



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

January 19, 2023 10:00 a.m.

1. **Call to Order** – Susan Bowler, 2022 Committee Chair (*Interim 2023 Chair*)
2. **Approval of Agenda** – Susan Bowler
3. **Approval of Minutes** – October 20, 2022 Meeting – Susan Bowler
4. **Action Items**
 - A. MESB 9-1-1 TOC 2023 Chair and Vice-Chair Nominations and Vote – Mike Mihelich
5. **Discussion Items**
 - A. Radio TOC Regional Change Management – Tracey Fredrick / Ron Jansen
 - B. Blue Peak Consulting Resiliency Training/WG Update – Heidi Meyer / Dr. Gavian
 - C. Lumen 'Control Center' Portal Access for PSAPs – Mike Mihelich
 - D. Mental Health Call Processing Standard – Tony Martin
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup – Heidi Meyer
 - B. SECB NG9-1-1 Committee Report – Janelle Harris / Brent Anderson
 - C. 9-1-1 Network Report (Attached) – Mike Mihelich
 - D. 9-1-1 Data Report (Attached) – Marcia Broman
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report – Susan Bowler
 - F. IPAWS Report – Scott Haas
 - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
 - H. SECB NG9-1-1 Operations Workgroup – Kari Morrissey
7. **New Business**
8. **Announcements**
 - A. Mike Mihelich Resignation from MESB. – Mike Mihelich
9. **Adjourn** – Susan Bowler

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes (In-person)
October 20, 2022

Committee Members Attendance

Airport - Sara Boucher-Jackson
Anoka County – Val Sprynczynatyk
Bloomington – LaVae Robinson
Carver County – Susan Bowler
Chisago County – Jake Thompson
Dakota County – Brent Anderson
Eden Prairie – Katie Sjolander
Edina – **absent**
Hennepin County -Tony Martin
Hennepin EMS – **absent**
Isanti County – John Elder
Metro Region EMS – Victoria Vadnais

Metro Transit - **absent**
Minneapolis – **absent**
North Memorial – **absent**
Ramsey County – **absent**
Ridgeview EMS – **absent**
Scott County – Scott Haas
Sherburne County – Laura Anderson
St. Louis Park – **absent**
Washington County – Darlene Pankonie
U of M – Jeff Lessard

Guests: Vic Barnett; *Ramsey County*, Jack Cooper; *Hennepin County*, Greg Ehram, *Motorola*; Jake Jacobson, *Lumen*; *Robert Madich*; *IES*, Heidi Meyer, *Anoka County*; Kari Morrissey, *Anoka County*; Lauren Petersen, *MAC/Airport*; Scott Petersen, *Minneapolis*; Scott Wosje, *Northland Business Systems*

MESB Staff: Marcia Broman, Tracey Fredrick, Mike Mihelich

1. Call to Order

Susan Bowler called the meeting to order at 10:01.

2. Approval of October 20, 2022, Agenda

Motion (Haas/Elder) to approve the October 20, 2022, 9-1-1 TOC meeting agenda. Approved.

3. Approval of August 18, 2022, Minutes

Darlene Pankonie asked that under #5 “loving” be changed to “living”. Under #7 Broman’s award was from NICE not DPS.

Motion (Pankonie/Martin) to approve the August 18, 2022 amended minutes. Approved.

4. Action Items

A. MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023

Mike Mihelich said the 2022 grant priorities were:
RFP for Situational Awareness Training
PSAP COOPs
Mental Health Training and Response
PSAP Recruitment Campaign
GIS Software Services

Pankonie asked if the correct name was Workload Sharing or CAD2CAD?

Mihelich said it is essentially workload sharing from the After-Action Report. It could be re-named CAD2CAD.

Pankonie said there are three components that are not in there. Day-to-Day, Emergency workload sharing, and Awareness. If the term is workload sharing it seems the day-to-day gets missed.

Mihelich asked Pankonie if she wanted both terms referenced. Pankonie said that would work. People know it as CAD2CAD.

Motion (Sprynczynatyk/Robinson) to approve 2023 MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023. Approved.

B. SECB Committee 2023 Appointments

Mike Mihelich said appointments to these committees are as follows:

Janelle Harris remains Chair. Brent Anderson remains Vice-Chair.

Scott Haas and Kari Morrissey remain the representatives to IPAWs switching Primary and Alternate seats.

Motion (Martin/Pankonie) to approve 2023 SECB Committee Appointments. Approved.

5. Discussion Items

A. Text-to-9-1-1 Transfers to Entire State and Secondary PSAPs

Mike Mihelich said at this time there are star codes to transfer a voice call to any PSAP to another in the state of Minnesota. The same is not the same with texts. Some testing is being done on text-to-911. Now there is some discussion if PSAPs should have the capability to transfer texts to any other PSAP in the state.

Mihelich said that secondary PSAPs were never provisioned to receive text messages. Is there an interest now?

Jake Jacobson said there are some secondary PSAPs that have been provisioned. Some have it and don't use it. It is more of an operational thing. State-wide text messaging was set up in 2017. Not all PSAPs were set-up yet to receive texts so regional sites were set up. PSAPs are still coming on board.

Mihelich asked if this group wanted to tell the new vendor we wanted to ability to transfer?

Tony Martin yes- it should be available. If it is financially feasible it should be done now.

Pankonie asked Jacobson about cost.

Jacobson said he did not have that figure but it would be minimal.

Marcia Broman said to clarify in a summary: Text transfers were accomplished by programming of the TCC system by Lumen and Intrado. It would be a different methodology for PSAPs to transfer to other PSAPs in the state. The implication is there could be costs at the system.

B. Anoka RapidDeploy Radius Plus Map Experience and Policies

Kari Morrissey said it has been live since September 7. There were varying and inconsistent

experiences with it when tested. There will continue to be more testing and training. The three words change as caller moves about.

C. Blue Peak Consulting Resiliency Training/Workshop

Heidi Meyer said the funding for the training and workshop did get approved for 811 people in the area. There is a follow-up meeting November 1. Trainings will be one-hour per month.

D. Metro Training Curriculum Review

LaVae Robinson said the review revealed there was more attention to detail needed.

E. MESB PSAP Salary Study

LaVae Robinson said there is a workgroup put together.

Tony Martin suggested the previous years' call count should be taken into account.

F. Mental Health Call Processing Standard

Tony Martin said there has not been a lot of feedback, but there will be a report out soon.

Sara Boucher-Jackson said the Crisis Line has the responsibility of tracking the IP address.

G. Draft 988-911 Policy Academy Report and Recommendations

Darlene Pankonie said there are unclear procedures.

6. Reports

A. PSAP Operations Roundtable Workgroup

Kari Morrissey said there has been good turnouts to the meetings.

B. SECB NG9-1-1 Committee Report

Scott Petersen said the Rapid Deploy User Group meets October 27. Discussions will include next Rapid Deploy activation. Hennepin and Dakota Counties will most likely be the next to go live. All metro PSAPs and user groups are encouraged to participate. The APCO Chapter meeting will be on November 15th in St. Cloud.

Petersen said all five of the SECB committees have prioritized the SCIP goals. NG has expressed an interest in forming a cross education work group.

Petersen said that transition planning was approved. There was an ask for DPS/ECN to retain a consultant to assist in the development of a strategy to assist the PSAPs. Tony Martin's standard draft, security assessments progress, and reminders for PSAPs keep up with the registry.

C. 9-1-1 Network Report – Report included in packet

Mihelich said the CAD2CAD RFP is still on track. The October MESB meeting did not have a quorum so that will have to be approved at the November MESB.

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

Marcia Broman said the State of Minnesota Geospatial Advisory Council approved the emergency zone boundaries request.

Broman said Ramsey County has been doing a pilot on indoor mapping as well as vertical location services.

Vic Barnett said the off the shelf system that GEOCOM provides does not have the data quality and accuracy that provides meaningful data. You will need to provide your own vertical location map. The indoor mapping project is moving along okay.

Broman said for indoor mapping project will involve five locations. The floor plans need to be loaded into the indoor mapping capability. Only one of the locations have provided a floor plan at this time.

Broman said the vertical location mapping requires PSAPs to update their ALI format.

Barnett said it comes down to how much information do you want your telecommunicators to have?

E. MN Sheriff's Association PSAP Subcommittee Report – no meeting

F. IPAWS Report -no report

G. SECB NG9-1-1 Technical Operations Workgroup

Scott Peterson said that workgroup met last week. Cyber security assessments are due soon.

I. SECB NG9-1-1 Operations Workgroup

Kari Morrissey said Pankonie suggested a workgroup track the misdials from all devices other than cell phones.

7. New Business

Val Sprynczynatyk said she reached out to Hennepin Tech. to see if that location could be used for a job fair. Hennepin Tech is having a public safety job fair in January or February that might be a good fit for a table for telecommunicator applicants.

Sprynczynatyk asked if other PSAPs were getting calls from churches and schools that are interested in putting in active shooter alarming systems.

8. Announcements

A. Marcia Broman Lifetime Achievement Award

8. Adjournment @ 11:45

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
January 19, 2023**

Agenda Number 6C.

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. T-Mobile, AT&T Mobility, and Verizon Wireless connections are now connected to the new ingress network. Work continues to connect wireline and VoIP providers. The RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center have closed for responses as of December 30, 2022. The evaluation team will review and score all responses in the coming weeks.

Workload Sharing/CAD2CAD

The MESB continues to focus on giving our PSAPs better continuity-of-operations (COOP) options as well as enabling workload sharing for the PSAPs that are interested in working together. The MESB Board gave approval to create an RFP based on the statement of work that has been created in collaboration with Winbourne will at the November 2022 meeting.

9-1-1 Network Highlights- Lumen (Nov-Dec 2022)

- Nov 4th- We monitored transient ping failures on the ethernet circuits for 3- locations at 17:54. We maintained heightened monitor levels through the weekend and tracked no additional drops. Locations impacted included-
 - CHS-1 Tertiary Link
 - North Memorial Medical Transport
 - U of M CUG A

- Nov 16th- The CSU in Router A at North Memorial Medical failed at 14:50. Trouble isolated to a power event at the PSAP that induced failure. We are working to repair or replace the entire router at this time, to restore router diversity.

- Dec 12th- We detected BGP bounces on the CUG A circuit for Carver Co at 23:57. Trouble isolated to a contaminated coax connector in the Frontier C.O. and trouble cleared when the C.O. tech cleaned and exercised the connector.

End of report.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
January 19, 2023

Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:** MESB continues to **analyze the region's errors** identified through MESB's internal validation tools, GeoComm's Data Hub, and 1Spatial's platform. These reviews result in outreach to county GIS contacts for recommended data remediations or in some cases the need for MESB to process MSAG and/or ALI updates.
3. **Metro Regional GIS-derived MSAG transition:**
 - a. Based on the results of MESB's RFP that closed 9/2/22, MESB will be using the GeoComm Data Hub for its continued **regional GIS-derived MSAG** preparation, transition, and maintenance activity.
 - b. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County, Sherburne County, Washington County
 - c. **In preparation stage at MESB:** Carver County (on hold for completion of county GIS edits); Minneapolis
4. **Statewide GIS Data Standards:** Due to the recent approval of the GAC Emergency Service Zone (ESZ) Data Standard, MESB has identified the adjustments necessary to make an additional version of the regional ESZ dataset publicly available in the new GAC standard. Posting to the Minnesota Geospatial Commons of a version in the GAC standard is estimated for mid-2023.
5. **RapidDeploy RadiusPlus mapping system:**
 - a. Mike Mihelich (MESB), Wendy Chretien (ECN) and Kelsey Jindra (RapidDeploy) are coordinating project deployment and "go live" areas with MESB PSAPs (e.g. as equipment installation, network connectivity, training, and operational use planning).
 - b. To refresh the map services hosted by GeoComm and used in the statewide RadiusPlus ALI Mapping product, MnGeo will now be responsible for providing the data to GeoComm (rather than MESB sending it direct.) Until a full process using the state's enterprise data is in place, MESB will supply the region's data to MnGeo who will aggregate it with Greater MN data.
 - c. RapidDeploy and ECN are working to make the NENA Enhanced PSAP Registry and Census data layer more usable for PSAPs. No ETA at this point.
 - d. An in-person RapidDeploy User Group meeting is planned for 2/1/23 at 9:00 am – 3:00 pm at Saint Cloud State University. Topics will cover RadiusPlus, Eclipse Analytics, Rave Mobile Safety, and "ASAP to PSAP." Metro PSAPs should have received an invitation from ECN for registration. Interested parties can contact Steve Tait at ECN for further information.
6. **PSAP 9-1-1 Data Coordinator Training:** MESB is hosting virtual 911NET training on Wednesday, January 25, 2023 from 1:00 – 2:20 pm. The training will provide a general overview of the PSAP data contact role, 911NET application, and a "how to" on typical 911NET user activity, such as submitting 911 call ALI Discrepancy Reports and handling MSAG Change Requests. This training would be especially good for

new PSAP data contacts or their backups. Interested parties can contact Marcia Broman to receive the link for the training session or receive more information.

7. **Verizon 9-1-1 Wi-Fi call Misroutes:** Recently, several MESB PSAPs reported **Verizon 9-1-1 calls originating in other states misrouted to a local Minnesota PSAP**. MESB and the affected PSAPs raised concerns with Comtech and Verizon about the delay this introduces in the delivery of public safety response.
 - a. Key points were whether calls are first attempted to be processed via the cellular network before using Wi-Fi, if calls are defaulting to Wi-Fi even if the user did not enable Wi-Fi calling and provide an emergency address, how updates to registered address data occur, and the overall accuracy of the Wi-Fi access point database.
 - b. As a result of investigation of the MESB PSAP trouble tickets (and others nationwide), Comtech reported that Verizon has identified a problem with their Wi-Fi database for registered addresses and access points that is impacting/causing Wi-Fi misroutes. Verizon plans a Q1 2023 fix. Comtech is continuing to monitor the situation and will provide an update on a more specific ETA.
 - c. On behalf of PSAPs, Comtech will also pursue the possibility of using a specific customer name field of “Verizon Wifi Calling” (rather than the generic “Verizon Wireless”) as a way to flag Wi-Fi call ALI for PSAP telecommunicators.
 - d. Wi-Fi calls may initially reflect coordinates of a cell site/sector near the registered address, not the caller’s physical location. It is always good to continue to rebid location as coordinates may update and become more reflective of where the caller is located throughout the Wi-Fi call.
 - e. As a reminder to PSAPs, the most expedient method to report issues with wireless calls, such as misroutes, is to open a ticket with the applicable wireless carrier (not through Lumen repair or 911NET).

8. **Quarterly MSAGs** were recently emailed out to PSAPs and GIS stakeholders early in January.

ONGOING ACTIVITIES

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

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

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