



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
September 20, 2018
10:00 AM**

**MESB Office
2099 University Ave W
St. Paul, MN 55104**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

**Tentative Agenda
September 20, 2018**

1. Call to Order
2. Approval of Minutes / Agenda
 - A. Approval of the Agenda
 - B. Approval of the Minutes
3. Action Items
 - A. Foreign Language Text Message
 - B. Identify Grant Priorities for 2019-2020
 - C. August 1 System Failure Notification Process - Discussion
4. Unfinished Business
 - A. Next Generation 9-1-1
 1. Text-to-9-1-1 implementation
 - a) Text-to-911 Regional Sunset Agreements
 2. Firewall implementation
 3. Wireless Handset Location
 - a) CTIA Announcement (attached)
 - b) West Announcement (attached)
5. Pending Business
 - A. Continuity of Operations Plans (COOP)
 - B. Metro National Weather Service Standard – Changes Needed?
6. Reports
 - A. Data Issues Report - Wireless, Wireline, VoIP, GIS (see attached)
 - B. PSAP Operations Round Table Work Group Report
 - C. SECB NG9-1-1 Committee Report
7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
July 19, 2018

Committee Members

X	Heather Hunt, Minneapolis (Chair)	X	Kevin Schwartz, Hennepin
	Val Sprynczynatyk, Anoka (Vice-Chair)		Lisa Lovering, Isanti
X	Bob Dowd, Isanti	X	Nancie Pass, Ramsey
X	Jim Scanlon, Bloomington PD	X	Jonathan Rasch, Ramsey
X	Tim Walsh, Carver		Angie Iverson, Scott
X	Jon Eckel, Chisago		Darlene Pankonie, Washington
X	Cheryl Pritzlaff, Dakota		Sara Halverson, Washington
	Troy Ruby, Dakota		

Alternates

	Jeff Schlumpberger, Hennepin		Bob Shogren, Isanti
	Deb Paige, Carver	X	Christine McPherson, Minneapolis
	Susan Bowler, Carver	X	Jill Martens, Scott
	Vicki Nelson, Dakota	X	Kari Morrissey, Anoka

Others Attending

Scott Haas, Scott Co.
 Heidi Hieserich, Airport
 Lauren Petersen, Airport
 Frank Jarman, Motorola
 Dustin Leslie, ECN
 Tony Martin, Edina

Lisa Vik, Eden Prairie
 Rhonda Criss, CenturyLink
 Dominic Taylor, North Memorial
 Chad Loeffler, Metro Transit
 Mike Melby, North Memorial
 Scott Wosje, Northland Business Sys.

MESB Staff

Troy Tretter	Jill Rohret
Marcia Broman	Martha Ziese
Pete Eggimann	

1. Call to Order

Heather Hunt called the meeting to order at 10:02. Introductions.

2. Approval of Minutes / Agenda

A. Approval of Agenda

Hunt asked if there were any changes or additions to the tentative agenda. There were no changes or additions, so Hunt asked for a motion to approve the tentative meeting agenda as it was distributed. for the May 17, 2018 TOC and the minutes from April 19, 2018.

Motion (Pritzlaff / Dowd) to approve the July 19, 2018 TOC agenda as distributed. Approved

B. Approval of Minutes

Hunt asked if there were any corrections or additions to the draft minutes from the May 17, 2018 meeting as distributed. There were none, so Hunt asked for a motion to approve the minutes as distributed.

Motion (Pass / Schwartz) to approve the May 17, 2018 minutes as distributed. Approved.

3. Action Items

A. Wireless Reseller 24x7 Access Issues?

Pete Eggimann asked committee members if they were having trouble getting through to the 24x7 numbers provided by the wireless carrier resellers. He related that Minneapolis had recently tried to contact a wireless reseller and could not get an answer on the 24x7 number. Committee members agreed that this was not an isolated incident and that the ability to contact a reseller was inconsistent at best. Pete said he would follow up with Dan Craigie at ECN and also check with NENA to see if there was any work underway nationally to improve the ability of PSAPs to get assistance from the wireless resellers.

B. Metro National Weather Service Standard – Changes Needed?

Troy Tretter said that this National Weather Service metro standard was modified in November 2017 and took effect in January of 2018. The proposed changes are meant to clarify procedure not to change the procedure. Upon approval from the 9-1-1 TOC it will proceed on to the Radio TOC and then the MESB for approval.

It was agreed that bullet points were the best layout for this standard. Troy will come back with changes for the TOC review.

4. Unfinished Business

A. Next Generation 9-1-1

1. Text-to-9-1-1 Implementation

Dustin Leslie told the committee that Carver Co. is next up for implementation, and that Eden Prairie and Dakota Communications Center are expected to be next.

a) Text-to-9-1-1 Regional PSAP Sunset Agreements

Pete Eggimann told committee members that the draft agreement language provided by ECN is included in the meeting packet. It looks like three or four of the metro PSAPs will not be ready to take their own text messages by the end of the year and will need to reach an agreement with another PSAP to take text messages on their behalf. Kevin Schwartz said that ideally the Hennepin Co. PSAP would prefer to only continue providing to the other Hennepin Co. PSAPs. CenturyLink will confirm whether West is capable of routing text messages to other PSAPs in addition to the designated regional PSAP and be able to report back at the September meeting. Text deployments were scheduled through mid-November last year but became more difficult to schedule after then until January because of the holidays.

2. Firewall implementation

(No update)

B. By-law Change

Rohret said that the Bylaws were approved by the MESB last week. Now, appointments or reappointments will need to be made by the governing body. Not all entities do appointments the same way; the bylaws take that in to account. All members must be reappointed by the end of 2018 by their governing body. Pete will follow up with an email to PSAPs regarding the reappointments.

5. Pending Business

A. Continuity of Operations Plans (COOP)

Pete updated the committee that over half of the metro PSAPs had already filed their COOP plans with him for inclusion in the Consolidated 9-1-1 Plan and filing with ECN. Of the remaining PSAPs, only two have not responded to the MESB or ECN and the rest have asked for an extension. Pete encouraged the PSAPs to complete the work on the plans as soon as possible and said he would follow-up with the two PSAPs that had not responded.

6. Reports

A. Data Issues -Wireless, Wireline, VoIP, GIS (see attached)

Marcia Broman highlighted a couple of items in the report for the committee. She reminded the members that the issue regarding Verizon Phase 1 calls are displaying uncertainty factors of "0" is still being worked and has not been resolved. This change is related to Verizon's decision to migrate away from West over to Comtech.

Marcia also reported that it now appeared that the wireless routing assignment process was going to be transitioned off the WERM online system. She said the MESB was willing to continue to assign the routing for new wireless sites or sectors on behalf of the PSAPs but would like approval from all of the PSAPs authorizing the MESB to perform this service.

Along with the transition off the WERM system, Marcia would like to review the wireless data elements that make up the ALI screen content. She wants to know which data elements the PSAPs believe are critical and if there are elements that the PSAPs never use that could be removed to make the ALI display simpler and easier to understand.

B. PSAP Operations Roundtable Work Group

Heidi Hieserich reported to the committee that the Roundtable work group met at the Dakota Communications Center on July 10. The work group is proposing a very simple form for submitting change management requests and suggestions for the new telecommunicator training curriculum. A draft copy is included in the meeting packet. It will be hosted on the Base Camp site. The forms would be reviewed quarterly by a smaller work group before the regular PSAP roundtable meeting. The work group is also recommending that an annual review of the entire training curriculum be conducted where different portions of the manual would be divided out for several participating PSAPs to review and make recommendations on any changes and/or updates they believe should be considered.

Motion (Pass/Dowd) to accept report and draft of change management form. Motion carried.

C. SECB NG9-1-1 Committee Report

Christine McPherson told committee members that the SECB NG9-1-1 Committee had met the day before on July 18. The committee discussed the need for agreements to get in place on which PSAPs were going to handle text messages for the PSAPs who were not ready yet, since the original commitment of the regional PSAPs is up at the end of 2018.

The draft SECB ECN Strategic Plan for 2019-2021 was included in the meeting packet. Some of the relevant sections were highlighted for the committee members attention. The committee members were asked to send any comments, suggestions, or questions related to the plan to Christine, Pete, or Dan Craigie.

Heather reminded the committee members that new representative appointments were necessary to comply with the new 911 TOC by-laws adopted by the board last spring providing for every metro PSAP to appoint a representative and an alternate representative to the TOC.

PSAP representatives provided updates from their respective centers.

Committee members were reminded that there would not be an August meeting because of the national APCO Conference.

Adjourn

From: Craigie, Daniel (DPS)
To: Wahlberg, Dana (DPS); Pete Eggimann; Heather M. Hunt (heather.hunt@minneapolismn.gov); Valerie Sprynczynatyk@co.anoka.mn.us; Dar Pankonie (darlene.pankonie@co.washington.mn.us); Christine McPherson (Christine.McPherson@minneapolismn.gov)
Cc: Jill Rohret; Leslie, Dustin (DPS); Barnett, Vic
Subject: RE: Text Experiences - Language Translations
Date: Friday, September 07, 2018 8:31:33 AM
Attachments: [Image001.png](#)

A team from the Minnesota English Language Program at the U took some time yesterday morning to discuss what an appropriate message would be for non-English speakers. The consensus was: **Translation not available by text. Call 9-1-1.** Take it or leave it, but thought I'd add their perspective.

Dan

From: Wahlberg, Dana (DPS)
Sent: Wednesday, September 5, 2018 11:05 AM
To: Craigie, Daniel (DPS) <daniel.craigie@state.mn.us>; Pete Eggimann <PEggimann@mn-mesb.org>; Heather M. Hunt (heather.hunt@minneapolismn.gov) <heather.hunt@minneapolismn.gov>; Valerie Sprynczynatyk@co.anoka.mn.us; Dar Pankonie (darlene.pankonie@co.washington.mn.us) <darlene.pankonie@co.washington.mn.us>; Christine McPherson (Christine.McPherson@minneapolismn.gov) <Christine.McPherson@minneapolismn.gov>
Cc: Jill Rohret <JRohret@mn-mesb.org>; Leslie, Dustin (DPS) <dustin.leslie@state.mn.us>; Barnett, Vic <vic.barnett@co.ramsey.mn.us>
Subject: RE: Text Experiences - Language Translations

Excellent. Thanks Dan. Also, we might want to solicit input from Al Fjersted. I think the Mille Lacs PSAP may be the first and only PSAP who has already received texts from non-English speaking persons. I know they have had texts from Spanish speaking individuals and used Google Translate with moderate success.

From: Craigie, Daniel (DPS)
Sent: Wednesday, September 5, 2018 9:57 AM
To: Pete Eggimann <PEggimann@mn-mesb.org>; Heather M. Hunt (heather.hunt@minneapolismn.gov) <heather.hunt@minneapolismn.gov>; Valerie Sprynczynatyk@co.anoka.mn.us; Dar Pankonie (darlene.pankonie@co.washington.mn.us) <darlene.pankonie@co.washington.mn.us>; Christine McPherson (Christine.McPherson@minneapolismn.gov) <Christine.McPherson@minneapolismn.gov>
Cc: Jill Rohret <JRohret@mn-mesb.org>; Wahlberg, Dana (DPS) <dana.wahlberg@state.mn.us>; Leslie, Dustin (DPS) <dustin.leslie@state.mn.us>; Barnett, Vic <vic.barnett@co.ramsey.mn.us>
Subject: RE: Text Experiences - Language Translations

Great initiative. Similar to the pre-canned messages PSAPs use when they first receive a text, I think we've left it up to the PSAP to determine what to write. It would make sense to at least have a recommended option and I would highly encourage engaging someone from each community to assist in creating the message. In the example below "non-english" could be confusing to a non-native speaker or English-language learner. My wife works at the Minnesota English Language Program at the U of M and works with non-native speakers on a daily basis. I passed the sentence by her and that was her reaction. She was going to ask a few instructors (who specialize in communication to these populations) to offer suggestions and I'll pass along whatever I receive.

Dan

From: Pete Eggimann [<mailto:PEggimann@mn-mesb.org>]
Sent: Tuesday, September 4, 2018 11:58 AM
To: Heather M. Hunt (heather.hunt@minneapolismn.gov) <heather.hunt@minneapolismn.gov>; Valerie Sprynczynatyk@co.anoka.mn.us; Dar Pankonie (darlene.pankonie@co.washington.mn.us) <darlene.pankonie@co.washington.mn.us>; Christine McPherson (Christine.McPherson@minneapolismn.gov) <Christine.McPherson@minneapolismn.gov>
Cc: Jill Rohret <JRohret@mn-mesb.org>; Craigie, Daniel (DPS) <daniel.craigie@state.mn.us>; Wahlberg, Dana (DPS) <dana.wahlberg@state.mn.us>; Leslie, Dustin (DPS) <dustin.leslie@state.mn.us>; Barnett, Vic <vic.barnett@co.ramsey.mn.us>
Subject: FW: Text Experiences - Language Translations

All,

A couple weeks ago Sherry G. Powell raised the question on behalf of a PSAP Manager in Maryland about how we were handling text messages in foreign languages. I sent the question out to the PSAP managers and Vic was tasked to look into it for Ramsey (see below). As far as we can determine there are no translation services readily available for the PSAPs to use with text messages.

Vic investigated and found out that the three languages listed in his email below all utilize the same alphabet characters as English, which would allow the PSAPs to build "canned" text messages for the drop down list in those languages in the VESTA or VIPER. Vic's suggested phrase would presumably stay under the 140 character limit when it is translated into the other languages.

I suggest that we include the topic in the agenda for our next committee meetings and see if there is consensus on how or whether this should be implemented. To my knowledge, none of the PSAPs have received a message in a foreign language yet. If we decided it should be implemented, is Google's translation of Vic's phrase sufficient? Or do we need to find professional interpreters at the U of M or somewhere else? Thoughts? Thanks

Pete

From: Barnett, Vic <vic.barnett@CO.RAMSEY.MN.US>
Sent: Tuesday, September 04, 2018 11:19 AM
To: Pete Eggimann <PEggimann@mn-mesb.org>
Cc: Jill Rohret <JRohret@mn-mesb.org>
Subject: RE: Text Experiences

Pete and Jill,

We have come up with a canned message that we would like translated into Spanish, Somali, and Hmong. In case we receive a text to 9-1-1 in one of these languages.

"We're unable to translate non-English text messages. If you need a translator, call 911."

If the MESB is able to provide the translations we will definitely implement this.

-Thanks

Vic Barnett
MSAG Coordinator | GIS Specialist
Ramsey County Emergency Communications
(651) 266-7737
vic.barnett@co.ramsey.mn.us

From: Pete Eggimann <PEggimann@mn-mesb.org>
Sent: Wednesday, August 29, 2018 9:01 AM
To: Barnett, Vic <vic.barnett@CO.RAMSEY.MN.US>
Cc: Jill Rohret <JRohret@mn-mesb.org>
Subject: RE: Text Experiences

Vic,

We have used translators for the different language version of our brochure, so we could probably come up with the translation if you told us exactly what you wanted the message to say. I'm not sure you have the ability to recreate those messages on your VESTA though. Do you have language options that would allow you to type in Somali within VESTA? I think you have to create them within VESTA in order to save them as a pre-recorded message in your drop down list. Maybe send the message as a text to you to get it into VESTA and then cut and paste it into your message drop down list?

From: Barnett, Vic <vic.barnett@CO.RAMSEY.MN.US>
Sent: Wednesday, August 29, 2018 8:14 AM
To: Pete Eggimann <PEggimann@mn-mesb.org>
Cc: Jill Rohret <JRohret@mn-mesb.org>
Subject: RE: Text Experiences

Pete and Jill,

We do not have prerecorded text messages in languages other than English. But, that is a great idea. If you have some please send them our way. We regularly get callers whose primary languages are; Spanish, Hmong, Somali, and Karen.

Vic Barnett
MSAG Coordinator / GIS Specialist
Ramsey County Emergency Communications
(651) 286-7737
vic.barnett@co.ramsey.mn.us

From: Pete Eggimann <PEggimann@mn-mesb.org>
Sent: Wednesday, August 29, 2018 8:04 AM
To: Barnett, Vic <vic.barnett@CO.RAMSEY.MN.US>
Cc: Jill Rohret <JRohret@mn-mesb.org>
Subject: FW: Text Experiences

External message alert: This message originated from outside the Ramsey County email system. **Use caution** when clicking hyperlinks, downloading pictures or opening attachments.

Vic,

Do you know if you have any pre-recorded text messages written in different languages that you can use to tell someone sending a text in that language that they need to use English? (See below) I'm not advocating for that approach, but Sherri seems to imply that you may have your system set up that way.

Thanks

From: Sherri Griffith Powell <SherriGPowell@MCP911.com>
Sent: Tuesday, August 28, 2018 3:36 PM
To: Pete Eggimann <PEggimann@mn-mesb.org>; Jill Rohret <JRohret@mn-mesb.org>; Bill Ferretti <bill.ferretti@montgomerycountymd.gov>
Cc: Walt Kaplan <WaltKaplan@MCP911.com>
Subject: Text Experiences

Dear Pete and Jill,

How is everything in MN? It is still ridiculously hot here in TX and I am wishing that I was back in MN again! I am looking for someone willing to share some first-hand experiences with text deployments and I thought of the two of you. Bill Ferretti is in Maryland and in the process of deploying text-to-9-1-1. I understand he has some questions about how other folks have handled the challenge of receiving texts in a foreign language. Would you be willing to chat with him? (I have included him in this email so that you will have each other's contact info.)

Bill,

Pete and Jill are in Minnesota in the metro area. They have several PSAPs that have deployed integrated text and a couple more still in the process of deploying. I believe that at least some of their larger PSAPs had discussed having a preprogrammed message in some of the more popular languages telling texters that they could only accept texts in English. Hopefully, they will be able to answer any questions you might have.

Sincerely,

Sherri Griffith Powell, ENP
Communications Consultant
Mission Critical Partners, LLC.
502 N. Carroll Avenue, Suite 120
Southlake, TX 76092
Office: 888.8.MCP.911 | 888.862.7911
Desk: 512.298.0111 Cell: 512.969.9617
sherrigpowell@MissionCriticalPartners.com
[website](#) | [facebook](#) | [twitter](#) | [linkedin](#)
Emailsignature_original_v2



2019-21 STRATEGIC PLAN

2019-21 STRATEGIC PLAN

EMERGENCY COMMUNICATION NETWORKS

INTRODUCTION

Noted below are definitions used to identify a Goal, Strategy or Tactic, as well as details of acronyms.

- **GOAL:** The end you hope to accomplish in a given period of time
- **STRATEGY:** The broad approach you will pursue to achieve the goal
- **TACTIC(S):** The specific action steps you will take to implement the strategy

ALI	Automatic Location Identifier
ARMER	Allied Radio Matrix for Emergency Response (Minnesota's LMR System)
CAD	Computer Aided Dispatch
COMU	Communications Unit
CPE	Customer Premise Equipment
CPEaaS	CPE as a Service
DBH	Device-based Hybrid
EAS	Emergency Alert System
ECN	Minnesota Department of Public Safety, Emergency Communication Networks
ECRF/LVF	Emergency Call Routing Function/Location Validation Function
ESInet	Emergency Services IP Network
GIS	Geospatial Information System
HSIN	Homeland Security Information Network
i3 FE	i3 Functional Elements
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
ISSI	Integrated Sub-System Interface
LDB	Location Database
LEP	Limited English Proficiency
LMR	Land Mobile Radio
LNG	Legacy Network Gateway

LSR	Legacy Selective Router
LTE	Long Term Evolution
MLTS	Multi-line telephone system
MnDOT	Minnesota Department of Transportation
MSAG	Master Street Address Guide
N-DEx	National Data Exchange – FBI Tool for exchanging data
NENA	National Emergency Number Association
NGCS	Next Generation Core Services
NPSTC	National Public Safety Telecommunications Council
OSP	Originating Service Provider
PS/ALI	Private Switch/Automatic Location Identifier
PSAP	Public Safety Answering Point
QPP	Quality of Service Priority and Preemption
RFP	Request for proposal
RIC	Regional Interoperability Coordinator
SAFECOM	Not an acronym
SECB	Statewide Emergency Communications Board
SIP	Session Initiated Protocol
SLIGP	State and Local Implementation Grant Program
SOP	Standard Operating Procedure
WEA	Wireless Emergency Alerts

ECN AND SECB GOALS AND OUTCOME MEASURES

Goal 1: Evaluate technology to provide optimal systems to secure paramount public safety solutions for Minnesota citizens, visitors and emergency responders.

Next Generation 911

NG911 Strategy:

Create statewide geographical information system (GIS) geospatial datasets to support location based routing for all current technology devices to 9-1-1 that will enable first responders to locate a caller with more speed and accuracy.

Tactics:	
<ul style="list-style-type: none"> ▪ Initiate and complete GIS-based MSAG trial with current NG9-1-1 vendor 	Q1 2019
<ul style="list-style-type: none"> ▪ Complete the construction of statewide PSAP polygons to be used for call routing 	Q1 2019
<ul style="list-style-type: none"> ▪ Complete construction of aggregated statewide geospatial datasets 	Q1 2019
<ul style="list-style-type: none"> ▪ Develop ongoing data maintenance processes <ul style="list-style-type: none"> ○ Implement data maintenance 	Q1 2019 Ongoing
<ul style="list-style-type: none"> ▪ Reach point of fully validated statewide geospatial datasets (98% accuracy) 	Q4 2019
<ul style="list-style-type: none"> ▪ Have GIS data ready for i3 elements Emergency Call Routing Function/Location Validation Function (ECRF/LVF) implementation 	Q4 2021
<ul style="list-style-type: none"> ▪ Develop plan for Location Database (LDB) implementation <ul style="list-style-type: none"> ○ Maintain interoperability for carriers utilizing legacy data processing 	Q4 2021
<ul style="list-style-type: none"> ▪ Allow access to shared data as appropriate <ul style="list-style-type: none"> ○ Complete statewide 9-1-1 Data Viewer 	Ongoing Q1 2019

NG911 Strategy:

ECN to migrate OSPs from LSRs to LNGs or NENA defined i3-compliant SIP connection to the MN ESInet. Decommission LSR's once migration is complete. (Phase 4)

Tactics:	
<ul style="list-style-type: none"> ▪ Resize carrier network to ensure optimum number of trunks into the 9-1-1 network 	Q2 2019
<ul style="list-style-type: none"> ▪ Complete due diligence process to determine OSP interconnection and ESInet ingress options 	Q2 2019
<ul style="list-style-type: none"> ▪ Complete, negotiate, and award RFP for OSP interconnection 	Q4 2020
<ul style="list-style-type: none"> ▪ Prepare RFP for NGCS (revise previous NG911 contract strategy to include this) <ul style="list-style-type: none"> ○ Initiate development RFP content creation 	Q4 2021 Q1 2019
<ul style="list-style-type: none"> ▪ Perform outreach and education to local and national carriers regarding OSP interconnection 	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

NG911 Strategy:

Upgrade network to PSAPs that meets the newly developed NENA ESInet design guidelines.

Tactics:	
<ul style="list-style-type: none"> Complete due diligence process to compare existing network against the NENA ESInet design guidelines 	Q1 2019
<ul style="list-style-type: none"> Complete and report on a trial of a network configuration that adheres to NENA's ESInet design guidelines 	Q2 2019
<ul style="list-style-type: none"> Work with vendors to identify and communicate minimum network requirements for hardware and software at the PSAP to support i3 elements 	Q4 2019
<ul style="list-style-type: none"> Investigate network requirements necessary to support workload sharing and continuation of operations 	Q2 2020
<ul style="list-style-type: none"> Include cybersecurity initiatives and goals during network implementations 	Ongoing

NG911 Strategy:

Implement handset-based or device-based hybrid (DBH) coordinating routing for wireless calls.

Tactics:	
<ul style="list-style-type: none"> Define and trial required solutions that will deliver improved location information to be transmitted to the PSAP 	Q2 2019
<ul style="list-style-type: none"> Trial methods of coordinate-based (handset, tower, or DBH) routing with carriers and 3rd party entities 	Q4 2019
<ul style="list-style-type: none"> Evaluate trial results to identify "best" available technology that can be used for location based routing 	Q1 2020
<ul style="list-style-type: none"> Work with Tier 1 carriers to "turn on" best available location technology 	Q3 2020
<ul style="list-style-type: none"> Continue to support and enhance wireless call routing processes until initiatives under this strategy are met 	Ongoing

NG911 Strategy:

ECN to implement or encourage shared-services such as CPEaaS or shared CAD systems/integrations on a statewide level.

Tactics:	
<ul style="list-style-type: none"> Perform cost study on a statewide platform for sharing CAD data 	Q3 2019
<ul style="list-style-type: none"> Prioritize grant funding for projects that emphasize shared technologies and/or cross-vendor interoperable solutions 	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

ARMER

ARMER Strategy:

MnDOT, ECN, and SECB to evaluate ARMER software updates for value and decide whether to update ARMER as updates are released and details and costs are fully disclosed by the manufacturer.

Tactics:	
<ul style="list-style-type: none"> Identify and review benefits of software update packages offered beyond v-7.19 	Q1 2019
<ul style="list-style-type: none"> Identify costs associated with each software package and determine if the value is in line with the cost. Establish value proposition by requiring itemized pricing from vendors and comparing prices with other states and systems. 	Q1 2019
<ul style="list-style-type: none"> Determine if funding is available for each software package beyond v-7.19 	Q1 2019
<ul style="list-style-type: none"> Evaluate the value of adding a data component to the ARMER LMR network 	Ongoing

ARMER Strategy:

Promote the physical- and cyber-security for the ARMER system.

Tactics:	
<ul style="list-style-type: none"> Create a workgroup and charge it with identifying opportunities and a work plan for improving cyber- and physical security of ARMER. 	Q4 2020
<ul style="list-style-type: none"> Develop timeline and procedure for refreshing ARMER encryption keys 	Q4 2020
<ul style="list-style-type: none"> Ensure that all new features to technologies go through full governance reviews 	Ongoing

ARMER Strategy:

Update ARMER standards.

Tactics:	
<ul style="list-style-type: none"> Update "ARMER standards" as "SECB standards" and establish methodology for integrating non-ARMER standards 	Q2 2019
<ul style="list-style-type: none"> Identify ARMER standards that overlap or contradict and correct 	Ongoing

ARMER Strategy:

LMR Resources Best Practices.

Tactics:	
<ul style="list-style-type: none"> Update LMR Best Practices to emphasize best talkgroup or conventional channel selections for the event 	Q4 2019
<ul style="list-style-type: none"> Review existing Best Practices regarding to identify strengths and weaknesses of existing guides 	Ongoing
<ul style="list-style-type: none"> Educate on updated Best Practices 	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

Wireless Broadband

WBB Strategy:

Ensure the needs of the wireless broadband system, according to the Minnesota Needs Assessment Report, to guarantee access and interoperability in high demand situations regardless of carrier.

Tactics	
▪ Create Wireless Broadband User Group	Q1 2019
▪ ECN and Steering committee to create membership for boards and subcommittees for tribal representation	Q2 2019
▪ Evaluate a basic toolbox of applications to encourage application interoperability across borders (mutual aid)	Q2 2019
▪ Administration of SLIGP 2.0 grant	Q1 2020
▪ Evaluate tools for drive testing to have a better understanding of wireless coverage in the state including a long term plan for robust coverage evaluation	Q2 2020
▪ Advocate for MN's requirements that were filed with the FirstNet Authority including accurate coverage and capacity maps	Q2 2021
▪ Preemption Testing	Ongoing
▪ Continue consultation with the FirstNet Responder Network Authority	Ongoing
▪ Engagement of tribal public safety and leadership	Ongoing
▪ Advocate for MN stakeholders	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

IPAWS

IPAWS Strategy:

Promote statewide deployment and adoption of IPAWS to facilitate emergency communication to the public when the need arises. This alerting system able to locally issue a Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) messaging in situations requiring those in harm's way to take protective action, such as an active shooter scenario, train derailment or nuclear power plant incident.

Tactics: Outreach	
<ul style="list-style-type: none"> ▪ Develop and promote shared Regional Alerting partnerships 	Ongoing
<ul style="list-style-type: none"> ▪ Promote Best Practices Guidance, expand on what constitutes an IPAWS alert and when a message should be sent through a community notification system through presentations and workshops 	Q3 2019
Tactics: Training	
<ul style="list-style-type: none"> ▪ Determine what continuing education training should be done to keep current with national system operation changes 	Ongoing
<ul style="list-style-type: none"> ▪ Develop universal SOP template for local jurisdiction adoption 	Q3 2019
<ul style="list-style-type: none"> ▪ Staffing and Training Standards for shared usage 	Q2 2019
<ul style="list-style-type: none"> ▪ Template building and testing guidance 	Q3 2020
Tactics: Technical Assistance	
<ul style="list-style-type: none"> ▪ Develop Standards for Multi-language Alerts, including templates for messaging jurisdictions with over 5% Limited English Population (LEP) 	Q3 2020
<ul style="list-style-type: none"> ▪ Develop standards to review all broadcast alerts, intentional or unintentional, for appropriateness <ul style="list-style-type: none"> ○ Provide corrective action as needed ○ Provide feedback to alerting authority ○ Provide event summary to EAS participants 	Q1 2019
<ul style="list-style-type: none"> ▪ Further develop planning and guidance to implement changes in the Wireless Emergency Alert (WEA) and Emergency Alert Systems 	Q2 2019
Tactics: Funding	
<ul style="list-style-type: none"> ▪ Continue to fund IPAWS as part of the allotment for mass notification systems through all recognized PSAPs 9-1-1 funding. 	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

Interoperability

INTEROP Strategy:

Establish methodology for the interoperability between differing public safety communication platforms.

Tactics:	
▪ Establish guidelines for interoperability between ARMER and LTE networks	Q2 2021
▪ Evaluate value of ISSI as a potential statewide resource	Q4 2019
▪ Establish guidelines for data interfaces between public safety agencies	Q2 2021
▪ Establish on-going relationships with fusion centers and other public safety data warehouses to understand shared needs	Ongoing
▪ Evaluate feasibility of statewide CAD interoperability	Q3 2019
▪ Develop IPAWS tools for ICS leadership to include job aides and evaluation guidelines	Q2 2019
▪ Explore the value of a set of applications used statewide providing a common platform for key interoperability data needs	Q2 2019
▪ Explore existing government tools and applications to understand barriers preventing their use, for example N-DEX, HSIN	Q4 2019
▪ Explore tools and applications that are being marketed for public safety use to determine long term viability	Ongoing
▪ Continue to engage workgroups and subcommittees to further conversations such as standards, grants and training	Ongoing

INTEROP Strategy:

Support the development of interoperable technical and/or operational plans, particularly for counties bordering another state or province or for those using disparate systems.

Tactics:	
▪ Determine future of Motobridge interoperability tool and identify steps to advance along that path.	Q4 2019
▪ Work with border states to expand “edge match” geospatial dataset to improve call routing and enhanced mapping for location identification	Q4 2021
▪ Work with border states to allow IPAWS alerting across state borders	Ongoing
▪ Meet with border counties to evaluate current technical capability, awareness of capability, and current interoperability plans.	Ongoing
▪ Where technology exists and planning or awareness lacks, assist in the development of interoperable plans to support LMR interoperability.	Ongoing
▪ Work with border states to allow 9-1-1 call/text transfer with ALI data between disparate networks	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

INTEROP Strategy:

Support Federal interoperability initiatives through participation in Federal Programs

Tactics:	
<ul style="list-style-type: none"> ▪ Participate in Federal committees and workgroups, including but not limited to: <ul style="list-style-type: none"> ○ National Public Safety Telecommunications Council (NPSTC) ○ FirstNet Authority ○ National Council of Statewide Interoperability Coordinators (NCSWIC) ○ SAFECOM ○ FEMA Regional Emergency Communication Coordination Working Group (RECCWG) ○ Communications Security, Reliability and Interoperability Council (CSRIC) ○ National 9-1-1 Program 	Ongoing

INTEROP Strategy:

Provide support for technology and personnel through the Communications Unit and Strategic Technology Reserve programs.

Tactics:	
<ul style="list-style-type: none"> ▪ Identify funding needs and sources for upgrading or replacing existing Strategic Technology Reserve LMR technologies 	Q4 2019
<ul style="list-style-type: none"> ▪ Explore viability of establishing a wireless broadband cache into Strategic Technology Reserve 	Q4 2019
<ul style="list-style-type: none"> ▪ Establish training and exercising expectations for Strategic Technology Reserve equipment 	Q4 2019
<ul style="list-style-type: none"> ▪ Develop ongoing maintenance and replacement schedules for Strategic Technology Reserve equipment 	Q4 2020
<ul style="list-style-type: none"> ▪ Provide support for Communications Unit program through education of COMU personnel 	Ongoing
<ul style="list-style-type: none"> ▪ Maintain awareness of Federal COMU guidance and strive to keep Minnesota's COMU program on leading edge 	Ongoing
<ul style="list-style-type: none"> ▪ Support exercising opportunities for COMU personnel 	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

Goal 2: Ensure adequate resources at the state and local levels of government to support current and emerging public safety communication technologies.

Strategy:

Communicate to PSAPs minimum technical requirements for CPE and CAD to support i3 FE.

Tactics:	
▪ Introduce minimum 9-1-1 technology standards for PSAPs via NG911 Committee	Q3 2020
▪ Perform outreach to each region in order to communicate standards and provide feedback to PSAPs.	Q4 2021

Strategy:

Evaluate funding alternatives to maintain a public safety communications platform.

Tactics:	
▪ Explore options such as user fees, prioritization, shared technology and other alternatives	Q3 2019
▪ Establish value proposition by requiring itemized pricing from vendors and comparing prices with other states and systems	Ongoing

ECN AND SECB GOALS AND OUTCOME MEASURES

Goal 3: Ensure all stakeholders understand public safety communications and its critical role in all aspects of public safety.

Strategy:

ECN to provide increased outreach and education for enterprise/Multi-Line Telephone System (MLTS) solution providers and system owners to properly integrate with 9-1-1

Tactics:	
<ul style="list-style-type: none"> Create one-page info sheet about Private Switch/Automatic Location Information (PS/ALI) services that PSAPs can use when working with MLTS solution providers and owners 	Q1 2019

Strategy:

ECN and SECB members to educate decision-makers about the criticality of public safety communication systems and changes necessitated by changing technology behaviors of consumers

Tactics:	
<ul style="list-style-type: none"> Maintain ECN and SECB websites 	Ongoing
<ul style="list-style-type: none"> Educate public safety partners on the role of the SECB, Regional Emergency Communication Boards/Emergency Services Boards and ECN 	Ongoing
<ul style="list-style-type: none"> Support the Regional Interoperability Coordinator (RIC) program 	Ongoing

Strategy:

Define guidelines and recommendations for wireless broadband that are in alignment with pertinent federal, state and local goals.

Tactics:	
<ul style="list-style-type: none"> Create workgroups to develop recommendations and guidelines for wireless broadband 	Q2 2019
<ul style="list-style-type: none"> Develop wireless broadband recommendations and guidelines for Identity Credentialing and Access Management (ICAM), Quality of Service Priority and Preemption (QPP), LTE Talkgroups, Criminal Justice data sharing on FirstNet and other wireless broadband requirements 	Q2 2019
<ul style="list-style-type: none"> Further develop roles between agencies, carriers and ECN 	Q2 2019

Strategy:

Provide training opportunities to system users to ensure first-rate performance on new or infrequently used technologies.

Tactics:	
<ul style="list-style-type: none"> ECN and Alexandria Technical College to review, update, and expand training materials 	Ongoing

Wireless Industry Announces Development in Improving 9-1-1 Location Accuracy.

Leveraging commercial technologies to better enable first responders in locating 9-1-1 callers

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WASHINGTON – In a development to help save lives and enhance the safety of Americans, CTIA announced today that nationwide wireless providers AT&T, Sprint, T-Mobile and Verizon are adding new location-based tools with existing wireless 9-1-1 location technologies this year.

By integrating device-based hybrid (DBH) location technology solutions – similar to those used by popular commercial services, like ride-sharing and navigation apps – the public safety community can more accurately determine a wireless 9-1-1 caller’s location, particularly inside buildings.

DBH solutions use a combination of technologies and sensors—including satellite GPS and crowd-sourced Wi-Fi measurements— that can supplement wireless providers’ existing 9-1-1 network and device-assisted information to produce a higher-accuracy location, particularly indoors.

“Dialing 9-1-1 is likely the most important call you ever make, and the wireless industry’s adoption of DBH technologies will make it easier for first responders to find you indoors more quickly and accurately,” said Tom Sawanobori, SVP and Chief Technology Officer of CTIA.

Almost 200 million 9-1-1 calls are made from mobile wireless handsets each year, and the wireless industry continues to invest and innovate to improve wireless 9-1-1 capabilities as local 9-1-1 call centers are on the cusp of upgrading from decades old landline-based systems to Next Generation 9-1-1 systems designed for the modern, mobile wireless era.

In addition to producing higher-quality indoor location information, the benefits of using DBH for wireless 9-1-1 calls also include:

- **Offers nationwide coverage.** DBH solutions for wireless 9-1-1 calls will be available in every American community where nationwide wireless providers offer service.
- **Enables widespread consumer use.** DBH will be available with the most popular wireless operating systems, including Google’s Android and Apple’s iOS, covering the majority of mobile wireless devices sold domestically. Consumers will be able to use their existing DBH-capable mobile device with no special applications or user interactions to activate the technology when calling 9-1-1.

- **Eases integration for 9-1-1 emergency call centers.** The adoption of DBH solutions for wireless 9-1-1 calls will not require Public Safety Answering Points (PSAPs) to install new equipment or software, interface to new location service providers, or incur additional costs.

Today's announcement is one of numerous efforts that CTIA, the association that represents the U.S. wireless industry, and its member companies have undertaken to improve wireless 9-1-1 location information in partnership with leading 9-1-1 associations, APCO International Inc. (APCO) and the National Emergency Number Association (NENA).

The 9-1-1 Location Technologies [Test Bed LLC](#) is a testing environment for new technologies that are designed improve indoor 9-1-1 location accuracy, including innovations to determine a caller's vertical location. DBH solutions have produced a reliable and accurate horizontal location in various types of buildings and across all morphologies during testing in the Test Bed.

CTIA is also leading the development of the [National Emergency Address Database](#) (NEAD), which will contain the verified street addresses of commercially-deployed Wi-Fi Access Points and Bluetooth Beacons. When combined with DBH solutions, the NEAD will further enhance wireless providers' ability to provide emergency call centers with a dispatchable location for the 9-1-1 caller— recognized as the preferred data for indoor 9-1-1 location information by the public safety community.

The PSAP's Guide to Wireless 911 Location



SAFETY SERVICES

WHAT IS WIRELESS DISPATCHABLE LOCATION SERVICES (WDLS)?

While existing network-based wireless 9-1-1 location is highly reliable, it is typically slower and less precise than newer commercial or handset-based location technologies such as Google's Android-based ELS, Apple's HELO or Samsung's Advanced 9-1-1.

WDLS combines the speed and accuracy of device-initiated location with the reliability of network-initiated location to determine the single best location for the PSAP.

In other words, it captures the best of both worlds for locating wireless 9-1-1 callers.

HOW DOES WDLS ADDRESS THE PROBLEM OF WIRELESS 911 LOCATION?

Wireless Dispatchable Location Services (WDLS) is a carrier-centric solution that aggregates data from all available sources: handsets, GPS, WiFi, subscriber-provided address, beacons and more. Through a proprietary process of validation and optimization, West is able to derive the best possible location for public safety.

WDLS uniquely compares all location data against traditional, GPS-centric, network based-location to calculate the single and most optimal location.

WHAT ARE THE BENEFITS OF WDLS TO PSAPS?

- No costs/changes to PSAP equipment, infrastructure or workflow
- Location is delivered to the PSAP within the existing 9-1-1 call flow
- Eliminates potential confusion at the PSAP by delivering a single, reliable and trusted location
- Reduces the potential for location spoofing by using the network location as a validation point
- Ability to seamlessly integrate any new data sources that become available

IS THE WDLS LOCATION AVAILABLE TO PSAPS?

WDLS is a carrier-centric solution available today. PSAPs who are interested in realizing the benefits of WDLS should contact carriers directly to learn more about their planned timeframes for testing and adoption.

West's Safety Services

We connect the public with public safety. We deliver solutions that determine a 9-1-1 caller's location, then we route that call to the nearest public safety answering point.

More than **444M**
9-1-1 transactions facilitated each year
Supporting more than **100** carriers

186K+ 9-1-1 calls answered by
West's Emergency Call Relay Center

40+ years 9-1-1 expertise and
innovation

Connect With Us

Online: west.com/safetyservices

Phone: 877.262.3775

Email: safetyservices@west.com

Technical Operations Committee – 09/20/2018 *9-1-1 Data Update*

Metropolitan Emergency Services
Board

2099 University Avenue
St. Paul, MN 55102
Web: www.mn-mesb.org

1. Statewide GIS Data Standards:

- a. The Minnesota Geospatial Advisory Council (GAC) Standards Committee met on 7/18/2018 to review the comments received during the initial 60-day public review and comment period for the proposed **Minnesota Road Centerline Standard** (MRCS) schema. The committee did not complete its review at the July meeting and is expected to reconvene in the fall to continue discussions. A second public review and comment period is likely.
- b. The nine metro counties have completed their transition to the **Minnesota Statewide Address Point Standard** schema. Schema validations conducted by MetroGIS/Met Council during aggregation will identify issues back to the county GIS departments for their correction.
- c. MESB submitted a letter to Randy Knippel, Chair of the metro Data Producers Work Group, **supporting the metro counties continued transition to and usage of geodata standards adopted by the GAC** for creating the regional datasets. The continued availability of updated, regionally-standardized address point data, road centerline data and tax parcel datasets is vital to MESB's ability to conduct its region-wide work. Use of GAC standards will facilitate long-term data federation and use with the counties adjoining the metropolitan region in support of a statewide NG 9-1-1 system.
- d. MESB submitted a letter to the Minnesota Data Practices Office requesting a **formal opinion** on whether the ESZ and PSAP service area polygon dataset is considered public or non-public.

2. Regional GIS Data Aggregation:

- a. **Centerline:** The MetroGIS/Met Council processes **updates of the MRCC daily 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. The seven metro counties are using this process for MRCC updates. Chisago and Isanti Counties have established their portal accounts to begin dataset submission. Chisago is pre-testing their centerline by running the validation tool locally to resolve errors prior to starting the aggregation process. Isanti is working through the final details of its county position on free and open data and is hopeful to begin aggregation in Q1 2019.
- b. **Address Points:** In August, seven of the metro counties completed aggregation of their address points into a **regional dataset in the MN Statewide Address Point Standard** schema. The first regional dataset was

posted to the MN Geospatial Commons on 8/29/18 and, on 9/5/18, Met Council/MetroGIS began the nightly validation and aggregation process, similar to that used with the MRCC. On 9/10/18, Chisago County uploaded its address points in the state schema for aggregation to the regional dataset. Isanti County is working through the final details of its position on free and open data and is hopeful to begin aggregation in Q1 2019.

- c. MESB presented a project proposal for a **Regional Data Viewer** that was accepted by the MetroGIS Coordinating Committee. The data viewer would allow visibility to the most current versions of the regional geospatial datasets central to the business needs of E9-1-1 and NG9-1-1. The application would be used for viewing the data and enhancing communications and interactions between the GIS-enabled and non-GIS enabled professionals engaged in the work of validating and maintaining 911 related data.

3. Regional PSAP/ESZ Boundaries:

- a. **Regional PSAP/ESZ polygon boundary dataset recent changes:**
 - i. Very minor ‘snapping’ and adjustments to Dakota County’s ESZs due to MapSAG validations run in preparation for a possible GIS-based MSAG trial.

4. Verizon Data Transition from West Mobility to Comtech

- a. Verizon’s cutover of LTE data management from West to Comtech occurred in July. Comtech has told MESB that Verizon CDMA data in MN will likely cutover in early November 2018.
- b. The issue that Pete had informed the PSAPs about with “0” uncertainty on Verizon Phase 1 calls (rather than 4043 when data was managed by West) is still occurring and is an issue nationally. Comtech and West have been having discussions on possible solutions.
- c. Maintenance processes and related issues for Minnesota-Verizon under Comtech continue to be hammered out. Routing updates are being handled between Comtech and MESB (on behalf of all metro PSAPs) using routing spreadsheets exchanged via email.

5. Wireless Data:

- a. As was reported at the July 911 TOC meeting, the State of MN decided to pull out of the MNIT-supported WERM application for managing wireless cell sector routing. Multiple factors led to this decision, including MESB’s concerns about the application’s operational inefficiencies and data quality issues with the current WERM application and work/data flows.
- b. Effective 9/10/18, the **WERM application is no longer being used** for MESB area wireless routing management.
- c. The **new process for wireless routing** for all carriers is to exchange, by email, routing spreadsheets between the carrier, or its database vendor, and the

MESB on behalf of the metro area PSAPs. Metro area PSAPs were surveyed in August and 100% of respondents had no concerns about MESB sending routing directly back, rather than sending it through the PSAP for final review. MESB PSAPs can always email mesbgis@mn-mesb.org and request that MESB review the routing for a specific sector or call.

- d. MESB has also continued to explore alternatives for **simplifying wireless ALI data screen content** and moving toward both content and format that are more like that used in other parts of the country. In August, MESB conducted a survey of metro PSAPs on wireless ALI content to gather input. About 81% of primary MESB PSAPs responded. Further information on the survey results, discussions held with Comtech and West, and conclusions on next steps will be provided at the September 911 TOC meeting.

6. CenturyLink 911 Database System Integration:

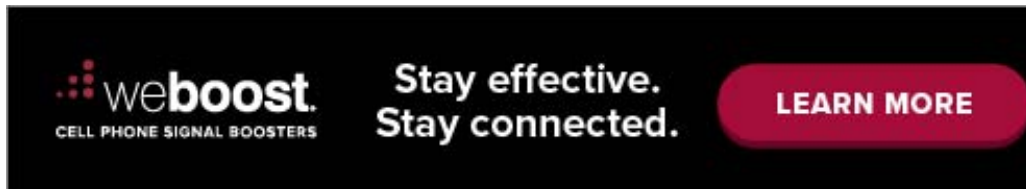
- a. Cindy Rolland, CenturyLink's 911 Database Manager for MN, will be visiting the week of 9/17/18 for meetings with the MESB and ECN. Cindy replaces Dawn Evangelist who retired.
 - i. **Cindy Rolland's contact information** is: cindy.rolland@centurylink.com, 407-884-1735 (ofc), 407-230-3881 (cell).
 - ii. **West Safety Services data contacts** remain the same:
 1. Stephanie Rossi, primary MN Analyst: analyst_mn@west.com, 800-347-5799 option 2, or direct srossi2@west.com, 720-494-6383
 2. 911NET support = 877-856-7504

7. Regional 911/GIS Data Synchronization:

- a. MESB is continuing to prepare and share with county GIS departments and PSAPs the error details from the recent ALI geocoding.
- b. MESB staff is working with Sherburne County to update their MSAG street names to conform to MESB MSAG and metro area GIS standards. Sherburne has CAD compatibility issues on a few of the recommended changes.
- c. Attached is a high-level summary of the data synchronization activity by PSAP.

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of August 31, 2018)

PSAP	9-1-1/GIS Data Synchronization						GIS Integration					
	ESZ Validations	Response Area Validations	Street Name Validations	Postalize MSAG	Address Validations	Address ESN Validation	Integration to Regional Centerline	Integration to Regional ESZ Layer	Integration to Regional Address Points	GIS MSAG	Centerline Validations	Integration to Statewide SIF & ECRF/LVF
Airport	complete	na	complete	complete	complete	not started	complete	complete	complete	not started	active	not started
Anoka	complete	complete	complete	complete	complete	active	complete	complete	complete	active	active	not started
Bloomington	complete	na	complete	complete	complete	not started	complete	complete	complete	not started	active	not started
Carver	complete	complete	complete	complete	complete	not started	complete	complete	complete	not started	not started	not started
Chisago	complete	complete	complete	complete	complete	not started	active	complete	complete	active	complete	not started
Dakota	complete	complete	complete	complete	complete	active	complete	complete	complete	active	complete	not started
Eden Prairie	complete	na	complete	complete	complete	not started	complete	complete	complete	not started	active	not started
Edina	complete	complete	complete	complete	active	not started	complete	complete	complete	not started	active	not started
Ft Snelling/Airbase	active	not started	na	complete	na	not started	complete	complete	complete	not started	not started	not started
Hennepin Sheriff	complete	not started	complete	complete	complete	not started	complete	complete	complete	not started	active	not started
Isanti	complete	not started	complete	complete	complete	not started	active	complete	active	not started	active	not started
Minneapolis	complete	not started	complete	complete	active	not started	complete	complete	complete	not started	active	not started
Ramsey	complete	active	complete	complete	complete	active	complete	complete	complete	not started	complete	not started
Scott	complete	active	complete	complete	active	not started	complete	complete	complete	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	not started	complete	complete	complete	not started	complete	not started
U of M	complete	na	complete	complete	active	not started	complete	complete	complete	not started	not started	not started
Washington	active	not started	complete	complete	active	not started	complete	complete	complete	not started	not started	not started




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 RSS

FCC Plans Workshop on Real-Time Text for PSAPs

Friday, August 31, 2018 | Comments

The FCC announced an Oct. 2 workshop to educate public-safety answering points (PSAPs) on real-time text (RTT). The PSAP RTT Education Day will take place from 12:30 to 4:30 p.m. EST at the FCC’s headquarters. The event is hosted with the assistance of the Commission’s Disability Advisory Committee (DAC).



The PSAP RTT Education Day will provide information to PSAPs and other emergency communications systems about RTT features and benefits for emergency response personnel and consumers, including consumers with disabilities; best practices for processing RTT requests from service providers; and ways to implement the RTT service feature. Among other things, panels will address regulatory policy, PSAPs’ experiences with RTT testing, and RTT infrastructure issues. There will be a live demonstration of the use of RTT and opportunities for interaction by and with the audience.

RELATED STORIES

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The event is open to the public, but admittance will be limited to available seating. The event also will be webcast with open captioning at www.fcc.gov/live.

On the day of the event, audience members may ask questions in person or by e-mail to livequestions@fcc.gov. The agenda, as well as presentation materials, will be available on [the event webpage](#).



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