METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA
May 21, 2020, 10:00 a.m.
Webex Meeting Link

1.   Call to Order

2.   Approval of Agenda

3.   Approval of Minutes –April 16, 2020 Meeting

4.   Action Items
    A.   M Health Fairview (Health East) 9-1-1 Plan
    B.   Pandemic Response PSAP Consolidation Plan System Evaluation Team

5.   Discussion Items
    A.   Pandemic Response
        1.   Metro PSAP Consolidation Planning
    B.   Winter Storm-Related Incident Coordination with State Patrol
    C.   Fraud / Identity Theft Procedure
    D.   SECB Grant Proposals
    E.   System Outage Notifications
        1.   Outage Notification Process
    F.   9-1-1 System Security
    G.   Mental Health Call Processing Standard
    H.   Cell Phone Location Request Process Standard
    I.   Telecommunicator Reclassification and Licensing Legislation

6.   Reports
    A.   PSAP Operations Round Table Work Group
    B.   SECB NG9-1-1 Committee Report
    C.   9-1-1 Network Report
    D.   9-1-1 Data Report

7.   Announcements

8.   Adjourn

Members Present:

Laura Anderson, Sherburne	Tony Martin, Hennepin
Carrie Bauer, Scott	Darlene Pankonie, Washington
Susan Bowler, Carver	Nancie Pass, Ramsey
Bob Dowd, Isanti	Cheryl Pritzlaff, Dakota
Jon Eckel, Chisago	Jim Scanlon, Bloomington
Janelle Harris, Edina	Val Sprynczynatyk, Anoka
Heidi Hieserich, Airport	Victoria Vadnais, Allina
Kathy Hughes, Minneapolis	Lisa Vik, Eden Prairie
Chad Loeffler, Metro Transit	

Alternates / Guests Present:

Lauren Petersen, MAC Alternate	Pete Eggimann, MESB
Jon Rasch, Ramsey Alternate	Tracey Fredrick, MESB
Bob Shogren, Isanti Alternate	Mike Mihelich, Ramsey
Greg Weigel, St. Louis Park Alternate	Jill Rohret, MESB
Marcia Broman, MESB	Martha Ziese, MESB
Dan Craigie, ECN	

1. **Call to Order:**
Heidi Hieserich, 9-1-1 TOC Chair called the meeting to order at 10:00 a.m.

2. **Approval of Agenda:**
M/S/C Kathy Hughes moved to approve the February 20, 2020 agenda. Susan Bowler seconded. Motion carried. (see roll call vote roster addendum)

3. **Approval of Minutes:**
M/S/C Val Sprynczynatyk moved to approve minutes from February 20, 2020 and for the April 2, 2020 special meeting. Cheryl Pritzlaff *seconded. Motion carried. (see roll call vote roster addendum)*

4. **Action Items: (None)**

5. **Discussion Items:**
    A. **Pandemic Response**
        1. **Metro PSAP Consolidation Planning**
Mike Mihelich said the MESB has selected RapidDeploy as the vendor to provide cloud-based backup CAD system for the metro region. A contract has been signed and now base maps and jurisdictions boundaries are being loaded. ANI ALI devices have been installed at both Hennepin and Ramsey PSAPs to automatically capture ANI/ALI data in the RapidDeploy

system. Work is underway to set up the RapidDeploy system to accept bulk data uploads of CAD data from the metro region PSAP's primary CAD systems. (e.g. users, response units, call types, etc.) Ramsey County will be the first PSAP to transfer their data. Subject matter contacts for each PSAP have been identified for 9-1-1, ARMER, Operations Staffing, and GIS to assist with the configuration of the RapidDeploy system for each if the individual PSAPs. The PSAP contacts will be provided with access credentials for the RapidDeploy system.

The mitigation efforts seem to be working to slow the spread of the pandemic virus. None of the committee members reported a significant impact on staffing at this time. ECN is looking to include all seven regions in a similar consolidation plan. Leslie Sticht will be working on this implementation.

2. Staff Protection Measures Sharing

Hieserich summarized the safety measures she was aware of that several PSAPs were using. Most PSAPs have restricted access to their center to essential personnel only. All are doing thorough cleanings. Some are using 12-hour shifts, staff temperature checks upon entry, and assigning workstations and keyboards. Sprynczynatyk said Anoka County have routed their 2 LE mains out of the PSAP. She asked the other committee members to share other safety measures they have in place. Nancy Pass had suggested opening an online safety measure discussion for the metro PSAPs. Hieserich said Basecamp might be a good option.

B. Winter Storm Related Incident Coordination with State Patrol

Tony Martin said when the Pandemic situation dies down, the work group will meet again. A draft protocol was provided by the work group for the committee members review in the meeting packet on pages 12 and 13.

C. Fraud and Identity Theft Procedure

Darlene Pankonie said she has contacted the industry group working on this at the national level but has not yet received a response. She is still talking to the Minnesota Sheriff's Association, as well, and will report back to the committee when she has an update.

D. SECB Grant Proposals

Dan Craigie said the early round of applications have been reviewed and the grant awards have been shared with the regions. There will be a second round of applications that will include Scott and Washington Counties. Craigie has spoken with Tracey Fredrick specifically, regarding GIS grants. Sherburne County was awarded a grant, and the MESB applied as a region for a separate grant related to management of the GIS data submission, error reporting and correction, and the data update processes.

E. System Outage Notifications
1. NENA Enhanced PSAP Registry and Census

Eggimann said the information that the MESB maintains regarding each of the metro area PSAPs has been placed on each of the individual PSAP Manager webpages on the MESB website. He asked the committee members to review the information and provide any edits or corrections the managers find. Once the PSAP managers have completed their review of the data, Eggimann asked that the managers go online and register their PSAP on the new Enhanced PSAP Registry and Census webpage on the NENA.org website. Eggimann believes this registry will be used by the telecommunications service providers as the source for maintaining their PSAP contact information needed to meet the FCC outage notification requirements. The hope is that this will eliminate all the service provider's ongoing requests for PSAP contact information.

2. Outage Notification Process

Hieserich said it would be helpful to have a consistent notification protocol. Dan Craigie said the State's contract expires next week with their consultant that would assist in the development of this type of documentation. Craigie suggested the metro region PSAPs work together to come up with a plan; as the state will not be able to deliver a plan in a timely matter. Eggimann said the MESB will research what can be done.

F. 9-1-1 System Security (no update)

G. Mental Health Call Processing Standard

Pankonie and Martin both reported that their respective county pilot programs are continuing, and the procedures are being adjusted as more experience is gained. Committee members were encouraged to report on what is happening in their service areas with collaboration between the first responders and mental health professionals in response to emergency calls for assistance.

H. Cell Phone Location Request Process Standard (no update)

I. Telecommunicator Reclassification and Licensing Legislation

Pankonie said there is nothing to report as the legislature closed on the day the bill was to be read. The bill does state a request for a workgroup defining what a 9-1-1 telecommunicator is and their role so they can be re-classified. The work group has six months to get their finding back to the Legislature. Craigie said the Department of Public Safety was asked to comment on the legislation in relation to those documents, Pankonie will continue to work on this effort.

6. Reports:
A. PSAP Roundtable – (No Report Provided)

Kari Morrissey said there was no meeting last month, because of the corona virus. Morrissey also reported that she had been talking to references regarding a telecommunicator wellness program that is being provided by a company called Moetivations. The feedback on the company and the training material was very positive, and she would recommend that the committee consider using their services if they respond to an RFP issued as part of a grant.

B. SECB NG9-1-1 Committee

Pankonie said the committee met yesterday. Discussions included the COVID responses, status of the T-CPR legislation, and an effort to restart regular meetings of the GIS/NG9-1-1 workgroup.

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

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

7. Announcements (none)

8. Adjourn

The meeting adjourned at 12:02

Roll Call Voting Tables

Approval of Agenda Roll Call

Name	County/City/Agency	Member/Alternate	Yes	No
Anderson, L.	Sherburne	Member	X	
Bauer, C	Scott	Member	X	
Bowler, S	Carver	Member	X	
Carter, R	U of M	Alternate		
Dowd, B	Isanti	Member	X	
Draper, L	Bloomington PD	Alternate		
Eckel, J	Chisago	Member	X	
Ellickson, A	Washington	Alternate		
Folie, T	Dakota	Alternate		
Fox, A	Allina	Alternate		
Haas, S	Scott	Alternate		
Harris, J	Edina	Member	X	
Hieserich, H	MAC/Airport	Member	X	
Hughes, K	Minneapolis	Member	X	
Johnson, W	Hennepin EMS	Member		
Lessard, J	U of M	Member		
Loeffler, C	Metro Transit	Member	X	
Martin, T	Hennepin	Member	X	
Melby, M	North Memorial	Member		
Morrissey, K	Anoka	Alternate	X	
Munoz, C	Eden Prairie	Alternate		
Pankonie, D	Washington	Member	X	
Pass, N	Ramsey	Member	X	
Petersen, L	MAC/Airport	Alternate		
Pritzlaff, C	Dakota	Member	X	
Rasch, J	Ramsey	Alternate	X	
Scanlon, J	Bloomington PD	Member	X	
Shogren, B	Isanti	Alternate	X	
Solberg, M	St Louis Park	Member		
Sprynczynatyk, V	Anoka	Member	X	
Stovern, A	Chisago	Alternate		
Vadnais, V	Allina	Member	X	
Vik, L	Eden Prairie	Member	X	
Weigel, G	St Louis Park	Alternate	X	

Total Votes
Yes: 23
No: 0

Approval of Minutes Roll Call:

Name	County/City/Agency	Member/Alternate	Yes	No
Anderson, L.	Sherburne	Member	X	
Bauer, C	Scott	Member	X	
Bowler, S	Carver	Member	X	
Carter, R	U of M	Alternate		
Dowd, B	Isanti	Member	X	
Draper, L	Bloomington PD	Alternate		
Eckel, J	Chisago	Member	X	
Ellickson, A	Washington	Alternate		
Folie, T	Dakota	Alternate		
Fox, A	Allina	Alternate		
Haas, S	Scott	Alternate		
Harris, J	Edina	Member	X	
Hieserich, H	MAC/Airport	Member	X	
Hughes, K	Minneapolis	Member	X	
Johnson, W	Hennepin EMS	Member		
Lessard, J	U of M	Member		
Loeffler, C	Metro Transit	Member	X	
Martin, T	Hennepin	Member	X	
Melby, M	North Memorial	Member	X	
Morrissey, K	Anoka	Alternate	X	
Munoz, C	Eden Prairie	Alternate		
Pankonie, D	Washington	Member	X	
Pass, N	Ramsey	Member	X	
Petersen, L	MAC/Airport	Alternate		
Pritzlaff, C	Dakota	Member	X	
Rasch, J	Ramsey	Alternate	X	
Scanlon, J	Bloomington PD	Member	X	
Shogren, B	Isanti	Alternate	X	
Solberg, M	St Louis Park	Member		
Sprynczynatyk, V	Anoka	Member	X	
Stovern, A	Chisago	Alternate		
Vadnais, V	Allina	Member	X	
Vik, L	Eden Prairie	Member	X	
Weigel, G	St Louis Park	Alternate	X	

Total Votes
Yes: 23
No: 0

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **May 21, 2020**
Agenda Item: **4.A M Health Fairview 9-1-1 Plan**
Presenter: **Eggimann/Charif**

RECOMMENDATION
The 9-1-1 Technical Operations Committee (TOC) review and consider the M Health Fairview (Health East) 9-1-1 plan for becoming a secondary PSAP on the 9-1-1 system.

BACKGROUND
M Health Fairview (MHF) operates a communications center to receive emergency calls and dispatch emergency EMS resources. The MHF service area is expanding in both greater MN and in the metro area. MHF has developed a plan to connect to the 9-1-1 system utilizing the Motorola Hosted VESTA solution, which will support call transfers between the primary PSAPs and the MHF communications center on the 9-1-1 network with location data for calls for service and for EMD instructions. The planned configuration utilizes physically diverse and redundant network connections between workstations at the MHF communications center and the Motorola host site datacenters.

ISSUES & CONCERNS
No technical issues have been identified with the plan as presented.

FINANCIAL IMPACT
MHF will be responsible for all costs associated with this implementation.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

M Health Fairview EMS Communication Center

9-1-1 Secondary PSAP Integration Plan

Executive Summary – HealthEast Medical Transportation now M Health Fairview (MHF) EMS has been serving the community for over 130 years. Currently, handling more than 45,000 transports annually combining emergent and non-emergent needs, M Health Fairview EMS is a proven comprehensive agency, providing both emergent and non-emergent transports of patients throughout the state of Minnesota. M Health Fairview EMS also provides medical services for multiple events in the area, including for the Minnesota United Football Club and the Minnesota Vikings Training camp. MHF Communication Center, located at 799 Reaney Avenue, St. Paul, MN is making the move towards accreditation for our dispatching services. All staff have recently been certified as Emergency Medical Dispatchers. ProQA software has been enacted and CAD-to-CAD integrations are moving forward with the primary dispatch center partners. Furthermore, PSC Alliance Inc. consulting company has been hired to amend M Health Fairview EMS current ARMER participation plan from partial to full status with MCC7500 consoles replacing existing radio system controls. The ARMER plan will be finalized and submitted by mid-June 2020 to the various ARMER System committees having jurisdiction over M Health Fairview's service area.   MHF has been licensed and approved to deliver (BLS/ALS) EMS services within areas identified on pages x-x of this document.

NG9-1-1 Integration Plan- M Health Fairview EMS, submits this document as our implementation plan to integrate the MHF Communications Center into the Metro and Statewide 9-1-1 systems as a secondary PSAP. M Health Fairview EMS has contracted with Motorola Solutions to connect to their hosted (Software as a Service) NG9-1-1 answering solution which is currently being implemented with several greater MN PSAPs. Based on our current capabilities, without 9-1-1, we are faced with limitations during the initial intake verification process. We are heavily relaying on the Primary PSAP's to provide basic demographic information prior to speaking with the caller. Once we do get connected to the caller, our staff must verify the address and phone number information. Valuable minutes are wasted during this process. Being connected to the 9-1-1 system as a secondary PSAP will enhance our ability to accurately and quickly provide a physical address and location to EMS providers facilitating timely response and suitable patient intervention.

M Health Fairview has contracted with Motorola who will provide the technical element of the PSAP as a VESTA hosted solution. The Motorola solution will utilize the existing ESInet (provided by CenturyLink), CenturyLink MPLS, and MNIT MPLS. The geo-diverse solution is hosted in redundant data centers and built as a multi-tenant platform to support Minnesota's PSAPs. Each component of the Motorola SaaS solution is designed and built for high availability. This includes redundant hardware components and connections to both PSAPs and to the ESInet. It also includes redundant carriers and physically diverse circuit paths. The first circuit that will be provided by Centurylink will be installed by the 4th week of May, 2020. Testing and Training will be conducted once this circuit is place and following suitable turn up authorizations from MN governing bodies. Due to COVID 19, MNIT has suspended all "non-emergency" work throughout the state. While M Health Fairview EMS continues with work with CenturyLink and MNIT on a diverse MNIT Circuit high availability solution, we have taken the steps to increase the availability of our VESTA CommandPost disaster recovery plan by leveraging both Verizon and FirstNet. The Motorola VESTA CommandPost service is designed to provide a mobile call taking position and extend HE Transportation's ability to process calls in the event our primary dispatch center becomes unavailable.
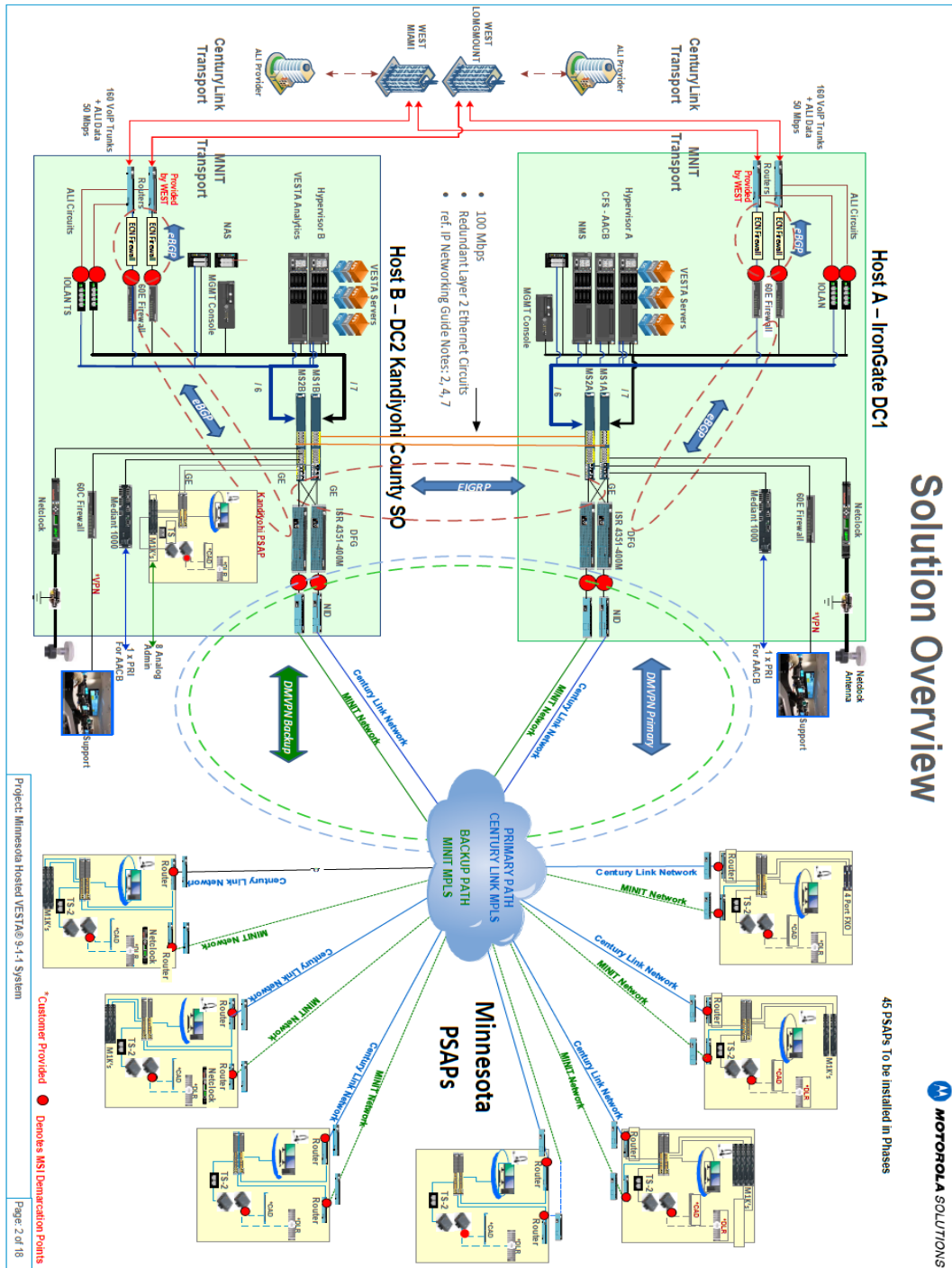
 All features of the traditional VESTA 9-1-1 position are preserved. M Health Fairview EMS has contracted with Verizon and FirstNet to provide multiple connectivity options to each of our VESTA CommandPost positions.

The block diagram below graphically depicts the proposed Motorola SaaS VESTA NG9-1-1 capable call delivery system.

Technical Details- Service Areas – Currently, HEMT services a total of 5 counties within the Metro and SE regions. Our plan is to expend within the Metro region which will add 3 more counties in the future.

Current Service Area (M HEALTH FAIRVIEW EMS)

- Dakota County (CAD to CAD Interface)-No Pre-arrival EMD Instructions
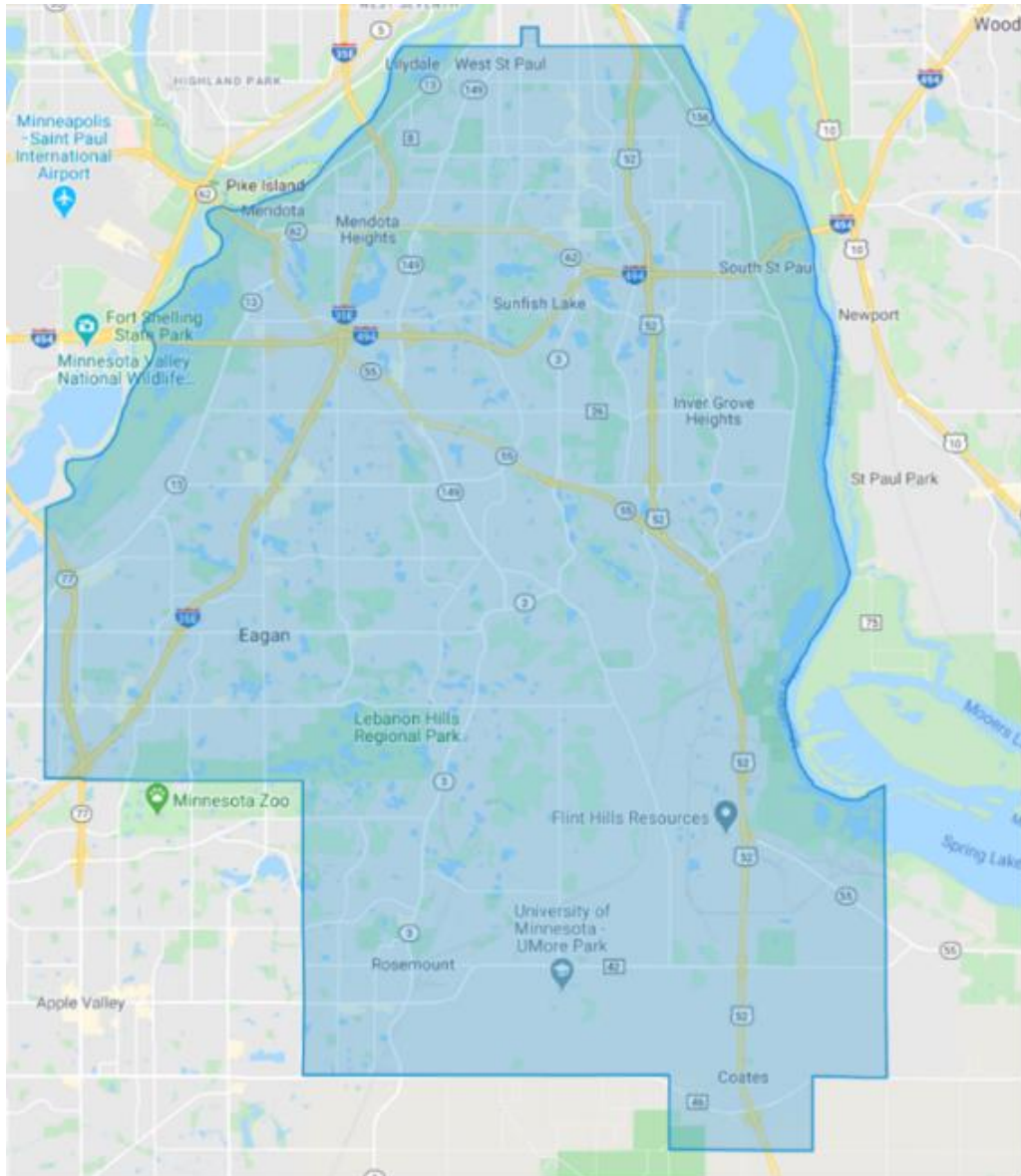
**Current Service Areas (Northfield EMS)-MHF Dispatch Services Started on January 28th, 2020.**

- Rice/Steele Counties (CAD to CAD Pending)-Pre-arrival EMD Instructions
- Goodhue County (No CAD to CAD)-Pre-arrival EMD Instructions
- Scott County (No CAD to CAD)-Pre-Arrival EMD Instructions
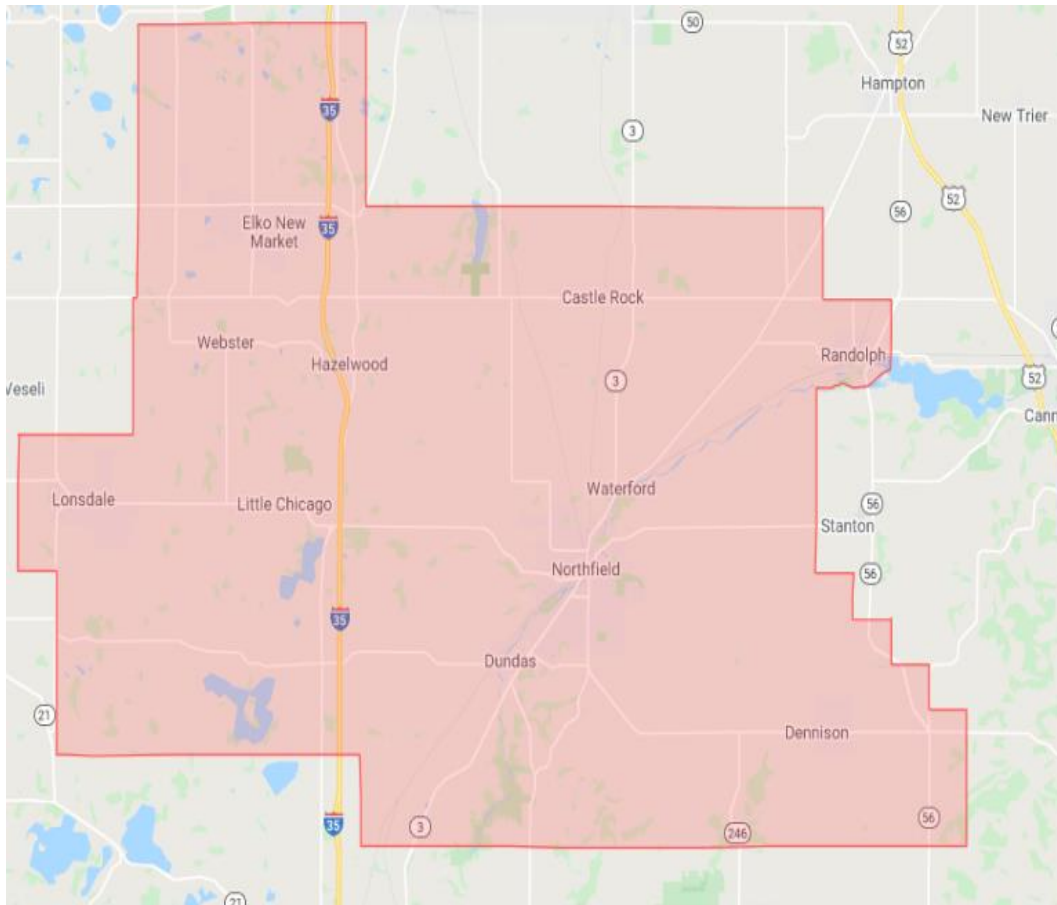
Future Service Area-Go Live Date: June 1st, 2020.

- Washington County (future CAD to CAD)-No Pre-arrival EMD Instruction.
- Anoka County (future CAD to CAD)-Pre-Arrival EMD Instruction.
- Chisago County (No Cad to CAD)-Pre-Arrival EMD Instruction.
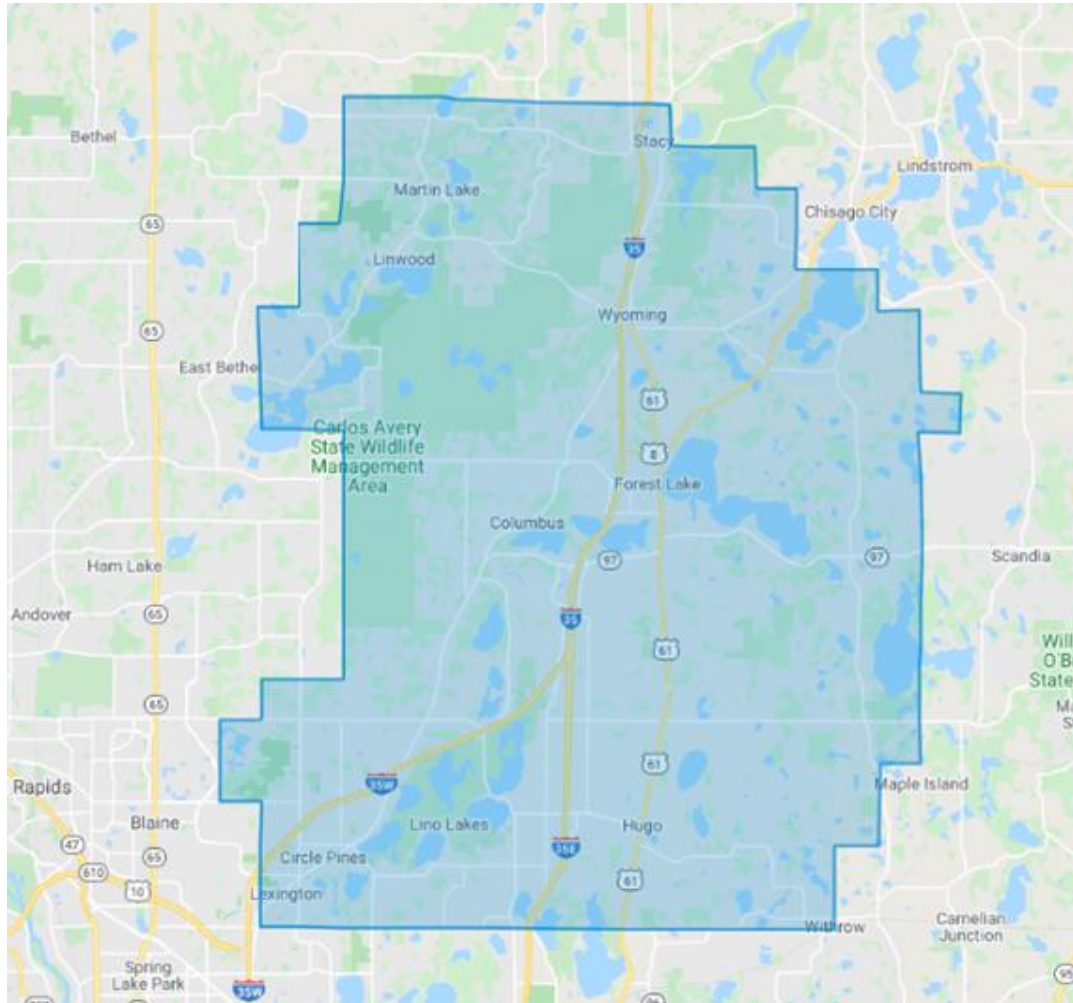
Timeline/Summary:

- (TBD) Installation of VESTA CPE at MHF campus
- (TBD) Testing of CPE
- (TBD) Setup of necessary 9-1-1 voice sessions via Intrado/West and Century Link
- (TBD) Testing of 9-1-1 voice sessions
- (TBD) Testing of TXT sessions
- On June 1, 2020, based on contractual EMS commitments, MHF will start responding to EMS events in part of Washington, Anoka, and Chisago counties. These areas currently serviced by North Memorial EMS.
- Hiring-M Health Fairview EMS has started the hiring process, current we have filled 23 of 26 full time staff positions.
- Additional units- M Health Fairview EMS is adding up to 5 ALS/BLS units to the area which will be an additional 10-12% of our current deployment.

Project Costs: M Health Fairview will be responsible for all costs associated with the procuring and installation of the of this project.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:	**May 21, 2020**
Agenda Item:	**4.B Pandemic Response PSAP Consolidation Plan System Evaluation Team**
Presenter:	**Eggimann/Mihelich**

RECOMMENDATION

The MESB staff recommend that the 9-1-1 Technical Operations Committee (TOC) form an evaluation team to test, exercise, and provide feedback regarding the RapidDeploy backup CAD system, as well as the metro region GIS data being hosted by GeoComm for use in the RapidDeploy system. The MESB staff request assistance from this team in documentation and feedback on the project in general, as well as specific feedback to both vendors to assist them in improving their products and services. In addition to PSAP managers, PSAP staff involved in training or in CAD provisioning could provide valuable perspectives to the evaluation.

BACKGROUND

The 9-1-1 TOC recommended a Pandemic Metro Area PSAP Consolidation Plan to the Board for approval in April. Part of that plan was to implement a backup CAD system that could support operations for any of the metro PSAPs if any one or more of them had to close because of the pandemic virus infecting significant numbers of staff members. The Board approved an agreement with RapidDeploy to provide a cloud-based backup CAD resource for a nominal fee ($10,000) to cover some of the RapidDeploy travel or staff costs involved in provisioning the system.

A second agreement was reached between the MESB and GeoComm to host the metro region GIS data in the GeoComm cloud environment and to provide geocoding services for the RapidDeploy system to access and utilize at no cost.

Both companies desire feedback from the metro area PSAP and GIS community as part of the nominal / no cost agreements to provide the backup services during this pandemic event.

ISSUES & CONCERNS

(none identified)

FINANCIAL IMPACT

No costs are anticipated beyond staff time.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:	**May 21, 2020**
Agenda Item:	**5.E Outage Notification Process**
Presenter:	**Eggimann**

RECOMMENDATION
The MESB staff recommend that the 9-1-1 Technical Operations Committee (TOC) form a team to assist the MESB staff in developing a metro area notification system to be used if a 9-1-1 system outage is identified.

BACKGROUND
PSAPs in the metro area have experienced confusing and conflicting information related to 9-1-1 system outages or carrier-specific 9-1-1 issues. The need for consistent information is not a new one. A PSAP communication plan was developed almost 20 years ago that utilizes a PSAP-only distribution group on the CJIS system. Technology has evolved since that plan was adopted and a better method of sharing information may now be available.

A plan developed by the North Central Texas Emergency Communications District is included in the meeting packet as an example of a recent regional communications plan. This example may be a resource for the team working on an updated plan for the regional PSAPs.

ISSUES & CONCERNS
(none identified)

FINANCIAL IMPACT
No costs are anticipated beyond staff time.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS CRISIS COMMUNICAIONS PLAN

Last Revised: 01/04/2020

Table of Contents

North Central Texas Emergency Communications District (NCT9-1-1)
Crisis Communications Plan (CCP)

1. Overview

The goal of NCT9-1-1's Crisis Communication Plan is to inform all necessary stakeholders, both internal and external, of the district's communications-related actions during a crisis. 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:

   I.   Audience identification
   II.   Roles and responsibilities
   III. Message creation
           o   Message characteristics
           o   Types of messaging: external and internal
           o   Monitoring
           o   Sample messages
   IV.   Message distribution
           o   External distribution
           o   Internal distribution
   V.   Analysis
           o   Measuring success
           o   Applying lessons learned
   VI.   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 district messaging that addresses the needs of affected audiences without releasing confidential information
- Identify and use distribution tools for sharing messaging as quickly as possible without sacrificing district standards
- 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. Part I: Audience Identification

Audiences
External • North Texas citizens • Media members • District partners (local, state, and federal officials) outside of the NCT9-1-1 region • Public Information Officers (PIO) • Neighboring 9-1-1 entities **Internal** • NCT9-1-1 Board of Managers (BOM) and Strategic Advisory Committee (SAC) • NCT9-1-1 staff members • NCT9-1-1 Emergency Communications Center (ECC)/ Public Safety Answering Points (PSAP) staff • North Central Texas Council of Governments (NCTCOG) Executive Director and Deputy Executive Director • NCTCOG Emergency Preparedness staff • GIS/Addressing Coordinators

Not all NCT9-1-1 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. Part II: Roles and Responsibilities

Roles and Responsibilities

Essential Staff
 	
• 9-1-1 Director
• 9-1-1 Technology Manager
• 9-1-1 Administrative Program Coordinator
• 9-1-1 Communications Coordinator
• 9-1-1 Data Manager
• 9-1-1 GIS Manager
• 9-1-1 Field Support Supervisor
• 9-1-1 Operations Manager
• 9-1-1 Operations Supervisor
• 9-1-1 Quality Assurance Coordinator
• 9-1-1 Strategic Services Manager
• 9-1-1 Training Coordinator
 	
Documentation
 	
• The 9-1-1 Operations Supervisor will serve as the primary scribe utilizing the ICS 214 forms.
• Utilize ICS protocol for documentation including:
    ○ Military time
    ○ Identify the meaning of an acronym the first time it is used in documentation
    ○ Consistency with wording (NCT9-1-1 vs. NCTCOG, 9-1-1 vs. 911)

- Note any email/document so it can be attached
- The Microsoft Teams' Crisis Event channel will serve as the primary resource during a crisis event. Documentation, resources and communication efforts will be tracked within the channel.

Initial Notification of Crisis

Once aware of an interruption, the first NCT9-1-1 staff member to know of the interruption will utilize the push-to-talk (PTT) function on NCT9-1-1's FirstNet phones to notify the Service Interruption Group, which is preloaded on FirstNet phones. The staff member will first send a text through PTT with message below and then follow up immediately with a PTT voice message.

Sample message:

NCT9-1-1 is potentially experiencing a 9-1-1 service interruption. Please make your way to the war room or call in to the designated staff conference bridge immediately.

Once notified, essential NCT9-1-1 staff will:

- Assemble during business hours in a dedicated location or "war room". The Technology Conference Room will serve as the designated war room with the GIS Conference Room serving as overflow. A dedicated staff phone bridge will be opened if any essential staff are off-site. The 9-1-1 Administrative Program Coordinator will open the staff conference bridge and take roll. If the 9-1-1 Administrative Program Coordinator is not available, another staff member will open the bridge. Anyone not accounted for in the room or on the conference bridge will be contacted utilizing the phone tree.
- Transfer office phones to FirstNet phones.
- Assemble after business hours via a dedicated staff phone bridge.
- Identify the following key roles:
  - Incident Command Leader (ICL).
    - 9-1-1 Director or designee will serve as ICL
  - Public Information Office (PIO)
    - Be filled in the following order based on availability:
      - 9-1-1 Director
      - 9-1-1 Communications Coordinator
      - 9-1-1 GIS Manager
      - 9-1-1 Data Manager
  - Crisis Communications Coordinator (CCC)
    - Be filled in the following order based on availability:
      - 9-1-1 Communications Coordinator
      - 9-1-1 Strategic Services Manager
      - 9-1-1 Director
- Deploy the Microsoft Teams Crisis Event channel which will be preloaded with pertinent documents/information including, but not limited to:
  - ICS 214 forms
  - Pre-established chat groups (PSAP notifications; Technology Team updates;

Neighboring 9-1-1 entities, executive management/Strategic Advisory Committee (SAC)/Board of Managers (BOM) updates; test calls and reroutes; media updates; other.

- o Roles and responsibilities matrix
- o Phone tree
- o Lists of NCT9-1-1 North and South systems, CCP and Continuity of Operations (CoOP) plan

Primary Responsibilities

A detailed list of roles and responsibilities, including primary and secondary staff, can be found in the Roles and Responsibilities Matrix. The primary communications-related responsibilities are included below.

Incident Command Leader will

- Identify the type of crisis or service interruption.
- Determine the severity of the crisis or service interruption.
- Identify affected ECCs/PSAPs.
- Determine downtime and estimate restoration time if possible.
- Lead all staff in following the CCP.
- Lead staff and ECC/PSAP conference calls.
- Answer questions from public officials during and after the crisis event.

Crisis Communications Coordinator will

- Serve as primary point of contact for PIOs, media, social media and website releases.
- Be responsible for message creation and distribution for all internal and external audiences.
- Approve all messaging.

Public Information Officer (PIO) will

- Serve as official voice for the NCT9-1-1 program including leading press conferences, interviews and conference calls that include the media.

Technology Team Responsibilities

- The 9-1-1 Field Support Supervisor or designee will serve as a technology liaison to communicate information from the Technology Team to the ICL. He/she will answer any questions and update the ICL every hour or as relevant information becomes available.

Operations Team Responsibilities

- The 9-1-1 Operations Supervisor will act as the official record keeper and maintain the official 214-document during any crisis.
- The 9-1-1 Quality Assurance Coordinator will act as the ECC/PSAP liaison. Other staff may be assigned to assist with notifications and correspondence with ECCs/PSAPs as necessary.

- o Designee 1- Parker County, Palo Pinto County, and Wise County ECCs/PSAPs.
- o Designee 2- Hunt County, Kaufman County, and Navarro County ECCs/PSAPs.
- o Designee 3- Erath County, Hood County, Johnson County, and Somervell County ECCs/PSAPs.
- o Designee 4- Collin County and Rockwall County ECCs/PSAPs.
- o Designee 5- Dallas County and Ellis County ECCs/PSAPs (excluding Red Oak PD, which is consolidated with Midlothian PD).
- The 9-1-1 Training Coordinator and 9-1-1 Operations Manager will assist by answering support calls and liaising with ECCs/PSAPs.

Support Team Responsibilities

- A Support Team member designee will be liaison to the CCC to expedite requests, quality control, and press conference preparation (if applicable).

Strategic Services Team Responsibilities

- The 9-1-1 Strategic Services Coordinator will manage the smart technology and war room needs to effectively track and manage staff communications.
- The 9-1-1 Strategic Service Manager will serve as a liaison to Executive Management including the NCTCOG Executive Director and Deputy Executive Director.

GIS Team Responsibilities

- A GIS staff member chosen by the ICL will act as the internal staff liaison for the GIS Team to communicate any ad hoc needs.
- The 9-1-1 GIS Manager or designee will be assigned as Point of Contact for NCT9-1-1 service area Addressing Coordinators and notifications.

Data Team Responsibilities

- The Data Team will serve as a liaison to NCTCOG Emergency Preparedness, NCT9-1-1 BOM and SAC, and other 9-1-1 entities.

6. Part III: Message Creation

Message Characteristics
NCT9-1-1 crisis 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 NCT9-1-1 provide an update **at least every hour**, unless new, pertinent information is available before the time of the next update.*   **Clear** – Easy to understand *Avoid using jargon or industry acronyms. It is suggested messaging be written at an*

eighth-grade comprehension level.

- **Appropriate –** Appropriate for the intended audience
  EX: External audiences should not be given privileged information on the NCT9-1-1 system that could jeopardize security.
- **Consistent –** Same across all distribution channels

Types of Messaging

External Messaging

Pre-approved messaging options are included on the Messaging Matrix.

- **Initial Statement**

  - The first piece of messaging to be released to affected audiences
  - Released within the first **30 minutes** of the event
  - A short summary (no more than five to six sentences) of the crisis
  - Contains what actions need to be taken by affected audiences, if any (EX: citizens may need to call 10-digit emergency numbers), when the next update will be (1 hour unless otherwise specified), and where the updates can be found (NCT9-1-1 website, social media channels, etc.)
  - Answers as many of the six "Ws" as possible: Who, What, When, Where, Why, and How
  - Avoid deviating from the initial statement once created to prevent inconsistent messaging, which may lead to the spread of rumors

- **Updates**

  - Provide regular updates following the initial statement
  - Vary in length depending on the amount of new information presented but are generally shorter than the initial statement
  - Try to answer the "Ws" that went unanswered in the initial statement
  - Address any relevant rumors
  - Must be made **at least every hour, even if no new information is available**.

- **Press Release(s)**

  - A long form document that contains the "Ws" (if appropriate) in the first paragraph
  - Written in the inverted pyramid structure, with all important information stated as early as possible
  - Contains a timeline of the event, details on mitigation efforts, and a quote from director for media use
  - Written with the media as the target audience
  - Will identify PIO/primary media contact
  - Will include a standard boilerplate with links to NCT9-1-1's website and social channels

- **Press Conference Statement**

    o Given about an hour or so after an event ends when more information is available and scheduled based on news deadlines
    o May be read aloud at a press conference
    o Contains the six "Ws" and a timeline
    o Includes five to six talking points

- **Press Packets**
    o Press release
    o High resolution logo
    o NCT9-1-1 factsheet
    o Stock footage (ECC/PSAP b-roll and photos)
    o Contact information

- **After Action Report (AAR)**

    o Will be available upon request five days after return to "normal operations"
    o Includes preliminary root cause analysis, which will be completed within 72 hours of the return to normal operations.
    o Identifies preliminary findings regarding cause of the crisis and subsequent results
    o Identifies concerns not listed in the press release for external audiences
    o May include debriefing meeting with the vendor
    o For statement with privileged information that may compromise security, include "Not for public release" at the beginning of the statement.
    o Will include the six "Ws," a timeline of events, and any available details on mitigation efforts

- **Root Cause Analysis**

    o Completed within 45 days of end of crisis event
    o Identifies findings regarding cause of the crisis and subsequent results
    o May be provided by vendor or NCT9-1-1 technology staff depending on source of the crisis event
    o May be a report or delivered during a call/meeting upon request

Internal Messaging (Optional)

It may be necessary to create messaging specifically for internal audiences to answer questions that may not be relevant to external audiences. This can include privileged information on the NCT9-1-1 network, details on staff member responsibilities, or similar information. Separate internal messages may not be necessary depending on the event.

Pre-approved messaging options are included on the Messaging Matrix.

Internal messaging falls into one of the following categories:

- **Initial Statement**

    - Separate messaging with more detailed information marked not for public release
    - Provided along with the external initial statement
    - Released within one hour of the crisis
    - Contains six "Ws" and expected timeframe for the next update"For statement with privileged information that may compromise security, include not for pubic release under Texas Emergency Management Code Section 418.181" at the beginning of the statement
    - Includes guidelines for releasing information regarding the crisis to external audiences

Internal audiences, including ECCs/PSAPs and NCT9-1-1 staff should not post original content on social media but instead should reshare posts from the official NCT9-1-1 channels.

Staff members will also be reminded not to discuss the details of the crisis with family members or friends, including not posting on social media.

- **Updates**

    - Only necessary if previously unreleased information becomes available.
    - If applicable, will determine which network capabilities are affected and which are operational.
    - Given **at least once every hour to all internal audiences**
    - For update with privileged information that may compromise security, include "Not for public release" at the beginning of the update.

Monitoring

Social Media

- Though social media monitoring is the responsibility of the CCC, there are certain circumstances where he/she will not have the time to consistently monitor social media during a crisis event. In this instance, available staff members will be asked to monitor NCT9-1-1's social media, as well as social media posts related to the crisis event. Information on monitoring social media can be found in the Monitoring Social Media During a Crisis Cheat Sheet.
- All replies and messaging must be approved by the CCC or designee.
- Third-party monitoring may be utilized depending on funding and availability.
- Direct messages sent to NCT9-1-1 via social platforms should be responded to within **15 minutes.**
- Staff members monitoring social media should look for and report the following to the

CCC:

- o Direct messages sent to official NCT9-1-1 social media accounts or comments on posts that need a response.
- o Rumors or fabrications that have gained significant traction online regarding the crisis event.
- o Common trends or talking points identified on social platforms concerning the event.

News Media

- The CCC or designee(s) should also monitor news media platforms for:
  - o Common themes and reports consistent across news channels
  - o Unanswered questions consistent across channels
  - o Rumors or fabrications
- Staff members should monitor:
  - o Fox 4
  - o WFAA 8
  - o NBC 5
  - o CBS 11
  - o Univision
  - o KRLD
  - o WBAP

7. Part IV: Message Distribution

External Message Distribution Tools and Methods

For additional information on managing the website, social media, and monitoring tools during a crisis event, see the Media Cheat Sheet.

Website

- The website's News & Media page will host all messaging. New messaging or updates will always be posted to the website first.
- The NCT911.org homepage will include a large, red link directing traffic to the News & Media page during a crisis. This will be created within the first hour of the crisis. This link will be removed immediately after the crisis is resolved.
- The latest updates will display at the top of the page.
- Webpage title must include a call-to-action to encourage click through.
- All other distribution methods will link back to or refer to NCT911.org, including statements or updates spoken over the phone. The messaging on the site will remain up for at least one week after a crisis. Press releases may stay up longer at the discretion of the 9-1-1 Director.
- After the crisis is resolved, URLS for any deleted messaging must be redirected to the NCT911.org homepage to prevent 404 errors.

Social Media

- The NCT9-1-1 [Facebook](#) and [Twitter](#) pages will be the only social channels used to distribute messaging. If both are unavailable, LinkedIn may be used.
- All messages, including initial statements, updates, and press releases, posted on NCT911.org will be shared on social media with the exact wording of the message included in the text of the post.
- Every social media post must include a link back to the original message at NCT911.org.
- All social media posts will be made through HubSpot's social media function.
- All social media posts will be tracked through HubSpot's campaign feature to allow for analysis after the event. A HubSpot campaign must be created before any social media posts are published.
- If HubSpot is unavailable, the social media platform's organic posting method will be used.
- Where possible, a Twitter hashtag should be created by NCT9-1-1 to better track citizen reactions. A HubSpot stream will be created to track the hashtag. This should be included in the first Twitter post and used for all following posts.
- If a press conference is held, a Facebook Live should be hosted on the NCT9-1-1 page. This will be removed immediately after the crisis is resolved.
- No other social media posts will be deleted.

Email

- All initial email correspondence with external audiences will come from HubSpot's email distribution tool. Emails will come from the CCC so that replies will return to his/her inbox. Emails will be tracked through HubSpot's campaign feature.
- HubSpot contains a Media List and a Blog Subscribers List. Both should be included in all external communications. **Emails should always link back to the NCT911.org News & Media page.**
- All messages, including initial statements, updates, and press releases, posted on NCT911.org will be emailed to the two external lists.
- If HubSpot is unavailable, emails will be sent from the CCC's inbox. (Emails will not be tracked if sent by this method.)

Phone Bridge

- Provide media contacts with the conference bridge information, if applicable.
- Phone bridges will be opened for the media at the discretion of the ICL.
- An email announcing phone bridge details will be sent to appropriate audiences **at least 30 minutes before the bridge opens.**
- The initial statement will be read during the first phone bridge and then questions will be allowed.
- Updates will be read on any following phone bridges and follow the same format as above.

Phone Calls

- Staff members away from their desks will forward their desk phone to their FirstNet

phone.
- Media members may call staff members directly. If this occurs, the initial statement should be read, and callers can be told to reference the website or social media for updates. They should be encouraged to sign up for our media list on the [newsroom page at NCT911.org](#) to ensure they receive updates directly.
- Staff members will take down the media member's name, station/paper/radio name, contact information, and time of call to be given to the CCC for follow ups.
- If callers continue to ask for more information, they can be directed to the 9-1-1 Communications Coordinator.
- If media members call before an initial statement is written, staff members will take down their name, state/paper/radio name, contact info, and time of call and tell them that the CCC will contact them with more information. No other statements are necessary.
- If it is necessary to call media members directly to read statements or updates, the CCC is responsible for making the calls or delegating to available staff members.

Traditional Media

- The traditional media may receive notice of a crisis in a variety of ways. It is important a proactive traditional media strategy is utilized and that all members of the NCT9-1-1 media list receive regular updates.
- Media members should be encouraged to sign up for the media distribution list on the newsroom page at NCT911.org.
- All messaging will be emailed to the HubSpot media list. It will come from the CCC, and he/she will be responsible for replying to or delegating to an available staff member to reply to all inquiries.
- Media members who call NCT9-1-1 staff must receive a follow up call from the CCC or designee, however staff members should only read the initial statement and direct media members to NCT911.org for further updates. They are not permitted to comment or answer any questions, even to confirm or deny.

Other

- Once NCT9-1-1 is designated an alerting agency, messaging should go out through IPAWs.
- Work with an ECC/PSAP to send an alert to other ECCs/PSAPs via teletype using OpenFox.

Internal Message Distribution Tools and Methods

For additional information on managing the website, social media, and monitoring tools during a crisis event, see the Media Cheat Sheet.

Website

- Same as external

Social Media

- Internal audiences (ex. ECCs/PSAPs) may reference the NCT9-1-1 social media pages for updated information. They are encouraged to share NCT9-1-1's posts on their own social media channels, but are discouraged from writing new content without first confirming with the CCC.
- NCT9-1-1 staff members are prohibited from posting original content regarding the crisis on their personal social media pages. They are encouraged to reshare NCT9-1-1's messaging instead.

Email

- NCT9-1-1 will utilize HubSpot for email distribution during a crisis. HubSpot contains four internal audience email lists: ECC/PSAP Supervisors and Managers, PIOs, a general outage distribution list (including the Board of Managers and Strategic Advisory Council), and a NCT9-1-1 staff members list.
- All emails to the ECC/PSAP Supervisor and Managers list will be sent through HubSpot by the CCC, however the "sender" field will be the 9-1-1 Quality Assurance Coordinator and will contain his/ her email so that all replies will go to his/ her inbox. The 9-1-1 Quality Assurance Coordinator is therefore responsible for responding to queries.
- Emails to NCT9-1-1 staff members may come from their direct managers or supervisors and may not utilize HubSpot, however the NCT9-1-1 staff members email list will be sent all internal messaging so they stay informed.
- Staff members must receive the external initial statement as soon as possible in order to relay the information to any potential media calls.

Phone Bridge

- Phone bridges will be opened for internal audiences at the discretion of the ICL.
- An email will be sent at least 30 minutes before the phone bridge is opened containing the direct line and access number for ECCs/PSAPs.
- Provide ECCs/PSAPs with the conference bridge. The BOM will be given access to this bridge upon request.
- If NCT9-1-1 staff members must use a phone bridge to communicate during a crisis, they will utilize the main conference line. An email will be sent from the ICL or CCC, if necessary.

Phone Calls

- The 9-1-1 Quality Assurance Coordinator, or designee(s), will be responsible for calling ECCs/PSAPs individually during a crisis event.
- The NCT9-1-1 Staff Member Phone Tree Alert System will be used to alert NCT9-1-1 staff members of a crisis.

Other

- Contact the clearinghouse vendor to capture call data for service interruption timeframe.

8. Part V: Analysis

Measuring Communications' Success

If funding is available, a third-party could be used for analysis.

Website (Through HubSpot and Google Analytics)
- Page views on service interruption News & Media post
- Average time spent on all pages
- Traffic sources

Social Media (Through HubSpot and social media platform analytics)
- Overall reach of Twitter and Facebook posts
- Number of total engagements on all posts
- Number of retweets and reshares

Emails (Through HubSpot)
- Total number of emails sent
- Number of recipients per email
- Open rate of each email
- Bounce rates of each email
- Total open and bounce rates of all emails

Traditional Media (TVEyes)
- Number of reports covering crisis
- Connotation of reports
- General summary of key talking points
- Links to coverage on media outlet online platforms

Google Alerts
- Set up a Google Alert of the North Central Texas Emergency Communications District, NCT9-1-1, and keywords relevant to the crisis

Media Inquiries
- Provide number of media requests

Applying Lessons Learned

- The 9-1-1 Communications Coordinator will work with the 9-1-1 Director and managers to revise the CCP, which will be included in the CoOP.
- This will ensure the CCP exists as a living document that is adaptable to multiple

variables.

- The 214 Scribe will schedule an After-Action Report (AAR) meeting within 24 hours for NCT9-1-1 staff.
  - The AAR meeting allows staff to identify the strengths and weaknesses of utilizng the CCP during an event and establish a mitigation report.
  - Staff members input any missing information into the Crisis Event Teams channel for use in completing the 214.
  - The 214 Scribe will complete the AAR draft within five business days and forward to staff for review and updates. The AAR will be available upon request.
  - Assignment of action items and mitigation preparations will be made within 30 days of the AAR draft.
  - The final Root Cause Analysis report is due 45 days after the "all clear" and will be provided upon request to internal audiences.
  - A verbal update will be provided to the SAC and BOM at the next meeting following the availability of the Root Cause Analysis.
  - A review of the CCP will be completed after each event or annually if no event occurs during a 12-month period. Edits will be made as needed.

9. Part VI: Definitions

Definitions

Interruption Types

- Service Interruption- Any event that inhibits the successful delivery of 9-1-1 calls. This includes items such as single sign-on issues.
- [Functionality/Feature] Interruption- [   ] is not currently functioning properly. Ex. Mapping, text, enhanced location, ANI/ALI

Geographic/Scope Categories

- Isolated- An issue that is currently only affecting one site within the NCT9-1-1 region.
- Partial- An issue that is currently affecting more than one site within the NCT9-1-1 region, but not all sites.
- NCT9-1-1 Region-wide- An issue that has been identified as affecting all sites within the NCT9-1-1 region.

Operational Status Categories

- Normal Operations- Indications that maps are working, texts are working, and calls are working. This status does not speak to redundancy. Normal Operations is the terminology to use when communicating with external audiences.

  The following addition descriptors of normal operations may be used when communicating with ECCs/PSAPs:
  - One-sided- There is a lack of redundancy in the system but call delivery is

occurring.

  - o <u>Alternate-routing</u>- ECC/PSAP calls are being delivered but not necessarily to the proper ECC/PSAP.

- <u>All-Clear</u>- Following a service interruption, when service and redundancy has been restored and maintained for a period of 24 hours (soak period).

Agenda Number 6.C.

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

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

2. Firewall Implementation:

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

3. Other PSAP Activity:

The MESB is working with ECN to connect the Health East communications center to the 9-1-1 system, which would enable them to receive transferred 9-1-1 calls on the 9-1-1 system with ALI. Ramsey Co. has also begun planning to make their VESTA 9-1-1 call answering application geo-diverse. This will require a change in the ESInet to serve the second application server location. Ramsey believes the change will enhance their system redundancy and provide more COOP options.

4. NG9-1-1 ESInet:

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

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

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

1. **Importance of GIS for 9-1-1:**
   a. MESB encourages continued **communication and planning between PSAPs and County GIS Departments** for ongoing geospatial dataset maintenance (road centerline and address points) to be used in statewide NG9-1-1 core services. The datasets also form the foundational data used in PSAP CAD and mapping systems, as well as multiple other uses beyond public safety. PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**.

2. **Regional GIS Data Aggregation:**
   a. **Road Centerline:** The MetroGIS/Met Council continues to process regional road centerline dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline data that has been uploaded to the portal and passed validations is included in the regional dataset. All ten metro counties are using this process. An update to refine the validation tool's range overlap check is currently being tested and is anticipated to be distributed soon.
   b. **Address Points:** The MetroGIS/Met Council continues to process regional address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent address points that have been uploaded to the portal and passed validations are included in the regional dataset. All ten metro counties are using this process.
   c. **Boundary Polygons:** MESB uploads the **regional PSAP, ESZ, MSAG community, law, fire and EMS boundary polygon layers** to the Minnesota Geospatial Commons. The datasets are updated as boundaries change or at a minimum of quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the Commons for downloads of metro's PSAP boundary polygons.

3. **Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:** The metro regional road centerline, address point, and boundary polygon datasets are being used for the **map, feature, and geocoding services** required for the RapidDeploy pilot and Pandemic Response PSAP Consolidation Plan**.** GeoComm is assisting with hosting the necessary data services and integrating them with RapidDeploy Nimbus CAD system. In related efforts, metro regional address points, as well as other regional data layers, have been submitted by the Met Council on behalf of the region to the ESRI community basemap program. Discussions are underway on how best to incorporate the regional road centerline.

4. **Regional 911/GIS Data Synchronization:** MESB, County GIS departments, and PSAP data coordinators continue analysis and investigation of errors resulting from regional validations in preparation for NG9-1-1. Recently, new ALI geocoding for the entire region was conducted.

5. **Regional GIS-derived MSAG activity:** The transition of the Eden Prairie PSAP MSAG to one derived from Hennepin County's GIS data is complete and similar work is now underway on the Anoka County MSAG. Previously, the same type of transition was completed for Chisago and Dakota County. The GIS-derived MSAGs will be maintained manually through 911NET until future methods and processes are put in place.

6. **Regional Data Viewer:** The 9-1-1 dataviewer developed by MetroGIS/Met Council is available from a link on the MetroGIS project website and provides visibility to all the regional GIS datasets pertinent to the NG9-1-1 efforts. PSAP MSAG coordinators are encouraged to use the 9-1-1 dataviewer as a resource to reference the data that their county GIS departments consider valid for regional 9-1-1 use. The viewer will be updated in the near future to include the individual law, fire, and EMS response boundary layers. The URL link to the dataviewer project webpage is: https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx

7. **Statewide NG9-1-1 GIS Project:**
   a. ECN is currently reviewing and considering comments submitted about its **NG9-1-1 GIS implementation roadmap** document. Multiple entities from the metro region, including the MESB, submitted input prior to the comment period ending on 4/4/20.
   b. The Sherburne County GIS dataset development application for **GIS work under the NG9-1-1 Federal Grant** has been approved by ECN. The metro region pilot project for ongoing data lifecycle and GIS-derived MSAG processes under the grant has not yet been officially approved, although MESB and ECN recently had a conference call to discuss the application and resolved any concerns.

8. **Statewide GIS Data Standards:**
   a. The metro regional road centerline and address point datasets conform with the **Minnesota Geospatial Advisory Council (GAC) approved data schemas**. The datasets in GAC format are publicly available on the MN Geospatial Commons.
   b. On 5/18/20, the GAC Standards Committee will continue reviewing concerns raised by ECN/MnGeo on the "comprehensive mappability" from **GAC to NENA and ECN's NG911 schema standards**.
   c. The SECB NG911 Committee workgroup has completed its work in developing a proposed set **standardized/normalized statewide emergency service agency names** for use with the emergency service boundary polygon GIS datasets. The SECB NG911 Subcommittee will determine the next steps.
   d. A presentation on the **importance of standards and the GAC standards development process** was recently given Geoff Maas of Ramsey County GIS to the SECB Steering Committee. Geoff is also now the chair of the SECB NG911 GIS workgroup.

9. **New Class of Service Codes:**
   a. The codes (**WDL2, WDL1, WCVC, and VNOM**) that were made active on the CenturyLink/Intrado ALI system on 12/16/19 have not yet appeared on live wireless calls in Minnesota. Comtech attempted, but has not yet completed, their testing with Verizon before making the codes active on their system. ECN requested Comtech hold testing activity due to COVID-19. MESB will update the TOC again when the Comtech has re-established a testing date.

b. Additional VoIP class of service codes will likely start being used in 2020. Those new NENA VoIP codes are **VRES (residential VoIP), VBUS (business VoIP), VPAY (pay phone VoIP), VENT (enterprise VoIP-PBX/Centrex)**. Timing for use of those codes will depend on the VoIP Positioning Center and the VoIP carriers. Further discussion may occur at the State NG911 Committee.

10. **Wireless Cell Sector/Routing Data:**
    a. **MESB is processing wireless routing updates for all carriers on behalf of the metro PSAPs.** Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email ***mesbgis@mn-mesb.org*** and MESB staff will investigate.
    b. On some wireless calls, **T-Mobile** and **Verizon Wireless** are providing **caller location as a civic address,** rather than just as Phase 2 coordinates. Activation of the new wireless class of service codes should aid in identifying to calltakers when T-Mobile or Verizon are forwarding dispatchable addresses to the PSAPs. PSAPs should be aware that carriers may simply be passing on the address in the form the subscriber entered it. MESB has been engaging with Comtech recently with concerns about the use of 3rd party datasets to validate subscriber-entered addresses without further address validation against authoritative data, such as the MSAG or authoritative GIS used for 9-1-1.
    c. The FCC has required wireless carriers to provide **vertical-axis Z-coordinate and uncertainty** information by April 2021 for wireless caller locations in the top 25 cellular market areas (which includes the 10-county metro region.) CenturyLink and Intrado have confirmed that the current 9-1-1 ALI database can deliver the Z-axis information if it is provided by the wireless carriers. It will, however, require a new ALI format to be created and implemented at PSAPs. Details of the carriers' plans and how PSAPs could make use of Z-coordinates in their existing CAD/mapping systems are undetermined at this point. This topic will continue to be monitored.