



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

February 16, 2023, 10:00 a.m.

1. **Call to Order** – Susan Bowler, 2022 Committee Chair (*Interim 2023 Chair*)
2. **Approval of Agenda** – Susan Bowler
3. **Approval of Minutes** – October 20, 2022 Meeting – Susan Bowler
4. **Action Items**
  - A. 9-1-1 TOC Chair and Vice-Chair Appointments to 2023 – Marcia Broman
5. **Discussion Items**
  - A. Radio TOC Regional Change Management – Tracey Fredrick/Ron Jansen
  - B. Blue Peak Consulting Resiliency Training/WG Update – Heidi Meyer/Dr. Margaret Gavian
  - C. Lumen Control Center Portal Access for PSAPs – Broman
  - D. Mental Health Call Processing Standard – Tony Martin
  - E. Next Steps for Cybersecurity Assessments – Broman/Jill Rohret
  - F. ECN NG9-1-1 Transition Planning Sessions/Determine County IT Audience – Broman/Rohret
6. **Reports**
  - A. PSAP Operations Roundtable Workgroup – Heidi Meyer
  - B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
  - C. 9-1-1 Network Report (Attached) – Broman
  - D. 9-1-1 Data Report (Attached) – Broman
  - E. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler
  - F. IPAWS Report – Kari Morrissey
  - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
  - H. SECB NG9-1-1 Operations Workgroup – Morrissey
7. **New Business**
  - A. Planning for 9-1-1 Call Routing Options in NG9-1-1 – Broman/Rohret
8. **Announcements**
  - A. Next Meeting: Thursday, March 16, 2023, 10:00 a.m.
9. **Adjourn** – Susan Bowler

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**Meeting Minutes**  
**October 20, 2022**

**Committee Members Attendance**

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

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

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

**MESB Staff:** Marcia Broman; Tracey Fredrick; and Mike Mihelich.

**1. Call to Order**

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

**2. Approval of October 20, 2022, Agenda**

*Scott Haas moved, John Elder seconded, to approve the October 20, 2022 9-1-1 TOC meeting agenda. Motion carried.*

**3. Approval of August 18, 2022, Minutes**

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

*Darlene Pankonie moved, Tony Martin seconded, to approve the August 18, 2022 9-1-1 TOC minutes as amended. Motion carried.*

**4. Action Items**

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

Mike Mihelich said the committee needed to discuss what it recommends as regional funding priorities for 2023. The 2022 grant priorities were:

- RFP for Situational Awareness Training
- PSAP COOP Plans

- Mental Health Training and Response
- PSAP Recruitment Campaign
- GIS Software Services

Pankonie asked if the correct name was Workload Sharing or CAD-to-CAD.

Mihelich responded that the language from the 2020 After-Action Report used the phrase workload sharing, though it could be renamed to CAD-to-CAD.

Pankonie said there are three components that are not included in the project. Day-to-day, emergency workload sharing, and awareness. It seems the day-to-day is not included if workload sharing is used.

Mihelich asked Pankonie if she wanted both terms referenced. Pankonie said she thought that would be helpful as some people know it as CAD-to-CAD.

*Val Sprynczynatyk moved, LaVae Robinson seconded, to approve 2023 MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023. Motion carried.*

## **B. SECB Committee 2023 Appointments**

Mihelich said current appointments to these committees are as follows: Janelle Harris primary representative to SECB NG9-1-1 Committee, with Brent Anderson as alternate. Scott Haas is the primary representative and Kari Morrissey the alternate to the IPAWS Committee.

Scott Haas stated he would prefer to be the alternate to IPAWS. Kari Morrissey agreed to be the primary representative for that committee.

*Tony Martin moved, Darlene Pankonie seconded, to recommend Harris/Anderson as representatives to SECB NG9-1-1 Committee, and Morrissey/Haas as representatives to SECB IPAWS Committee. Motion carried.*

## **5. Discussion Items**

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

Mihelich said at this time there are star codes to transfer a voice call to any PSAP to another in the state of Minnesota. The same is not the same with texts. Testing is being done on text-to-911. Currently, there is some discussion if PSAPs should have the capability to transfer texts to any other PSAP in the state. Secondary PSAPs were never provisioned to receive text messages is there an interest for them to receive texts now.

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

Mihelich asked if this group wanted to tell the new vendor that the metro region wants the ability to transfer texts statewide.

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

Pankonie asked Jacobson about cost.

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

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

#### **B. Anoka RapidDeploy Radius Plus Map Experience and Policies**

Kari Morrissey said Radius Plus map has been live in Anoka County since September 7, 2022. There were varying and inconsistent experiences with it when tested. There will continue to be more testing and training.

#### **C. Blue Peak Consulting Resiliency Training/Workshop**

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

#### **D. Metro Training Curriculum Review**

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

#### **E. MESB PSAP Salary Study**

Robinson said there is a workgroup put together.

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

#### **F. Mental Health Call Processing Standard**

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

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

#### **G. Draft 988-911 Policy Academy Report and Recommendations**

Pankonie said there are unclear procedures.

### **6. Reports**

#### **A. PSAP Operations Roundtable Workgroup**

Kari Morrissey said the workgroup continues to meet and there has been good attendance.

#### **B. SECB NG9-1-1 Committee Report**

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

Petersen said all five of the SECB committees have prioritized the SCIP goals. NG9-1-1 has expressed an interest in forming a cross-education work group.

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

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

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

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

Broman said the State of Minnesota Geospatial Advisory Council approved the emergency zone boundaries request. Ramsey County has been doing a pilot on indoor mapping as well as vertical location services.

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

Broman said for indoor mapping project will involve five locations. The floor plans need to be loaded into the indoor mapping capability. Only one of the locations have provided a floor plan at this time. The vertical location mapping requires PSAPs to update their ALI format.

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

**E. MN Sheriff's Association PSAP Subcommittee Report – no meeting.****F. IPAWS Report – no report.****G. SECB NG9-1-1 Technical Operations Workgroup**

Scott Petersen said that workgroup met last week. Cybersecurity assessments are due soon.

**I. SECB NG9-1-1 Operations Workgroup**

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

**7. New Business**

Val Sprynczynatyk said she reached out to Hennepin Tech. to see if that location could be used for a job fair. Hennepin Tech is having a public safety job fair in January or February that might be a good fit for a table for telecommunicator applicants. She asked if other PSAPs were getting calls from churches and schools that are interested in putting in active shooter alarming systems.

**8. Announcements****A. Marcia Broman Lifetime Achievement Award**

Mihelich announced that Marcia Broman received the Lifetime Achievement Award from NICE.

**9. Adjournment**

The meeting adjourned at 11:45 a.m.



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** February 16, 2023  
**Agenda Item:** 4A. 2023 9-1-1 TOC Chair & Vice Chair  
**Presenter:** Broman

### **RECOMMENDATION**

The 9-1-1 TOC must vote to recommend to the Board appointments for 2023 9-1-1 TOC Chair and Vice Chair.

### **BACKGROUND**

Bylaws for the 9-1-1 TOC require annual appointments to the Board for the Chair and Vice Chair positions.

### **ISSUES & CONCERNS**

The 2022 9-1-1 TOC Chair and Vice-Chair are listed below, and both have volunteered to serve in their respective positions for 2023:

Chair: Susan Bowler, Carver County

Vice Chair: Val Sprynczynatk, Anoka County

### **FINANCIAL IMPACT**

None to the MESB.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

# Lumen Control Center Portal Access for Minnesota PSAPs

# Request for Committee Action

<b>Date:</b>	January 18, 2023
<b>SECB Committee:</b>	NG 911
<b>Topic:</b>	Lumen Control Center Portal Access for Minnesota PSAPs

## BACKGROUND / CONSIDERATIONS:

- Lumen has introduced new functionality to provide Minnesota PSAPs with direct access to their 'Control Center' portal. With this functionality, PSAPs can:
  - View support tickets related to your PSAP.

The screenshot shows a 'Ticketing' page for a 'Repair Ticket #25612264'. The ticket is associated with 'Circuit Bouncing' and is currently 'Closed'. It includes a 'Next Update' of 'Ticket Closed', an 'Issue' of 'Circuit Bouncing', a 'Product' of 'Local - DS1', and a 'Location Name' of 'NG 911 STATE OF MINNESOTA CARVER\_CO\_PSAP'. Below the ticket details is a 'Notes' section with a search bar and an 'Add Note' button. A note from 'Adam C.' dated '13 Dec 2022 3:17 a.m. CST' is visible, stating: 'Hello SHANE/INTRADO, Circuit is up and working, Exercised dirty jacks on the Inner Office DS3 Facility. . If you are still having issues, please contact us immediately. We will hold this ticket open for 24 hours to auto close. Please call if further testing is required. If you have questions , please call our TSP Test center at 8886788080 op124 - Thank you for your business,'.

- Create new service tickets related to your PSAP (if you don't want this option it can be turned off for your PSAP). Regardless of whether you choose to use the Control Center, PSAP Managers and other authorized personnel in your PSAP can initiate a support ticket any time by calling Lumen's 9-1-1 Support Line: 800-357-0911.
  - Note: This screenshot shows items for ECN's entire account.

The screenshot shows the 'LUMEN Control Center' interface. The top navigation bar includes 'EXPLORE LUMEN', 'HELP', and 'CON'. The left sidebar contains links for 'Home', 'Admin', 'Orders', 'Services', 'Monitoring', 'Billing', and 'Support'. The main content area is titled 'Ticketing' and includes a 'Manage my notifications' button. Below this is a 'Ticket Summary' section with a search bar and filters for 'All Ticket Types', 'All Statuses', and 'All Created Dates'. A table lists the tickets:

Ticket ID	Status	Ticket Type	Product	Service ID	Created	Updated
25640211	Active	Repair	Local - DS1	14/HCGW/015892/NW	16 Dec 2022 11:34 a.m.	20 Dec 2022 11:05 a.m.
25628506	Closed	Repair	Local - DS1	14/HCGW/015892/NW	15 Dec 2022 1:05 a.m.	20 Dec 2022 11:06 a.m.
25612264	Closed	Repair	Local - DS1	15.HCGW.217112..NW	12 Dec 2022 10:57 p.m.	14 Dec 2022 3:18 a.m.
25538679	Closed	Repair	IQ Networking - NMS-S	DS1IT-23918051	02 Dec 2022 10:50 a.m.	02 Dec 2022 1:18 p.m.
25534136	Closed	Repair	IQ Networking - NMS-MN	DS1NT-16192734	01 Dec 2022 5:49 p.m.	19 Dec 2022 3:33 a.m.
25533211	Closed	Repair	IQ Networking - NMS-MN	15.HCGW.226603..NW	01 Dec 2022 3:22 p.m.	29 Dec 2022 6:18 a.m.



- Enter new information and/or correct existing information in open tickets.

- Learn about scheduled maintenance events that might affect your services.

- Individual PSAPs can access the Lumen ‘Control Center’ portal via ECN’s statewide Lumen account.
  - NOTE: Unless their PSAP is affected, individual PSAPs will NOT have visibility into the service tickets created by other PSAPs.
  - NOTE: The MESB has access to service tickets impacting all metro region PSAPs. Metro PSAPs may still request individual access.

### **ACTION ITEM(S):**

- Committee members are encouraged to socialize this new capability with PSAP leadership and PSTs within their respective region/organization.
- Individuals interested in obtaining access to the Lumen ‘Control Center’ portal should contact Wendy Chretien at [wendy.chretien@state.mn.us](mailto:wendy.chretien@state.mn.us). Please note that portal access requests may take 2-3 weeks to process.
- DPS-ECN will work with the members of the SECB NG911 Operations Workgroup to develop an SECB Standard regarding this capability.

### **ALIGNMENT WITH 2022-2024 MINNESOTA SCIP GOALS:**

This initiative aligns with the following SECB NG911 Committee goals outlined in the 2022-2024 Minnesota Statewide Communications Interoperability Plan (SCIP):

- *Support the implementation and sustainment of NG 911 capabilities in Minnesota’s PSAPs.*
  - *Develop standards and best practices to support the implementation and sustainment of NG 911 capabilities.*



# NG911 Transition Planning



The Minnesota Department of Public Safety division of Emergency Communication Networks (DPS-ECN) invites you to participate in one of our upcoming in-person Next Generation (NG) 911 Transition Planning sessions that will be held at various locations across the state.

## **Minnesota State University, Moorhead: Monday, May 15, 2023**

- AM Session: What is NG911?
- Lunch
- PM Session: Leading the Change
- PM Session: NG911 for IT Professionals

## **St. Cloud State University: Tuesday, May 16, 2023**

- AM Session: What is NG911?
- Lunch
- PM Session: Leading the Change
- PM Session: NG911 for GIS Professionals

## **St. Cloud State University: Wednesday, May 17, 2023**

- AM Session: What is NG911?
- Lunch
- PM Session: Leading the Change
- PM Session: NG911 for IT Professionals

## **Minnesota State University, Mankato: Thursday, May 18, 2023**

- AM Session: What is NG911?
- Lunch
- PM Session: Leading the Change
- PM Session: NG911 for GIS Professionals

## **Minnesota State University, Mankato: Friday, May 19, 2023**

- AM Session: What is NG911?
- Lunch
- PM Session: Leading the Change
- PM Session: NG911 for IT Professionals

## **Who Should Attend?**

- Decision makers responsible for the operation of Minnesota's 103 Public Safety Answering Points (PSAPs).
- PSAP leadership and Public Safety Telecommunicators (PSTs).
- IT professionals tasked with supporting PSAP technology and operations.
- GIS professionals tasked with supporting PSAP technology and operations.

## **Why Should I Attend?**

The NG911 transition will be a shared responsibility between the State of Minnesota and the stakeholders who operate and/or support Minnesota's PSAPs. Statewide strategy, planning, and coordination efforts will be necessary to ensure that everyone reaches the finish line together. These sessions will help stakeholders understand the roles, responsibilities, and tasks necessary to successfully complete the transition.

## **Registration:**

Registration for these sessions will open in March 2023. Stay tuned for more information!

## **Questions?**

Please feel free to contact DPS-ECN Regional Interoperability Coordinator Steve Tait at [steven.tait@state.mn.us](mailto:steven.tait@state.mn.us).

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Agenda Item 6C. Network Report  
January 19, 2023**

**NG9-1-1 ESInet:**

The NG9-1-1 ingress system implementation is underway. T-Mobile, AT&T Mobility, and Verizon Wireless connections are now connected to the new ingress network. Work continues to connect wireline and VoIP providers. The RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center have closed for responses as of December 30, 2022. The evaluation team will review and score all responses in the coming weeks. *Update February 8, 2023:* an evaluation kick-off meeting is currently scheduled for March 15, 2023.

**Workload Sharing/CAD-to-CAD**

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

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

- Nov 4<sup>th</sup>- We monitored transient ping failures on the ethernet circuits for 3-locations at 17:54. We maintained heightened monitor levels through the weekend and tracked no additional drops. Locations impacted included-
  - CHS-1 Tertiary Link
  - North Memorial Medical Transport
  - U of M CUG A
- Nov 16th- The CSU in Router A at North Memorial Medical failed at 14:50. Trouble isolated to a power event at the PSAP that induced failure. We are working to repair or replace the entire router at this time, to restore router diversity.
- Dec 12th- We detected BGP bounces on the CUG A circuit for Carver Co at 23:57. Trouble isolated to a contaminated coax connector in the Frontier C.O. and trouble cleared when the C.O. tech cleaned and exercised the connector.

End of report.

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**Agenda Item 6D. 9-1-1 Data Report**  
**February 16, 2023**

**Meeting**

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:**
  - a. MESB continues to **analyze the region's errors** identified through MESB's internal validation tools, GeoComm's Data Hub (GDH), and 1Spatial's platform. These reviews result in outreach to county GIS contacts for recommended data remediations or in some cases the need for MESB to process MSAG and/or ALI updates. The next full regional NG911 data validation run through GDH will occur in the second half of February.
  - b. MESB, county GIS partners, and Met Council will be conducting a review of the **regional GIS data provisioning workflow** to identify any process improvements for the consistent flow of refreshed data from counties through to posting the regional datasets on the MN Geospatial Commons.
  - c. MetroGIS/Met Council recently provided county GIS partners an **updated set of validation tools to use in preparing the GAC-standard version of county data** in advance of submitting it for regional aggregation. The same validations will go live in the regional process effective 3/3/23. The new validations upgrade to ArcGIS Pro and provide enhanced data checks, including refined validations on the consistent use of sub-address attributes.
  - d. Several metro counties have recently completed **spatial alignment work of road centerlines along their shared county borders**. Sherburne County GIS worked with Benton, Anoka, and Isanti Counties. In addition, Carver and McLeod Counties finalized their shared border.
3. **Metro Regional GIS-derived MSAG transition:**
  - a. Based on the results of MESB's RFP that closed in September, MESB will be using the GeoComm Data Hub for its continued **regional GIS-derived MSAG** preparation, transition, and maintenance activity.
  - b. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County, Sherburne County, Washington County
  - c. **In preparation stage at MESB:** Carver County (on hold for completion of county GIS edits); Minneapolis/U of MN
4. **Statewide GIS Data Standards:** Due to the recent approval of the GAC Emergency Service Zone (ESZ) Data Standard, MESB has identified the adjustments necessary to make an additional version of the regional ESZ dataset publicly available in the new GAC standard. Posting to the Minnesota Geospatial Commons of a version in the GAC standard is estimated for mid-2023.
5. **RapidDeploy RadiusPlus mapping system:**
  - a. An in-person RadiusPlus User Conference was held in Saint Cloud on 2/1/23. Several MESB PSAPs attended. Anoka County shared their experiences with the Radius product. ECN is seeking input regarding potential interfaces and integrations that are of interest to

- PSAPs. Presentations were given on incident related imagery, indoor mapping, Rave Mobile Safety, and ASAP to PSAP.
- b. Wendy Chretien (ECN) and Kelsey Jindra (RapidDeploy) are coordinating project deployment and “go live” areas with MESB and Greater MN PSAPs (e.g., as equipment installation, network connectivity, training, and operational use planning).
  - c. To refresh the map services hosted by GeoComm and used in the statewide RadiusPlus ALI Mapping product, MnGeo will now be responsible for providing the data to GeoComm (rather than MESB sending it direct.) Until a full process using the state’s enterprise data is in place, MESB will supply the region’s data to MnGeo who will aggregate it with Greater MN data.
  - d. RapidDeploy and ECN are working to make the NENA Enhanced PSAP Registry and Census data layer more usable for PSAPs. No ETA at this point.
6. **PSAP 9-1-1 Data Coordinator Training:** MESB hosted 911NET training on 1/25/23 for several PSAP data coordinators. The training covered the PSAP data contact role, 911NET application, and a “how to” on typical 911NET user activity, such as submitting 911 call ALI Discrepancy Reports and handling MSAG Change Requests.
7. **Verizon 9-1-1 Wi-Fi call Misroutes:** Recently, several MESB PSAPs reported **Verizon 9-1-1 calls originating in other states misrouted to a local Minnesota PSAP**. MESB and the affected PSAPs have raised concerns with Comtech and Verizon about the delay this introduces in the delivery of public safety response.
- a. Key points were whether calls are first attempted to be processed via the cellular network before using Wi-Fi, if calls are defaulting to Wi-Fi even if the user did not enable Wi-Fi calling and provide an emergency address, how updates to registered address data occur, and the overall accuracy of the Wi-Fi access point database.
  - b. As a result of investigation of the MESB PSAP trouble tickets (and others nationwide), Comtech reported that Verizon has identified a problem with their Wi-Fi database for registered addresses and access points that is impacting/causing Wi-Fi misroutes. Verizon plans a Q1 2023 fix. Comtech is continuing to monitor the situation and will provide an update on a more specific ETA.
  - c. On behalf of PSAPs, Comtech will also pursue the possibility of using a specific customer name field of “Verizon Wifi Calling” (rather than the generic “Verizon Wireless”) as a possible way to flag Wi-Fi call ALI for PSAP telecommunicators.
  - d. Wi-Fi calls may initially reflect coordinates of a cell site/sector near the registered address, not the caller’s physical location. It is always good to continue to rebid location as coordinates may update and become more reflective of where the caller is located throughout the Wi-Fi call.
  - e. As a reminder to PSAPs, the most expedient method to report issues with wireless calls, such as misroutes, is to open a ticket with the applicable wireless carrier (not through Lumen repair or 911NET).
8. **Quarterly MSAGs** were emailed out to PSAPs and GIS stakeholders early in January.

## ONGOING ACTIVITIES

9. **Wireless Cell Sector/Routing Data:** MESB processes wireless routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email [mesbgis@mn-mesb.org](mailto:mesbgis@mn-mesb.org) and MESB staff will investigate.
10. **Regional GIS Data Aggregation:**
- a. **Road Centerline and Address Points:** The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons

website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.

- b. **Boundary Polygons:** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at least quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.

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