



# **9-1-1 Technical Operations Committee**

## **Meeting Notice**

**Thursday  
April 19, 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

April 19, 2018

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Item
  - A. Emergency Communications Professionals Training Curriculum Development Project
    1. PSAP Roundtable Recommendation
4. Unfinished Business
  - A. Next Generation 9-1-1
    1. Text-to-9-1-1 implementation
      - a) Greater MN
      - b) Metro Area
    2. Firewall implementation
  - B. CAD-to-CAD Feasibility Study
  - C. By-law Change Request
5. Pending Business
  - A. Legislation
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**  
**March 15, 2018**

**Committee Members**

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

**Alternates**

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

**Others Attending**

Joe Fick, Airbus  
 Heidi Hieserich, Airport  
 Lauren Petersen, Airport  
 Victoria Vadnais, Allina Health EMS  
 Jim Soukup, Allina Health EMS  
 Dustin Leslie, ECN  
 Diane Lind

Tony Martin, Edina  
 Matt Hoffer, CenturyLink  
 Jake Jacobson, CenturyLink  
 Rhonda Kriss, CenturyLink  
 Karin Marquez, RapidSOS  
 Scott Wosje, Northland Business Sys.  
 Jeff Lessard, U of M

**MESB Staff**

Pete Eggimann	Jill Rohret
Marcia Broman	Martha Ziese
Troy Tretter	

## **1. Call to Order**

Val Sprynczynatyk called the meeting to order at 10:05. Val asked each of the people attending to introduce themselves.

## **2. Approval of Minutes / Agenda**

Val asked for a motion to approve the agenda for the March 15, 2018 TOC and the minutes from February 15, 2018.

*Motion (Eckel / Schlumpberger) to approve the March 15, 2018 TOC agenda and the TOC minutes from February 15, 2018. Approved.*

## **3. Action Items**

### **A. 9-1-1 TOC By-law Change Request**

#### **1. Primary Representative**

At the January TOC meeting, Chris Kummer, the Airport PSAP Manager, asked that the TOC recommend changes to the committee by-laws that would allow for a representative from each of the metro area PSAPs to have a seat on the 9-1-1 TOC. No action was taken at the January meeting, so the issue was carried over to the February TOC meeting. At the February meeting the MESB staff were asked to prepare draft language that would reflect the changes necessary to have all the primary and secondary PSAPs representatives able to participate on the 9-1-1 TOC. The draft language was drafted and distributed in the committee March meeting packet. Pete Eggimann said the proposed changes would allow representation by all PSAPs, primary and secondary, at this committee and reduce the representation from each PSAP from two to one representative and one designated alternate. The date that budget considerations are due to the Executive Director will be changed from June 1 to May 1. A typo will also be corrected.

*Motion (Schlumpberger / Pritzlaff) to approve the by-law changes as drafted, with the correction made. Approved.*

## **4. Unfinished Business**

### **A. Next Generation 9-1-1**

#### **1. Text-to-9-1-1 Implementation**

Dustin Leslie provided a text-to-9-1-1 update. Anoka County was the latest county to go live. CenturyLink must work on the same firewall issues at Isanti that delayed Anoka but hoping to turn up Isanti in early April. A configuration issue was identified that needs to be changed at Dakota County and Eden Prairie before they can turn up texting. This may push them back 2-3 months. Carver County is likely to be the next PSAP after that to be turned up with text.

ECN is verifying and standardizing the transfer codes. The Airport has experienced some issues with transfer with transferring text messages. CenturyLink and West are working to make sure everything is provisioned correctly.

During the work with Anoka County it was determined that the TCC connectivity will have to be done all in the same day, so PSAPs will have to visit another center that is already on line for training. Anoka went to the airport to practice. Dustin said that training in a live environment does work better than in a testing environment. The newly connected PSAPs have not been getting inundated with texts.

## 2. Firewall implementation

Dana said there is nothing new. Arden Hills has been configured. Dan Craigie continues to work with Mission Critical Partners to start the schedule rolling.

### B. PSAP Operations Roundtable Work Group

Heidi Hieserich said the next meeting is April 3. There is some training listed in Basecamp on crisis negotiations.

### C. Emergency Communications Professionals Training Curriculum Development Project

Diane Lind said she is down to one chapter to post. Two were posted last night. There has been good feedback. There is much information was found on the Minnesota Relay page. The draft training curriculum will go to the April Roundtable and then to the 9-1-1 TOC.

### D. CAD-to-CAD Interoperability Feasibility Study

Pete said the final version of the study was presented to the MESB Board yesterday. There was a great deal of interest. The Board suggested that the staff and 911 TOC work together to build a coalition to move the process forward. Pete suggested the TOC consider forming a workgroup to reach out to other organizations to build support and build a business plan. It was discussed at the strategic planning ECN hosted last month. There seemed to interest there also. It does not fit neatly into any of the existing budgets, so there is a need to bring some people together to make it a bigger project than just a PSAP project.

Tony Martin said that it would be important to get Police and Fire Chiefs Associations involved. Dar said it would be beneficial to share the report with the NG Committee. Dar Pankonie, Tony Martin, Lauren Petersen, and Jeff Lessard, volunteered for the workgroup. Jon Rasch, said they would also be able to get a staff member to participate.

## 5. Pending Business

### A. Legislation

Jill Rohret said the session started on February 20. The legislative budget was passed. There is a surplus of \$329 million. Committee deadlines start next week, so all policy bills need to be heard in one house by next Thursday, March 22, and in the other by March 29. Regarding Chapter 403, the MESB has been working with the lobbyists from the carriers for the last 18 months without much progress. The bill will not progress this year because VOIP and net neutrality create complications. It is hoped the bill will still be jacketed and some of the essential items passed. The MESB continues to monitor what NG9-1-1 legislation other states have passed which could help get movement in Minnesota.

## **6. Reports**

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

Marcia Broman said White Bear Lake is scheduled to close May 1.

The MESB has had conversations with ECN and MNIT regarding the WERM application and the issues of the data integrity within WERM. The MESB has laid out some clear proposals for changes and supplementations for the WERM improvements. It is in the hands with ECN to work out with MNIT as far as budgeting.

Broman said that numbers portability has been around for a long time. There is a data base and integrated voice response to find the carrier that serves that phone number should a PSAP need that information. There has been a change in the integrated voice response data base provider. Pete has sent out the new pin and instructions to the PSAPs.

FCC Notice of Inquiry on wireless call routing effective March 22 was provided.

### **B. RapidSOS Presentation**

Karin Marquez provided a presentation to the committee outlining the work RapidSOS has been doing in obtaining more accurate wireless handset location from devices using the Android operating system. Google, which developed the Android operating system, built a location capability into the operating system called Emergency Location Service (ELS) which uses the location information available from the wireless handset itself. ELS is in use by PSAPs in Europe to locate wireless callers. RapidSOS is working on how ELS might be utilized in the North American 9-1-1 system. Karin said that the RapidSOS' ELS derived location is available quick enough to be used in determining 9-1-1 call routing based on the caller's location rather than on the cell site sector. Karin told the group that the FCC was aware of their work, as well as the four major wireless carriers.

PSAP representatives provided updates from their respective centers.

Adjourn



METROPOLITAN  
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST  
SAINT PAUL, MINNESOTA 55104-3431  
PHONE 651-643-8395  
WWW.MN-MESB.ORG

April 9, 2018

Ms. Dana Wahlberg, Director  
DPS – Emergency Communication Networks  
445 Minnesota Street, Suite 137  
St. Paul, MN 55101-5137

Dear Ms. Wahlberg:

Enclosed please find the final CAD-to-CAD Interoperability Feasibility Report and Recommendations prepared for the Metropolitan Emergency Services Board (MESB) utilizing funds received from a Statewide Emergency Communications Board (SECB) grant.

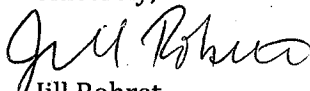
The PSAPs in the metropolitan region strongly feel such an interoperability project should be implemented in the region. Additionally, what was heard at the SECB Strategic Planning Workshop in early March 2018 indicates there is a strong desire for either CAD-to-CAD interoperability or shared CAD across the state. It is my hope that sending this report not only helps to close out the SECB grant for this project, but also may provide some use to the SECB and ECN in determining whether such a project could be accomplished on a statewide basis.

The report indicates that metro region PSAPs have a desire to achieve interoperability with their partners in other counties which border the region. As such, it is safe to assume that if, for example, the solution was shared with Kanabec County, then Pine, Mille Lacs, and Aitkin Counties would also want to participate, and so on. If that occurs, then the solution would be a statewide solution, rather than a metro region solution. The MESB feels ECN and the SECB should strongly consider pursuing such a solution statewide.

It is my understanding that an electronic copy has been sent to Darlene Pankonie, Chair of the SECB NG9-1-1 Committee, for review and discussion at its next meeting. The MESB will make Pete Eggimann available to attend that meeting or other ECN/SECB meetings to discuss the report, if desired. Pete may be reached at (651) 643-8377 or [peggimann@mn-mesb.org](mailto:peggimann@mn-mesb.org).

Thank you for your time and consideration.

Sincerely,

  
Jill Rohret  
Executive Director

Enclosure

# Hitting the Target

Google pilots its 911 cellphone service to pinpoint user locations in emergency situations

By Elizabeth Zima / Staff Writer

**M**ost 911 call centers are capable

of locating landline callers, but they struggle to find cellphone users when they need emergency help. “The 911 system was designed long ago for home phones,” said Fiona Lee, Google’s global evangelist for Android Emergency Location Service (ELS). There’s a reason why 911 call centers have trouble locating cellphone users. If the caller is outdoors, the phone’s GPS chip can connect with satellites or with a cell tower; the 911 operator will know the latitude and longitude of the caller — within 164 feet or so — most of the time. However, a call made from inside a building has a harder time connecting with a satellite, which can throw off the caller’s location by several hundred feet. Google recently concluded a pilot study of its Android ELS, a supplemental service that sends location directly from Android handsets to emergency services when a person calls 911. The test involved fifty 911 call centers covering 2.4 million people in Texas, Tennessee and Florida. Google collaborated with West Corp., a provider of communication and network infrastructure services, and RapidSOS, which works with public safety call centers by making 911 services more responsive. Android’s ELS helps mobile network operators, emergency infrastructure providers and governments provide more accurate location information to first responders during an emergency. “It is not an app; the user does not need hardware or software,” said Lee.

When a user calls 911, the ELS is activated and enables first responders to more quickly find and help the user. ELS is a part of the Android operating system. According to Lee, if the cell user has the location application closed, the phone will activate this feature during a 911 call.

Google successfully deployed ELS in Austria, Belgium, Estonia, Finland, Iceland, Ireland, Lithuania, the United Kingdom and New Zealand in 2017, with more countries planning deployment in 2018, according to the European Emergency Number Association. Christy Williams, 911 director for the North Central Texas Council of Governments, which includes several dozen call centers that participated in the Google ELS pilot, said her group was pleased with the results. “I went out to see the [public safety answering point] in action; the calls would come in on our native screens with a bull’s-eye around it.” For example, she said, side by side, a satellite showed that an emergency was several miles away, while Google ELS indicated that the crisis was across the street from the call center. “It told us what entrance to use and what building at the school to go into.” Before the trial took place, it was tough to find emergency cellphone callers. “Our ability to see the location is often not what it should be,” said Williams. “\The public

is often frustrated with us because they expect that if Uber knows where they are, emergency services should know too.” At the initiation of a call, ELS was “swift” and under 30 seconds, according to Williams. “If you have a heart attack, 30 seconds is a long time.” During the pilot, the call center immediately knew the location of more than 70 percent of the calls. “This is just the beginning,” she said.

“This was an amazing demonstration of what is ahead for emergency services.” Google is actively looking for partners to deploy ELS across the United States, according to Lee. The cost of implementing the service is minimal and involves little capital expenditure. ELS relies on centralized infrastructure — an endpoint — that can receive emergency location (either over HTTPS or data SMS) and relays that information to call centers, which then incorporate this information into their call/dispatch workflows. The typical process to deploy ELS ranges from two to 15 weeks depending on resourcing and technical proficiency. Google works with its partners to verify performance benchmarks, and progress but the ELS partner decides when it is ready to move from one deployment phase to the next. Google will also begin to offer 911 texting. [ezima@govtech.com](mailto:ezima@govtech.com)  
April/2018



## Hackers have taken down dozens of 911 centers. Why is it so hard to stop them?

### America's emergency-response networks remain dangerously vulnerable to criminals bent on crippling the country's critical infrastructure.

When news broke last week of a [hacking attack on Baltimore's 911 system](#), Chad Howard felt a rush of nightmarish memories.

Howard, the information technology manager for Henry County, Tennessee, faced a similar intrusion in June 2016, in one of the country's first so-called ransomware attacks on a 911 call center. The hackers shut down the center's computerized dispatch system and demanded more than \$2,000 in bitcoin to turn it back on. Refusing payment, Howard's staff tracked emergency calls with pencil and paper for three days as the system was rebuilt.

"It basically brought us to our knees," Howard recalled.

Nearly two years later, the March 25 ransomware attack on Baltimore served as another reminder that America's emergency-response networks remain dangerously vulnerable to criminals bent on crippling the country's critical infrastructure — either for money, or something more nefarious.

There have been 184 cyberattacks on public safety agencies and local governments in the past 24 months, according to [a compilation of publicly reported incidents](#) by the cybersecurity firm SecuLore Solutions. That includes Atlanta, which [fell victim to a ransomware attack](#) a couple days before the one on Baltimore, scrambling the operations of many agencies, but not the 911 system.

911 centers have been directly or indirectly attacked in 42 of the 184 cases on SecuLore's list, the company says. Two dozen involved ransomware attacks, in which hackers use a virus to remotely seize control of a computer system and hold it hostage for payment.

Most of the other attacks involve "denial of service," in which centers are immobilized by a flood of automated bogus calls. One of the first occurred in October 2016, when Meetkumar Desai, then 18, of Arizona, [distributed a computer bug on Twitter that overwhelmed 911 centers in 12 states](#). The motivations for such attacks are often less about the money than doing damage — sometimes as a form of protest, as when the "hactivist" group Anonymous [took down Baltimore's city website](#) after the death of Freddie Gray while in police custody, experts say. Desai reportedly told authorities he meant his attack more as a prank.

911 is the perfect [target] because it can't afford to be down," said Tim Lorello, SecuLore's president and CEO.

This is how 911 works: When someone dials for help — typically from a mobile phone — the call gets routed from a cell tower to a 911 center, where a "telecommunicator" answers the phone and gathers basic information. The telecommunicator enters that information into a computer-aided dispatch system, where a dispatcher picks it up and coordinates a response from firefighters, police officers or ambulances.

This 911 system relies on redundancy, meaning that call centers that are taken out of service by a hacking attack can work around the disruption by shutting down the computer-aided dispatch system and sharing information person-to-person, or by sending calls to a nearby center. But depending on the type of attack and a 911 center's resources, those

disruptions can make it more difficult for people to reach someone in case of an emergency. A [July 2017 investigation by Scripps News](#) on the vulnerabilities of 911 systems noted the case of a 6-month-old Dallas boy who died after his babysitter's 911 calls were delayed during an apparent denial-of-service attack.

J.J. Guy, chief technology officer at the cybersecurity firm Jask, said that the spread of ransomware attacks on public safety agencies and other key government operations shows the potential for cyberterrorists to target the country's critical infrastructure.

Last month, the Department of Homeland Security outlined in a report [how Russian hackers have gained access to American power plants](#). The hackers did not cause service interruptions, but the fact that they could gain access at all is troubling to security experts.

"To date, if you don't have credit cards or lots of personal information, attackers had little motivation and thus you were mostly safe," Guy said in an email. "This will change those dynamics. Manufacturing, logistics, etc — any field with an operations mindset that loses money when 'the line is down' will be targeted."

The attack on Baltimore was discovered March 25, after a morning breach of its computer-aided dispatch system, officials said. The city's cybersecurity unit took the system down, forcing support staff to pass 911 calls to dispatchers using paper rather than electronically. Call-center operations returned to normal early the next day, officials said. Investigators later determined that the intrusion was an attempted ransomware attack, but "no ransom was demanded or paid," a city spokesman James Bentley said. He declined to explain further, saying that "could compromise the investigation."

Most ransomware cases end similarly, with governments refusing to pay hackers, choosing instead to switch to a more primitive version of 911 services while they rebuild their systems. Governments have caved at times, however, although officials decline to say much about those incidents, out of concern that it will encourage more attacks.

Another problem with the current 911 system is that it doesn't accommodate the ways people communicate in the modern world — through texts, photos, videos, etc. That is why the 911 industry is pushing telecommunication companies and state and local governments to adopt what it calls Next Generation 911, which allows callers to send data through approved telecommunications carriers and internet service providers (while still taking calls from landlines).

Adoption of Next Generation 911 has been slow and costly, said Brian Fontes, CEO of the National Emergency Number Association, or NENA. A tiny fraction of America is on Next Generation 911; the short list includes Maine and Vermont, with Indiana, Washington state's King County and part of Texas getting close, Fontes said.

The Next Generation 911 systems will have advanced security baked into their foundations, including the ability to instantly identify suspicious activity, immediately shut down in response to intrusions, and simultaneously move incoming calls to other centers in a way that is undetectable to someone dialing for help, officials say.

But the increased connectivity also opens the modern systems to new potential modes of attack, experts say. No matter how sophisticated a defense, all it takes is one overlooked vulnerability to let hackers in, experts say.

That makes it essential to develop sophisticated defense systems run by in-house cybersecurity teams, they say.

In Baltimore's case, the ransomware attack was discovered and repelled by Baltimore City Information Technology, which maintains defenses across the local government. It determined that the hackers had found access after a technician troubleshooting the computer-aided dispatch system made a change to a firewall and mistakenly left an opening, the city's chief information officer, Frank Johnson, said in a statement. The FBI is now helping the city investigate.

Howard, in Tennessee, knows how his attacker obtained access to the 911 center — by finding a weak password left by a deceased former system administrator. The FBI told him it looked as if the attack came from Russia. But he still isn't sure.

Howard cleaned and rebuilt his system, but struggles to maintain patches for his outdated CAD system. “It’s been a nightmare,” he said.

No one has been caught or prosecuted in the Tennessee or Baltimore attack.

<https://www.nbcnews.com/nightly-news/video/baltimore-s-911-system-hit-with-cyber-hack-1196386371764>

(From The Washington Post)

[Post Nation](#)

**‘Tell my mom that I love her’: A teen’s frantic 911 calls as he is crushed to death in a minivan**

by [Lindsey Bever](#) April 13 at 9:08 AM [Email the author](#)

1:38

Ohio teen called 911 twice as he was being crushed to death

Kyle Plush, 16, called 911 saying he was being crushed in his van and couldn’t breathe. He later died after police said they were unable to locate him. (Elyse Samuels/The Washington Post)

When Kyle Plush called 911, he knew his situation was dire.

The 16-year-old sophomore did not tell the authorities what had happened to him when he apparently used an automated assistant on his smartphone to make the call Tuesday outside Seven Hills School in Cincinnati. He said only that he was trapped in his minivan and could not hear them — no doubt hoping they could still hear his cries for help.

“Help, help, help, help,” he told the dispatcher, according to 911 audio obtained by The Washington Post. Then he let out a scream: “Help!”

About US newsletter

Candid conversations about identity in 21st-century America

The teen, who seemed to be laboring to breathe, repeatedly asked for the police — briefly pausing between each word to try to catch his breath.

The dispatcher repeatedly asked the teen where they could find him.

“I can’t hear you,” the teen said. Distant banging could be heard in the background. “I’m in desperate need of help. ... I’m going to die here.”

“Help —” he said once more, and then the call abruptly ended.

Five minutes later, at 3:21 p.m., police responded and searched the area near the private school on Red Bank Road but did not see the teen, according to a statement from the Cincinnati Police Department.

In a conversation between the dispatcher and a deputy, the dispatcher said that it had been difficult to hear the teen, saying he sounded “kind of far away from the phone.” The dispatcher said she could hear banging in the background and someone saying, “Help, help, I’m stuck.” The authorities then discussed whether the 911 call might have been a prank.

Nearly six hours later, Kyle’s father found him unresponsive in the vehicle, police said. First responders rushed to the scene but could not revive the teen, and he was later pronounced dead.

“Horrific, horrific situation to come across as a parent,” Cincinnati Police spokesman Lt. Steve Saunders said Thursday in a phone interview.

The [Cincinnati Enquirer reported](#) that a law enforcement source it did not name told the newspaper that the teen had climbed onto the rear bench seat in family's Honda Odyssey minivan. The teen was trying to reach his tennis equipment, according to the newspaper, when the seat "flipped up and over toward the back hatch, pinning him upside down beneath the seat."

The Hamilton County Coroner's Office said in a statement that preliminary autopsy results showed that Kyle died of "asphyxia due to chest compression."

"This was a horrific tragedy. What I say is that we share in their heartbreak around this," Cincinnati Police Chief Eliot Isaac [said during an afternoon news conference](#). "Police officers, firefighters and even our emergency dispatch personnel — you get into this because you want to help. Something went wrong here and we need to find out why we weren't able to provide that help that we hoped we could have."

*[\[A mother found her 2-year-old 'frozen' on their front porch on a bitterly cold day\]](#)*

Cincinnati police as well as the Hamilton County prosecutor's office have launched investigations to try to determine what went wrong — both inside the van and at the 911 call center.

"Our hearts are heavy this week as we mourn the tragic loss of a child, 16-year old Kyle Plush, Cincinnati Mayor John Cranley (D) [said in a statement Thursday](#). "I ask that our City join me in praying for the Plush family, Ron, Jill and Ali during this very difficult time."

The mayor called the circumstances surrounding Kyle's death "devastating" and said they "raise concerning questions about our City's emergency 911 system and police response. While it is unclear if there is wrongdoing by the city in this tragedy, we have a profound responsibility to find out."

He added:

We owe the Plush family and the public a detailed and comprehensive explanation of everything that has been done, recommendations made and actions taken at the 911 center that could have had any bearing on the practices that may have contributed to this tragedy. We must also be made aware if preventable flaws or failures have worsened emergency situations. As elected officials, we need to be involved directly in evaluating all available information and insist the proper solutions be adopted.

After Kyle's frantic call for help Tuesday afternoon, a dispatcher tried to call him back — but the teen, who was apparently trapped inside his vehicle, was not able to answer his phone.

As heard in the 911 audio, the teen's phone rang and rang, then the call went to his voice mail: "Hello, this is Kyle. I'm not available right now. I'll get back to you as soon as I can."

Then, at some point, Kyle called the police a second time.

During that call, which lasted several minutes, he sounded weaker and something could be heard creaking in the background as the teen took breaths. The teen told the dispatcher to pass along a message for him after he died.

"I probably don't have much time left, so tell my mom that I love her if I die," he said. "This is not a joke. This is not a joke. I'm trapped inside my gold Honda Odyssey van in the sophomore parking lot of Seven Hills [unintelligible]. Send officers immediately. I'm almost dead."

“Can you hear me?” the teen asked.

“Hey Siri,” he prompted his phone.

“Hey Siri.

“Hey Siri.

“Hey Siri.

“Hey Siri.”

But his pleas went unanswered.

Authorities said responding officers, who were on the scene at the time, never received the detailed information from Kyle’s second 911 call. The dispatcher who took that call, identified as Amber Smith, has been placed on administrative leave pending an internal investigation, police said.

Authorities said that a classmate called Kyle’s parents late Tuesday, saying that he did not show up for a scheduled tennis match.

The teen’s parents then used an app to track his cellphone and called the police, reporting that their son was missing, police said.

Just before 9 p.m., a passerby also called authorities from the school, saying that a man was running around the parking lot, screaming, “Call 911.” The caller said he could hear “loud bangs” and could see cars parked and people walking around, according to the police audio.

Then another caller, who identified himself as a night shift worker at the school, called police to report that the teen, who was unresponsive, was trapped in the van — “turned over in his seat and stuck.”

“He’s been there for a while,” he said.

Isaac, the police chief, told reporters that upon arrival, responding officers found Kyle in the van, “not breathing and unresponsive.” First responders were not able to revive the teen, Isaac said.

Seven Hills School said in a statement Thursday that students and staff members are “grieving the loss of this beloved member of our school family.” It described Kyle as “a young person of keen intelligence, good humor, great courage,” adding that “we feel this loss profoundly.”

The school said it could not comment further, citing the ongoing investigation.

*This story has been updated.*