



911 Technical Operations Committee

Meeting Notice

**Thursday
February 19, 2015
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

911 Technical Operations Committee

**Tentative Agenda
February 19, 2015**

1. Call to Order
2. Approval of Minutes
3. Old Business
 - a. Wireless Issues
 - b. GIS Update
 - c. Data Update
 - d. Next Generation 911
 - i. State 911 Program 911 Services RFP Update
 - ii. GIS Role in NG911
 1. MESB Executive Board Action
 2. ECN Letter Distribution
 - iii. NG911 Subcommittee Report
 1. Hosted/Shared 911 Answering Application Implementation Status
 - e. SECB NG911 Committee
 - f. PSAP Operations Round Table Work Group
 - g. Shared/Hosted Logging Update
 - h. Condition 3 Routing – Metro Standard
4. New Business
 - a. Text-to-911 Trial
5. Adjourn

Metropolitan Emergency Services Board
911 Technical Operations Committee
Draft Meeting Minutes
January 15, 2015

Committee Members

	Nancie Pass, Ramsey (Chair)		Jim Bayer, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
	Linda Hanson, Anoka	X	Heather Hunt, Minneapolis
	Mike Roepke, Bloomington PD		Marsha Pacolt, Ramsey
X	Susan Bowler, Carver	X	Lori Adamietz, Scott
	Bob Shoemaker, Chisago	X	Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota	X	Jon Eckel, Chisago

Alternates

	Peter Sauter, Carver		Lynette Ancel, Scott
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
X	Jeff Schlumpberger, Hennepin		Denise O'Leary, Ramsey
X	Deb Paige, Carver		

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Kay Simons, MESB
 Gordy Chinander, MESB
 Marcia Broman, MESB

Lauren Peterson, MAC
 Matthew Hoffer, CenturyLink
 Frank Jarmen, Airbus
 Clif Giese, North

1. Call to Order

Bob Dowd called the meeting to order at 10:05

2. Approval of Minutes

Motion to approve the draft November 20, 2014 Minutes as corrected to show Susan Bowler present at the November meeting. (Lind/Eckel) Approved.

3. Old Business

a. Wireless Issues – Gordy Chinander, GIS Manager

The wireless call routing review of the Mississippi River bottom (East and SE of Airport) (Airport, Bloomington, Dakota, Edina, Hennepin, Minneapolis and Ramsey PSAPS), will be completed by end of January, 2015.

Missing Tower/Sector information: Washington County has reported wireless calls coming to PSAP with no Tower/Sector Information. It appears to be an ATTMO issue, but could be related to the larger database issue below.

Wireless routing database: The MESB and the state have requested Intrado to review and normalize the wireless database. Examples of issues:

- Missing data in some records
- Multiple spellings for Carriers
- LTE tower ID is not displaying in community field
- ALI 30W format not followed on some sites

b. GIS Update – Gordy Chinander

Metro GIS Road Centerline (MRCC): Data model review comment period finished on Jan 8th. The comments received have not been reviewed yet by the workgroup.

MnGeo's State Shared Centerline project: (MN outside of Twin City Metro) MnGeo has been waiting to add the Data Review tools to the toolbox for the partners. They now have that added to the State's Esri license agreement and will be downloading the tools and setting them up. After that they (MnGeo) will begin creating workflows for their partners.

Welcome to Adam Iten to the state MnGeo organization as Project Manager.

A draft letter from Dana Wahlberg regarding the GIS role in Next Generation 911 was discussed. It was agreed that the letter should go to the nine-county PSAP managers, the metro area Sheriffs, the metro County Administrators, and the nine-county GIS Managers, as well as the MESB members. It was suggested the letter be broken down into two or three letters with the content changed to reflect the intended recipient's responsibilities. (e.g. general policy to the County Administrators and Sheriffs – more detail to the GIS Managers)

c. Data Update – Marcia Broman

MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved. Joint efforts continue with several PSAPs/counties on street name

standardization and resolution of ALI geocoding errors (to address points and centerline) in advance of their PSAP CAD transitions. Work with the Airport has begun. Bloomington's GIS data was recently received and Eden Prairie is processing MESB's request for data. Work with these PSAPs will start shortly.

The postalization of the Anoka County and Ramsey County MSAGs was completed.

Golden Valley was moved from the Edina MSAG to the Hennepin County MSAG in conjunction with their new call handling agreement.

All LECs and CLECs completed their annual data reconciliation of ALI with their source records.

1Q2015 MSAGs were distributed to PSAPs this week.

An analysis of inconsistencies with wireless ALI displays was prepared and referred to Gordy and he is working the issues with the wireless carriers.

There were some recent access issues with the MESB website, however, those have been resolved. Any difficulties accessing the online PSAP manual can be referred to Martha at mziесе@mn-mesb.org.

d. Next Generation 911 - Pete Eggimann

i. State 911 Program 911 Services RFP – Dar Pankonie

ECN has been working with the Dept. of Admin to resolve issues surrounding the release of the State's 911 Service Provider RFP. Admin has agreed that the RFP does not have to conform to the State's accessibility requirements, so the RFP is expected to be released within the next week or two.

ii. GIS Role in NG911

After considering the draft letter from Dana regarding the role of GIS in NG911, the committee had some discussion on what the best way forward was regarding getting the metro area GIS data conformant with the NG911 requirements. With input from the staff, a motion was made to create a 911 TOC work group made up of the county GIS managers, or their designees, that would work with MESB staff to ensure that the individual local and county GIS datasets and workflows in the metro area are ready to support a standards-based NG911 system.

Motion made by Lind, seconded by Pankonie to request the MESB Executive Committee to support a GIS-911 workgroup. Motion Carried.

iii. NG911 Subcommittee Report – Pete Eggimann

1. Hosted/Shared 911 Answering Application

Jeff Schlumpberger, Hennepin PSAP Manager reported that they have been on the system since the 6th of October. On December 9th the Hennepin Co. dispatch started to take over the Golden Valley calls from Edina. On December 16th, the Hennepin Co. staff moved to their new facility in Plymouth. Allina and HEMS are both on the new system as well. Edina and Minneapolis will be coming on the new system this spring, provided the final network elements are in place in time.

2. SIP Enablement Fee

Pete reported that they believe it is resolved for the metro area and that no fee will be charged. Dan Swiderski indicated that he has not received a blanket waiver, so expects the next order that we place will show it, and we will have to formally ask that the fee be waived on each order. CenturyLink and the State have not reached an agreement yet.

iv. 911 System Alternate Routing Instructions

Pete reported that Washington Co. had received a complaint from a Comcast subscriber who said they received a fast busy signal when they tried to call 911. The Washington Co. call metrics showed that the PSAP had available 911 sessions at the time the caller tried to get in. A ticket was started with 911 Repair and Comcast was notified of the problem. The investigation showed that the VoIP and wireline sessions shared a common trunk group in the Intrado system, and Intrado discovered that there was a sub-menu under the wireline/VOIP trunk group that listed wireline and VoIP separately. VoIP had been set to overflow to “fast busy” and wireline had been set to overflow to wireless. The correct setting should have been for both VoIP and wireline to overflow to wireless, with the wireless sessions overflowing to “fast busy”.

Matthew Hoffer, the CenturyLink 911 Service Manager for the metro system, gave a brief explanation to the committee about how the Intrado system was different from what the PSAPs experienced with the legacy CenturyLink selective routers.

The old Condition 1, 2, and 3 routing definitions were no longer available in the Intrado system. The Intrado system basically has an overflow option (a single choice for VoIP, wireline, and wireless sessions) that is typically set to one of these options: overflow to another 911 session, to another PSAP, to a 10-digit number/hunt group, or to fast busy.

The Intrado system then has what they call an abandonment option that is used if the PSAP can no longer process calls. The abandonment option is typically set to reroute calls to another PSAP, an off-site backup facility, or in some cases to wireless phones the PSAP has set up specifically for that purpose. The Intrado system allows for multiple abandonment options to be pre-built (up to 10), but a single option must be identified as the primary option. A PAD device will trigger the primary abandonment option. The primary option is the one that will be invoked automatically if Intrado cannot deliver calls to the PSAP. The committee members were cautioned that if they chose to use one of the other pre-built abandonment options because of some special circumstance, that option could default to become the new primary option, and were encouraged to specifically ask for the original primary option to be put back in place at the top of the abandonment option list when the PSAP went back into service.

e. SECB NG911 Committee – Darlene Pankonie

i. Vendor/Contractor Background Update

BCA had approved sharing of checks by multiple PSAPs through cooperative agreements last fall. On December 19, the BCA sent out a letter stating they would be taking over all background checks once they could put a process in place. In the meantime, PSAPs could continue with the cooperative agreements, or do the background checks on an individual basis until the BCA process is in place.

f. PSAP Operations Roundtable – Jeff Schlumpberger

A meeting of the work group was held at Hennepin Co. on January 13. A chair and secretary for the work group were elected. A copy of the January meeting notes was distributed to the committee.

g. Shared /Hosted Logging Update

Pete indicated there will be a combined Radio 911 TOC meeting next week to discuss this.

h. Condition 3 Routing – Metro Standard? - Nancie Pass

Nancie Pass had asked in November if two PSAPs agreed to Condition 3 routing, should there be an MOU? Nancy was not at the meeting, so this item will be carried over to next month's meeting.

4. New Business

a. Z coordinate in ALI – Pete Eggimann

Pete distributed an email from Roger Marshall, a TCS system engineer who is working on the FCC's Dispatchable Location requirements for wireless carriers. He would like feedback on the PSAP answering system displays, and whether or not a Z coordinate (elevation) could be displayed in ALI. After some discussion, the committee asked the staff to respond to Roger telling him:

- If a Z coordinate is delivered in the existing ALI data stream, the ALI displays can show that information.
- The ALI format would need to be modified to accommodate the new field
- To be useful, the GIS data used to support the PSAP would have to include elevation data for terrain and buildings.
- Responders would need to know their physical elevation in some cases

Call to adjourn