



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

June 17, 2021 10:00 a.m.

[WebEx Meeting Link](#)

(408) 418-9388

Meeting Access Code: 182 338 9638

Passcode: 9119

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – May 20, 2021 Meeting**
- 4. Action Items**
  - A. 9-1-1 Crisis Communications Plan
  - B. Regional Workload Sharing / Situational Awareness Recommendation
- 5. Discussion Items**
  - A. Telecommunicator Resiliency Training
  - B. T-CPR Training Grant Requests
  - C. Mental Health Call Processing Standard
  - D. Legislation Update
  - E. T-Mobile Location Based Routing
  - F. PSAP ESInet Connection Design and Funding
  - G. Event and Exercise Communications Planning Standard Feedback
- 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

May 20, 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	Jim Scanlon	Minneapolis	Joni Hodne
Carver County	Susan Bowler	North Memorial	<b>Absent</b>
Chisago County	Jake Thompson	Ridgeview EMS	Doug Kayser
Dakota County	Cheryl Pritzlaff	Ramsey County	Nancie Pass
Eden Prairie PD	Lisa Vic	Scott County	Carrie Bauer
Edina PD	Janelle Harris	Sherburne County	Laura Anderson
Hennepin County	Tony Martin	St. Louis Park PD	<b>Absent</b>
Hennepin EMS	Wade Johnson	University of Minnesota PD	Jeff Lessard
Isanti County	<b>Absent</b>	Washington County	Dar Pankonie

**Guests:** Vic Barnett, ECN; Tim Boyer, MN State Patrol; Greg Ehram, Motorola; Gladys Ferguson, Allina; Matthew Hoffer, Lumen; Frank Jarman, Motorola; Kari Morrissey, Anoka County; Dawn Kenyon, Hennepin County; Jennifer Radde, Edina PD; Jon Rasch, RCECC; LaVae Robinson, Bloomington; Dave Sehnert, Rapid/SOS; Sandi Stroud, ECN; 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

Bowler asked that item 4C. Telephone CPR Operational Standard be added to the agenda.

*Motion made by Darlene Pankonie to approve the amended agenda for May 20, 2021. Val Sprynczynatyk seconded. Motion carried.*

#### Roll Call for Approval of Agenda

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	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	<b>Absent</b>		

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MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	<b>Absent</b>		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	<b>Absent</b>		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:19 Nay: 0 Motion passed**

### 3. Approval of Minutes

*Motion made by Nancie Pass to approve the minutes from April 15, 2021. Doug Kayser seconded. Motion carried.*

### Roll Call for Approval of Minutes

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	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	<b>Absent</b>		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	<b>Absent</b>		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	<b>Absent</b>		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:19 Nay: 0 Motion passed**

### 4. Action Items

#### 4A. METCOM Encryption Work Group

Jake Thompson said as part of the Operation Safety Net preparations for possible civil unrest related to the Chavin trial there was a lot of talk about the METCOM talk group usage, unauthorized user

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monitoring, and scanners. Thompson said the METCOM talk group is meant to be used to communicate between the ECCs. An ARMER system usage report was run during Operation Safety Net which found many consoles and portables selected this talk group during the event. National Guard, State Patrol, and other agency users had this talk group in their radios and by monitoring METCOM they pulled that METCOM traffic to their local systems raising the risk of traffic congestion. Curt Meyer is looking for volunteers to serve on a work group to address this issue. Allina, Anoka and Ramsey volunteered.

*Motion made by Jake Thompson, to appoint representatives from Allina EMS, Anoka, and Ramsey Counties to sit on METCOM Encryption Workgroup. Cheryl Pritzlaff seconded. Motion carried.*

### Roll Call for Approval of 4.A.

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	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	<b>Absent</b>		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	<b>Absent</b>		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	<b>Absent</b>		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:19 Nay: 0 Motion passed**

### 4.B Regional Emergency Communications Strategic Plan

Pete Eggimann said three regional strategic planning meetings were held in February and March. Twenty-three people from various agencies and organizations across the region participated in the meetings. Judy Plante, a consultant provided by ECN, facilitated the discussion, and helped reach consensus on the eight regional emergency communications priorities identified by the group. ECN provided a plan document template that the MESB will use for the final plan draft. The group identified emergency communications interoperability as the highest priority and work is already underway with the workload sharing group to implement a regional CAD-to-CAD and situational awareness solution. The group also identified continuity of operations, upgrading and expanding the ARMER system, secure/stable/adequate funding, ECC staffing, transition to NG Core Services, continued engagement in industry research and standard development, and the education of policy

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makers regarding the role our telecommunicators play in the emergency response continuum.

Eggimann confirmed to Nancie Pass that this was a three-year plan starting in 2022. The plan can be reviewed and adjusted as the region sees fit. Sandi Stroud said the state plan would also be eligible for review.

*Motion made by Tony Martin to recommend that the MESB approve the priorities identified for inclusion in the regional Interoperable Emergency Communications Strategic Plan. Nancie Pass seconded. Motion carried.*

### **Roll Call for Approval of 4.B.**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	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	<b>Absent</b>		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Robinson	X	
North Memorial	<b>Absent</b>		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	<b>Absent</b>		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:19 Nay: 0 Motion passed**

### **4C. Telephone CPR Statewide Operational Standard**

Darlene Pankonie said the Telephone CPR Statewide Operational Standard had been updated based on guidance from the MN Attorney General's office. She reviewed the changes with the group and recommended that the committee approve the updated version.

*Motion made by Wade Johnson to accept changes to the Telephone CPR Statewide Operational Standard. Doug Kayser seconded. Motion carried.*

### **Roll Call for Approval of 4C.**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	

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Bloomington PD	Scanlon	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	<b>Absent</b>		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Robinson	X	
North Memorial	<b>Absent</b>		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	<b>Absent</b>		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:19 Nay: 0 Motion passed**

### 5. Discussion Items

#### 5.A Regional Workload Sharing/Situational Awareness Planning WG

Jon Rasch reported that the workgroup has made progress in forming a general recommendation on how to move forward with a regional CAD-to-CAD interoperability and situational awareness system implementation. The workgroup has had great discussions on funding, cost sharing, governance, and different ways of implementing regional workload sharing. The workgroup will have a recommendation ready for the next TOC meeting that will include a request for approval by the 9-1-1 TOC that the TOC recommend the MESB go out for an RFP to engage a consultant to assist in developing and formalizing a detailed regional CAD-to-CAD and situational awareness implementation plan.

#### 5.B. Telecommunicator Resiliency Training

Eggmann said Moetivations had reported completing the orientations for almost all the PSAPs. The Moetivations team reported they were having trouble contacting three of the regional PSAPs. Eggmann is working with Moetivations and the PSAP managers to get the last PSAPs scheduled for their orientation. The company has begun their individual agency training needs assessments. There will be three customized training options for PSAPs to choose from based on the information provided during each PSAP's training needs assessment.

Several committee members had questions related to what they could expect from Moetivations and the timing of the training. The committee asked Eggmann to work with Moetivations to set up a call to provide a project status update and to respond to any questions the PSAP managers may have after hearing the update.

#### 5.C. T-CPR Training Grant Requests

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Tracey Fredrick said there is only subgrant that she is aware of that has not yet been executed. All the other PSAPs should be moving forward with training at this time. Some PSAPs have already completed the training and have submitted reimbursement requests. Fredrick believes that all of the PSAPs will complete the training before the grant period ends on June 30<sup>th</sup>.

### **5.D. System Outage Notifications**

Tony Martin reported that the workgroup is finalizing definitions for some of the terms used in the document and that the final draft will be presented at the June 9-1-1 TOC meeting.

### **5.E. Mental Health Call Processing Standard**

Martin said there is a lot of movement on this project within Hennepin County. The pilot program is in progress. Last month the Minneapolis City Council presented the police reform report for review in which dispatching was mentioned. Hennepin County has partnered with the U of M. Some of the U of M professors have applied for a National Science grant. The original approval was for a natural disaster planning event grant, but alternative response to mental health crisis calls may be eligible to be considered.

Martin said there is a newly created stakeholder group that was formed by the Minnesota Police Chiefs Association in conjunction with the Sheriffs Association. Representatives from NAMI, Allina, and MN Department of Human Services were also included. Initially, there was no PSAP representation, but now Carver County will provide PSAP representation for the metro area.

Pass asked if that group was organized by DPS or the Sheriffs. Martin said it is the MN Police Chiefs Association that is taking the lead in forming this work group. Martin said it is not known if this addresses mental health or alternative responses in general, but it most likely addresses both.

Pass said St. Paul Safety Commission report should be out soon. It was comprised of a 48-member citizen panel. Ramsey County is doing a county-wide initiative. It is concerning if there were not broad conversations from all the different groups. Pass will reach out to the Police Chiefs Association for clarification.

Martin said the Police Chiefs are represented from all 10 counties. Martin will email any information that he has to the 9-1-1 TOC. The next meeting is May 26.

Cheryle Pritzlaff said the Dakota County Sheriff wants a Public Health and/or EMS response on all mental health calls unless there is a weapon, some other danger, or a crime committed. There is a meeting on mental health crisis call responses tomorrow. Pritzlaff believes the Sheriff's proposal is also the direction the Police Chiefs want to work toward.

### **5.F. Legislation Update**

Jill Rohret said legislature adjourned without approving a state budget. Budget targets have been agreed upon, but spending details are still in flux. June 14 is the proposed date for the special session to convene. The Association of MN Counties' bill to keep the 9-1-1 fee at .95 was included in the house version of the public safety bill but was not in the senate version. The MESB bill to redefine in statute the definition of the metro region counties from seven to the current ten was also included in the house bill.

Rohret said the SECB work group is looking at updating amendments to Chapter 403 to be introduced in the 2022 legislative session.

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Pankonie said in addition to the amendments to 403, also included in the Public Safety Omnibus bill is the proposed pension bill to form a work group to review the telecommunicator pension program that would more closely align telecommunicator retirement rules and benefits with other law enforcement, fire, and EMS responders.

### **5.G. T-Mobile Location-Based Routing**

Marcia Broman reported that last December T-Mobile announced they were going to launch a location-based routing (LBR) solution. The LBR goal was to connect more wireless 9-1-1 calls directly to the appropriate PSAP, reducing the number of 9-1-1 calls that need to be transferred between PSAPs. LBR uses the location of the caller's device and then routes 9-1-1 calls from that device to the PSAP that serves the caller's location. A metro area pilot involving four metro PSAPs and the MN State Patrol is scheduled to begin on June 1, 2021.

### **5.H. PSAP ESInet Connection Design and Funding**

Pankonie told the committee members that she had asked that this item be put on the TOC agenda. In the legacy E9-1-1 system, the metro area PSAPs have had two diverse connections to the 9-1-1 system. The monthly recurring costs associated with those connections have been paid for with funds from the 9-1-1 surcharge. As PSAPs and the 9-1-1 system continue to transition to a standard-compliant NG9-1-1 ESInet design, the two-connection limitation should no longer be the standard for 9-1-1 surcharge funding allocation. The NG9-1-1 design will involve more than two connections and will also need to support ESInet connectivity to geo-diverse locations that have become part of some PSAP's 9-1-1 answering application implementation designs in support of increased ESInet connectivity reliability. This increased reliability may be needed to support cloud-based mission-critical public safety applications as part of a PSAP COOP or sharing applications between multiple PSAPs. Pankonie wants a discussion within the SECB to reach consensus on emergency communications funding guidelines that take the transition to NG9-1-1 compliant designs into consideration.

### **5.I. Event and Exercise Communications Planning Standard Feedback**

(No Update)

## **6. Reports**

### **6.A. PSAP Operations Round Table Workgroup**

(No Update)

### **6.B. SECB NG9-1-1 Committee Report**

Pankonie said she believed all the agenda items discussed by the NG9-1-1 Committee have already been discussed today on the TOC agenda and asked if any committee members had specific questions on something. There were no questions.

Pankonie reported that the MN Sheriff's Association has a PSAP Sub-Committee that has been meeting on a regular basis and requested that a new agenda item be created for a report from this sub-committee to the TOC committee.

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



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Eggimann said he did not have anything that was not already covered in the written network report.

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

Broman highlighted that ongoing work to transition to a GIS-derived MSAG is currently underway in Carver and the Hennepin Co. Sheriff PSAP service areas. When that work is complete, they will become the 11<sup>th</sup> and 12<sup>th</sup> metro PSAP service areas to make the transition.

Broman also noted that the SECB NG9-1-1 Committee's GIS Workgroup has completed their report and recommendations on a statewide GIS data project. The report will be presented to the SECB at the board meeting later this month. Broman said she would share that report with the committee.

### **7. Announcements**

**Adjourn at 11:49**



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**June 17, 2021**

**Agenda Item:**

**4.A 9-1-1 Crisis Communications Plan**

**Presenter:**

**Eggimann**

### **RECOMMENDATION**

The workgroup appointed by the 9-1-1 TOC to work on developing an updated communications plan and the MESB staff recommend that the committee review and accept the draft 9-1-1 Crisis Communication Plan (CCP) for implementation by the metro area PSAPs.

### **BACKGROUND**

A communications plan to notify PSAPs in the event of a major 9-1-1 system outage or disruption was developed by the MESB twenty years ago that utilizes the criminal justice data system messaging platform. That plan is no longer adequate to meet the PSAP notification needs and does not address the automated notifications now being sent to PSAPs by the 9-1-1 service provider and the originating telecommunications service providers. The recognition that a new plan was needed was the basis for the committee to appoint a workgroup tasked with developing a new comprehensive communications plan.

The draft CCP being submitted by the workgroup and staff includes recommendations for on-duty telecommunicators if they become aware or are notified of a potential 9-1-1 system disruption or outage. The plan also includes methods and procedures for notifying the 9-1-1 service provider and the other metro PSAPs if a 9-1-1 system disruption is verified by one of the metro PSAP telecommunicators. The plan utilizes a combination of radio, telephone, reverse 9-1-1 notification services, social media, and the use of public information officials (PIO) throughout the life cycle of a 9-1-1 system event to keep responders, other PSAPs, and the general public informed.

### **ISSUES & CONCERNS**

(none identified)

### **FINANCIAL IMPACT**

(none identified)

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



# **Metropolitan Emergency Services Board 9-1-1 CRISIS COMMUNICATION PLAN**

**Final Draft**

**Revised: 6/07/2021**

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## 1. Overview

The goal of MESB 9-1-1 Crisis Communication Plan (CCP) is to inform all necessary participants, both internal and external, of the area's communications-related actions during a crisis, 9-1-1 disruption or outage. Because it is impossible to identify all variables, this plan is a living document. Flexibility is necessary when reacting to a crisis, and therefore this plan was written as guidance and not as a strict process.

The CCP has six main components:

- Audience identification
- Roles and responsibilities
- Scope of disruption, severity, geographic area
- Message Creation
  - Message characteristics
  - Types of messaging: external and internal
  - Monitoring
  - Sample messages
- Message distribution
  - External distribution
  - Internal distribution
- Analysis
  - Measuring success
  - Applying lessons learned
- Attachments

## 2. Purpose

The purpose of the CCP is to provide a framework for releasing consistent, accurate, and appropriate messaging during a crisis to affected audiences.

## 3. Goals

- Identify internal and external audiences affected by a crisis
- Identify staff roles and responsibilities during a crisis
- Identify official messaging that addresses the needs of affected audiences without releasing confidential information
- Identify and use distribution tools for sharing messaging as quickly as possible
- Update audiences regularly with new developments
- Address misinformation in a timely manner to avoid the spread of rumors
- Measure effectiveness of messaging and distribution tools after the crisis is over
- Identify and apply lessons learned to the CCP for future use

## **4. Audience Identification**

### **Internal**

- MESB Public Safety Answering Points (PSAPs)
  - Allina Emergency Medical Services PSAP
  - Anoka County PSAP
  - Bloomington PSAP
  - Carver County PSAP
  - Chisago County PSAP
  - Dakota County PSAP
  - Eden Prairie PSAP
  - Edina PSAP
  - Ft. Snelling PSAP
  - Hennepin County PSAP
  - Hennepin Emergency Medical Services PSAP
  - Isanti County PSAP
  - M Health Fairview Emergency Medical Services PSAP
  - Metro Transit PSAP
  - Minneapolis PSAP
  - Minnesota State Patrol PSAP
  - North Memorial Emergency Medical Services PSAP
  - Ramsey County PSAP
  - Ridgeview Emergency Medical Services PSAP
  - Scott County PSAP
  - Sherburne County PSAP
  - St Louis Park PSAP
  - University of MN PSAP
  - Washington County PSAP
- MESB Public Safety Answering Points (PSAPs) Staff (Director, Managers, Supervisors, Technical Staff, Other Identified Staff)
- MESB staff members (Executive Director, Director of 9-1-1 Services, EMS Coordinator, Radio Services Coordinator)
- Partnered Police, Fire & City Departments of Partner PSAPs, Public Information Officers (PIO's)

### **External**

- Residents/Visitors of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties
- Media members
- Partners (local, state, and federal officials) outside of the MESB 9-1-1 region
- Neighboring 9-1-1 entities

Not all MESB 9-1-1 audiences will be affected in every scenario. In addition, it is possible that an audience may exist that is not currently identified in this plan.

The plan will be amended as audiences are identified.

## **5. Initial PSAP Response to Disruption**

Discovery of a 9-1-1 service disruption at a PSAP can be via an automated email notification, information that a 9-1-1 call(s) did not go through, misrouted 9-1-1 calls, or some other source.

- Upon discovery of a potential service disruption/outage, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
  - **\*\*\*It is recommended that PSAPs test with multiple carriers when possible.**
- If test calls result in 9-1-1 misroute or call failure, PSAP staff will check with a surrounding PSAP to see if they are experiencing any disruptions or outages. (The PSAP contacted will confirm whether they have received any indication of a known issue and test their lines.)
  - If there are no service issues discovered with the surrounding PSAP, the initiating PSAP will continue with internal notification procedures and work with the 9-1-1 service provider's 24x7 support (e.g. 9-1-1 Repair) to identify and resolve the issue.
- If both PSAPs are experiencing a service disruption/outage, one of the PSAPs involved will check for regional issues via METCOM. Advise Metro PSAPs on METCOM of the 9-1-1 service disruption/outage and ask that they check and report status on METAC8 (or next available). If not already identified, have one PSAP be the primary contact.
- If any of the PSAPs experiencing a disruption/outage have not been informed of the outage by the 9-1-1 service provider; the PSAP with an existing service ticket entered should update 9-1-1 support with other agencies involved when possible.
- The Lumen (CenturyLink) regional/statewide conference bridge will be opened for current, up-to-date information.
  - All PSAPs in the region will be invited to the conference bridge. Intended audience:
    - Primary 9-1-1 PSAP Contacts
    - On-duty PSAP staff/supervisors
    - PSAP Technical Staff
    - ECN and MESB staff will be added to the conference bridge
- Internal PSAP Notification

## **6. Message Creation**

MESB PSAP messaging must meet the following standards:

- Accurate
  - Accurate as possible based on available information
- Timely
  - Updated regularly to reflect new information
  - It is suggested that PSAP's provide an update at least every hour, unless new, pertinent information is available before the time of the next update.
- Clear
  - Easy to understand, avoiding the use of jargon or industry acronyms.

Recommended order for message delivery platforms:

- Press Release
- Social Media (Twitter, Facebook, etc.)
- IPAWS
- Reverse 9-1-1/Notification – Use for landlines or prebuilt targeted groups (care facilities, apartments, assisted living, etc.). IPAWS notification will be sent to cellular telephones.

### **Message Templates**

#### **Press Release (Initial)**

9-1-1 Disruption in (your area)

9-1-1 service may be temporarily disrupted in (your area)

If you are in (your area) and are unable to reach police, fire or medical responders, please call:  
(XXX) XXX-XXXX (Your 24/7 10-digit Number)

We are working with our 9-1-1 providers to get the service restored quickly. Once 9-1-1 service is restored, the press release will be updated.

If you have an emergency outside of (your area), your call will be transferred to the appropriate Emergency Center.

(Optional)

For further information about what to do if there is a disruption, you can visit (website)

#### **Press Release (Restoral)**

9-1-1 service has been restored in (your area).



Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

**Twitter (Initial)**

9-1-1 service has been temporarily disrupted in (your area). If you have an emergency, please call (XXX) XXX-XXXX (Your 24/7 10-digit Number).

**Twitter (Restoral)**

9-1-1 service has been restored in (your area).

**IPAWS/WEA Message (Initial)**

It is recommended that PSAPs wait 30 minutes before an IPAWS message is sent, unless there is confirmed information that:

- The disruption duration is not known, or restoral is not timely
- Unable to route calls to alternate PSAP
- Consider the time of day when sending IPAWS (recommended not overnight, unless needed)

**IPAWS Categories**

- Message Status: Actual
- Source/Sender: (Your Agency)
- Scope: Public
- Message Category: Safety
- Event Name: Civil Emergency Message
- WEA Handling: Imminent Threat
- Urgency: Immediate
- Severity: Extreme/Severe
- Certainty: Observed
- Sample 90, and 360 Character Messages  
90 Character: [SOURCE]: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 9-1-1.

RAMSEY CO: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 9-1-1.

360 Character: [SOURCE]: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 9-1-1. SEE [INSERT WEB URL] FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

RAMSEY CO: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 9-1-1. SEE <http://www.ramseycounty.us/9-1-1> FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

**7. Restoral Information**

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

- Once word is received that 9-1-1 service is operational, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
- PSAP staff will check with a neighboring PSAP to see if they are back up and operational.
- If both PSAPs are operational, one of the PSAPs involved will advise Metro PSAPs on METCOM that they appear to be back up and operational.
- If any of the PSAPs are still experiencing a disruption/outage; the PSAPs with an existing service ticket entered should update 9-1-1 support with impacted agencies that they are still experiencing the outage.
- Those agencies that are back operational should then send a follow up/update on social media sites and/or WEA indicating that 9-1-1 is now operational.

**ACKNOWLEDGEMENTS**

The Metropolitan Emergency Services Board (MESB) 9-1-1 Technical Operations Committee developed this document.

9-1-1 PSAP TOC Approval Date:

MESB recognizes the following industry experts and their employers for their contributions to the development of this document.

Members	Employer
Tony Martin, Emergency Communications Director	Hennepin County Sheriff's Office
Heidi Hieserich, Emergency Communications Manager	Metropolitan Airports Commission
Jon Rasch, Emergency Communications Manager	Ramsey County Emergency Communications
Cheryl Pritzlaff, Operations Director	Dakota County Communications
Val Sprynczynatyk, Director	Anoka County Emergency Communications
Pete Eggimann, Director of 9-1-1 Services	Metropolitan Emergency Services Board

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

## Appendix A

### Definitions

- Disruption
  - Anytime one or more telecommunications service providers are experiencing partial 9-1-1 call delivery issues to the 9-1-1 system effecting some calls but not all calls, problems delivering 9-1-1 calls to some of the PSAPs but some PSAPs are receiving 9-1-1 calls normally, or some calls/texts are getting delivered normally, but not all 9-1-1 calls.
- Outage
  - This term is used when it has been confirmed that the 9-1-1 service provider cannot deliver any 9-1-1 calls or texts to PSAPs. This could also be when the major wireless carrier 9-1-1 mobile positioning center (MPC) service providers (e.g. Intrado, Comtech) cannot deliver 9-1-1 calls into the 9-1-1 system with caller location, causing complete wireless 9-1-1 call delivery failure, default route 9-1-1 calls, or misrouted 9-1-1 calls.
- Specific Telecommunications Service Provider Disruption or Outage
  - When specific telecommunications service providers are having 9-1-1 call delivery issues, but other service provider 9-1-1 calls are being delivered normally.
  - Examples:
    - AT&T
    - Sprint
    - T-Mobile
    - Verizon
    - CenturyLink (Qwest or Lumen)
    - Comcast/Xfinity
    - Onvoy
    - Vonage
    - For a full list, please see the MESB PSAP Manual
- TCC
  - The metro area 9-1-1 system uses Intrado's Text Control Center (TCC)
- MPC
  - The wireless carrier Mobile Positioning Center contains the 9-1-1 call routing information for each cell site sector
  - Which carriers are with which MPC 9-1-1 service providers?
    - Verizon uses Comtech
    - T-Mobile manages their own MPC, but uses Comtech for delivery of 9-1-1 calls into the 9-1-1 system
    - AT&T uses Intrado

For a full list of additional definitions, please see NENA's website for definitions.

<https://www.nena.org/general/custom.asp?page=Glossary>

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

**Appendix B**

Scenarios

Scenario Example #1

It is 9:30 PM on a Tuesday night and the Bloomington PSAP receives a non-emergency call from someone advising their 9-1-1 call did not go through. On-duty Staff make test calls from both landline and wireless phones, and both fail. (Verizon and T-Mobile were tested.)

Bloomington calls the Airport to see if they are having issues with their 9-1-1 lines. Airport tests their lines and reports similar 9-1-1 test call failure.

Bloomington calls 9-1-1 Repair while Airport volunteers to hail Metro PSAPs on METCOM to check on the scope of the disruption.

Several PSAPs in the region report similar issues. Bloomington advises 9-1-1 Repair that most PSAPs in the region are reporting service disruptions and provides list of PSAPs.

The 9-1-1 service provider initiates a conference bridge for PSAPs, MESB, and ECN to provide status updates. (Estimated 10 minutes into the disruption)

Bloomington sends an internal notification to alert key stakeholders and their PIO. (10 minutes into the disruption).

Bloomington PIO releases statements for media. PSAP staff make reverse 9-1-1 notification to targeted areas of the community (long-term care facilities, etc.) (Reverse notification is made at the PSAP's discretion.)

On the conference bridge, the service provider reports that the cause of the disruption has been identified but the time to restore service is unknown. It is now 25 minutes into the service disruption and PSAPs on the conference bridge confirm the need to send an IPAWS message due to severity of the disruption (call failure versus misrouting).

County alerting authorities are given the greenlight to send an IPAWS WEA notification.

IPAWS messages are sent (35 minutes into the disruption).

At 45 minutes into the disruption the 9-1-1 service provider advises PSAPs on the bridge that service has been restored. PSAP staff test both cellular (multiple providers) and landline calls and confirm service has been restored.

County IPAWS notifications are cleared.

Bloomington alerts their PIO that service has been restored and service restoral media statements are released. Reverse 9-1-1 notifications are sent advising service has been restored.

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

Scenario Example #2

Hennepin PSAP receives an email and phone notification from LUMEN advising there are approximately 2000 customers in the Hanover, Hamel, Navarre, and Excelsior area that may not be able to reach 9-1-1.

Hennepin PSAP reaches out to South Lake Minnetonka Police Department and advises them of the area that is possibly affected and has them do some test calls from different areas within the area mentioned with multiple carriers (cellular telephones and landlines).

The test calls that were made did go through to the correct PSAP (Hennepin South) from all phones that officers had access to. (10-15 minutes into the notification)

Note: Hennepin PSAP (North, South and East) are receiving other 9-1-1 calls from many different carriers during this time, knowing that the 9-1-1 system is up and working.

Hennepin PSAP contacts Lumen to inquire on the notification on a status.

Lumen advises they are still investigating the error and will notify us when they have further information. Lumen is unable to narrow down the area for which this is occurring besides what was already mentioned.

Since there is no information (besides the notification) to show there is issues with customers reaching 9-1-1, the PSAP waits for further information before making any public notification. Stakeholders (Chiefs, on-duty personnel, PIO, etc.) for that area are notified that there could be an issue, waiting on further information from Lumen.

Lumen contacts the PSAP and updates them that this issue is possibly only affecting CenturyLink landline customers and a technician is on scene. (Estimated 1 hour into the possible disruption)

Due to this only affecting a single provider's customers, a decision was made to only place a message using social media advising we are aware of technical issues with CenturyLink that may impact their customers from calling 9-1-1 from landline phones in the City of Excelsior area. No other notifications are made because the 9-1-1 system is working.

Lumen contacts the PSAP and advises them that all alarms have cleared, and service should be normal for the previously affected area. The PSAP updates the social media post that the problem was repaired. (Estimated 3 hours after the notification).

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)  
Crisis Communications Plan (CCP)

Scenario Example #3

It is 6:30 on a Wednesday evening and Dakota County learns that some of their 9-1-1 calls are being misrouted to Anoka County. Anoka also discovers at least two 9-1-1 calls have been misrouted to Hennepin County. Hennepin reports the issue to 9-1-1 Repair while Anoka hails other PSAPs on METCOM to check the scope of the issue.

After hailing regional PSAPs on METCOM, Anoka confirms that 5 PSAPs are experiencing intermittent misroute issues with some reporting that other states have received their calls. Hennepin updates 9-1-1 Repair with this information.

The 9-1-1 service provider initiates a conference bridge for PSAPs, MESB, and ECN to provide status updates. (Estimated 10 minutes into the disruption)

Dakota County decides to notify key stakeholders and their PIO of the situation. The PIO prepares media statements to alert the community of potential service impacts due to geographic scope of potential misroutes. (20 minutes into disruption)

The 9-1-1 service provider updates all PSAPs on the conference bridge that the issue should be resolved. (30 minutes into disruption)

The impacted PSAPs test both cellular (multiple providers) and landline calls and confirm service has been restored.



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**June 17, 2021**

**Agenda Item:**

**4.B Workload Sharing Implementation Plan**

**Presenter:**

**Rasch**

### **RECOMMENDATION**

The CAD-to-CAD Interoperability Workgroup recommends the 9-1-1 TOC make a recommendation to the Board to issue an RFP for a consultant to develop an RFP with technical specifications for a CAD-to-CAD interoperability solution, as well as a report with possible governance and funding models, and for the MESB to fund the RFP process and consultant fees in an amount not to exceed \$75,000.

### **BACKGROUND**

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The workgroup has met seven times and now believes they have taken the planning process as far as they can as a volunteer committee workgroup. The group has identified potential governance, funding, cost-sharing, and participation management options. The workgroup believes that professional consulting services are necessary to assist the workgroup and keep the project moving forward with the preparation of an RFP due to the large scope of the project.

### **ISSUES & CONCERNS**

(none identified)

### **FINANCIAL IMPACT**

The cost for this RFP would be paid out of the MESB's Hennepin County Investment Fund. The cost is included in the MESB's 2022-2026 draft capital budget, which is scheduled for Board approval on July 14, 2021.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



Report and  
Recommendations  
Prepared by Marvin Bachmeier and  
Peter Vader, Code 4 Group

May 24, 2021

# Regional Workload Sharing and Situational Awareness Application Implementation Workgroup

## Executive Summary

In January 2021 Code 4 Group (Code4) was engaged by the Metropolitan Emergency Services Board (MESB) to participate in its Regional Workload Sharing and Situational Awareness Application Implementation Workgroup (Workgroup). Code4 was tasked with delivering a report summarizing Workgroup progress and next steps. What follows is that report, and our recommendation that the MESB in the next phase towards implementing CAD-to-CAD, advance to a professionally guided Request For Proposal (RFP) process to specify the system for bidding and to formalize the funding, participation, and governance policies supporting its operation.



## Background

Recent and anticipated public safety events affecting multiple jurisdictions simultaneously have increased enthusiasm and interest in a regional situational awareness/resource sharing solution. From this impetus the Workgroup was formed in late 2020 to examine features and policies necessary to specify, procure, implement, and support a system providing CAD-to-CAD interoperability and shared situational awareness between agencies and jurisdictions.

### Major Topics

The Workgroup identified a set of major feature, policy, and resource topics for discussion:

- Governance models
- System requirements
- Funding sources
- Cost-sharing models
- Management PSAP participation

MESB studied CAD-to-CAD previously, engaging with Winbourne Consulting to provide professional consulting assistance. The resulting formal “Winbourne Report” of system options and features was delivered to MESB in March 2018. With renewed interest in CAD-to-CAD, the Winbourne report and its findings served as a key reference for this Workgroup’s efforts.

## Proceedings

The Workgroup began meeting on alternate Fridays in February. Throughout, Code4 supported the Workgroup volunteer leader (primarily Jonathan Rasch of Ramsey County, backed up by Tony Martin of Hennepin County Sheriff’s Office) by recording notes, commitments, agreements, and tasks (assigned or volunteered). Between meetings, Code4 served to support Workgroup goals, objectives, and momentum by assisting in communication, along with the Workgroup leader, obligations, reminders, and agendas to Workgroup members.

Code4 has observed over seven meetings engaged and forthright participation across the Workgroup membership. The Workgroup focused on the Major Topics, returning to each repeatedly to address nuance and complexities, often involving only a few or single participating agency.

Over the course of Workgroup meetings members have spoken freely and knowledgeably towards its Major Topics, and in doing so have made significant progress towards consensus and agreement on each. The group accepted in its first meeting Consensus System Requirements [attached below] defined in the 2018 Winbourne CAD-to-CAD Study, and this acceptance formed the basis for all following discussion and pursuit of potential paths towards each Major Topic objective.

After the most recent Workgroup meeting, leader Rasch presented a progress report to the MESB Technical Operations Committee (TOC). He also mentioned to an anticipated upcoming TOC agenda item where the Workgroup would be requesting professional consulting assistance in moving the CAD-to-CAD initiative to a Request for Proposal (RFP). The creation of the RFP would include processes

to refine recorded Workgroup deliberations and consensus on Major Topic elements into specific requirements and formal agreements among participating MESB membership.

## Recommendation

Through seven meetings the Workgroup, in Code4's estimation, has taken deliberations as far as the workgroup format — informal meetings of a subset of MESB membership — can reasonably take them. In hours of energetic and engaged dialogue over potential governance, funding, cost-sharing, and participation management options, the Workgroup has taken collaboration and deliberation to a point where it is ready to begin translating its work into an RFP. Professional consulting assistance working across all participating MESB agencies would be invaluable to final selection and formal agreement on the most suitable funding and management methods while building RFP documents to bidding and purchase of the CAD-to-CAD system.

It is our recommendation that when the request to fund and effect a professionally led RFP process to implement CAD-to-CAD comes before the MESB board, that the request be approved.

## MESB CAD-to-CAD Workgroup

Addenda

### **Workgroup Members**

The Workgroup is comprised of representatives from the following PSAP entities:

Anoka County  
City of Minneapolis  
Hennepin County Sheriff's Office  
Metropolitan Airports Commission  
Ramsey County  
Scott County  
Sherburne County  
University of Minnesota

Other participants serving in advisory and/or administrative capacities:

Metropolitan Emergency Services Board  
Code 4 Group LLC

### **CAD-to-CAD system requirements**

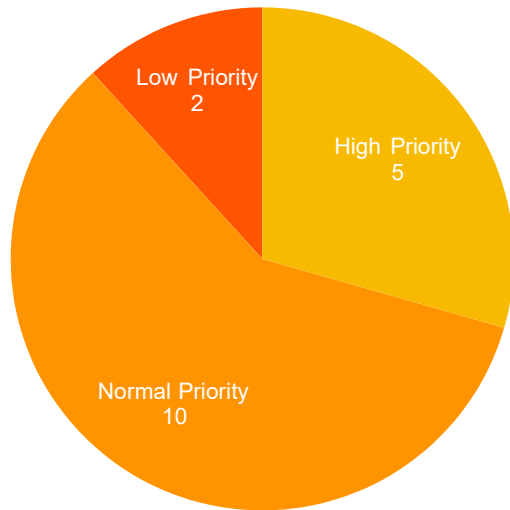
((derived from Winbourne Study 2018)

1. The CAD-to-CAD solution shall be based on the Intelligent Hub Model, the Message Broker Model, or a hybrid Intelligent Hub-Message Broker Model
2. The solution must support a standard Application Program Interface (API)
3. Data sharing must be bi-directional in nature and provide each PSAP the
4. capability to decide what information and resources will be shared
5. Provide capability to track and view the status of all resources and assets of all
6. agencies, in real-time
7. Allow viewing and the ability to add information to any shared incident/call
8. Ability to transfer incident/call information between all PSAPs CAD systems
9. Send, receive and acknowledge requests for resources
10. Approve or deny the request for resources
11. Handle unit recommendations within each CAD supported by CAD-to-CAD.
12. Send incident information to another PSAP or approved resource
13. Send supplemental, hazard, premise or additional relevant information to
14. another PSAP or approved resource
15. Send information to another PSAP's mobile data computer system
16. Support mutual aid and automatic aid agreements within CAD-to-CAD
17. Support NG9-1-1 data including texting, photos, video, social media, electronic
18. fire/burglar alarms, panic buttons, car-telematics, smartphone apps, etc.
19. Provide for the signing on and deploying and removing units from other agencies

# CAD-to-CAD Survey Results

(As of 5-13-2021, 17 of 24 agencies responding)

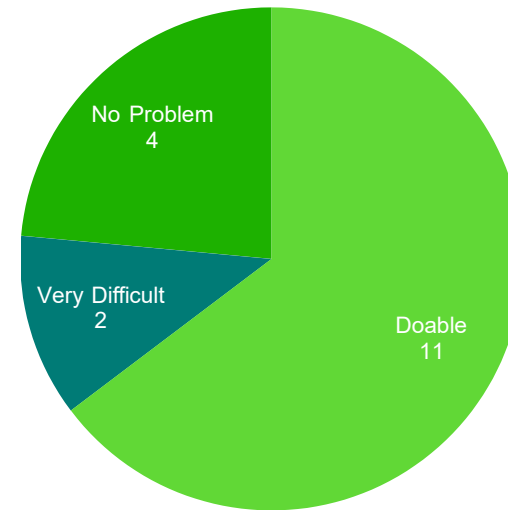
**Priority of CAD-to-CAD**



Given your understanding of how your PSAP could utilize a CAD-to-CAD Interoperability System for workload sharing and coordination daily, during major multi-jurisdictional events, and as part of your PSAP continuity of operations plan (COOP); is implementing this regional system a:

	High Priority	Normal Priority	Low Priority
Agency responses	5	10	2

**Estimating Funding Effort**



Based on the cost estimates provided in the Winbourne study, will funding your PSAP share of a regional system be:

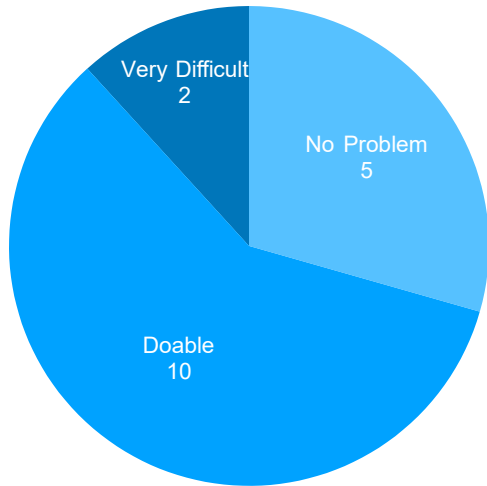
	Very Difficult	Doable	No Problem
Agency responses	2	11	4



# CAD-to-CAD Survey Results

(As of 5-13-2021, 17 of 24 agencies responding)

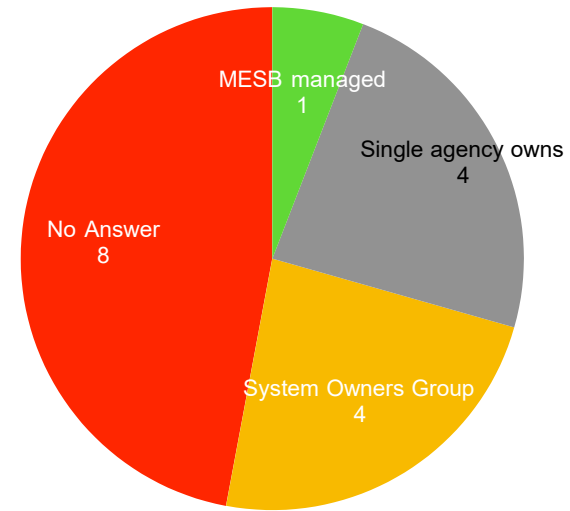
## Estimating Effort to Reach Cross-PSAP Agreements



Given your understanding of how your CAD data can be managed within the regional system, do you see reaching agreement between cooperating PSAPs and the response agencies they serve on data ownership and data access as being:

	Very Difficult	Doable	No Problem
Agency responses	2	10	5

## Exceptions to Governance Structures



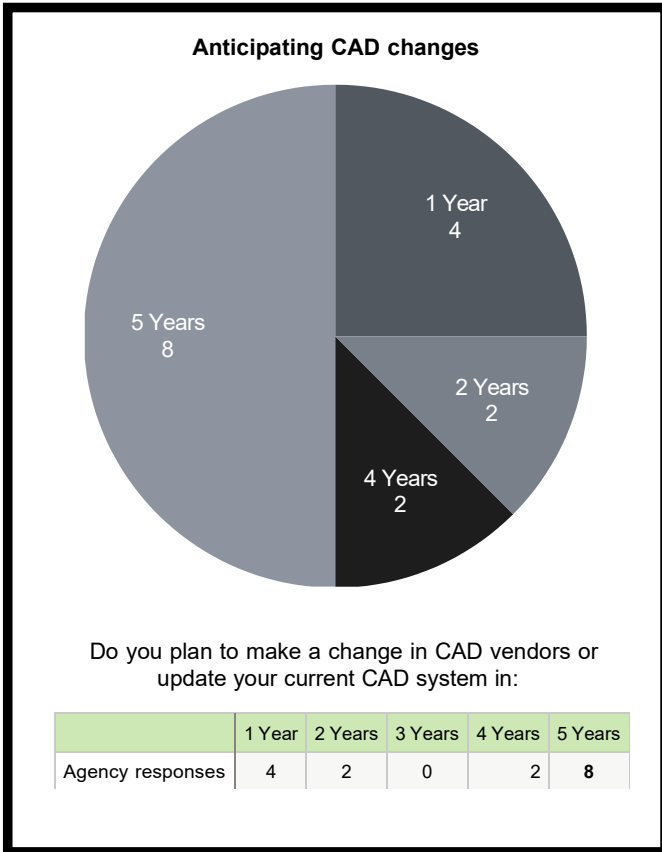
Which of the four governance structures summarized below do you believe will NOT work for your PSAP or your agency administration:

	CHS-1 type	MESB managed	Single agency owns	System Owners Group	No Answer
Agency responses	0	1	4	4	8



# CAD-to-CAD Survey Results

(As of 5-13-2021, 17 of 24 agencies responding)



## SUMMARY | Agency responses by survey question

	High Priority	Normal Priority	Low Priority	Did not answer		
Priority of implementing a regional system	5	10	2			0
Estimate difficulty of funding	Very Difficult 2	Doable 11	No Problem 4			
Estimate difficulty of agreement between PSAPs and response agencies	Very Difficult 2	Doable 10	No Problem 5			
Do you plan to make a change in CAD vendors or update your current CAD system in:	1 Year 4	2 Years 2	3 Years 0	4 Years 2	5 Years 8	No answer 1
Which governance do you believe will NOT work	CHS-1 type	MESB managed 1	Single agency owns 4	System Owners Group 4		No answer 8



**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Network Report  
June 17, 2021**

**Agenda Number 6.C.**

**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. Installation work is now underway at both locations and is expected to be complete by the end of July.

**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 is 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 issued an RFP 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**  
**June 17, 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. **Regional NG9-1-1 Data QA/QC and GIS-derived MSAG activity:**
  - a. **NG9-1-1 QA/QC support:** MESB recently ran its standard regionwide 9-1-1 QC validations and is preparing the results stats and errors for PSAP and GIS managers. MESB is also using GeoComm's Data Hub to perform supplemental NG9-1-1 validations on the regional 9-1-1 and GIS data. MESB's error vetting and remediation support to the PSAP/counties continues to focus primarily on areas that have not yet made a significant stride toward GIS-derived MSAG transition, as well as on key data inconsistencies found through the GeoComm process.
  - 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)
    - ii. **In preparation stage at MESB:** Carver County, Hennepin Sheriff (add'l 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.
3. **ECN NG9-1-1 Federal Grant work:**
  - a. **Metro Regional GIS-derived MSAG Processes:** MESB continues to work with GeoComm to refine the GeoComm Data Hub configuration and related processes. The aim is to gain more meaningful results data and evaluate how the GeoComm tools can best augment the existing regional processes.
  - b. **Sherburne County:** GeoComm is actively editing Sherburne's data for NG9-1-1 readiness.
4. **Statewide GIS Data Standards:**
  - a. Discussions on a **polygon standard for exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) are underway 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 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.

- b. MESB now 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. Ramsey County is assisting with an initial evaluation of the potential **use of 911 call z-axis data at the PSAP dispatch centers**. Vic Barnett from RCECC has joined the NENA 3D Geomatics workgroup as the region's representative to gather more information on an appropriate path forward on this topic.
6. **Wireless Location Based Routing:** The metro area **pilot of T-Mobile's location-based routing (LBR) capabilities** began on June 1<sup>st</sup> and is currently underway. The following PSAPs are participating in the pilot: Anoka, Ramsey, Sherburne, and Washington Counties, as well as the MAC Airport and the MN State Patrol East and West. T-Mobile is actively monitoring the pilot for these PSAP areas. T-Mobile's new location-based routing capability plots the caller's device-based hybrid location in PSAP boundary polygons to determine the appropriate PSAP to route the call. The goal is to reduce PSAP-to-PSAP 9-1-1 call transfers by using a more precise method based on the caller's location, rather than on the cell site and sector. It should be noted that some of the results statistics will be impacted because not all PSAPs in the metro region are participating in the pilot.
  7. **Wireless Data Audits:** MESB is waiting to receive the **file of legacy Sprint cell site/sector data** from T-Mobile to proceed with the audit of that wireless data.
  8. **SECB NG9-1-1 GIS Workgroup:** The workgroup's **report and its recommendations for the statewide NG9-1-1 GIS project** were accepted by the SECB NG911 Committee at its April meeting, as well as by the SECB board at its May meeting. The recommendations have now been passed to the SECB steering committee for discussion.
  9. **Statewide NG9-1-1 GIS Project:** ECN and 1Spatial are continuing their work to stand up their solution and validation tools. As more information becomes available, MESB will monitor where and how the 1Spatial solution can add value to the regional NG9-1-1 data processes.
  10. **Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:** This pilot is currently on hold while the MESB Regional Workload Sharing/Situational Awareness Workgroup continues to evaluate the region's desire to move to a CAD-to-CAD solution.

## ONGOING ACTIVITIES

11. **Wireless Cell Sector/Routing Data:** MESB continues to process 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](mailto:mesbgis@mn-mesb.org) and MESB staff will investigate.
12. **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. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.

b. **Boundary Polygons:** MESB continues to maintain 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.

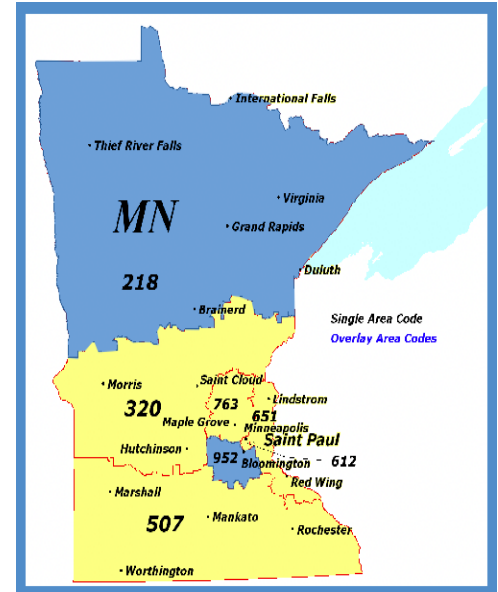
**13. Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource for geospatial data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

# **IMPORTANT REMINDER: 911 State/County Coordinators and PSAPs! Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all customers in the Minnesota 218 and 952 Area Codes**

## **Why is the local dialing plan changing?**

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. For 988 to work in the Minnesota 218 and 952 area codes, 10-digit local dialing must first be implemented.



## **Does this apply to Minnesota?**

Yes. Implementation of this Order requires all covered providers to make 10-digit dialing mandatory for all local calls in the entire Minnesota 218 and 952 area codes.

## **Why is 10-digit dialing going to be required in this area code?**

The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit local dialing to ensure everyone is able to reach the National Suicide Prevention Lifeline using the 3-digit 988 code.

## **Will everyone in the 218 and 952 area codes have to dial 10 digits for local calls?**

Yes. Every customer with a number from the 218 and 952 area codes will change to **mandatory** 10-digit dialing for local calls. Dialing 7 digits for local calls will be prohibited for all customers in the entire area code.

## **What will be the new dialing procedure?**

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number. This means that all local calls in the entire 218 and 952 area codes that are currently dialed with 7 digits will need to be dialed using the area code + telephone number.

## **When will the dialing change become mandatory?**

Beginning **October 24, 2021**, you must dial 10 digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the 7-digit telephone number.

### ***How does this affect providers of PSAP services and equipment?***

All local calls in the 218 and 952 area codes that are currently dialed with 7 digits will need to be dialed using area code + telephone number. **All PSAP equipment**, such as speed dialers and call forwarding equipment with a number from the 218 and 952 area codes and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) for all local calls in the 218 and 952 area codes. Such updates or reprogramming must occur by October 24, 2021. And on and after October 24, 2021, 7-digit calls may not be completed.

**Any necessary changes for PSAPs in this area code  
must be completed by October 24, 2021.**

### ***What other changes need to be made?***

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are:

- life safety systems or medical monitoring devices
- PBXs
- fax machines
- Internet dial-up numbers
- fire or burglar alarm and security systems or gates
- speed dialers
- mobile or other wireless phone contact lists
- call forwarding settings
- voicemail services, and other similar functions

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

### ***What will remain the same?***

- Your telephone number, including current area code, will not change
- The price of a call, coverage area, or other rates and services will not change due to the dialing change
- What is a local call now will remain a local call regardless of the number of digits dialed
- You will continue to dial 1+ the area code + telephone number for all long-distance calls
- You will continue to dial a prefix when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required
- You can still dial just 3 digits to reach 711 (relay services) and 911 (emergency services)
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, continue to dial these codes with just 3 digits
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect

### ***When can I begin dialing 988 to reach the National Suicide Prevention Lifeline?***

Beginning **July 16, 2022**, dialing “988” will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

***Still have questions?***

911 State/County Coordinators and PSAPs with questions about the change to the dialing procedure should contact their local service provider or send an email to [988@nanpa.com](mailto:988@nanpa.com). For additional information, visit the [NANPA website](#) and the [FCC website](#).