



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

March 16, 2023, 10:00 a.m.

1. **Call to Order & Introductions** – Susan Bowler, 2023 Committee Chair
2. **Approval of Agenda** – Bowler
3. **Approval of Minutes** – February 16, 2023 Meeting – Bowler
4. **Action Items**
 - A. Approval of MESB Regional Needs Document – Rohret
5. **Discussion Items**
 - A. Feedback for SECB NG9-1-1 Committee re: Draft SECB Standard 911-4 – NENA Enhanced PSAP Registry and Census (EPRC) – Jill Rohret
 - B. Blue Peak Consulting Resiliency Training/WG Update – Heidi Meyer/Rohret
 - C. Mental Health Call Processing Standard – Tony Martin
 - D. Update: Statewide Transfer of Texts – Rohret
 - E. METCOM Encryption – Feasibility Feedback/Equipment Compatibility – Rohret
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup – Meyer
 - B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
 - C. 9-1-1 Network Report (Attached) – Rohret
 - D. 9-1-1 Data Report (Attached) – Broman
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler
 - F. IPAWS Report – Kari Morrissey
 - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
 - H. SECB NG9-1-1 Operations Workgroup – Morrissey
7. **New Business** – None
8. **Announcements**
 - A. Next Meeting: Thursday, April 20, 2023, 10:00 a.m.
9. **Adjourn** – Bowler

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
February 16, 2023**

Committee Members Attendance

Airport - Sara Boucher-Jackson
Allina EMS - Victoria Vadnais
Anoka County - Val Sprynczynatyk
Bloomington - LaVae Robinson
Carver County - Susan Bowler
Chisago County - **absent**
Dakota County - Heidi Hieserich
Eden Prairie - Katie Sjolander
Edina - **absent**
Hennepin County - Tony Martin
Hennepin EMS - Dan Klawitter
Isanti County - John Elder

Metro Transit - **absent**
Minneapolis - Joni Hodne
North Memorial - **absent**
Ramsey County - Jonathan Rasch
Ridgeview EMS - John Scheuch
Scott County - Carrie Bauer
Sherburne County - Laura Anderson
St. Louis Park - **absent**
U of M - **absent**
Washington County - **absent**

Guests: Brent Anderson, *Dakota County*; Christian Gram, *Blue Peak Consulting*; Dalton Gruber, *Bloomington*; Scott Haas, *Scott County*; Matthew Hoffer, *Lumen*; Ron Jansen, *Dakota County*; Frankie Jo McNallan, *Blue Peak Consulting*; Heidi Meyer, *Anoka County*; Todd Moen, *Carver County*; Kari Morrissey, *Anoka County*; Lauren Petersen, *MAC/Airport*; Scott Petersen, *City of Minneapolis*; and Scott Wosje, *Northland Business Systems*.

MESB Staff: Marcia Broman; Tracey Fredrick; Jill Rohret; and Martha Ziese.

1. Call to Order

Susan Bowler called the meeting to order at 10:00 a.m.

2. Approval of February 16, 2023 Agenda

Marcia Broman said item C. Lumen Control Center Portal Access for PSAPs should be removed from the agenda as additional information is needed.

Val Sprynczynatyk moved, John Elder seconded, to approve the February 16, 2023 9-1-1 TOC meeting agenda as amended. Motion carried.

3. Approval of October 20, 2022 Minutes

Jonathan Rasch moved, Val Sprynczynatyk seconded, to approve the October 20, 2022 9-1-1 TOC minutes. Motion carried.

4. Action Items

A. 9-1-1 TOC Chair and Vice-Chair Appointments to 2023

Motion by LaVae Robinson, seconded by John Scheuch to approve Susan Bowler as 2023 Chair and Val Sprynczynatyk as 2023 Vice-Chair of the 9-1-1 TOC Committee. Motion carried.

5. Discussion Items

A. Radio TOC Regional Change Management

Ron Jansen said the Radio TOC formed a Change Management work group and is asking the

9-1-1 TOC for input on defining a date for a cut-over to encrypt METCOM. As part of this, each agency should consider the console positions, backup radios, bug out radios and any consolettes that may have METCOM and what encryption capabilities those radio have; the PSAPs logger should also be considered. In addition, Jansen sought input from the group on the naming of additional law enforcement talk groups. The consensus was that the group preferred ME LSEC.

Bowler said that this will remain on the 9-1-1 agenda.

B. Blue Peak Consulting Resiliency Training/Workshop Presentation

Christian Grams of Blue Peak Consulting said he emailed the primary contact in each agency to request an internal champion and contact for the resiliency training rollout. Blue Peak Consulting will re-send the original request for these contacts.

C. Mental Health Call Processing

Tony Martin said he hopes a document will be ready for the next SECB NG9-1-1 meeting.

D. Next Steps for Cybersecurity Assessments

Broman said that 12 MESB PSAPs completed the cybersecurity assessment questionnaires coordinated through ECN's consultants, Federal Engineering and CyberBlack. In addition, 11 of the 12 participating MESB PSAPs have had on-site visits. There is an ECN sponsored Cyber Security Summit April 18, 2023 in St. Cloud. PSAPs may want to share the save the date flyer about the meeting with their IT support staff.

E. ECN NG9-1-1 Transition Planning Sessions

Broman said in May ECN will offer NG9-1-1 Transition Planning Sessions in Moorhead, St. Cloud and Mankato, MN.

6. Reports

A. PSAP Operations Roundtable Workgroup

Heidi Meyer said the CTO roundtable is re-energized. The workgroup meets quarterly one week prior to the PSAP operations meetings. There is a region-wide salary study in progress. Suggestions for the training manual review have been received and will be discussed at the next Roundtable workgroup meeting.

B. SECB NG9-1-1 Committee Report

Brent Anderson said an RFP for a recruitment video was posted by ECN and the Minnesota Sheriff's Association; a vendor has been selected. The video will include information for dispatchers, supervisors, and managers. The committee discussed two standards, the Enhanced PSAP Registry and Census (EPRC) standard and the text-to-9-1-1 standard.

Anderson said Lumen has turned on the capability for statewide text-to-9-1-1 transfers. PSAPs need to enter the transfer codes into their call handling systems. The 9-1-1 TOC requested information on the current transfer codes, as well as which PSAPs in the state are text capable. There was also interest in regional testing of the capability.

C. 9-1-1 Network Report

Broman said that Mike Mihelich has resigned from the MESB and returned to Ramsey County. Jake Jacobson has ended his contract with Lumen and has been replaced by Troy Mullis. Metro region PSAPs have been notified of Troy's contact information. Jill Rohret and Jon Rasch will be

on the evaluation team for the state RFP seeking NG9-1-1 core services, egress network, and a 9-1-1 control center.

D. 9-1-1 Data Report – Report included in packet

E. Minnesota Sheriff's Association PSAP Subcommittee Report

Val Sprynczynatyk attended the last meeting. Discussions included the recruitment video and telecommunicator re-classification language.

F. IPAWS Report

Kari Morrissey said she and Scott Haas have been discussing IPAWS training for dispatch.

Jon Rasch has talked with John Dooley about public education for IPAWs also.

G. SECB NG9-1-1 Technical Operations Workgroup

Scott Petersen said that workgroup met last week. Cybersecurity assessments were discussed.

H. SECB NG9-1-1 Operations Workgroup

Morrissey stated that most topics of discussion at the SECB NG9-1-1 Operations Workgroup have already been discussed earlier in this meeting. Training for staff was a big topic.

7. New Business

A. Planning for 9-1-1 Call Routing Options for NG9-1-1

Jill Rohret said that as the region embarks on the transition to NG9-1-1, some decisions will need to be made about policies affecting call routing and any underlying interagency agreements. It will be a slow process.

Broman said the NENA Operations Guide provided to the TOC discusses the types of routing that can occur in a next generation environment and the possibilities PSAPs will need to consider.

8. Announcements

Val Sprynczynatyk said Hennepin Tech is having a job fair March 9, 2023 from 10:00 – 3:00. Anoka and Eden Prairie have purchased tables. Ramsey County may also be participating.

Frank Jarvis stated that Joe Fick left Motorola and is now at ECN. Jarvis will be handling Minnesota for Motorola.

Brent Anderson said Heidi Hieserich is the new Executive Director at Dakota 911.

Lavae Robinson said Dalton Gruber is the new Bloomington radio technician.

Martin said T. John Cunningham is the new Assistant Commissioner at the Minnesota Department of Public Safety overseeing ECN and HSEM. Cunningham is aware of the importance of dispatch. Martin will invite Cunningham to a 9-1-1 TOC meeting.

Bowler said there will likely be an APCO or NENA supervisor training in Carver County in the fall.

9. Adjournment

The meeting adjourned at 11:29 a.m.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

March 16, 2023

Agenda Item:

4A. Approval of Regional Needs

Document

Presenter:

Rohret

RECOMMENDATION

MESB staff recommend the 9-1-1 TOC recommend approval of the regional needs document.

BACKGROUND

In late 2022, the Southwest Emergency Communications Board (SWECEB) created a document to include regional and individual county ARMER funding needs. This document was discussed at the SECEB Finance Committee on February 9, 2023; the Finance Committee formally asked each region to complete a regional needs document and return it to the SECEB Grants Workgroup by Monday, March 6, 2023.

The SWECEB document included region-wide needs as well as needs of individual counties.

ISSUES & CONCERNS

Though the communication out to the regions expressly stated that only ARMER needs should be included, MESB staff feel it is important to also include some 9-1-1 needs, as the state is not funding all 9-1-1 needs and the direct appropriation to each PSAP cannot cover all 9-1-1 related needs.

The 9-1-1 items included in this document are:

- CAD-to-CAD interoperability solution (and noted this is included in the MESB's legislative appropriation bills (HF 2431/SF 2454))
- GIS Software Services - School Mapping (also included in HF 2431/SF 2454)
- GIS Software Services
- Geo-Diverse 9-1-1 CHE ESInet Connections
- Staff Recruitment and Retention

FINANCIAL IMPACT

None to the MESB at this time.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

From: [Tait, Steven \(DPS\)](#)
To: [Micah Myers](#); [Shari Gieseke](#); [Jeffrey Jelinski](#); [Tim Mohr](#); [Joseph Flavin](#); [Brenda Olmscheid](#); [Indrelie Judy](#); [Marcia Ward](#); [Dave Pike](#); [Jennifer Hauer-Schmitz](#); [Ron Antony](#); [Kip Bruender](#); [jack.swanson@co.roseau.mn.us](#); [marv.bodie@co.carlton.mn.us](#); [Jill Rohret](#); [david.haack@co.nicollet.mn.us](#); [Paul Graupmann](#); [Tracey Fredrick](#); [Lindsay VanGuilder - NE](#); [jokeson@co.becker.mn.us](#); [kristen.lahr@co.stearns.mn.us](#); [blawrence@co.pennington.mn.us](#); [dolson@penningtonsheriff.org](#); [Dylan Bridges](#); [ericwallen](#); [Randy Willis](#); [trista.matascastillo@co.ramsey.mn.us](#); [Jake.thompson \(Jake.thompson@chisagocounty.us\)](#); [Chatleain, Shane \(DOT\)](#); [Klema, David W \(DOT\)](#); [marion.larson](#); [Lance Ross](#); [Sarah Wilcox - NW](#); [OlsonH@StLouisCountyMN.gov](#); [Wahlberg, Dana \(DPS\)](#); [Thomas, Claire \(DPS\)](#); [Clark, Cathy \(DPS\)](#); [Bruning, Marcus \(DPS\)](#); [Nimlos, Aleta \(DPS\)](#); [Bauer, Shayna \(DPS\)](#); [Wilkening, Kent \(DPS\)](#)
Cc:
Subject: ACTION ITEM - SECB Finance Committee
Date: Thursday, February 9, 2023 12:06:41 PM
Attachments: [image001.png](#)
[image003.png](#)
[Southwest ECB Regional Needs - ARMER - 01.25.23.pdf](#)

At today's SECB Finance Committee meeting, the committee reviewed the Regional ARMER Needs document submitted by the Southwest ECB (see attachment). This document was also submitted to the SECB Legislative Committee for review at their February 2nd meeting. The document lays out the region's immediate Land Mobile Radio (LMR) funding needs to address known deficiencies/gaps in technology, equipment, and infrastructure.

The committee took action to encourage each of the state's six other Emergency Communication Board (ECB) and Emergency Services Board (ESB) regions to develop similar documents and submit them to the SECB Finance Committee ***as soon as practicable***. The SECB Finance committee will then, in turn, share these documents with other SECB Committees and the Board so the SECB can advocate for legislative funding to address statewide LMR needs.

ACTION ITEM:

Please send your region's completed ARMER Needs document ***as soon as practicable*** to Judy Indrelie at judy.indrelie@olmstedcounty.gov.

Please contact the SECB Finance Committee Chair, Micah Myers, at micah.myers@ci.stcloud.mn.us with any questions or concerns regarding this request.

Take care,

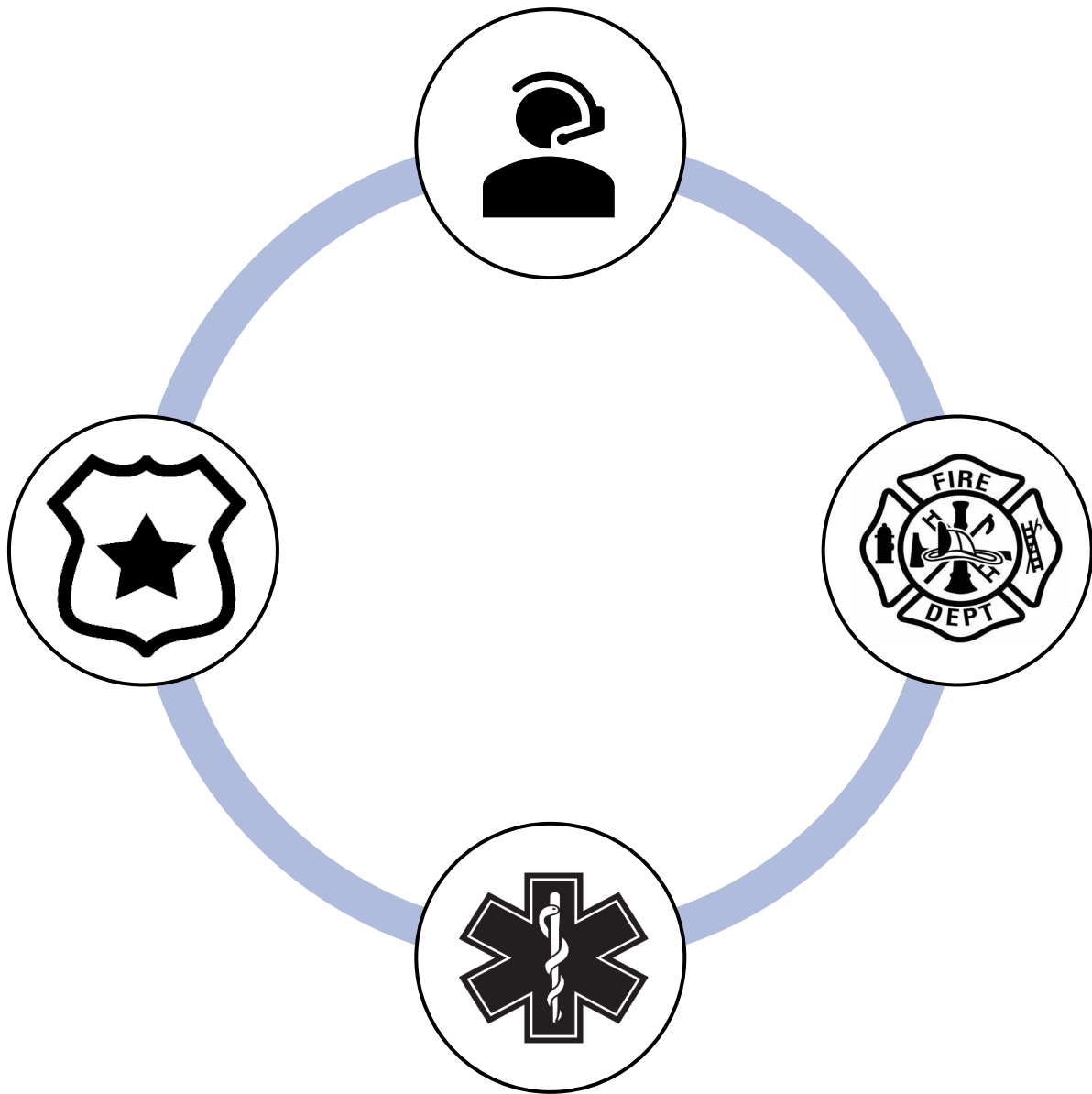
Steve Tait | Regional Interoperability Coordinator
Emergency Communication Networks | Minnesota Department of Public Safety
ecn.dps.mn.gov | 612-221-6636 Cell

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Metropolitan Emergency Services Board

Regional Needs: The Public Safety Emergency Communications Ecosystem



DRAFT: March 3, 2023

The Metropolitan Emergency Services Board

The Metropolitan Emergency Services Board (MESB) is one of seven regional Emergency Communications Boards (ECBs) and Emergency Services Boards (ESBs) in the state of Minnesota. The MESB was established under MSS 471.59, MSS 403.39 and MSS 403.392 to provide local governance on matters related to emergency communications (9-1-1 and ARMER), as well serving as the regional EMS system for the metro region. The MESB is a joint powers board composed of the following entities: Anoka County; Carver County; Chisago County; Dakota County; Hennepin County; Isanti County; Ramsey County; Scott County; Sherburne County; Washington County; and the City of Minneapolis.

The Public Safety Emergency Communications Ecosystem

With approximately 94,000 active radios (MnDOT, October 2022), the statewide Allied Radio Matrix for Emergency Response (ARMER) system, built by Motorola Solutions and owned and operated by the Minnesota Department of Transportation (MnDOT), provides interoperable Land Mobile Radio (LMR) communication capabilities to 9-1-1 dispatch centers (also known as Public Safety Answering Points or PSAPs), law enforcement, fire, Emergency Medical Services (EMS), emergency management, public works, and other public safety users across Minnesota.



Construction of the ARMER system in the Twin Cities metropolitan region in the late 1990s and expanded to include greater Minnesota in the mid-2000s. In late 2020, the MnDOT completed its backbone of the ARMER system buildout. There are now 335 state maintained and 100 locally maintained ARMER tower sites on-the-air across Minnesota that provide ARMER system radio coverage (mobile only) to 95% of the state's geographic area. Of the 100 locally maintained ARMER tower sites, 54 are in the metro region.

As the ARMER system matures, there is a need to maintain and replace or upgrade aging infrastructure, equipment, and technology. The Statewide Emergency Communication Board (SECB) and state agencies are currently working to develop a capital improvement plan to address this need.

In 1979, the Metropolitan 9-1-1 Telephone Board was formed as a joint powers board of the seven metropolitan counties to plan, design, and implement the first multi-jurisdictional enhanced 9-1-1 (E9-1-1) system in the United States. This system went live at midnight, December 1, 1982, and provided the basis for the statewide buildout of E9-1-1. Today, all 108 PSAPs in the state are part of the statewide 9-1-1 network. Of the 108 PSAPs, 24 are located in the metro region. The 9-1-1 network is in process of transitioning from E9-1-1 to Next Generation 9-1-1, which will provide PSAPs, and 9-1-1 callers, additional abilities to answer texts, receive photos and videos, provide improved 9-1-1 caller location, and provide pre-determined rules for routing of 9-1-1 calls.

Today, the Department of Public Safety contracts and pays for the statewide 9-1-1 system. Local governments pay for costs associated with receiving and dispatching responders to 9-1-1 calls. These costs include maintaining the physical PSAP; salaries/benefits for PSAP

employees, including telecommunicators, administration staff, technical staff, and in some cases, dedicated GIS staff; purchase and maintenance of call handling equipment (CHE) used to answer 9-1-1 calls; purchase and maintenance of communications/radio equipment used to dispatch response to 9-1-1 calls; software or subscription services to maintain the PSAP's 9-1-1 data, including GIS data; and software or subscription services to provide Integrated Public Alert and Warning Systems (IPAWS) alerts to the public. Much like the ARMER system, as the 9-1-1 network and 9-1-1 systems continue to evolve, there is a need to maintain, upgrade, or replace aging equipment to allow for new technology to meet the expectations of the public, which would like to communicate with 9-1-1 in the way the public communicates with one another.

Much like hardships of recruitment and retention of staff across public safety disciplines, PSAPs today face difficulty in maintaining a full-complement of telecommunicators which are needed to answer a PSAP's specific volume of 9-1-1 calls. PSAPs also face difficulty in recruiting new people to serve as public safety telecommunicators, as many people do not wish to work nights, weekends, and/or holidays, which is required in a public safety field.

Funding Considerations



The State of Minnesota's portion of the costs associated with operating the ARMER system is funded through a combination of trunk highway funds, 9-1-1 special revenue funds, and radio tower lease receipts.

Except for PSAP equipment and a limited portion of local infrastructure expenses which can be funded via the 9-1-1 special revenue fund, local costs (including tower site leases, utilities, and system and equipment maintenance) associated with the ARMER system are typically funded via local property tax revenues or per radio charges to ARMER system users in a county. Due to these constraints, public safety agencies

across Minnesota face significant funding challenges related to the escalating costs of maintenance of ARMER system infrastructure, equipment, and technology. Without access to stable, adequate supplemental funding sources, it will be increasingly difficult for local entities to support their ongoing ARMER system maintenance and sustainment needs.

Regional Priorities

Though this document covers region-wide needs only, and does not include individual needs of counties, that is not to say that these regional priorities will not benefit each of the ten metro counties individually. What follows are priorities that metro region agencies agree are a priority.

Computer-Aided Dispatch (CAD)-to-CAD Interoperability Solution

The 23 primary and secondary PSAPs in the metro region desire to acquire a CAD-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency response which may cross jurisdictional and PSAP boundaries. The solution would also provide improved situational awareness for metro region PSAPs. Such a solution was found to be a need in the Metropolitan Emergency Services Board's May/June 2020 Civil Unrest After-Action Report/Improvement Plan. The solution could allow other PSAPs to answer 9-1-1 calls intended for a PSAP which has been inundated with 9-1-1 calls; this will provide 9-1-1 callers with better service in extraordinary situations/events.

Estimated Metro Region cost: ~\$180,000 per year, plus one-time implementation costs of approximately \$30,500*

*This item is included in HF 2431/SF 2454

BDA Requests

Several buildings in the region have been identified as having radio coverage gaps and would benefit from having bi-directional amplifiers (BDA) installed. This would assist first responders with radios be able to assist and be heard on the radio no matter where in a building the responder is located.

Estimated Metro Region cost: ~\$3 million*

*This item included in HF 2431/SF 2454

GIS Software Services – School Mapping

With the frequency of mass shootings/armed assailant incidents increasing nationwide, and in reviewing the response to recent school shootings, primarily in Uvalde, TX, the metro region would like to implement school mapping, whereby maps of schools would be available in each PSAP, which could facilitate the location of 9-1-1 callers within the building. Additionally, having these resources available could provide first responders with information that could affect emergency response, such as locations of chemistry labs, etc. which could alter responders' plans.

Estimated Metro Region cost: ~\$400,000 in one-time implementation costs and \$40,000 per year in annual maintenance costs*

*This item included in HF 2431/SF 2454

GIS Software Services

GIS software services are needed to support the creation, conversion, and maintenance of GIS-derived Master Street Address Guides (MSAGs) for the PSAPs in the ten-county metropolitan region. These services would further integrate the region's legacy 9-1-1 data processes with those needed for NG9-1-1. The outcomes include improving 9-1-1 data accuracy, gaining operational efficiency, and maintaining 9-1-1 data synchronization during the transition to full i3 NG9-1-1 implementation. Additionally, a web-based map viewer will allow for all metro region PSAPs and GIS partners to have visibility to the region's current NG9-1-1 and related geospatial datasets in a secure, shared environment, allowing for seamless data sharing, greater collaboration, and improved data integrity.

Estimated Metro Region cost: ~\$180,000 per year, plus one-time implementation costs of approximately \$30,500 for generalized GIS software services
~\$344,059 for five years for the web-based data viewer, plus \$8,279 in one-time implementation costs.

AES Encryption

The Statewide Emergency Communication Board (SECB) recommends a transition to a higher level of encryption (AES or Advanced Encryption Standard) for sensitive radio transmissions on the ARMER system. To achieve this capability, supplemental funding is necessary to replace and/or upgrade existing ARMER system equipment.

Estimated Metro Region cost: ~\$8.4 million

Geo-Diverse 9-1-1 Call Handling Equipment (CHE) ESInet Connections

Many Minnesota PSAPs are taking advantage of geo-diverse technology with new CHE platforms that allow for 9-1-1 calls to be delivered to two locations simultaneously. Geo-diverse configurations split the A and B servers typically found at one location, into two separate geo-diverse locations, which allows for additional staff at another location, or PSAP, during extremely busy times or special events to answer 9-1-1 and administrative calls while the main PSAP is still active. It also allows the PSAP to abandon its primary location while the backup location is fully operational and gives the opportunity for a staged evacuation while staff is enroute to the backup location. Additionally, the main PSAP can operate on the connections that exist at its backup location if the main PSAP experiences any technical issues with its connections. To allow for full redundancy and resiliency, each PSAP utilizing geo-diverse CHE should have two Emergency Services Internet (ESInet) connections at each location to ensure the maximum number of 9-1-1 calls can be received at either location at any time, regardless of any problems occurring at the other location. Currently, ECN only pays for two ESInet connections at each PSAP, which is the typical setup for legacy CHE. ECN should reconsider its position and pay for four ESInet connections for PSAPs which implement geo-diverse CHE systems. Having four ESInet connections provides improved resiliency and redundancy to a PSAP's 9-1-1 system and best serves the residents of its jurisdiction.

Estimated Metro Region cost: ~\$1,000 per PSAP per year, or \$18,000 annually in addition to ECN's current costs

Vendor-provided Radio Technical Training

According to SECB standard, system administrators must go through training at least once every two years. To keep current with evolving technology, administrators request to attend training provided by a contracted technical vendor to fulfill this need.

Estimated Metro Region cost: ~\$40,000per year

CRTF Training and Exercising

The Metro Communications Response Task Force (CRTF) holds quarterly training/exercises for deployable personnel to remain current on local, state, and national standards. These deployable personnel typically are assigned to assist in the field, the command post, EOCs, and PSAPs during planned and emergent events.

Estimated Metro Region cost: ~\$10,000 per year

Staff Recruitment & Retention

Public safety disciplines, including PSAPs and LMR technology departments, struggle to recruit and retain employees. There is a need to establish a program to actively recruit new staff and to retain employees. The Emergency Medical Services Regulatory Board has established a pilot grant to focus on EMS employee sustainability. Similar programs should be instituted for other public safety disciplines, though with this request the focus is on public safety telecommunicators and system technologists. The metro region would like to contract with a vendor to place targeted recruitment ads via radio, flyers, videos, and social media platforms.

Estimated Metro Region cost: ~\$100,000 per year

ARMER Infrastructure not included in SUA2+ Contract

Every five years, the State of Minnesota (specifically MnDOT) enters into a service contract with Motorola for maintenance and upgrades to the ARMER system. There is a current upgrade need to transition sites from T1 to Ethernet backhaul transport.

Estimated Metro Region cost: ~\$500,000



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 16, 2023
Agenda Item: 5A. Discussion – Feedback for SECB
NG9-1-1 Committee Draft SECB Standard 911-4 –
NENA Enhanced PSAP Registry & Census
Presenter: Rohret

RECOMMENDATION

None; this item is discussion to generate feedback to the NG9-1-1 Committee regarding draft SECB Standard 911-4 – NENA Enhanced PSAP Registry & Census (EPRC).

BACKGROUND

On February 16, 2023, MESB received communication from ECN requesting feedback from the 9-1-1 stakeholder community, including regional boards, regarding draft SECB Standard 911-4 – NENA Enhanced PSAP Registry & Census; the feedback is requested to be received by the NG9-1-1 Committee by its April 19, 2023 meeting.

ISSUES & CONCERNS

Feedback must be discussed and provided at the March 2023 9-1-1 TOC meeting, as the April meeting takes place after the April NG9-1-1 Committee meeting.

It should be noted that this draft standard does not set requirements; rather it simply recommends PSAP managers implement the NENA EPRC.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

From: [Tait, Steven \(DPS\)](#)
To: [Darlene.Pankonie](#); [Sarah Booker](#); [Indrelie Judy](#); [Dave Pike](#); [Burns, Melissa](#); [jlavalla](#); [Tim Mohr](#); [Joseph Flavin](#); [Brenda Olmscheid](#); [Peggy Reimers](#); [Nelson, Melanie](#); [Randy Willis](#); [ericwallen](#); [Bill Flaten](#) ([bill.flaten@co.ym.mn.gov](#)); [Amber Scholten](#); [J.T. Schacherer](#); [Tom Egan](#); [Shari Gieseke](#); [Micah Myers](#); [JHarris](#); [Brent Anderson](#); [dolson@penningtonsheriff.org](#); [Sarah Wilcox - NW](#); [nancy.shafer](#); [jill_o@co.lake-of-the-woods.mn.us](#); [Steve Olson](#); [matthiasj@stlouiscountymn.gov](#); [OlsonH@StLouisCountyMN.gov](#); [Dylan Bridges](#); [Boyer, Timothy \(DPS\)](#); [Stevens, Sheri \(DPS\)](#); [tony.martin@hennepin.us](#); [Reiter, David T., EMD](#); [goodmanm@stlouiscountymn.gov](#); [Barnett, Vic](#); [Chris.Muller](#); [Jessica Turner](#); [Jill Rohret](#)
Cc: [Stroud, Sandi \(DPS\)](#); [Bondhus, Jill \(DPS\)](#); [Lallak, Mark \(DPS\)](#); [Wahlberg, Dana \(DPS\)](#); [Bruning, Marcus \(DPS\)](#); [Wilkening, Kent \(DPS\)](#); [Bauer, Shayna \(DPS\)](#); [Nimlos, Aleta \(DPS\)](#)
Subject: DRAFT SECB Standard for Review
Date: Thursday, February 16, 2023 10:42:13 AM
Attachments: [image001.png](#)
[image003.png](#)
[DRAFT SECB Standard 911-4 \(NENA EPRC\) - 02.15.2023.pdf](#)

All –

The SECB NG911 Committee discussed proposed SECB Standard 911-4 (NENA EPRC) at their meeting on February 15, 2023. The action item from that discussion was to send the DRAFT standard out to the stakeholder community for feedback.

Please socialize the attached DRAFT standard with the members of your region/organization and provide feedback to the SECB NG911 Committee at their April 19, 2023 meeting.

Please feel free to contact me if you have any questions.

Take care,

Steve Tait | Regional Interoperability Coordinator
Emergency Communication Networks | Minnesota Department of Public Safety
[ecn.dps.mn.gov](#) | 612-221-6636 Cell

[Follow DPS](#)

Standard 9 1 1 - 4

NENA Enhanced PSAP Registry and Census (EPRC)

Purpose

The purpose of this operational standard is to standardize the method of access and data management of the NENA Enhanced PSAP Registry and Census (EPRC) tool.

Statement of Standard

ERPC is a no cost, secure web-based registry to help Public Safety Answering Points (PSAPs) locate contact information for local and nationwide PSAPs. The contact information usually utilizes 24x7 emergency 10-digit numbers. This tool can be used to find information about PSAPs during critical call transfer situations.

EPRC Introduction, PSAP Access Request, Data Management and User Training Videos can be located at [NENA EPRC](#).

This application can be accessed via a web browser, mobile phone or tablet.

The effectiveness of EPRC relies heavily on the appropriate data management by each administrator. To ensure that the PSAP registry is current and up-to-date, PSAPs designated administrator(s) are required to review their information semi-annually to submit any necessary changes.

It is recommended that PSAP managers implement this standard and train their personnel accordingly.

Authority

The Statewide Emergency Communications Board (SECB) Next Generation 9-1-1 Committee (NG9-1-1) is responsible for the oversight of the standard.

Document History

Created: 02/15/2023

Revisions: ??/??/2023

Approved: 02/??/2023

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Agenda Item 6C. Network Report
March 16, 2023**

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. T-Mobile, AT&T Mobility, and Verizon Wireless connections are now connected to the new ingress network. Work continues to connect wireline and VoIP providers. The RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center closed for responses as of December 30, 2022. The evaluation team will hold an evaluation kick-off meeting on March 15, 2023.

Workload Sharing/CAD-to-CAD:

The MESB released the RFP for a CAD-to-CAD integration solution on March 6, 2023; responses are due by Friday, March 31, 2023. The existing CAD-to-CAD interoperability workgroup will serve as the evaluation committee for these responses; workgroup members may not disseminate information contained in the responses as responses are considered not public data until the RFP award is made. It is intended that a recommendation will be brought to the 9-1-1 TOC for discussion and to make a recommendation to the MESB board. Staff continue to work through the guidelines which will be needed surrounding such a discussion.

9-1-1 Network Highlights – Lumen (Jan-Feb 2022)

- January 15th – Monitored CHS 1 issues with receiving text-to-9-1-1; was determined to be a firewall issue.
- January 23rd – Notified at 7:45 a.m. of issue of Verizon Wireless 9-1-1 service disruption which routed 9-1-1 calls to administrative lines. This was the result of an issue outside the Verizon network. Issue resolved at 11:40 a.m.
- January 31st – Notified of issue with T-Mobile calls not routing properly. Still awaiting RFO for this issue, though MESB has been told it was due to an Intrado maintenance event.
- February 15th – Monitored CHS 1 issue with receiving text to 9-1-1; was again determined to be a firewall issue that resulted in asymmetric routing issues.

MESB Staff Update:

Mike Mihelich resigned as the MESB's 9-1-1 Manager on February 3. Interviews for the next 9-1-1 Manager we held on March 6. At the time of this writing, no additional update is available, but if MESB staff can share additional information at the March 16 meeting, they will do so. Additionally, Martha Ziese will be retiring from the MESB on Friday, April 28, 2023.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Agenda Item 6D. 9-1-1 Data Report
March 16, 2023 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:**
 - a. MESB continues to **analyze the region's errors** identified through MESB's internal NG9-1-1 validation tools, GeoComm's Data Hub (GDH), and 1Spatial's platform. These reviews result in outreach to county GIS contacts for recommended data remediations or in some cases the need for MESB to process MSAG and/or ALI updates. MESB is currently working with county partners on the results from the last full regional NG911 data validation run through GDH that was conducted on 2/24/23.
 - b. MetroGIS/Met Council and county GIS partners went live on 3/7/23 with an **updated set of validation tools** in the regional aggregation/validation process. The new validations upgrade the toolset to ArcGIS Pro and provide enhanced data checks, including refined validations on the consistent use of sub-address attributes.
 - c. Discussions have started regarding a workshop with county and regional partners to review the **regional GIS data provisioning workflow**. The purpose would be to identify best practices and process improvements for the consistent flow of refreshed data from counties through to posting the regional datasets on the MN Geospatial Commons.
 - d. Several metro counties have had **recent annexation and incorporation activity** that has required updates to the GIS data supporting NG9-1-1. These types of changes require close coordination among city, county, regional, and state stakeholders to ensure the data, supporting systems, and workflows are appropriately handled. In some cases, federal agencies are also involved due to the need to assign new federal identification codes that are carried in the geospatial data.
3. **Integration with State NG911 GIS Activities:**
 - a. MESB is working with MnGeo on various issues related to running the metro regional datasets through ECN's **1Spatial NG9-1-1 validations** and submitting them to the **statewide enterprise database**.
 - b. GIS data submitted by neighboring counties along the outside edges of the metro region for the NG9-1-1 GIS project can be **downloaded via the 1Spatial portal**. If PSAPs or county GIS partners have a need, MESB can facilitate getting them access. The data, however, is "as is" and currently varies in its state of completeness and readiness for the NG9-1-1 use case.
4. **Metro Regional GIS-derived MSAG transition:**
 - a. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County, Sherburne County, Washington County
 - b. **In preparation stage at MESB:** Carver County (still on hold as county GIS edits are completed); Minneapolis/U of MN
5. **Statewide GAC standard Address Point and Road Centerline Datasets:** Under Alison Slaats leadership, MnGeo is placing more priority on moving forward with the availability of statewide address point and road centerline datasets in GAC standard schemas. MnGeo says

the resulting statewide datasets will be shared with other state agencies and/or publicly available on the Commons depending on the opt-in choice from each county.

6. RapidDeploy RadiusPlus mapping system:

- a. Wendy Chretien (ECN) and Kelsey Jindra (RapidDeploy) are coordinating project deployment and “go live” areas with MESB and Greater MN PSAPs (e.g., equipment installation, network connectivity, training, and operational use planning).
- b. RapidDeploy is offering multiple training options, including on-site, if PSAPs prefer.
- c. ECN now has some Cradlepoint devices available for network connectivity of the PSAP’s EDG device used with the Radius project.
- d. RapidDeploy and ECN still intend to make the NENA Enhanced PSAP Registry and Census data layer more usable for PSAPs. No ETA at this point.

ONGOING ACTIVITIES

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

8. Regional GIS Data Aggregation:

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

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



Next Generation 911 (NG911) Cybersecurity Summit

Tuesday, April 18, 2023 – 9:00 a.m. to 3:00 p.m.

St. Cloud State University
Atwood Memorial Center, Cascade Room
651 1st Avenue South
St Cloud, MN 56301

The Minnesota Department of Public Safety division of Emergency Communication Networks (DPS-ECN) invites you to participate in a discussion regarding the actions necessary to help ensure that Minnesota's 911 network and its 103 interconnected Public Safety Answering Points (PSAPs) are protected from cyber threats. This event will provide stakeholders who operate and/or support PSAP operations with an opportunity to learn more about potential cyber risks associated with the NG911 transition and help guide the development of a comprehensive statewide NG911 cybersecurity strategy.

Discussion Topics:

- Potential cyber risks associated with the NG911 transition.
- Recommendations from Minnesota's recent PSAP cybersecurity risk assessment initiative.
- Essential elements of a successful NG911 cybersecurity strategy.
- Key stakeholders involved in Minnesota's NG911 cybersecurity efforts.
- Resources necessary to improve NG911 cybersecurity capabilities.

Who Should Attend?

- Decision makers responsible for the operation of Minnesota's PSAPs.
- PSAP leadership and Public Safety Telecommunicators (PSTs).
- IT professionals tasked with supporting PSAP technology and operations.
- Representatives from the SECB NG911 Committee and its workgroups.
- NG911 Committee representatives from the state's seven Emergency Communications/Emergency Services Board regions.
- Representatives from the state's public safety professional associations.

Registration:

- [CLICK HERE](#) to RSVP for this event.
- Please complete your RSVP no later than Tuesday, April 11, 2023.
- Lunch will be provided to all attendees.

Questions?

Please feel free to contact:

- Steve Tait, Regional Interoperability Coordinator - E-Mail: steven.tait@state.mn.us