the VoIP Positioning Center and the VoIP carriers. Further discussion may occur at the State NG911 Committee.
- c. A potential **display conflict** has been identified for PSAPs currently receiving **wireless callback number in the ALI "location" field**. With wireless enhanced

locations, it is possible that a wireless carrier may send the caller location as an address, along with supplemental location information (e.g. apartment or unit number) which would typically display in the ALI “location” field. For PSAPs receiving the wireless callback number in this field, the callback phone number will take precedence in the ALI display and the PSAP would not see that supplemental location information from the wireless carrier. CenturyLink has identified that approximately half of the metro PSAPs receive wireless callback number in the ALI “location” field. The 9-1-1 TOC may want to consider a standard practice of PSAPs receiving wireless callback number in the traditional phone number fields at the beginning of the ALI data stream (as is done with wireline and VoIP).

10. **Wireless indoor 3-D caller location:**

- a. The FCC has required wireless carriers to provide **vertical-axis Z-coordinate and uncertainty** information by April 2021 for wireless caller locations in the top 25 cellular market areas (which includes the 10-county metro region.) CenturyLink and Intrado have confirmed that the current 9-1-1 ALI database can deliver the Z-axis information if it is provided by the wireless carriers. It will, however, require a new ALI format to be created and implemented at PSAPs. Details of the carriers’ plans and how PSAPs could make use of Z-coordinates in their existing CAD/mapping systems are undetermined at this point. NENA may be doing further work on 3-D GIS as well. The topic of indoor 3-D location on wireless calls will continue to be monitored.
- b. Recently, T-Mobile is sending **uncompensated barometric pressure** in the supplemental location field of ALI (e.g. UBP 97984). Provision of this information, where available, was part of an earlier FCC ruling for wireless carriers.

11. **Back-up 911NET users:**

- a. Information about the possibility of setting up an additional user as **backup for the PSAP’s 911NET activity** has been shared with the chair of the PSAP Roundtable to assist in the group’s discussion surrounding submission of ALI discrepancies.