



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

April 16, 2020, 10:00 a.m.

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes** – February 20, 2020 Meeting and April 1, 2020 Special Meeting
- 4. Action Items**
 - A. (none)
- 5. Discussion Items**
 - A. Pandemic Response
 1. Metro PSAP Consolidation Planning
 2. Staff Protection Measures Sharing
 - B. Winter Storm-Related Incident Coordination with State Patrol
 - C. Fraud / Identity Theft Procedure
 - D. SECB Grant Proposals
 - E. System Outage Notifications
 1. NENA Enhanced PSAP Registry and Census
 - F. 9-1-1 System Security
 - G. Mental Health Call Processing Standard
 - H. Cell Phone Location Request Process Standard
 - I. Telecommunicator Reclassification and Licensing Legislation
- 6. Reports**
 - A. PSAP Operations Round Table Work Group
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report
 - D. 9-1-1 Data Report
- 7. Announcements**
- 8. Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Notes
February 20, 2020**

Members Present:

Susan Bowler, Carver
Jon Eckel, Chisago
Janelle Harris, Edina
Heidi Hieserich, Airport
Kathy Hughes, Minneapolis
Jeff Lessard, U of M
Chad Loeffler, Metro Transit

Tony Martin, Hennepin
Darlene Pankonie, Washington
Nancie Pass, Ramsey
Cheryl Pritzlaff, Dakota
Val Sprynczynatyk, Anoka
Victoria Vadnais, Allina

Alternates / Guests Present:

Lauren Petersen, MAC
Jon Rasch, Ramsey
LaVae Robinson, Minneapolis
Marv Bachmeier, HEMS Consultant
Marcia Broman, MESB
Jack Cooper, Hennepin
Dan Craigie, ECN
Pete Eggimann, MESB
Joe Fick, Motorola
Tracey Fredrick, MESB

Matthew Hoffer, CenturyLink
Frank Jarman, Motorola
Dan Klawitter, HEMS
Dawn Kenyon, Hennepin
Dan Placer, Motorola
Scott Peterson, Minneapolis
Jill Rohret, MESB
Scott Wosje, Northland Business Systems
Martha Ziese, MESB

1. Call to Order:

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

2. Approval of Agenda:

Pete Eggimann asked that one item 4. D. Interstate Interoperability Workgroup Representative be added to the agenda.

M/S/C Jon Eckel moved to approve the February 20, 2020 agenda. Darlene Pankonie seconded. Motion carried.

3. Approval of Minutes:

M/S/C Tony Martin moved to approve minutes from January 16, 2020. Cheryl Pritzlaff seconded. Motion carried.

4. Action Items:

A. Public Safety Communications Conference Awards

Tracey Fredrick reported to the committee that ECN gave this award for the first-time last year at the Public Safety Communications Conference. ECN is planning to continue the tradition this year and is asking each region to submit two nominees. 9-1-1 TOC Committee members are

asked to submit nominations by February 28th for one elected official and one non-elected individual.

Nancie Pass asked Fredrick to clarify what the criteria is for the Outstanding Leadership Award. Fredrick said that it really is just whatever leadership means to you.

Cheryl Pritzlaff and Nancie Pass volunteered to assist MESB staff in the review of the nominations in order to determine the two nominees that would be submitted from the metro region.

M/S/C Motion made by Val Sprynczynatyk to nominate Pritzlaff and Pass to review the Leadership Award nominees. Seconded by Victoria Vadnais. Motion carried.

B. NG9-1-1 Interoperability Oversight Commission

Pete Eggimann recommended that the committee nominate one of the metro region PSAP managers to serve as the representative for regional 9-1-1 authorities on the national NG9-1-1 Interoperability Oversight Commission. Eggimann said that NENA is organizing and establishing a national NG9-1-1 Interoperability Oversight Commission as the independent governance structure to oversee and manage two NG9-1-1 interoperability initiatives. Those initiatives are the PSAP Credentialing Agency and the Forest Guide. The credentialing agency will establish and manage the security certificate process that will support the 9-1-1 system interoperability, and the Forest Guide is the function that will enable NG9-1-1 systems to route calls between systems across the U.S. and Canada.

The Commission members may have to travel occasionally for a face-to-face Commission meeting, but most meetings will be conducted electronically beginning in March. Travel expense is expected to be covered by the Commission.

The nominee will need to provide a resume, and a short statement describing their qualifications to the MESB by Monday, Feb. 24. Jill Rohret will coordinate the submission with NENA staff to ensure the requirements are met and the information gets to the appropriate people within NENA.

Pankonie asked what will be the capabilities of enforcing this oversight? Eggimann said the standard requires it. The structure of the governance board is designed to get representatives from the 9-1-1 industry, elected officials, and the different agencies involved in the management and delivery of 9-1-1 services. The intent is that all segments of the 9-1-1 service and industry that could be impacted by the Commission's actions will be given a voice in how it is governed. The National 9-1-1 Office has a seat on the Commission but neither that office or NENA will be in control of the Commission, ensuring that the Commission acts independently and in the best interest of 9-1-1 system security and interoperability.

Dar Pankonie and Nancie Pass volunteered to be nominees for the NG9-1-1 Interoperability Oversight Commission.

M/S/C Motion made by Susan Bowler to nominate Pankonie and Pass to the NG9-1-1 Interoperability Oversight Commission. Seconded by Pritzlaff. Motion carried.

C. EMD Protocol Update - Coronavirus

Eggimann said that the CDC has posted guidelines for 9-1-1 and EMS response to the current coronavirus outbreak. Eggimann asked that the committee recommend that all PSAPs providing

EMD pre-arrival instructions in the metro area review their protocols to determine if the protocols are consistent with the Center for Disease Control recommendations for EMS and 9-1-1 systems in response to the coronavirus outbreak.

Susan Bowler said that a conversation is necessary on these responses because the CDC guidelines recommendation is to follow the lead of the state Department of Health. At this point the MN DPH is not recommending adding questions to the EMD protocol. Ridgeview Ambulance has adopted the CDC protocol.

Pankonie said that Washington County's Medical Director leaned on Regions EMS to add questions, but they have limited them to fever and cough questions only.

Dan Klawitter of Hennepin EMS said under the direction of Dr. Hick two questions were added: Have you traveled to China in the last twenty-one days and is there any known exposure to the coronavirus?

Kathy Hughes said that Minneapolis is working with MN DPH on their questions.

M/S/C Motion made by Pankonie to move 4.C. to Discussion Items for the next meeting. Seconded by Pritzlaff. Motion carried.

D. Interstate Interoperability Workgroup Representative

Fredrick said she received an email last week from Jim Stromberg was starting a work group to review and finalize two draft documents related to interstate interoperability. The first draft document is tentatively titled, "Minnesota Land Mobile Radio Interstate Interoperability Crosswalk Plan". The second document is titled, "Minnesota Land Mobile Radio Interstate Best Practice Guide". The work group will be made up of two representatives from each region – a radio technical representative and an emergency communications and response coordination representative. Fredrick reported that the Radio TOC had identified a radio technical representative (Nate Timm – Washington Co.) and would like the 911 TOC to identify an operations representative to serve on the workgroup. Stromberg indicates that the workgroup will meet electronically by conference call with screen sharing.

Heidi Hieserich has a supervisor from the Airport PSAP she will nominate for the Dispatch representative.

M/S/C Motion made by Martin to support Hieserich's nominee. Seconded by Pass. Motion carried.

5. Discussion Items:

A. Winter Storm-Related Coordination with State Patrol

Martin said there was no update other than the group continues to work on the draft plan. He hopes to have the draft ready by the March meeting.

B. Fraud / Identity Theft Procedure

Pankonie reported to the committee that work continues to establish a national fraud and identity theft clearing house to act as a one-stop shop for reporting these types of crime. The MSA is still lobbying in this state for the utilization of a national resource. Pankonie said that some states have utilized the 2-1-1 universal number for community resources as the means for

victims to contact the national clearing house. Pankonie will continue to monitor this and keep the 9-1-1 TOC updated.

C. SECB Grant Proposals

Fredrick said that the CPE and GIS grants are still in the re-application process. The due date is April 3rd. The SECB grant is in the application phase as well.

Dan Craigie said the federal 9-1-1 grant applications are being reviewed, but that all the grant applications need to be in before any awards can be made.

D. 9-1-1 System Outage Notifications

Eggimann said that for years NENA has had a PSAP Registry that was a resource designed to put PSAPs across the country in touch with each other, and something the carriers could use to try to identify and contact a PSAP. Recently, the Alliance for Telecommunications Solutions (ATIS) recommended that a national repository for PSAP information be created to assist telecommunication service providers in meeting the FCC outage notification requirements. NENA is upgrading their existing PSAP Registry to meet the recommended ATIS requirements.

NENA has contracted with GEOCOM to manage this enhanced registry. they have updated the information fields in the database, and eventually the intent is to upload the PSAP service area GIS data. NENA has created an online portal to collect the PSAP information. A printed copy of the form was included in the meeting packet.

In the past, the MESB maintained the information on behalf of the PSAPs in the registry but quit trying to make updates once NENA decided to work on the site. Eggimann is asking the PSAP managers to assist in entering and maintaining the data for their PSAPs. The MESB has much of the information that needs to be added in the web portal and can provide that information to the PSAP managers to ensure there is consistency between the information in the new registry and the information that the MESB has been providing to the wireless carriers. If the information in the enhanced registry is accurate, the carriers and VPCs will find it easier to get the PSAP data from the registry compared to the constant reaching out to the PSAPs for contact information verification that is going on now.

Pankonie said that she felt this was also an effort on NENA's part to get an accurate count of the PSAPs in this country. Eggimann said the MESB will put together the information that they have on each PSAP for the managers to use to enter the data on the web portal in the next couple of weeks.

Hieserich asked if there were any updates on the ECN's Crisis Plan. Craigie said ECN is in the process of looking for a consultant for this project.

E. 9-1-1 System Security

Jon Eckel brought two documents on cyber security and passed them out to committee members. Eckel believes the key for PSAP managers is doing an audit and knowing that you do not have a fully secure network. He believes a security inventory needs to be done on your network, including a detailed diagram.

Eckel said the ARMER Metro Owners Group is working on a security policy. He is impressed with NIST framework that is used by the Department of Homeland Security. He is recommending the 9-1-1 TOC begin the process of drafting a security policy as a group.

Hennepin, Ramsey and Allina volunteered to work with Chisago in a work group to start this process. All were encouraged to email Eckel with interested parties.

Pass asked if anyone had an MOU or MOA with another PSAP?

Eggimann will send the Cooperative and Ancillary agreements as examples. Eckel said most counties have an MOU with Hennepin County from the time Hennepin was first taking text to 9-1-1 calls for other counties that could also be adapted to this type of project.

Dan Craigie reminded the committee members that ECN had contracted with Mission Critical Partners to do some PSAP network assessments. Not all the available slots have been filled if any of the committee members would like to participate, they should contact Dan directly.

F. Back-up and Workload Sharing

Eggimann said that the MESB Counsel advised that a closed-door meeting of enough of the committee members to establish a quorum to discuss back-up options, agreements, etc. might be a violation of the open meeting laws since there may be some question on whether that information is public or not. Eggimann said he did send the PSAP Managers the abandonment routing that West has on file as of today for each of them. Eggimann suggested that the PSAP managers that are already or have an interest in working together meet in smaller groups to discuss.

G. Mental Health Call Processing Standard

Martin said that Hennepin County has been working with a mental health professional/social worker to review the mental health calls the dispatchers receive. The review is expected to provide better decision-making criteria for the TCs to determine whether a first responder is needed on a call or if another social services or mental health response would be more appropriate. Martin noted that information sharing across the agency databases is very restrictive. Martin said the pilot project was presented at the Hennepin County Police Chiefs meetings this month. The next step is to meet with the four cities that have the most mental health calls; Brooklyn Center, Brooklyn Park, Plymouth and Minnetonka.

Pankonie said Washington County set up a social services division a year ago. It is being considered to possibly hand off some of the incoming calls to them. Likewise, if law enforcement or fire determines, once on the scene that social services are needed, they call them in.

Martin said that their pilot project has that responder piece.

Jon Rasch said that Children's Crisis Response is starting to accept transfers. Also, Ramsey County is beginning to place child protection workers in joint or co-responder positions. Bowler said that Carver County has been using crisis co-responders for about four months now, and it is working well.

Hieserich said this will remain on the 9-1-1 TOC agendas.

H. Cell Phone Location Request Process Standard

Marcia Broman said that at the last 9-1-1 TOC meeting, Leslie Sticht said she would engage with wireless carriers to document their current processes and make an official ask to begin the first step toward making a standard. Then there will be an outreach on a national scale to determine if there is an effort to standardize processes. That work continues.

I. Telecommunicator Reclassification and Licensing Legislation

Pankonie has finished a letter containing a bullet-point structure to the main points in the proposed legislation. Pankonie and a representative from the Sheriff's Association will meet this afternoon with Representatives Dettmer and Layman. Randy Willis will likely be the Sheriff's Association representative. Ryan Peters from the Minnesota Police and Peace Officers Association and Mark Milak from Itasca County will also be attending.

Pankonie said Representatives Dettmer and Layman are very interested in helping achieve some goals in elevating 9-1-1 telecommunicator in Minnesota legislation. Pankonie will report back the outcome of that meeting.

Pankonie said there are four goals in the draft legislation:

1. Definition of MN 9-1-1 Public Safety Telecommunicator
2. Require Minimum Training Standards
3. Telecommunicator Certification
4. Provide the same level of benefits to Telecommunicators as other public Safety occupations receive

Pankonie said that Statute 403 will be reviewed because it is the most relevant statute dealing with 9-1-1, however there are other statutes that should be reviewed because public safety occupations are addressed many different ways in other statutes.

Pankonie clarified that she has permission to represent the Washington County Sheriff, the MSA, and the MN APCO/NENA chapter, but not the SECB NG9-1-1 Committee. Pass said that she felt Pankonie would be representing the metro area PSAPs also.

M/S/C Pass moved to support legislation advancing these four goals. Seconded by Bowler. Motion carried.

6. Reports:

A. PSAP Roundtable – (No Report Provided)

Sprynczynatyk said that Leadership Mentoring for Staff is on the agenda for the April meeting. 9-1-1 call routing and data error issues are being reviewed and group is working with Marcia Broman on this.

B. SECB NG9-1-1 Committee

Pankonie said the NG9-1-1 committee met yesterday. Discussions included the telephone CPR legislation, GIS standards, and grant update.

Pankonie said the representatives in the region were advised that an SECB standard was being created to outline what the PSAP requirements would be for the Telephone CPR requirement.

Legislation states that all PSAPs must comply with this legislation by July 2021.

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

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

7. Adjourn

The meeting adjourned at 12:02

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Special Meeting via WebEx Notes
April 1, 2020**

Members Present:

Laura Anderson, Sherburne
Susan Bowler, Carver
Bob Dowd, Isanti
Jon Eckel, Chisago
Janelle Harris, Edina
Heidi Hieserich, Airport
Kathy Hughes, Minneapolis
Wade Johnson, Henn EMS
Chad Loeffler, Metro Transit

Tony Martin, Hennepin
Darlene Pankonie, Washington
Nancie Pass, Ramsey
Cheryl Pritzlaff, Dakota
Jim Scanlon, Bloomington
Greg Weigel, St. Louis Park
Val Sprynczynatyk, Anoka
Victoria Vadnais, Allina
Lisa Vik, Eden Prairie

Alternates / Guests Present:

Robin Carter, U of M
Laurene Draper, Bloomington
Tom Folie, Dakota
Angie Fox, Allina
Lauren Petersen, MAC
Jon Rasch, Ramsey
Lisa Beyer, Motorola
Marcia Broman, MESB
Marcus Bruning, DPS

Dan Craigie, ECN
Pete Eggimann, MESB
Tracey Fredrick, MESB
Matthew Hoffer, CenturyLink
Frank Jarman, Motorola
Robert Madich, IES
Jeff Nelson, PSC Alliance
Jill Rohret, MESB
Martha Ziese, MESB

1. Call to Order:

Heidi Hieserich, 9-1-1 TOC Chair called the meeting to order at 10:05 a.m.

2. Approval of Agenda:

M/S/C Nancy Pass moved to approve the April 2, 2020 Special 9-1-1 TOC agenda. Cheryl Pritzlaff seconded. Motion carried.

3. Approval of Minutes:

(Held until the next regularly scheduled meeting)

4. Action Items:

A. Pandemic Metro PSAP Consolidation Plan (Pandemic MPCP)

Heidi Hieserich said the purpose of this special meeting is to produce a broad outline of a plan to consolidate metro PSAP operations in the event one or more PSAPs could no longer meet their minimum staffing levels because of staff sickness or quarantine; or to reject adoption of such a plan, and to present a recommendation to the board at the April 8, 2020 MESB Executive Committee meeting.

Mike Mihelich presented a PowerPoint outline of a Pandemic Metro PSAP Consolidation Plan.

Pete Eggimann said this is a broad plan and details will need to be developed as implementation planning takes place. The role of the 9-1-1 TOC is to approve the concept of this broad plan and to request participating PSAPs provide the necessary details and participate in the planning. Participation is voluntary and the PSAPs will remain in control of where their calls will be routed.

Hieserich said the goal would be for the participating PSAPs to get the plan approved at a high level with their county / city authorities, and then have the MESB approve and adopt the plan.

Susan Bowler asked if a presentation tailored to decision makers could be made available? Mihelich said he would make one available quickly.

Darlene Pankonie asked what would be considered a bare bones dispatch minimum? Also, a discussion might be what protection measures are metro region PSAPs taking to protect their staff. Sprynczynatyk agreed. Pass speculated if 50% loss of available TCs is bare bones, that would mean 60 people for Ramsey. Hieserich asked Pass, as one of the 2 PSAPs that are taking calls for other PSAPs, what happens if the RC falls below their minimum? Would other PSAPs have resources to loan? Kathy Hughes asked what would be the plan if HC and RC were contaminated? Pass said RC would disinfect and transfer. Hughes asked where would Minneapolis transfer? Arden Hills. Golden Valley? Mihelich said these are the details that need to be worked out by the participating PSAPs in the planning.

Hieserich said there should be a motion for an action.

M/S/C Susan Bowler moved to approve the pandemic metro PSAP consolidation plan as presented by Mihelich. Val Sprynczynatyk seconded. Motion carried.

B. State EOC Request for Daily Virus Impact Reports

Eggimann said the State EOC is requesting daily reports on the impacts the COVID-19 is having on Public Safety Communications. They have created a form and ask that it be completed and sent before noon daily.

Laura Anderson asked if this was a request beginning today? Pass said that she felt this was an unnecessary report since Ramsey reports to their EOC daily. Pass suggested an email could be sent if there was a noticeable impact.

Dan Craigie said this was just a request and he would communicate that a situation report could be sent out when there were changes in impact.

Bowler said it is redundant if the state is asking for this information from county EOCs.

Jill Rohret said if county EOCs or IMTs are reporting to you, then that information should be passed on to Eggimann.

Eggimann said he will pass out daily report guidelines to the 9-1-1 TOC members. Any form of reporting is acceptable.

5. Discussion Items - None

6. Reports - None

7. Announcements - None

8. Adjourn 11:02

Pandemic Metro PSAP Consolidation Plan

As of 4/9/20, this is the list of PSAPs who have indicated they want to participate, don't want to participate, or have not responded one way or another. If your PSAP is on the wrong list or if you have changed your mind, please let us know.

Metro PSAP Participation List

Anoka County
Bloomington Police and Fire
Carver
Dakota Communications Center
Eden Prairie Police
Hennepin County Sheriff Emergency Communications Center
Isanti County Sheriff's Office
Minneapolis Emergency Communications Center
MSP Airport
Ramsey County Emergency Communications Center
Sherburne County Dispatch
Washington County

Not Participating / Didn't Respond

Chisago County Sheriff's Office
Edina Police Department
Isanti County Sheriff's Office
Scott County Sheriff's Office
St Louis Park Police Department
University of MN Police Department

WORKING DRAFT: Incident Coordination with State Patrol

Purpose: To define a process for the exchange of information between Metro PSAPs and the Minnesota State Patrol Communications.

Scope: This standard defines the recommended protocol to follow for processing incidents on the highways, interstates, and exchanges relevant to incident response with State Patrol under routine daily conditions and for non-routine escalated conditions, such as winter storms.

Background: Not sure we need, but might be nice to provide some context and lay out the need for this standard/protocol.

Constraints:

Recommended Protocol

A) General: The following call taking formula is recommended for incidents on the state highways, interstates, and ramps.

1. What: spin out, crash without Injury (hit and run), injury crash (hit and run), disabled vehicle, pedestrian on freeway, driving complaint, debris, medical, etc.
2. Location of incident
 - a. Highway or interstate name/number
 - b. Direction of travel
 - c. Cross street or mile marker;
 - d. Proximity to cross street (i.e. east of, south of, over or at, etc.)
 - e. Median, shoulder, ditch, exit ramp, entrance ramp, under pass, over pass
3. Vehicle Description
 - f. Number of vehicles involved
 - g. Type (passenger car, pick up, SUV, semi)
 - h. Additional type info (4 door, 2 door, topper, trailer)
 - i. Color
 - j. License (if obtained)
 - k. Direction of travel (if pertinent)
4. Injuries
 - a. Number of injuries
 - b. Severity
 - c. Entrapment
5. Driver/suspect/occupants
 - a. Name
 - b. Description
 - c. Other information obtained
 - d. Weapons involved/officer safety considerations
6. Hazard Information
 - a. Blocking traffic
 - i. Is the vehicle drivable? Are tows needed?
 - b. General debris
 - c. Hazardous materials
 - d. Power lines

7. Caller Info

- l. Caller name (first and last)
- m. Caller phone number
- n. Involved, witness, or passerby
- o. Location of caller now

B) Routine Conditions: State will take any call where it is related to an incident on state highways and interstates.

1. Initial call

a. Received by State PSAP (State being the primary agency):

- i. If the call is within State's jurisdiction and no additional resources are needed, State handles the call;
- ii. If local law, fire or EMS response is necessary, State will hail the local law enforcement PSAP via METCOM (local law PSAP is responsible for fire and EMS response);
- iii. State may, at their discretion, inform the local PSAP of incidents (driving complaints, delayed response, etc.)

b. Received by local PSAP: Warm transferred to State whenever possible.

- 2. Subsequent calls accepted by the local PSAP will be transferred to state if the caller is involved, witnessed the incident, or has pertinent information.
- 3. Subsequent calls that are not transferred should be documented at the local PSAP (name, phone number, and info reported).
- 4. Incident coordination between the local PSAP and State should be conducted on METCOM.
- 5. Tows: State is responsible for ordering tow service unless directed otherwise.

C) Non-routine Conditions (i.e. winter storms, large scale vehicle accidents, State resources are overwhelmed, etc.)

1. Call taking adaptations: subsequent call taking is primarily focused on the following:

- a. Location (Use caution when screening subsequent calls for multiple incidents)
- b. Caller involved, witness, passerby (does caller have new information to share?)
- c. Vehicle description
- d. Injuries
- e. Blocking

2. Initial call

- a. Received by State PSAP: If local law, fire or EMS response is necessary, State will hail the local law enforcement PSAP via METCOM (local law PSAP is responsible for fire and EMS response)
 - i. Driving complaint, informing the local PSAP
 - ii. Delayed response, looking for assistance from local PSAP

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
April 16, 2020**

Agenda Number 6.C.

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

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

2. Firewall Implementation:

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

3. Other PSAP Activity:

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

4. NG9-1-1 ESInet:

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

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

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
April 16, 2020 Meeting

1. Importance of GIS for 9-1-1:

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

2. Regional GIS Data Aggregation:

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

3. Regional 911/GIS Data Synchronization: MESB, County GIS departments, and PSAP data coordinators continue analysis and investigation of errors resulting from regional validations in preparation for NG9-1-1.

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

5. Regional Data Viewer: The 9-1-1 dataviewer developed by MetroGIS/Met Council is available from a link on the MetroGIS project website and provides visibility to all the regional GIS datasets pertinent to the NG9-1-1 efforts. PSAP MSAG coordinators are encouraged to use the 9-1-1 dataviewer as a resource to reference the data that their county GIS departments consider valid for regional 9-1-1 use. The viewer will be updated

in the near future to include the individual law, fire, and EMS response boundary layers. The URL link to the dataviewer project webpage is: <https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>

6. Statewide NG9-1-1 GIS Project:

- a. The 30-day comment period on the **state's NG9-1-1 GIS implementation roadmap** document ended on 4/4/20. MESB submitted comments from a metro regional perspective. A few metro county GIS departments also submitted comments. ECN and MnGeo are currently reviewing the statewide feedback on the document and developing responses.
- b. The application approval and grant contract execution process for **GIS work under the NG9-1-1 Federal Grant** has been delayed at the state. After contracts are executed between ECN and MESB, MESB can proceed with establishing the sub-grant contracts with the participating counties. The two applications included: 1) Sherburne County's GIS dataset development and 2) a metro region pilot project for ongoing data lifecycle and GIS-derived MSAG processes.

7. Statewide GIS Data Standards:

- a. The metro regional road centerline and address point datasets conform with the **Minnesota Geospatial Advisory Council (GAC) approved data schemas**. The datasets in GAC format are publicly available on the MN Geospatial Commons.
- b. On 4/1/20, the GAC Standards Committee started reviewing concerns raised by ECN/MnGeo on the "comprehensive mappability" from **GAC to NENA schema standards**. Standards Committee discussions will be continuing.
- c. The SECB NG911 Committee workgroup continues to meet about developing **standardized/normalized statewide emergency service agency names** for use with the emergency service provider boundary polygon GIS dataset.
- d. A presentation on the **importance of standards and the standards development process** is currently being planned for the SECB Steering Committee at their May meeting. Geoff Maas of Ramsey County GIS will be making that presentation.

8. New Class of Service Codes:

- a. The codes (**WDL2, WDL1, WCVC, and VNOM**) that were made active on the CenturyLink/Intrado ALI system on 12/16/19 have not yet appeared on live wireless calls in Minnesota. Comtech attempted, but has not yet completed, their testing with Verizon before making the codes active on their system. ECN requested Comtech hold testing activity due to COVID-19. MESB will update the TOC again when the Comtech has re-established a testing date.
- b. Additional VoIP class of service codes will likely start being used in 2020. Those new NENA VoIP codes are **VRES (residential VoIP), VBUS (business VoIP), VPAY (pay phone VoIP), VENT (enterprise VoIP-PBX/Centrex)**. Timing for use of those codes will depend on the VoIP Positioning Center and the VoIP carriers. Further discussion may occur at the State NG911 Committee.

9. Wireless Cell Sector/Routing Data:

- a. **MESB is processing wireless routing updates for all carriers on behalf of the metro PSAPs.** Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email *mesbgis@mn-mesb.org* and MESB staff will investigate.
- b. On some wireless calls, **T-Mobile** and **Verizon Wireless** are providing **caller location as a civic address**, rather than just as Phase 2 coordinates. PSAPs should be aware that carriers may simply be passing on the address in the form the subscriber entered it. Activation of the new wireless class of service codes should aid in identifying when T-Mobile or Verizon is forwarding dispatchable addresses to the PSAPs.
- c. The FCC has required wireless carriers to provide **vertical-axis Z-coordinate and uncertainty** information by April 2021 for wireless caller locations in the top 25 cellular market areas (which includes the 10-county metro region.) Details of the carriers' plans, how the 9-1-1 system would deliver that information to PSAPs, and how PSAPs could make use of Z-coordinates in their existing CAD/mapping systems are undetermined at this point.

10. **Quarterly MSAGs:** Distribution of the Q2 2020 MSAGs to PSAP data coordinators will occur via email prior to the April TOC meeting.