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

September 17, 2020 10:00 a.m.
Webex Meeting Link

1.   **Call to Order**

2.   **Approval of Agenda**

3.   **Approval of Minutes –** July 16, 2020 Meeting

4.   **Action Items**
      A.   SECB NG9-1-1 Committee Alternate Representative
      B.   Ramsey County Emergency Communications Center 9-1-1 Plan Change Request
      C.   SECB Grant Project Priority List

5.   **Discussion Items**
      A.   Civil Unrest Emergency Communications After Action Review Team
      B.   Pandemic Response
           1.   Metro PSAP Consolidation Planning
           2.   PSAP Consolidation Plan System Evaluation Team
      C.   Winter Storm-Related Incident Coordination with State Patrol
      D.   SECB Grant Proposals
      E.   System Outage Notifications
           1.   Outage Notification Process
      F.   Mental Health Call Processing Standard
      G.   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 (Attached)
      D.   9-1-1 Data Report (Attached)

7.   **Announcements**

8.   **Adjourn**

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee
July 16, 2020
Draft Meeting Minutes
Meeting Held via WebEx

Members Present

Laura Anderson, Sherburne County	Tony Martin, Hennepin County
Susan Bowler, Carver County	Michael Melby North Memorial
Robin Carter, U of M-**alternate**	Darlene Pankonie, Washington County
Bob Dowd, Isanti County-**absent**	Nancy Pass, Ramsey County-**absent**
Veronica Giese, Ridgeview EMS	Cheryl Pritzlaff, Dakota County
Scott Haas, Scott County-**alternate**	Jim Scanlon, Bloomington PD
Janelle Harris, Edina PD	Val Sprynczynatyk, Anoka County
Heidi Hieserich, MSP Airport	Jake Thompson, Chisago County-**absent**
Kathy Hughes, City of Minneapolis	Victoria Vadnais, Allina EMS
Wade Johnson, Hennepin EMS	Lisa Vik, Eden Prairie PD
Chad Loeffler, Metro Transit PD	Greg Weigel, St. Louis Park PD

Guests: Vic Barnett, *Ramsey County*; Laureen Draper, *Bloomington PD;* Dawn Kenyon, *Hennepin County*; Mike Mihelich, *Ramsey County*; Todd Moen, Carver County; Kari Morrisey, *Anoka County*; Lauren Peterson, *MSP Airport*; LaVae Robinson, *Minneapolis;* Leslie Sticht*, ECN*

MESB Staff: Marcia Broman, Pete Eggimann, Tracey Fredrick, Jill Rohret, Martha Ziese

1. Call to Order
Heidi Hieserich, 9-1-1 TOC Chair, called the meeting to order at 10:07 a.m. Roll call was taken. Hieserich clarified that when both the primary and alternate representatives from the same jurisdiction are present, only the primary representative may make a motion or vote.

2. Approval of Agenda
Hieserich asked if anyone had any changes or additions they wanted to make in the agenda. There were none.

3. Approval of Minutes
Darlene Pankonie said the minutes indicated the Telecommunicator Reclassification and Licensing bill was sent to the Finance and Policy Committee; the bill was sent to a different committee and recommends that statement be omitted.

M/S/C Pankonie moved to approve the agenda for July 16, 2020 and the minutes from the June 18, 2020 meeting as amended. Cheryl Pritzlaff seconded. Motion carried. (see roll call vote addendum)

4. Action Items
A. Standardized Call Back Number Placement in ALI
Marcia Broman said this request is to standardize placement of 9-1-1 caller callback numbers on all screen displays and P-ANIs in the same fields as ALI regardless of the communications technology used to deliver the call to the 9-1-1 system.

Broman said back when VOIP and wireless 9-1-1 calls were first implemented pseudo phone

numbers were used to route the calls while the caller's telephone number came in through the ALI screen display. That callback number was displayed in the location field. Today, about half of the metro PSAPs have chosen to move the wireless callback numbers to the traditional telephone number field.

Eggimann said it is hoped standardizations would be completed by the end of the year.

Pankonie asked if affected PSAPs would have to work with their CPE maintenance providers to do mapping of that ALI?

Broman said yes, those PSAPs would need to engage their CPE vendor to be onsite at the time of the transitions and likely change a setting.

The recommended change in where the callback number is displayed requires a coordinated change over process with a scheduled cutover date involving the 9-1-1 service provider and the 9-1-1 answering application vendor. Depending on the maintenance agreements in place between the PSAP and their 9-1-1 answering application vendor, there may be a cost for the onsite technical support during the cutover of the 9-1-1 system ALI from the current configuration to the recommended configuration.

M/S/C Sprynczynatyk moved to review and approval of a standardized format. Pritzlaff seconded, Motion carried. (see roll call vote addendum)

B. SECB NG9-1-1 Committee Alternate Representative
Eggimann said Jim Scanlon will be stepping down as the alternate representative for the SECB NG9-1-1 Committee. A new alternate representative is sought.

Tony Martin said he is going to be taking the alternate position for the Sheriff's Association to the NG9-1-1 Committee. Similarly, he could be the alternate to the 9-1-1 TOC.

Pankonie said the MSA could pick someone. A secondary PSAP representative would be good also. Chad Loeffler, the Metro Transit PSAP Manager, was suggested.

Members agreed this will be discussed at the August meeting.

5. Discussion Items
A. Civil Unrest Emergency Communications After Action Review Team
Eggimann said the team had a call that resulted in identification of several issues to include in a draft report which is in the early stages of preparation and editing. Most of the discussion on the initial call focused on the 9-1-1 side. The team will continue to meet with the next meeting focusing on radio issues.

Tracey Fredrick said the Radio TOC meeting July 22 will have a similar discussion.

B. Pandemic Response
1. Metro PSAP Consolidation Planning
Mike Mihelich said the data collection from primary and secondary PSAPs is almost complete. Today is the last day of Rapid Deploy training. It was discovered during this training that there are still bugs in both east and west environments. Major enhancements will be made to the call taker form and maps the week of August 10th. Rapid Deploy would like the review of the regional CAD system be

postponed until August 17th. The Metro PSAP Consolidation Plan is highly dependent on a regional CAD solution. It is hoped a recommendation will be coming by September.

2. PSAP Consolidation Plan System Evaluation Team

Mihelich said the evaluation team is scheduled to meet next week. Initially the Evaluation Team was going to run some scenarios on the Rapid Deploy environment, but because of the major enhancements that are coming, the team will still meet but will focus on identifying evaluation goals and how to evaluate the product as a potential long term solution.

If the recommendation includes a CAD-to-CAD interoperability application, it could take a couple of years to get that solution operational.

Leslie Sticht said ECN's objective is to consider Rapid Deploy as a long-term, statewide CAD back-up solution, which could also serve as a primary CAD option for some PSAPs. Mihelich said the evaluation team's goal is to evaluate Rapid Deploy as both a short and long-term contingency solution. Vic Barnett said this committee should remain in the loop about some of the aspects of Rapid Deploy which may rise to the levels of policy considerations; in particular their system is highly focused on text communications with callers and sending text receipts. Keeping texts should be discussed by the evaluation team and make recommendations.

Mihelich said Rapid Deploy is a cloud-based environment. The technology is much like what the NG9-1-1 is looking at in the future.

Eggimann suggested the group identify the situations they want tested. There are capabilities in the Rapid Deploy system that CAD-to-CAD applications do not have and vice-versa. It is important that both perspectives are included in the evaluation. ECN and the MESB look at the system from more of an emergency response system management view, which is a different viewpoint from the individual call takers.

C. Winter Storm-Related Incident Coordination with State Patrol

Martin said there is no update on this, but it is important to get this group back together again. It would be good to add system outage notification to their agenda. Martin will send out meeting invites.

D. Fraud/Identity Theft Procedure

Pankonie said there is no update at this time. Members agreed this item can be tabled until Pankonie has an update.

E. SECB Grant Proposals

Tracey Fredrick said the GIS grant has been fully executed and is ready to go. The CPE phone equipment grant is completed and out for signatures. The SECB and SHSP grants are being moved forward. The SECB grant is being moved forward to the SECB to approve the dollar amount allocated. There have been some changes to the SHSP grant as far as who must approve the dollar amounts. The allocation was approved today at a special finance meeting. Other opportunities are being considered to approve purchase of back-up equipment.

F. System Outage Notifications
1. Outage Notification Process

Eggimann asked the members that had indicated an interest in the notification process to look at the Texas document and identify comparable Minnesota situations and the people who should be

involved. The team should also identify the goals to be achieved with the outage notification process or procedure.

G. Mental Health Call Processing Standard – no update

H. Telecommunicator Reclassification and Licensing Legislation
Pankonie said when the special session ended, the bill was closed. The bill may get introduced in this special session, but that is still unknown. It is good news that every time the bill is read more House and Legislative representatives become aware of it. Pankonie will notify the 9-1-1 TOC when the bill is to be read again.

6. Reports
A. PSAP Operations Round Table Work Group
Kari Morrisey said the work group reviewed the E9-1-1 cell phone ping request procedures for the carriers. The work group determined this was more of a telecommunicator training issue. Morrissey will provide the spreadsheets with that information. Also discussed were Leadership and Mentoring. The 9-1-1 error reporting was also reviewed.

B. NG9-1-1 Committee Reports
Pankonie said the committee did not meet this month. Pankonie confirmed with Sticht that the advanced location work in Carlton County will begin next week.

C. 9-1-1 Network Report
Eggimann referred members to the 9-1-1 network report included in the meeting packet. Eggimann said Ramsey County's plan to make their 9-1-1 answering application GEO diverse and that will require some changes in their ESInet. The ESInet configuration itself may become part of the recommendations coming out of the civil unrest after-action report.

D. 9-1-1 Data Report
Broman highlighted for the committee members several points from the July 9-1-1 Data Report. She reminded committee members that information on the new classes of service was included in the July 9-1-1 TOC packet and is also available on both the MESB and ECN websites.

7. Announcements
Pankonie said NENA approved its call processing standard. The Standard references two times for call answering: 95% of calls should be answered by a PSAP in 30 seconds; 90% should be answered in 15 seconds or less.

8. Adjournment

Metropolitan Emergency Services Board

Approval of Agenda / Minutes Roll Call:

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Susan Bowler	Carver County	Member	X	
Robin Carter	U of M PD	Alternate	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Darlene Pankonie	Washington County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Jim Scanlon	Bloomington PD	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Victoria Vadnais	Allina EMS	Member	X	

4.A. Standardized Call Back Number Placement in ALI Roll Call:

Name	County/City/Agency	Member	Yes	No
Laura Anderson	Sherburne County	Member	X	
Susan Bowler	Carver County	Member	X	
Robin Carter	U of M PD	Alternate	X	
Scott Haas	Scott County	Alternate	X	
Janelle Harris	City of Edina	Member	X	
Heidi Hieserich	MSP Airport PD	Member	X	
Kathy Hughes	City of Minneapolis	Member	X	
Chad Loeffler	Metro Transit PD	Member	X	
Tony Martin	Hennepin County	Member	X	
Darlene Pankonie	Washington County	Member	X	
Cheryl Pritzlaff	Dakota County	Member	X	
Jim Scanlon	Bloomington PD	Member	X	
Val Sprynczynatyk	Anoka County	Member	X	
Victoria Vadnais	Allina EMS	Member	X	

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:	**September 17, 2020**
Agenda Item:	**4.A SECB NG9-1-1 Committee**
	Alternate Representative
Presenter:	**Eggimann**

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

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

ISSUES & CONCERNS
(none)

FINANCIAL IMPACT
(none)

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **May 21, 2020**
Agenda Item: **4.A RCECC 9-1-1 Plan**
Presenter: **Eggimann/Rasch**

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) review and consider the Ramsey County Emergency Communications Center (RCECC) 9-1-1 Plan change request to make their VESTA 9-1-1 answering application geo-diverse with servers in St. Paul and at their alternate location in Arden Hills.

BACKGROUND

As part of RCECC's ongoing contingency planning, they want to add physical diversity and redundancy to their 9-1-1 answering application. This will involve moving one of their existing servers from St. Paul to Arden Hills and upgrading the ESInet connectivity at both locations. They are proposing two physically diverse ESInet paths to each of the locations for a total of four physically diverse ESInet connections total. RCECC will provide the fiber connectivity to link the VESTA servers between the sites.

RCECC intends to configure the VESTA system to enable 9-1-1 calls to be routed simultaneously to work stations at both locations. This will permit both locations to be staffed and all the VESTA workstations at both locations to be used if necessary. RCECC will utilize the current Arden Hills backup center ESInet URI to receive transferred 9-1-1 calls from other PSAPs. This URI can also support other PSAP 9-1-1 calls during PSAP abandonment and emergency PSAP consolidation events. This will allow RCECC to have a separate 9-1-1 queue in the new VESTA system for outside agencies and gives the ability for an outside agency (or agencies) to utilize the backup center and only answer calls in the "Outside Agency" queue.

RCECC requests to increase its current available 9-1-1 sessions from 20 to 25 maximum on the primary ESInet URI and change from 15 to 25 maximum 9-1-1 sessions on the current Arden Hills URI that will now be utilized as the outside agency URI—*actual concurrent 9-1-1 sessions for both ESInet URIs are controlled within the VESTA system and will be set to 15 for each queue with the ability to increase the concurrent sessions during an extended emergency event.*

(See attached diagrams and narrative)

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

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

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:	**September 17, 2020**
Agenda Item:	**4.C. Approval of 9-1-1 Grant Projects for 2021 Region Funding Priorities**
Presenter:	**Fredrick**

RECOMMENDATION

The 9-1-1 TOC must approve possible 9-1-1 grant projects to be included on the MESB's 2021 Regional Funding Priorities. The projects should include possible dollar amounts and be prioritized by the committee to provide guidance to the Statewide Emergency Communications Board (SECB) if there is insufficient funding for all projects submitted.

BACKGROUND

The SECB grant is a bi-annual grant program for communications-related projects across the state. Regions are required to have a region-approved list of funding priorities, before submitting project funding requests for SECB consideration. SECB Standard FIN-1 (formerly Standard 6.5.0) – Prioritizing Capital Spending provides guidance on how the ECB determines which projects will receive funding.

The SHSP grant is an annual grant program available to jurisdictions and agencies throughout Minnesota. Funds support terrorism preparedness activities at the state and local level and projects that build and sustain the capabilities essential to achieving the National Preparedness Goal of a secure and resilient nation.

ISSUES & CONCERNS

The 9-1-1 TOC needs to identify possible grant projects and determine the priority of those possible grant projects. The Radio TOC will be doing a similar project identification and prioritization process. Representatives from both TOCs will need to combine the lists and agree on prioritization so a recommendation can be prepared for the Board.

The Board will vote on the 2021 Region Funding Priorities at its November meeting.

FINANCIAL IMPACT

Requests for the purchase of equipment have a 50% local match requirement.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
September 17, 2020

Agenda Number 6.C.

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

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

3. Other PSAP Activity:
Ramsey Co. is finalizing 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:
A three-way contract between ECN, the MESB, and the vendor is in the signature stage covering 9-1-1 system ingress from telecommunications service providers to the NG9-1-1 core services. Additional work remains for the MESB and ECN on the RFP(s) for NG9-1-1 core services and 9-1-1 system egress connectivity between the core services and the PSAP.

The existing 9-1-1 services contract with CenturyLink will be extended until November 2021. This is the third extension of that contract and the last one permitted under the State's purchasing guidelines. The NG9-1-1 core services and ESInet egress connectivity RFP work mentioned above are intended to replace the current 9-1-1 services contract. It is anticipated that there will be a transition period as services are moved from the existing 9-1-1 service system to the new NG9-1-1 core services.

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:** 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 911/GIS Data Synchronization:** The Met Council is in the process of updating the regional address point aggregation and schema validation process with the metro county GIS departments. All counties should be fully transitioned in October or before. Some preliminary validations from the state's process are being run on the regional datasets. Should any substantive issues be identified related to a county's road centerline and/or address point data, MESB will coordinate with our county GIS partners.

3. **Regional GIS-derived MSAG activity:** Final preparations are being conducted for the transition of the Isanti County and Ramsey County Emergency Communications Center PSAP MSAGs to ones derived from each county's GIS data. Once completed, the necessary information will be provided to the 9-1-1 service provider for transition of the live MSAGs. Previously, the same type of transition was completed for Anoka, Chisago and Dakota Counties, Eden Prairie, Edina, St Louis Park, and Bloomington PSAPs. The GIS-derived MSAGs will be maintained manually through 911NET until future methods and processes are put in place.

4. **Statewide NG9-1-1 GIS Project:** At the 8/19/20 SECB NG911 Committee meeting, ECN and MnGeo provided the committee their responses to the comments submitted about the **ECN NG9-1-1 GIS implementation roadmap** document. ECN and MnGeo also told the committee they are finalizing a second version of their roadmap document and agreed to provide the comments, responses, and revised roadmap to the **SECB NG911 GIS workgroup**. That workgroup, under the leadership of Geoff Maas of Ramsey County GIS, is meeting regularly to discuss the statewide NG911 GIS effort.

5. **ECN NG9-1-1 Federal Grant:** Both Sherburne County and the MESB are engaging in their procurement processes for appropriate vendors to perform the GIS work authorized under the NG9-1-1 federal grant. Sherburne County's grant is for GIS development work and the regional grant is for GIS-derived MSAG processes.

6. **Statewide GIS Data Standards:** The metro regional road centerline and address point datasets conform with the current **Minnesota Geospatial Advisory Council (GAC) approved data schemas** and are publicly available in those schemas on the MN Geospatial Commons. The GAC Standards Committee has proposed revisions to the **GAC road centerline and address point schemas out for public review**, ending in mid-October. Those revisions include the addition of legacy street name elements recommended in the NENA GIS data model. Should these revisions become approved,

the metro regional partners will consider how to accommodate the updates for the metro area datasets.

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

8. **New Class of Service Codes** (**WDL2, WDL1, WCVC, and VNOM**)**:** The SECB NG911 Committee discussed the rollout of the **new enhanced location class of service codes** at its August meeting. Testing at Carlton County PSAP ran into some issues related to their CAD configuration. There was also some uncertainty on how to best proceed with the activation rollout in the Greater MN regions. A **proposed framework for the metro region to move ahead with activation** of the new codes during October is available for the 9-1-1 TOC to consider at its September meeting. Experience in the metro area may prove helpful for the other regions as they consider their activation rollout plans. (See separate document for discussion.)

9. **Wireless callback number in ALI:** CenturyLink is preparing a project plan to, by the end of 2020, transition remaining PSAPs to receive **wireless callback numbers in the traditional phone number fields** (as is done with wireline and VoIP). This change is being pursued to avoid a conflict between the callback number and supplemental location information received as part of a wireless dispatchable location. About half of the metro PSAPs will require a change. As a pilot, CenturyLink has successfully transitioned Isanti and Ramsey County PSAPs.

10. **Wireless 911 location accuracy requirements:** In August, the FCC issued its 6th Report and Order ruling on **wireless location accuracy**. Key points:
    a. The FCC affirmed their requirement for **nationwide carriers** to provide either **dispatchable location or z-axis technology by April 3, 2021** in the top 25 cellular market areas (which includes the Twin Cities metro area.)
    b. They ruled that, **by January 6, 2022, all carriers** are to **provide dispatchable location** with wireless E911 calls **if it is technically feasible** for them to do so.
    c. Those carriers choosing to deploy **z-axis** technology must do so:
        i. **Within +/- 3 meters** the handset for 80% of the 911 calls made from the z-axis capable devices
        ii. Deliver the z-axis information as **height above ellipsoid**
        iii. Deploy either: 1) z-axis technology to cover 80% of the population or 80% of the buildings exceeding 3 stories; OR 2) z-axis capable handsets on a nationwide basis or to cover their network footprint as applicable

11. **Wireless Cell Sector/Routing Data:**
    a. Due to the **T-Mobile – Sprint merger**, PSAPs will see some changes in the wireless ALI displays for some (formerly) Sprint 9-1-1 calls. In the metro area, T-Mobile has **re-homed Sprint LTE 911 calls to the T-Mobile network**. The calls are being processed with data from the T-Mobile wireless positioning center and

reflect the T-Mobile company name and id. Sprint CDMA calls still use the legacy Sprint network and Intrado positioning center.

b. MESB continues to process **wireless routing updates for all carriers on behalf of the metro PSAPs.** Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email ***mesbgis@mn-mesb.org*** and MESB staff will investigate.

12. **Back-up 911NET users:**
    a. Any PSAP that would like to establish an additional user as **backup for the PSAP's 911NET activity** should feel free to contact the MESB 9-1-1 Data Coordinator for assistance with user account setup and training.

13. **Regional GIS Data Aggregation:**
    a. **Road Centerline and Address Points:** The MetroGIS/Met Council continues to process regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. All ten metro counties are using this process.
    b. **Boundary Polygons:** MESB uploads the **regional PSAP, ESZ, MSAG community, law, fire and EMS boundary polygon layers** to the Minnesota Geospatial Commons. The datasets are updated as boundaries change or at a minimum of quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the Commons for downloads of metro's PSAP boundary polygons.
    c. **Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (Access link is: https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource to reference the geospatial data their county GIS departments consider valid for regional 9-1-1 use.

Comtech's Activation of new Wireless Classes of Service in MESB Region
9-1-1 TOC PSAP Planning Discussion – 9/17/20

Key points of Comtech's activation criteria:
- Can activate new wireless classes of service by PSAP
- Requires a minimum of one week notice to schedule staff
- Can only make changes on Mondays or Thursdays
- Can schedule some Verizon field-testing support but likely not to test in every PSAP area. Will has provided notes for PSAPs on how to initiate a 9-1-1 call with one of the new classes of service from a Verizon cellphone using Wi-Fi calling and the emergency address provisioned by the user in the phone.
- In advance of the planned cutover date, Comtech can pre-check any Verizon phone number and provisioned address that the PSAP plans to use for self-initiated tests. Once confirmed, PSAPs can pre-test from that Verizon phone(s). Prior to activation, the 911 call would come in with a dispatchable address and WPH2 class of service. After activation, the 911 call would come in with the dispatchable address and one of the new classes of service (e.g. WCVC).
- Comtech will schedule a cutover bridge that PSAPs can join on the scheduled activation date. If activation causes significant issues to the PSAP, it can be reversed. PSAPs can have CAD/mapping vendors participate at their discretion.

Possible Phased-in Activation during October 2020 (3 Monday or Thursday dates in October to be scheduled):

Group 1 – All Tritech Inform CAD/mapping
ANOKA COUNTY CENTRAL COMMUNICATIONS
BLOOMINGTON POLICE DEPARTMENT
DAKOTA COMMUNICATIONS CENTER (DCCZ1, DCCZ2, DCCZ3)
HENNEPIN COUNTY SHERIFF'S OFFICE (HE-E, HE-N, HE-S)
MINNEAPOLIS EMERGENCY COMM CENTER (MECC)
MINNEAPOLIS ST PAUL AIRPORT COMMUNICATIONS CENTER
RAMSEY COUNTY EMERGENCY COMMUNICATIONS CENTER (RCECC)
UNIVERSITY OF MINNESOTA POLICE DEPARTMENT

Group 2 – PSAPs that previously reported minor or no change required to CAD/mapping
CHISAGO COUNTY SHERIFF'S OFFICE – ProPhoenix
EDEN PRAIRIE POLICE DEPARTMENT – Tyler Technologies
ISANTI COUNTY SHERIFF'S OFFICE – LETG (Zuercher)
SCOTT COUNTY SHERIFF'S OFFICE – LETG (Zuercher)
SHERBURNE COUNTY SHERIFF'S OFFICE - ProPhoenix
ST LOUIS PARK POLICE DEPARTMENT – Zuercher

Group 3 – PSAPs with unclear CAD/mapping impact or may need CAD/mapping support
CARVER COUNTY SHERIFF'S OFFICE - CIS
EDINA DEPARTMENT – Superion
NORTH MEMORIAL TRANSPORTATION SERVICES – Hexagon/Intergraph
RIDGEVIEW MEDICAL – Zoll
METRO TRANSIT - TBD

PSAPs that are complete or no transition needed
WASHINGTON COUNTY SHERIFF'S OFFICE – complete
M HEALTH FAIRVIEW – include with turn up of 911 CPE
USAF FORT SNELLING – no change planned

Comtech's notes on making a Verizon 9-1-1 test calls for new wireless class of service

*Typical **iPhone** menu options for setting up Wi-Fi calling and updating emergency address:*
- ➢ Settings
- ➢ Cellular
- ➢ Wi-Fi Calling-> ON
- ➢ Update Emergency Address
- ➢ Enter Wi-Fi Calling address (likely the tester's home address or the PSAP address). Include Floor 1 in Address Line 2.
- ➢ The call will need to be placed from the exact address the tester set up in the Wi-Fi Calling menu.

*Typical **Android** menu options for setting up* Wi-Fi *calling and updating emergency address:*
- ➢ Settings
- ➢ Network & Internet
- ➢ Mobile Network
- ➢ Advanced
- ➢ Wi-Fi Calling-> ON
- ➢ Emergency Address
- ➢ Enter Wi-Fi Calling address (likely the tester's home address or the PSAP address). Include Floor 1 in Address Line 2.
- ➢ The call will need to be placed from the exact address the tester set up in the Wi-Fi Calling menu.

Dear NENA PSAP Registry (NPR) User,

This message is to inform you that as of September 30, 2020 the NPR database will be retired and replaced with a new product, the NENA Enhanced PSAP Registry and Census (EPRC). **All current NPR users must set up a new EPRC account by September 15, 2020 to ensure uninterrupted access to nationwide PSAP contact information.** If you already have your account, then please log in and ensure your PSAP information is current and accurate.

The EPRC improves upon the NPR by incorporating Esri's powerful ArcGIS platform to create a secure, searchable, browser-based online map viewer and API for locating a PSAP anywhere in the United States. EPRC users can search for PSAPs by PSAP name, street address, latitude and longitude, community name, map area, or PSAP characteristic.

Click here for more information on how to use the NENA EPRC online database viewer.

If you have EPRC credentials but are unable to access the EPRC database viewer, or if you forgot your credentials, please contact eprc_support@geo-comm.com.