



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

August 18, 2022 10:00 a.m.

1. **Call to Order** – Susan Bowler, 2022 Committee Chair
2. **Approval of Agenda** – Susan Bowler
3. **Approval of Minutes** – July 21, 2022 Meeting – Susan Bowler
4. **Action Items**
 - A. LMR Committee Change Management Workgroup Nomination(s) – Mike Mihelich
 - B. MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023 – Mike Mihelich
 - C. MESB Regional Data Hub RFP for Workload Sharing – Jon Rasch
5. **Discussion Items**
 - A. Blue Peak Consulting Resiliency Training/Workgroup – Mike Mihelich
 - B. Mental Health Call Processing Standard – Tony Martin
 - C. SECB Committee 2022/2023 Appointments – Mike Mihelich
 - D. NGCS, ESInet Egress, and 9-1-1 Control Center RFP Released – Mike Mihelich
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup – LaVae Robinson
 - B. SECB NG9-1-1 Committee Report – Janelle Harris
 - C. 9-1-1 Network Report (Attached) – Mike Mihelich
 - D. 9-1-1 Data Report (Attached) – Marcia Broman
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report – Susan Bowler
 - F. IPAWS Report – Scott Haas
 - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
 - H. SECB NG9-1-1 Operations Workgroup – Kari Morrissey
7. **New Business**
8. **Announcements**
 - A. Chad Loeffler resigned from Metro Transit effective August 12th. Bill Anderson will be the Metro Transit representative to the 9-1-1 TOC.
9. **Adjourn** – Susan Bowler

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
July 21, 2022

Committee Members Attendance

Laura Anderson, Sherburne County
Sara Boucher-Jackson, MAC/Airport
Susan Bowler, Carver County
Robin Carter, U of M - **absent**
John Elder, Isanti County – **absent**
Scott Haas, Scott County
Doug Kayser, Ridgeview EMS - **absent**
Dan Klawitter, Hennepin EMS
Eric Lammle, St. Louis Park
Chad Loeffler, Metro Transit
Janelle Harris, City of Edina

Joni Hodne, City of Minneapolis - **absent**
Tony Martin, Hennepin County
Mike Melby, North Memorial Ambulance – **absent**
Kari Morrissey, Anoka County
Darlene Pankonie, Washington County
Cheryl Pritzlaff, Dakota County
Jon Rasch, Ramsey County
LaVae Robinson, City of Bloomington
Jake Thompson, Chisago County
Vicki Vadnais, Allina EMS
Lisa Vik, Eden Prairie

Guests: Brent Anderson, *Dakota County*; Timothy Boyer, *MN State Patrol*; Greg Ehram, *Motorola*; Matthew Hoffer, *Lumen*; Robert Madich, *IES*; Lauren Petersen, *MAC/Airport*, *Scott Petersen, Minneapolis*, Scott Wosje, *Northland Business Systems*

MESB Staff: Marcia Broman, Mike Mihelich, Martha Ziese

1. Call to Order

Susan Bowler called the meeting to order at 10:00.

2. Approval of July 21, 2022, Agenda

Motion (Martin/Pritzlaff) to approve the July 21, 2022, 9-1-1 TOC meeting agenda. Approved.

3. Approval of May 19, 2022, Minutes

Darlene Pankonie asked the following corrections are made to the May 19, 2022 minutes.

Under Reports #G: Remove SECB from pension group workgroup. The workgroup was a legislative directive, not a SECB workgroup and omnibus bill should be removed.

#H: Remove SECB from Classification/Training/Certification. This is the item on the Omnibus bill, and work beginning on a charter applies to the NG9-1-1 Operations workgroup, not the classification workgroup.

References to EMD TC tele-CPR should be changed to T-CPR.

Motion (Pankonie/Pritzlaff) to approve the May 19, 2022, 9-1-1 TOC minutes. Approved.

4. Action Items

A. Acceptance of 911 Authority MESB NG9-1-1 Transition Plan

Mike Mihelich said the MESB requests the 9-1-1 TOC approve this third and final deliverable from 911 Authority.

Motion (Pankonie/Pritzlaff) to approve agenda item 4.A. Approved

5. Discussion Items

A. SECB LMR Committee Change Management Workgroup

Tracey Fredrick said the SECB LMR Committee is requesting participation from all regions on a proposed workgroup structure. One of the requests is for each region to appoint one or two operational representatives. These representatives will be voted on next month.

Fredrick said the Radio TOC is also nominating a couple of representatives. The meetings will be all on-line, beginning late August, early September.

Fredrick confirmed to Pankonie that she will ask the LMR Committee if this workgroup could also include the inclusion of a seat for a secondary PSAP

Nancie Pass asked if the change management was for encryption or for anything from change to the system in general or to the SECB structure.

Fredrick confirmed it was for any changes to the system in general. The workgroup is under the LMR.

Pass asked if the state-wide change management plan is already in place, and can the regions be changed?

Pankonie said they brought the secondaries into their region, so it has to be fixed overall.

Scott Haas said the change management process was to be a four-year state-wide cycle. With all the talk about encryption it was decided to combine all the processes together.

Fredrick said that in addition to the nominees for the seats, the 9-1-1 TOC should have grant priorities for the August 9-1-1 TOC meeting.

B. Blue Peak Consulting Resiliency Training Workgroup

Mike Mihelich said this year's grant is not enough to provide training to all of the PSAPs. A workgroup will be formed to work with Blue Peak Consulting to create a training plan. Kari Morrissey, Tara Shoemaker and Heidi Meyer from the Roundtable volunteered to sit on the workgroup.

C. MESB 9-1-1 TOC Committee Primary and Alternate List

Members were asked to review and return any changes to this list.

D. Workload Sharing / CAD2CAD Workgroup Update

Mike Mihelich said a workgroup has been formed to assist Winbourne Consulting in writing an RFP for the CAD2CAD system.

Pankonie asked what is the timeline for those that going down this path? Central Square says you only need one hub for the metro and Hennepin already has that hub.

Mihelich said it is possible that either a new hub will be created or that the existing Hennepin County hub might be reassigned to the region and others will join it.

Scott Petersen said that's why they went with the hub option instead of stand-alone servers because that way we already have the foundation built. November will be two years since they

have upgraded and it is still not live. That's why the workgroup is so important so that we can move forward.

Pass said each Central Square CAD2CAD connection is \$15,000.00 and if that what it costs to increase response time and save time on the phone then it is worth it.

Mihelich said there are a couple of ways to fund this. The best way would be a master purchase agreement. The work group had to come up with a list of vendors and a statement of work and are about ready to release an RFP.

Mihelich said there was much conversation about EIDO and data sharing at the last NENA conference.

Scott Haas said Scott County submitted a grant request for regional CAD2CAD in the amount of \$100,000.00 for implementation costs. Ramsey County submitted a request for \$250,000.00 for planning costs.

E. Mental Health Call Process Standard

Tony Martin said the document is being reviewed and should be ready for the NG9-1-1 meeting next month.

Pankonie said it should be called a guide not a standard. A new procedure will be introduced August 18th. Depending on response from the caller, law enforcement will be dispatched or they have the option of talking to a county mental health professional.

6. Reports

A. PSAP Operations Roundtable Workgroup

LaVae Robinson at the July meeting there was a discussion about the need for more INTD classes and Rapid Deploy training. Everyone is encouraged to review the metro training curriculum. Also discussed was the overall need for good candidates and good application processes. The next meeting will be in Dakota County October 11th.

Robinson said there was a PSAP from Washington at the NENA conference that displayed their recruiting literature and ideas for the application process at the NENA conference.

B. SECB NG9-1-1 Committee Report

Chad Loeffler said the NG9-1-1 Committee has met twice since the last 9-1-1 TOC. One was a joint meeting between the Legislative Committee and the 911 Committee that discussed the ECN formal complaint to the PUC regarding a company that was reaping benefits of their Legacy fees. The other meeting announced a new ECN Support Coordinator. Two workgroup charters were approved. There was an approval of a wireline cost recovery report between ECN and DPS. There was much discussion on telecommunicator training.

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

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

E. MN Sheriff's Association PSAP Subcommittee Report

Susan Bowler said the FLSA draft is ready for MSA approval. The recruitment effort by ECN and Sheriff Caulk is moving forward and an RFP is expected to be ready by January 2023. The

MSA is also working on an education piece for decision makers and the public about the duties of a PSAP.

F. IPAWS Report – no update

Pankonie asked Haas if would bring up the topic of Verizon over-stepping their alert boundaries at the next IPAWS meeting.

G. SECB Classification/Training/Certification – no update

H. SECB NG9-1-1 Technical Operations Workgroup

Scott Petersen said the workgroup continues to work on the charter and best practices, definitions, and cyber security assessments.

I. SECB NG9-1-1 Operations Workgroup

Kari Morrissey said there are on-going discussions about a state-wide plan to help with the upcoming transition. ECN has suggested they will host some more NENA courses.

Haas polled members to determine who would still be here in five years. Haas said he thought it would be a good idea to provide more management courses for those that will take over these positions.

Fredrick said that could be included in the 2023 grant priorities. Region priorities are important.

7. Announcements

A. Washington County-ADT Intrado Processing

Pankonie said Washington County has not done anything yet with ASAP to PSAP. ADT has paired up with Intrado to do alarm call processing and text-to-911.

Pankonie said Washington County plans to be cutover to the central region's logger by the end of the month; both radios and 911 voice lines.

B. New Director of MECC

Scott Petersen said that Joni Hodne has been appointed as the new Minneapolis Emergency Communications Center as of July 31, 2022.

C. Dakota 911 Name Change

Pritzlaff said the new name is Dakota911. There is also a new logo.

D. Retirement of Cheryl Pritzlaff

Prtizlaff is retiring July 28, 2022 after 38 years. Brent Anderson will replace. Tom Folie is retiring the end of 2022.

Tony Martin asked group if there were discussions occurring regarding the legalization of THC?

Pass asked if working with a regional recruiting firm for hiring would be beneficial. Ramsey County hired a firm for \$20,000.00.

8. Adjournment 12:08 pm



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 18, 2022
Agenda Item: 4.A SECB LMR Committee Change
Management Workgroup Operations Nomination(s)
Presenter: Mihelich

RECOMMENDATION

MESB staff recommend the 9-1-1 TOC select a Metro PSAP Operations designated representative(s) to serve on the SECB LMR Committee Change Management Workgroup.

BACKGROUND

The SECB LMR Committee is requesting participation from all regions on a proposed Change Management workgroup. The request is for one or two operational representatives to be appointed from each region.

ISSUES & CONCERNS

The workgroup is open to any PSAP staff working in an operational role utilizing ARMER. One big topic will be an upcoming encryption standard for the ARMER system. Meetings for the workgroup will be virtual at a cadence to be determined.

FINANCIAL IMPACT

No financial impact to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 18, 2022
Agenda Item: 4B. Approval of 2023 Regional Funding Priorities
Presenter: Mihelich/Fredrick

RECOMMENDATION

The 9-1-1 TOC recommended the following items as regional funding priorities for grants available in 2022 (in priority order):

1. Workload Sharing and Regional Situational Awareness System Implementation
2. COM-L Train-the-Trainer Training
3. Mental Health Call Handling Statutory Compliance – Training, Resource Identification, Policy/Procedure Development
4. PSAP Abandonment – Emergency Communications Equipment Cache
5. Telecommunicator Resiliency Training / Program Development Cost Reimbursement

The regional funding priorities for grants available in 2023 (in priority order):

- 1.
- 2.
- 3.
- 4.
- 5.

BACKGROUND

Emergency Communication Networks (ECN) Division and the Statewide Emergency Communications Board (SECB) require regions to annually approve regional funding priorities. These priorities are to include projects/items/concepts for which regions can apply for grant funds through the SECB process. In the past, grants were only open to radio projects.

ISSUES & CONCERNS

9-1-1 projects are now eligible for grant funding. Due to this, both the 9-1-1 TOC and the Radio TOC develop their lists of regional funding priorities. Grants are structured so that both 9-1-1 and radio projects apply for the same grant funds and are included in the same competitive structure.

State grant objectives and SECB funding hierarchy will determine which projects MESB staff will include in the grant applications. Generally, staff applies for the highest priority project from both areas.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 18, 2022
Agenda Item: 4B. Approval of 2023 Regional
Funding Priorities
Presenter: Mihelich/Fredrick

FINANCIAL IMPACT

None to the MESB other than staff time to apply for and process grants. Equipment will likely require a 50% match from the awarded agency.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 18, 2022
Agenda Item: 4C. Approval to Proceed with MESB
Regional Data Hub RFP for Workload Sharing
Presenter: Rasch/Mihelich

RECOMMENDATION

The Workload Sharing/Situational Awareness Workgroup recommends the 9-1-1 TOC recommends approval of creating a Regional CAD-to-CAD Data Hub RFP for the MESB region.

BACKGROUND

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution.

Winbourne and the workgroup have collaborated to develop sample governance and funding plans, as well as the actual technical specifications/statement of work for the RFP to procure a regional CAD-to-CAD data hub interoperability/workload sharing solution. The workgroup would like to proceed with the creation of an RFP for a Regional CAD-to-CAD Data Hub.

ISSUES & CONCERNS

The technical specifications/statement of work is a complete document and can be used to create an RFP, but PSAPs will likely need formal governance and funding documents before they receive approval to formally join the project. Governance and funding documents will not be completed until after the RFP vendor is selected with known actual costs per PSAP and decisions are made on governance and system administration.

The data hub will require a regional system administrator to oversee the operations and maintenance of the entire system. The region will need to decide who will act as overall system administrator and how to pay for this ongoing service.

FINANCIAL IMPACT

None for this action item.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

MESB 9-1-1 TOC 2022 SECB Appointments

SECB NG9-1-1

Primary: VACANT (*Chad Loeffler (Metro Transit), resigned*)

Alternate: Janelle Harris (Edina)

SECB IPAWS

Primary: Scott Haas (Scott Co.)

Alternate: Kari Morrissey (Anoka Co.)

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
August 11, 2022**

Agenda Number 6.C.

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. T-Mobile is complete and work begins to move AT&T Mobility connections over to the new ingress network on August 18th. The RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center have been released for bid. The vendor selection process should start in early 2023.

Workload Sharing/CAD2CAD

The MESB continues to focus on giving our PSAPs better continuity-of-operations (COOP) options as well as enabling workload sharing for the PSAPs that are interested in working together. The workgroup will share draft versions of these documents with the 9-1-1 TOC at the August meeting and have the members vote to proceed with an RFP based on the statement of work that has been created in collaboration with Winbourne.

9-1-1 Network Highlights - Lumen

- Jul 20th- We monitored several hard bounces on the CUG B (Lumen) circuit at U of M between 00:13-05:35. Trouble isolated to power issues in the PSAP.

End of report.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
August 18, 2022 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:**
 - a. MESB continues to review results from the metro regional data for **NG9-1-1 data validations** conducted internally at MESB and through GeoComm's Data Hub. These reviews result in outreach to the county GIS contacts for recommended data remediations. PSAP managers and GIS stakeholders will be receiving an email with a summary of their current data validation results.
 - b. **Proactive 9-1-1 call location audits** continue for the 10-county region using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. The primary focus of these audits is to identify missing or inaccurate GIS data.
3. **Metro Regional GIS-derived MSAG transition:**
 - a. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County
 - b. **In preparation stage at MESB:** Carver County; Washington County; Sherburne County
 - c. MESB is seeking GIS services to continue GIS-derived MSAG related processes started during the NG9-1-1 regional grant. The RFP closes 9/2/22.
4. **Statewide GIS Data Standards:** The 90-day public review period for the **Geospatial Advisory Council (GAC) Emergency Service Zone Data Standard** ended 7/31/22. The standard is intended to be used for transferring and aggregating emergency service zone boundary data in Minnesota, primarily for 9-1-1 and NG9-1-1 purposes. MESB submitted comments during the public review regarding the data standard and needed domain updates. The GAC Standards Committee is expected to meet soon to review all submitted comments.
5. **ECN 1Spatial Project:**
 - a. ECN, MnGeo, and 1Spatial rolled out NENA attribute validations and the process for data submission to the enterprise database. MESB attended ECN's training session held on 7/19/22 in which the new updates were covered. For the NG9-1-1 enterprise data submissions, MESB will be using a Supplier Boundary for the region that covers the extent of the MESB PSAP serving areas (i.e. outer edge of the region's PSAP boundaries).
 - b. MESB has met with 1Spatial to discuss their current workflow issues processing the region's data through the 1Spatial Address Validation and Location Data-to-ESZ Polygon Validation. 1Spatial is continuing to investigate rule optimization and other items to improve performance.
6. **RapidDeploy RadiusPlus mapping system:** MESB has submitted the metro regional GIS data to RapidDeploy/GeoComm for the hosted map services to be used with the statewide RadiusPlus ALI Mapping product. GeoComm has deployed the map services. RapidDeploy and GeoComm are currently investigating a problem with how RadiusPlus application is handling the primary response agency feature service. Otherwise, the map services are functioning well. Mike Mihelich (MESB), Wendy

Chretien (ECN) and Kelsey Jindra (RapidDeploy) are coordinating project deployment and “go live” areas with MESB PSAPs (e.g. as equipment installation, network connectivity, training, and operational use planning).

7. **Verizon Location Based Routing:** Verizon has confirmed that it will roll out location-based routing that uses the more precise location of the cell phone, rather than cell ID/sector, to identify the PSAP for call routing. Verizon plans to make an announcement once their implementation is formally complete, including information on the point of contact and process for PSAPs to request and implement the capability. It is estimated that this may be in the Q1 2023 timeframe. MESB has expressed to Comtech/Verizon the region’s interest in these capabilities.
8. **Indoor Mapping:** Ramsey County Emergency Communications Center (RCECC) will be piloting GeoComm’s indoor mapping solution to analyze the value of indoor maps to the PSAP, public safety generally, and other stakeholders (e.g. schools, shopping centers, large business complexes). Since RCECC has updated to the ALI format that includes the z-axis coordinate, there will also be discussion on how GeoComm’s vertical location services may be able to be incorporated into the pilot. It is hoped the the lessons learned will help to inform other PSAPs in the region.
9. **Quarterly MSAGs** were recently emailed out to PSAPs and GIS stakeholders in July.

ONGOING ACTIVITIES

10. **Wireless Cell Sector/Routing Data:** MESB processes wireless routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email mesbgis@mn-mesb.org and MESB staff will investigate.
11. **Regional GIS Data Aggregation:**
 - a. **Road Centerline and Address Points:** The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county’s most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
 - b. **Boundary Polygons:** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at a minimum of quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro’s PSAP boundary polygons.
12. **Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)