



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

February 20, 2020, 10:00 a.m.

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – January 16, 2020 Meeting**
- 4. Action Items**
 - A. Public Safety Communications Conference Awards
 - B. NG9-1-1 Interoperability Oversight Commission
 - C. EMD Protocol Update - Coronavirus
- 5. Discussion Items**
 - A. Winter Storm-Related Incident Coordination with State Patrol
 - B. Fraud / Identity Theft Procedure
 - C. SECB Grant Proposals
 - D. System Outage Notifications
 - E. 9-1-1 System Security
 - F. Back-up and Workload Sharing
 - 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
January 16, 2020**

Members Present:

Laura Anderson, Sherburne
Susan Bowler, Carver
Bob Dowd, Isanti
Jon Eckel, Chisago
Janelle Harris, Edina
Heidi Hieserich, Airport
Jeff Lessard, U of M

Chad Loeffler, Metro Transit
Tony Martin, Hennepin
Michael Melby, North EMS
Darlene Pankonie, Washington
Val Sprynczynatyk, Anoka
Victoria Vadnais, Allina

Alternates / Guests Present:

Robin Carter, University of Minnesota
Scott Haas, Scott
Brian Kuelle, St. Louis Park
Kari Morrissey, Anoka
Lauren Petersen, MAC
Jon Rasch, Ramsey
Lavae Robinson, Minneapolis
Marcia Broman, MESB
Pete Eggimann, MESB
Jill Rohret, MESB
Martha Ziese, MESB

Tracey Fredrick, MESB
Leslie Sticht, ECN
Matthew Hoffer, CenturyLink
Jake Jacobson, CenturyLink
Robert Madich, IES
Scott Peterson, Minneapolis
Dawn Kenyon, Hennepin
Jacob Cooper, Hennepin
Scott Wosje, Northland Business Systems
Mary Ehram, Solacom

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:

Darlene Pankonie asked that an item be added to the January 16, 2020 Agenda as Item H: U.S. Census.

M/S/C Pankonie moved to approve the January 16, 2020 agenda as amended. Tony Martin seconded. Motion carried.

3. Approval of Minutes:

Heidi Hieserich asked that her name be added as a member to the Roundtable workgroup referred to in the October 19, 2019 minutes.

M/S/C Scott Haas moved to approve amended minutes from October 19, 2019. Val Sprynczynatyk seconded. Motion carried.

4. Action Items:

A. (None)

5. Discussion Items:

A. Winter Storm-Related Coordination with State Patrol

Hieserich said that there is a small work group working to develop a call handling and transfer protocol on this item. Tony Martin has taken the lead on this effort. Martin said the work group has met three times since the November 9-1-1 TOC meeting. The group decided that it was first necessary to identify a normal circumstance call handling and transfer to State Patrol protocol, before the work group could develop a protocol specific to winter storm conditions. Martin believes there will be a draft available by the next 9-1-1 TOC meeting in February.

B. Fraud / Identity Theft Procedure

(no update)

C. SECB Grant Proposals

Pete Eggimann said the grant proposals are temporarily on hold until ECN can hire a new state grant administrator to replace Dustin Leslie. The federal applications for the CPE and GIS grants have been pulled back and ECN is going to take another look at them. Tracey Fredrick said annual SECB and SHSP grants are also on hold until there is a grant administrator hired. The GIS grant never was approved at the state level. The CPE grant may have some new eligibility criteria.

Jill Rohret said that at last week's SECB Finance Committee meeting, ECN indicated they would not be running the federal grant allocations through the SECB process.

Nancie Pass asked if the process goes through the grants work group? Rohret said, in the past all the grants have gone through the Grants Work Group; of which Fredrick is a member. It then goes to the Finance Committee, then on to be approved by the SECB. ECN is now indicating that the federal NG9-1-1 grant administration (e.g. 9-1-1 answering application and GIS) will not go through the SECB approval process, but instead the allocation will be decided by ECN.

Pankonie said that at the NG9-1-1 Committee meeting yesterday, this administration process was discussed at great length. ECN is putting out a memo tomorrow to clarify criteria. The way it was presented at the NG9-1-1 Committee was that the review was not being completely pulled away from regional representation at the Grants Workgroup. Pankonie said she felt some review will be kept at the regional work group level as this was where the concerns were shared in the first place. The CPE grant is separate from the SHSP (money given from HSEM) and SECB (money given from the state) grants; CPE (9-1-1 answering application) grant is money given from the federal government for 9-1-1 and GIS compliance.

Rohret said that originally there were four main criteria. Number one being: not already SIP. At the Finance Committee there was discussion that the new criteria were not known or had not been determined by ECN yet. Washington and Scott Counties are waiting to go ahead with their projects.

Pankonie said another change is the 50% match is apparently listed as 40% in the federal criteria and would be the State's responsibility as the entity receiving the grant, and not the local PSAP responsibility.

D. 9-1-1 System Outage Notifications

Eggimann said there has not been any official meetings with CenturyLink since the last 9-1-1 TOC. There was an article in the Urgent Communications magazine saying that the Alliance for Telecommunications Industry Solutions (ATIS) has come out with some guidelines for the carriers and telephone service providers to use in obtaining and updating contact PSAP information and sharing a common database.

Eggimann said the NENA representative to ATIS indicated there was a good possibility that the new version of the NENA PSAP Registry now known as the NENA Enhanced PSAP Registry and Census (EPRC) may be used as the source for the carriers and telephone service providers. The MESB has maintained the information in the old PSAP Registry in the past but needs to investigate the new EPRC web portal to determine the best way for the metro area PSAPs to maintain their data.

Hieserich asked if there had been any discussion about the ECN Crisis plan? Eggimann will inquire. Pass suggested that the ECN Crisis plan and the NENA registry topic be kept on the Unassigned Issue list.

E. 9-1-1 System Security

Jon Eckel said on the January 14th there was a critical notification on Microsoft products. It was significant enough to say that all work should cease, and the patch put in place. Eckel is prepared to do a scan and a vulnerability assessment of Chisago's network, but feels it would be better to do as a region since vendors will object to one agency dropping tools into the network to test. PSAPs would work with their CPE vendors and CenturyLink. The results would need to be presented in a closed meeting.

Is there a high-level 9-1-1 system security policy position that the metro area could adopt? Leslie Sticht said there is a lot of discussions going on at ECN involving developing a 9-1-1 system security plan (long and short term). Sticht urged members to send copies of their agency security documentation on to ECN.

Eckel said trust but verify should be the attitude. Eckel suggested that the PSAPs or their IT staff should review the Center for Internet Security (CIS) and the National Institute of Standards and Technology (NIST) resources to see if they are following those recommendations. Eggimann reported that the NENA NG9-1-1 Security Standard document is also currently being updated and the new version should be available in the next three to four months.

Hieserich said the Mission Critical Partners, who has been an NG9-1-1 consultant for ECN, are working with the Airport on a network security assessment. Could ECN elaborate? Sticht said that Dan Craige is working on that. Tony Martin said Mission Critical did a detailed assessment of Hennepin's network.

F. Review the Unassigned Issue List

Identity Theft/Fraud

Eggimann will remove Identity Fraud as Pankonie is working on that item.

Leadership Mentoring for Staff

Pass asked if Leadership and Mentoring for staff might be a good topic for the PSAP Roundtable group. Kari Morrissey said the Roundtable has already begun discussions on this topic.

M/S/C Motion made by Pass to move the Leadership and Mentoring topic to the PSAP Roundtable. Susan Bowler seconded. Motion carried.

Back-up and Workload Sharing

Hieserich asked if back-up and workload sharing for PSAPs should be removed from the Unassigned list and remain an agenda discussion item? Val Sprynczynatyk said there have been discussions concerning the importance of PSAPs to all have 9-1-1 call routing back-up PSAP destinations and that the number of PSAPs pointed at the same back-up PSAP should be reviewed to ensure the back-up PSAP could handle all of that traffic.

Pass said there is discussion for the need for a high-level flow chart that would identify where all of the metro PSAP are planning to send their alternate routed 9-1-1 calls. Eggimann said he has an existing spreadsheet with that information, but it is about a year old and should be updated. Eggimann used the information that Intrado has on their system to build the spreadsheet. That information is available to all PSAPs by going into the Intrado A9-1-1 Customer Management Portal with your 9-1-1 Net security password. Matthew Hoffer said he would be able to send screen shots on how to access information. Eggimann will work to update it and share at the February 9-1-1 TOC.

M/S/C Motion made by Pass to hold a closed-door session after one of the 9-1-1 TOC meetings to familiarize others with PSAP's alternate routing and expectations. A second session would be to discuss Contingency plans. Sprynczynatyk seconded. Motion carried.

Mental Health Call Processing Standard

Martin said that a Hennepin County social worker has been going through the 9-1-1 mental health calls. Martin will bring those findings to the group.

Cell phone location ping process standard

Pankonie said there had been talk of working with vendors to set up a standard procedure for this. Sticht said that she and Marcia Broman have been working on consistency with wireless and landline providers. Pass offered to assist Sticht with this effort.

Eggimann said there are two separate issues; pingging a phone to initiate an emergency response and pingging a phone because the law enforcement needs help during an investigation.

9-1-1 call routing and ALI data error reporting standard

Broman asked for clarification of intent for this issue. Eggimann said he thought this came from PSAPs reporting misroutes or bad addresses. Broman said a standard for documenting the issue with the call and establishing a time standard to report that problem. Currently, there is no requirement for PSAP data or routing error reporting.

Hieserich asked if the Roundtable Work Group would be interested in pulling together some information from PSAPs to analyze. Kari Morrissey agreed to take the issue back to the Roundtable.

Broman said as an example there is a 24-hour requirement for Intrado to get the error report to the telephone service providers; and once received the service providers have five business days to resolve the error.

Telecommunicator Licensing

Pankonie said that the 9-1-1 Saves Act is still alive at the national level and includes reclassifying telecommunicators as first responders. MN APCO/NENA chapter is working with the MN Sheriff's Association to include telecommunicator reclassification in the Sheriff's Association strategic plan. Margaret Vessel, the MESB and Washington County Lobbyist, is also helping with this issue. Pankonie said this initiative would include Reclassification, Minimum Training Standards and Licensing. Hieserich and Jon Rasch volunteered assistance with this initiative. She will keep all updated.

Telephone CPR Instruction requirements/training

Pankonie said there needs to be a clear understanding of what is needed and what are the requirements. Because this is state legislation, the SECB NG9-1-1 committee does have discussions on this.

M/S/C Motion by Pass to strike this item from the Unassigned list and monitor the NG9-1-1 Committee actions on this issue. Martin seconded. Motion carried.

M/S/C Motion by Eckel to strike 9-1-1 System Security from the Unassigned list and keep as Discussion agenda item. Pass seconded. Motion carried.

G. Radio Talk Group Encryption and Interoperability

Tracey Fredrich, the MESB Radio Coordinator, reported that the Radio TOC was working on an encryption implementation guide that would address the coordination between PSAPs to ensure the implementation does not negatively impact operations.

H. U.S. Census

Pankonie reported to the committee members that the Census Bureau has started to send out some workers to go door-to-door. Initially, this work will focus on verifying valid address data during January-March. The actual census count will start in April and is expected to be completed in July. Pankonie suggested that the committee members may want to let their telecommunicators know about the census workers in case they are reported as being suspicious. The census workers should all have a lanyard identifying them and that they are working for the Census Bureau.

6. Reports:

A. PSAP Roundtable – (No Report)

Morrissey reported that the minutes from their last meeting were included in the meeting packet. She highlighted that the group had been discussing the new Class of Service Codes and telecommunicator resiliency training. She also reported that leadership training was being scheduled for April with Public Safety Training Consultants (PSTC).

B. SECB NG9-1-1 Committee

Pankonie reported that all the topics discussed at the SECB NG9-1-1 Committee meeting have already been discussed on the TOC agenda and that she didn't have anything new to add.

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

Eggimann highlighted that he and Marcia Broman, along with Dan Craigie and Leslie Sticht, had met with Eli Charif, the Health East Communications Center Manager. Charif confirmed that Health East wanted to connect their communications center to the metro area 9-1-1 system. Their service area is expanding both within the metro area and in greater MN. They intend to provide EMD pre-arrival instructions for 9-1-1 callers in their service areas where the primary

PSAP in that area does not provide EMD. They want to be able to take those transferred calls on the 9-1-1 system.

Eggimann also reported that the MN State Patrol PSAP was now able to take text messages.

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

7. Adjourn

The meeting adjourned at 12:05



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

February 20, 2020

Agenda Item:

**4.A Public Safety Communications
Conference Awards**

Presenter:

Fredrick

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) Chair appoint or seek two volunteer committee members to assist the MESB staff with identifying and submitting nominees for "Outstanding Leadership" awards at the Public Safety Communications Conference in April. The nominee categories are:

1. One elected official (e.g. Sheriff, Co. Commissioner, etc.)
2. One non-elected individual

Committee members are encouraged to submit nominations for individuals that they feel should be recognized by Friday, Feb. 28 so the appointed committee members and staff can review the recommendations and select two nominees for the metro region.

BACKGROUND

ECN started this award for last year's conference and apparently intends for it to become an ongoing part of the conference agenda. Each region is being asked to submit two nominees and then ECN will select two people from the combined regional nominations to actually get the awards at the conference.

ISSUES & CONCERNS

None identified.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

2020 Public Safety Communication Conference Outstanding Leadership Nomination Form

At the 2020 Public Safety Communication Conference, hosted by the Minnesota Department of Public Safety, Division of Emergency Communications Networks, there will be a presentation of Outstanding Leadership awards. Each administrative region is encouraged to identify one elected official and one non-elected individual to each receive this award.

The Metropolitan Emergency Services Board is seeking nominations for both an elected official and non-elected individual to receive these awards for the Metro Region. The awards are expected to be presented on the first day of the conference, Wednesday, April 15, 2020.

MESB nominations can be from the public safety communications disciplines and the elected officials responsible for the agencies utilizing public safety communications. Metro region criteria for the awards are as follows:

- To recognize an individual who has made a substantial commitment to public safety communications in the ten-county metropolitan area (elected, non-elected, or both).
- To recognize an individual who has made a significant impact or outstanding contribution to public safety communications networks or operations.
- To recognize an individual's exemplary service which supports the MESB Mission and Values to provide reliable, resilient public safety communications systems for the timely and efficient coordination of emergency services throughout the 10-county metro area. (<http://www.mn-mesb.org/about-us/>)

To nominate an individual for this award, please provide the individual's name and agency, and a brief description of the work he or she has done demonstrating exemplary service and leadership in public safety communications. (Examples may include, but are not limited to: other awards or commendations received, being a pioneer of public safety communications work, show of support to the public safety communications discipline, etc.)

Nominations are due no later than **FRIDAY, MARCH 6, 2020**. Please send nominations to:

9-1-1 Program

Pete Eggimann – 9-1-1 Coordinator

peggimann@mn-mesb.org

Radio Program

Tracey Fredrick – Radio Services Coordinator

tfredrick@mn-mesb.org



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

February 20, 2020

Agenda Item:

4.B NG9-1-1 Interoperability Oversight

Commission

Presenter:

Eggimann

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) identify and recommend the nomination of a PSAP Manager who is interested in being a member of the NG9-1-1 Interoperability Oversight Commission as the representative of organizations with a direct responsibility for handling 9-1-1 emergency calls.

BACKGROUND

NENA is organizing and establishing the NG9-1-1 Interoperability Oversight Commission to become the independent governance structure to oversee and manage two initiatives:

1. PSAP Credentialing Agency (PCA)
2. Forest Guide

The PCA work will be performed by a vendor with oversight by the Commission and is intended to establish and manage the security certificate process necessary to support 9-1-1 system interoperability. This would enable PSAPs to transfer and receive calls for other PSAPs across the U.S. and Canada utilizing the NG9-1-1 system.

The Forest Guide function will be performed by a vendor with oversight by the Commission and will enable NG9-1-1 systems to route calls between systems across the U.S. and Canada.

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

(see attached supporting information from NENA)

ISSUES & CONCERNS

None identified.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

SUBJECT: Nominations Sought for the NG9-1-1 Interoperability Oversight Commission

NENA invites members of the 9-1-1 community to submit nominees to represent stakeholder interest categories on the NG9-1-1 Interoperability Oversight Commission (Commission). This body will provide independent oversight of the PSAP Credentialing Agency (PCA) and the Forest Guide, two functional elements required to be operated centrally for NG9-1-1 to work according to prevailing standards. These requirements come from specifications developed under NENA's standards Development Group (NDG) and the Internet Engineering Task Force (IETF).

REQUEST:

Members of the 9-1-1 community are invited to nominate an individual to serve on this Commission.

Please send all nominations to NENA's Technical Director, Brandon Abley, at babley@nena.org by February 24th, 2020.

In submitting a nominee, please provide the following documentation (or equivalent):

- The nominee's resume or CV
- A short statement describing the nominee's qualifications, such as related technical expertise and/or subject domain in 9-1-1
- A short statement clarifying the rationale that the nominee represents the identified stakeholder group
- Evidence that the nominee represents the identified stakeholder group, if applicable, such as an affirmative vote of a board of directors nominating the nominee to sit on the Commission

BACKGROUND:

These programs are central to interoperability for the architecture defined for NG9-1-1 across standards bodies, and must be managed by a neutral party with independent oversight and no profit motive. Accordingly, NENA's Board of Directors (Board) has directed its staff to establish the PCA and Forest Guide programs in full conformance with standards for NG9-1-1. Additionally, the Board has directed the NENA staff to solicit applications for individuals to serve on an independent oversight body that will oversee the work done by the NENA staff to establish and manage these programs. This body is the Commission. Among other things, the Commission will approve contracts entered into to manage these services, approve any related policies, and approve the budget and fee schedule for the programs. These programs will be operated with no profit motive and books fully open to the public.

The PCA serves as the root of trust for an NG9-1-1 Public Key Infrastructure (PKI). The public internet

uses several hundred such roots of trust operated by a variety of Certificate Authorities (CAs), any of which are suitable for secure communications over the internet. However, it is common for critical infrastructure industries to establish a dedicated root of trust that is only available to members of that industry within a PKI. The PCA is that shared root of trust, to be overseen by the independent Commission.

The Forest Guide serves as the top-level element for location-based routing (LBR). In NG9-1-1, when an individual places an emergency call, the correct PSAP to which that call is delivered is typically determined by the caller's location. This is LBR. Standards for NG9-1-1 envision a Forest Guide, which serves as a top-level routing node for a large region—such as the United States—that provides assistance when an LBR mechanism does not know which PSAP serves a location. The NENA Forest Guide provides that service for at least the United States, to be overseen by the independent Commission.

Both of these services are critical for NG9-1-1 interoperability and must be managed by a neutral party with independent oversight. The Board has designated the NENA staff as that neutral party, and the Commission as the independent oversight. The Commission controls all policy and financial matters for the operation of these services. The accounting for these services is fully open to the general public. The NENA staff will execute the work of deploying and managing these programs under the direction of the Commission.

Per the Commission's own bylaws approved by the NENA Board, the Commission's membership shall be representative of 9-1-1's needs and interests, including stakeholder entities that are involved with the Public Key Infrastructure (PKI) for NG9-1-1. The voting seats on the Commission are as follows:

- The president of the Board;
- One member from the NENA Development Steering Council;
- One member from the NENA 9-1-1 Core Services Committee;
- One member representing a U.S. state, provincial, or national non-U.S. 9-1-1 authority with responsibility for operating an NG9-1-1 network;
- One member representing local or regional 9-1-1 authorities with responsibility for operating an NG9-1-1 network within a region smaller than a US state or province, such as a county, metropolitan area or a council of governments;
- One member representing commercial providers of NG9-1-1 core services;
- One member representing commercial providers of NG9-1-1 end-user products;
- One member representing organizations with a direct responsibility for handling 9-1-1 emergency calls;
- One member representing elected officials who does not represent a public safety agency, with oversight of 9-1-1 services; and
- One member representing public safety associations not otherwise represented.


Additionally, there are **non-voting** seats for the following:

- One member representing the United States National 911 Program;
- One member representing the United States Federal Communications Commission;
- One member representing the Canadian Radio-television and Telecommunications Commission;
- and
- One member representing the NENA staff.

The NENA staff will collect all nominations and will present them to the Board by the last day of February. The Board will then evaluate each nominee, and in the case that multiple individuals are nominated for one seat, the Board will consider each individual's qualifications as well as how each proposed nominee will provide a well-rounded group that truly represents the 9-1-1 industry. Self-nominations are allowed, but not encouraged.

The bylaws of the Commission are attached.

Thank you,

A handwritten signature in black ink, reading "Brian L. Fontes". The signature is fluid and cursive, with a long horizontal stroke at the end.

Brian Fontes, CEO
NENA: The 9-1-1 Association

Bylaws of the NG9-1-1 Interoperability Oversight Commission

Approved on January 19, 2020 by a vote of the NENA Board of Directors

Article 1: Name

- A. The name of this commission is the NG9-1-1 Interoperability Oversight Commission ("Commission") established by the National Emergency Number Association ("NENA," or "Association"), a 501(c)(3) non-stock corporation chartered in the state of Wisconsin, by its Board of Directors ("Board").

Article 2: Background

- A. The NENA i3 family of standards for NG9-1-1 ("i3 Family") require that certain services ("Interoperability Services") be established in order to provide baseline interoperability for NG9-1-1 systems in the United States, Canada, and beyond.
- B. These services include the establishment of a root of trust for NG9-1-1 and a Forest Guide, as specified in the i3 Family, as well as the establishment of a conformance test program.

Section 1: Root of Trust

- A. Best convention in modern web services and telecommunications demands secure communications over Transport Layer Security (TLS). TLS requires the sharing of security certificates issued by a shared root of trust. Over the general internet, several reputable Certificate Authorities (CAs) operate as shared roots of trust within the general public trust framework.
- B. Critical Infrastructure (CI) industries and other fields with special security requirements, such as public safety and military, will routinely establish a shared Public Key Infrastructure (PKI) independent of the general trust framework for the internet, with a shared root of trust specific to that industry. The rationale for these industry-specific PKIs is to establish trust within a specific industry and for special purposes. NG9-1-1 is one such field.
- C. The i3 Family requires shared root of trust specific to NG9-1-1. This is the PSAP Credentialing Agency (PCA). The PCA enables an entity and its functional elements to initiate communications with another entity and its functional elements using a certificate that identifies it as a verified 9-1-1 entity when establishing a connection. The PCA allows for and promotes interoperability by enabling a querier to establish a secure connection with any other entity in the NG9-1-1 ecosystem using its credentials that mark it as a known and validated 9-1-1 entity. This secure connection can also be established with special privileges provided only to 9-1-1 entities because it shares the

root of trust for NG9-1-1. It is safe for an entity to provide these special privileges to even a completely unknown entity if both share the same root of trust exclusive to NG9-1-1, because only legitimate 9-1-1 entities will have a certificate with credentials traceable to the PCA.

- D. The i3 Family requires that the PCA be established and that credentials throughout the NG9-1-1 ecosystem are traceable to the PCA. Without PCA deployment, no NG9-1-1 deployment can be fully conformant with standards.
- E. Without a shared root of trust, NG9-1-1 cannot achieve universal, interoperable, secure communications, as it is not feasible for every jurisdiction to independently establish trust with every other jurisdiction.
- F. Infrastructure owners must leverage PKI according to best practices and possess root certificates that are managed at a much higher level of security than most certificate-owning entities; accordingly, every NG9-1-1 deployment will have to contend with highly secure certificates. For interoperability purposes, the i3 Family specifies that all certificates for NG9-1-1 be traceable to the same entity.
- G. The PCA shall be operated as a world-class root CA, and will require funds to sustain its operation, which will be assessed on entities that establish a position on the chain of trust for NG9-1-1. This is normal practice in cybersecurity; any web service operator pays a fee to purchase a security certificate from a root CA provider or a fee to operate an intermediate CA that has trust established by a reputable root CA or other intermediate CA closer to the root CA in the chain of trust.
- H. Accordingly, the PCA does not necessarily impose a new cost category on NG9-1-1 providers, because providers would otherwise incur cost in acquiring or generating certificates. However, i3 does require that their security certificate is traceable to the PCA.
- I. The PCA must be administered by a neutral party. NENA, under oversight by the Commission, is hereby acknowledged as this neutral party for the PCA for the United States, and potentially beyond.

Section 2: The Forest Guide

- A. In NG9-1-1, emergency call routing is managed by rules and in normal cases determined by the location of the caller. This is called Location-to-Service Translation (LoST). A LoST server performs this location-based routing function.
- B. The Forest Guide is a LoST server that contains routing information for NG9-1-1 systems. The i3 Family requires the existence of a top-level LoST server, which is described in the i3 Standard for Next-Generation 9-1-1 as the United States Forest Guide ("Forest Guide"). The United States Forest Guide will contain routing information for every NG9-1-1 system in the U.S., as well as routing information for other Forest Guides, such as a Canadian or other non-U.S. entity Forest Guide(s). The Forest Guide is an implementation of IETF RFC 5582.

- C. The Forest Guide does not contain routing information for individual answering points; however, it will provide information for queries to find the correct LoST server that finds the answering point that serves that location.
- D. The Forest Guide is queried recursively. In NG9-1-1, this occurs when a query to the Emergency Call Routing Function (ECRF)/Location Validation Function (LVF) lacks service information for a given location. The ECRF/LVF will then query the Forest Guide to determine whether it can identify the appropriate ECRF/LVF for routing at that location.
- E. In most cases, neighboring jurisdictions should provision routing information for each other, and queries will not recur to the Forest Guide. The Forest Guide provides for interoperability in cases where such prior coordination has not occurred; for example, jurisdictions geographically far apart or in neighboring countries.
- F. In limited cases, the Forest Guide may also be consulted for service discovery; for example, initial provisioning of an originating service provider external ECRF, so that it may populate and sync the routing data an NG9-1-1 system will use to route a call.
- G. In general, the Forest Guide will not be consulted as the initial target for a LoST query; queries should arrive at the Forest Guide through recursion. The Forest Guide is to be used for interoperability; it is not intended to be the initial routing element for live emergency calls.
- H. There should be one Forest Guide for each larger coverage region, such as a federation of states or subcontinent.
- I. Each Forest Guide must be administered by a neutral party. NENA, under oversight by the Commission, is hereby acknowledged as this neutral party for the Forest Guide for the United States, and potentially beyond.

Section 3: Establishment of the Commission

- A. NENA, at the direction of its standards development community, including the NENA Development Steering Council (DSC), i3 Core Services Workgroup, and the Board, has or will execute an open and competitive Requests for Proposal (RFP) to establish the Interoperability Services.
- B. NENA and its selected vendor have developed (or will develop) a set of policies for the Services, which will be presented to the Commission for consideration.
- C. The Services shall be operated without profit motive for NENA.
- D. Because the Services are part of the critical infrastructure chain for NG9-1-1, and because operating the Services requires investment by NENA and its stakeholders, the Services require independent oversight by affected stakeholders. This oversight is the responsibility of the Commission.
- E. The i3 Family may require that additional functional elements be established by a neutral third party and governed in a similar manner. It is assumed that the Commission shall oversee implementation and governance of these elements as they are introduced. These bylaws will be updated according to such increased scope over time.

Article 3: Purpose

- A. The Commission shall oversee:
- a. The PCA;
 - b. Forest Guide;
 - c. Any additional NG9-1-1 Interoperability Services that arise in the future;
 - d. NENA's administration of Services contracts, including direct management of the vendor(s) and related accounting and expense management;
 - e. Financially sustainable operation of the Services, including reasonable fee schedules;
 - f. The Services' not-for-profit mandate;
 - g. Licensing of one or more certification marks related to conformance with the i3 Family and/or integration with interoperability services overseen by the Commission;
 - h. Development of tools for Conformance testing and establishment of an NG9-1-1 Conformance Test program;
 - i. Initial passage, maintenance, and update of policies such as the PCA Certificate Policy (CP) and, when necessary, enforcement of those policies; and
 - j. Administration of the Services performed by staff employed by NENA ("The Office").
- B. The Commission shall deliver or delegate the delivery of regular reports of deployment and management of the Services to the Board and/or NENA Membership.

Article 4: Commission Membership

Section 1: Members

Subsection 1: Membership

The Commission's membership shall be representative of 9-1-1's needs and interests, including stakeholder entities that are involved with the PKI for NG9-1-1.

These members shall include the following, their successor, or their delegate:

- A. The NENA chief executive officer ("CEO") (non-voting)
- B. The president of the Board ("President")
- C. One member from the NENA Development Steering Council ("DSC member")
- D. One member from the NENA 9-1-1 Core Services Committee ("CS member")
- E. One member representing a U.S. state, provincial, or national non-U.S. 9-1-1 authority with responsibility for operating an NG9-1-1 network ("State Member")
- F. One member representing local or regional 9-1-1 authorities with responsibility for operating an NG9-1-1 network within a region smaller than a US state or province, such as a county, metropolitan area or a council of governments ("Local Member")
- G. One member representing commercial providers of NG9-1-1 core services ("Core Services Member")

- H. One member representing commercial providers of NG9-1-1 end-user products ("Product Member")
- I. One member representing organizations with a direct responsibility for handling 9-1-1 emergency calls ("PSAP Member")
- J. One member representing elected officials who does not represent a public safety agency, with oversight of 9-1-1 services ("Elected Member")
- K. One member representing public safety associations not otherwise represented ("Association Member")
- L. One member representing the United States National 911 Program ("Federal Member") (non-voting)
- M. One member representing the United States Federal Communications Commission ("FCC Member") (non-voting)
- N. One member representing the Canadian Radio-television and Telecommunications Commission ("CRTC Member") (non-voting)

Subsection 2: Restrictions

- A. No individual organization, government entity, company or equivalent may have more than one Commissioner serving on the Commission at the same time, unless that organization is a trade association.

Section 2: Nomination and Selection

Subsection 1: Call for Applications

- A. The Board shall direct the NENA Office to issue a call for nominations for any open seats on the Commission no later than the last day of January on each calendar year for any open positions on the Commission. The NENA Office shall endeavor to seek nominations from bodies that can meaningfully represent an interest area or body of members, such as professional associations, rather than from individuals.
- B. Nominations will be accepted through the last day of February.
- C. The NENA Office shall review each nomination application for completion and provide an overview of each nomination to the Board.

Subsection 2: Selection

- A. The Board shall review nominations and convene a vote to appoint Commission members.
- B. In order to be appointed, Commission members must be affirmed by a two-thirds (2/3) vote of all
- C. Board members serving during the nomination deadline.

- D. In the case of competing nominations (e.g., more than two State Members are nominated simultaneously), the Board shall select their preferred representative from those nominated through a two-thirds (2/3) vote of the whole voting body the Board.
- E. In considering nominees, the Board shall endeavor to ensure that nominees represent the whole of NENA's membership and stakeholder base, including, for example, members from both urban and rural communities and applicable communities outside of the United States where jurisdictions elect to utilize the PCA overseen by the Commission.

Section 3: Tenure and Succession

Subsection 1: Tenure

- A. Each commissioner shall serve in two-year terms, with the exception of the current NENA CEO or their delegate, who has a permanent seat.
- B. Commissioners may serve unlimited consecutive terms, at the discretion of the Board.
- C. For the first term only, the following positions are established for a three-year term as designated by the Board:
 - i. The DSC Member;
 - ii. The State Member;
 - iii. The Local Member;
 - iv. The Core Services Member; and
 - v. The Elected Member.

Subsection 2: Departure from the Commission

Item 1: Resignation and Removal

- A. A commissioner may resign at any time.
- B. If a Commissioner becomes unable to discharge the duties attendant upon their position, they shall notify the Board of such inability within fourteen (14) days.
- C. A commissioner may be removed at any time upon a 2/3 vote of Commission's standing members (not including the commissioner proposed for removal), or upon a 2/3 vote by the Board.
- D. If a Commissioner no longer meets the eligibility requirements or qualifications for the position to which they were elected or appointed, they shall promptly resign.
- E. An individual whose affiliation changes so that they may no longer represent the interest group for which they were appointed to represent (e.g., a State

221 Member who accepts employment in the private sector or an elected
222 official's term in office ends) must resign from the Commission immediately.

223 *Item 2: Clause Filling A Commission Vacancy*

- 224 F. When a vacancy occurs among the Commission, the Board may appoint
225 another eligible and qualified member to serve out the remainder of the term.
226 G. Commissioners appointed to fill a seat vacated more than one year before
227 the end of that seat's term shall complete the term and afterward be subject
228 to the regular nomination and appointment requirements of the seat.
229 H. When a vacancy occurs among the Commission due to death, disability,
230 resignation, or removal the Board shall appoint an otherwise eligible and
231 qualified member to serve the remainder of that Commissioner's term,
232 provided, however, that the Commission may leave vacant a Commissioner's
233 seat when no more than 6 months remains in the current term for the vacant
234 seat.

235 **Article 5: Powers**

- 236 A. The Commission may set policies and procedures for certain services required for NG9-1-1
237 interoperability, including, but not limited to:
238 i. approval of a vendor contract to provide services for the PCA;
239 ii. execution of a Certificate Policy (CP) governing terms of utilization and management
240 of the PCA, including architecture, minimum service level agreement (SLA), certificate
241 issuance, expiration and revocation;
242 iii. approval of a fee schedule for credential issuance from the PCA;
243 iv. approval of a vendor contract to provide services for the Forest Guide;
244 v. approval of Forest Guide Policy (FGP) governing the terms of utilization and
245 management of the Forest Guide, including architecture, management and
246 provisioning of geospatial data and routing policies; and
247 vi. approval of a fee schedule for the Forest Guide, if required.
248 B. The Commission may resolve conflicts or appeals under documented policies for the
249 Services.
250 C. The Commission may review and approve the finances of Commissioned-sanctioned
251 activities, such as and including the Services.
252 D. The Commission shall conduct an audit, review its results, and issue an audited financial
253 statement to the Board at least once each two calendar years.
254 E. The Commission may periodically review the interim financial reports prepared by the NENA
255 Office to ensure adequate management of financial performance.

256 **Article 6: Meetings**

- 257 A. The Commission shall meet at least once per calendar quarter.

- B. The Commission may meet by telephone conference call or other electronic means, provided that all members may hear and speak to one another at the same time.
- C. Special meetings of the Commission may be called by the Chair or by any six (6) members of the Commission.
- D. Notice shall be sent to all Commissioners at least fourteen (14) days in advance of a regular meeting, and at least twenty-four (24) hours in advance of a special meeting.
- E. Notice of regular or special meetings may be sent by electronic mail or other methods approved by the Commission, and may be waived by a vote of a majority of the whole number of voting parties in the Commission, provided, however, that any action taken at a meeting subject to a notice waiver must be re-considered by the Commission at the next subsequent meeting for which notice is not waived upon the request of any member of the Commission.
- F. A majority of the number of Commissioners in office at the time of a meeting shall constitute a quorum for the conduct of business.
- G. In general, the Commission may act by consensus. If consensus cannot be achieved, the Commission shall act by plurality vote, unless these Bylaws require a simple or larger majority for a particular action.
- H. Each authorized Commissioner may participate in meetings, make motions, offer new business, speak in debate, and cast one vote.
- I. Non-voting members shall participate in meetings, may make motions, offer new business, and speak in debate, but shall neither vote nor be counted as a Commissioner for purposes of calculating a quorum or required majority.
- J. The CEO shall keep, or cause to be kept by a designee, minutes of the Commission's discussions and actions. The minutes of each meeting shall promptly be posted to the Commission's website, once approved, as corrected, at a subsequent meeting.
- K. The CEO may be excused from part of a meeting by a majority vote of the whole number of the Commission.
- L. When necessary or prudent to protect the interests of the Commission, the Commission may hold confidential discussions among its members and invited guests in an executive session. No action shall be taken, however, until the Commission has returned to open session. The minutes of the meeting during which an executive session is held shall note the occurrence, and a general statement of the subjects discussed.

Article 7: Chair

- A. The Board shall designate an individual to convene and chair the Commission, in consultation with the Commission.
- B. This individual shall be a member of the Commission in good standing.
- C. This individual shall not also be the President or the President's delegate to the Commission.
- D. In the event that the Chair's seat is made vacant, the Board shall meet promptly and designate a new Chair.
- E. The Commission shall not meet during such time that the Chair's seat is vacant.

298 F. The Chair shall be a voting member.

299 Article 8: Administration

300 Section 1: Office & Staff

- 301 A. The Office shall employ such staff as is necessary for conduct of the Commission's
302 business, including but not limited to oversight of the contract services for the PCA.
303 B. The Office shall provide a direct staff liaison for the Commission. Such individual may
304 also be nominated as the CEO's delegate to the Commission.

305 Section 2: Property

- 306 A. All property of the Commission shall be held in accordance with the bylaws of the
307 Association.

308 Article 9: Dissolution

309 Section 1: Procedure

- 310 A. This Commission may be dissolved by a vote of four-fifths (4/5) of the whole number of
311 the Commission.

312 Section 2: Distribution of Assets

- 313 A. Should the Commission be dissolved, all assets attributable to the Commission shall be
314 deposited into the NENA general fund.

315 Article 10: Parliamentary Procedure

- 316 A. The rules contained in the current edition of *Robert's Rules of Order Newly Revised* shall
317 govern this Commission in all cases in which they are consistent with these Bylaws and any
318 special rules of order which the Commission or the Association may adopt.

319 Article 11: Amendment

320 Section 1: Proposal

- 321 These Bylaws may be amended provided each of the following conditions is met:
322 A. An amendment is proposed by any Commission member; and
323 B. The amendment is approved by two-thirds (2/3) of the whole number of
324 Commissioners, and

- C. The amendment is approved by two-thirds (2/3) of the whole number of Officers and Directors of the Board.

Section 2: Review

When one or more authorized proponents submits a timely proposed amendment, the Commission shall:

- A. Review the submission(s) and edit for composition and conformance with the structure and defined terms of these Bylaws;
- B. Consolidate similar amendments for joint presentation to the Commission, subject to the approval of the proponent(s) of each amendment consolidated;
- C. Submit final proposals for amendments to the membership at least one week prior to the next regularly scheduled meeting of the Board; and
- D. Provide a written recommendation for action by the Board based on the Commission's review of the proposed change(s).

Section 3: Adoption

A duly proposed and reviewed amendment shall be incorporated into these Bylaws only if it receives the affirmative vote of two-thirds (2/3) of the whole voting body of the Board.

Section 4: Effective Date

- A. All amendments to these bylaws shall become effective immediately upon adoption by the Board, unless a proviso is simultaneously adopted to change the effective date. Such provisos shall automatically be removed from these Bylaws upon their execution.
- B. Adopted amendments shall be incorporated into the official publication of these bylaws on the Association's website within thirty (30) days.

Article 12: Finances

- A. The Office shall collect fees and administer expenditures on behalf of the Commission.
- B. The Office shall be reimbursed for reasonable management costs for executing the work of the Commission, including executive staff time, the administering of any and all contracts on behalf of the Commission and attendant travel costs or other expenses.
- C. Members of the Commission shall serve on a volunteer basis and shall not be offered a salary, reimbursed for time served as a member or receive any other consideration with respect to executing their duties as Commissioner.
- D. Members of the Commission shall be reimbursed for reasonable costs incurred on executing work of the Commission, including travel costs.
- E. The Office shall maintain an accounting of the Commission's revenues and expenditures separate and distinct from the general fund of the Association.

- F. The revenues and expenditures of the Commission shall be generally open and available to the public.

Article 13: Conflict of Interest Policy

Section 1: Policy

- A. At each meeting of the Commission, immediately following a call to order, the Chair shall recite the conflict of interest policy, section 1, in full.
- B. As a general policy, members of the Commission must not hold any personal or financial interest in such areas as governed by the Commission.
- C. In those cases where a Commissioner does have a financial or personal interest in any matter coming before the Commission, the Commission shall ensure that:
- i. The interest of such officer or director is fully disclosed to the Commission;
 - ii. Any transaction in which a Commissioner has a financial or personal interest shall be duly approved by the Commission members not so interested or connected as being in the best interests of the organization;
 - iii. Compensation to the interested Commissioner shall be reasonable and shall not exceed fair market value;
 - iv. The minutes of meetings at which such votes are taken shall record such disclosure, abstention, if appropriate; and rationale for approval.
- D. An individual's employment affiliation shall not be considered, on its own, to constitute a conflict of interest.

Section 2: Removal of Member

If a Commissioner is found upon two-thirds (2/3) of the whole voting body of the Commission to hold substantial conflicts of interest, whether disclosed or not, the individual shall be removed from the Commission immediately.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

February 20, 2020

Agenda Item:

4.C EMD Protocol Update - Coronavirus

Presenter:

Eggimann

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) 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.

BACKGROUND

On February 12, 2020 the CDC posted guidelines for 9-1-1 and EMS response during the current coronavirus outbreak. Here is the link to that post:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

ISSUES & CONCERNS

None identified.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

SAMPLE:

Infectious Disease Protocol-Coronavirus

Monday, October 12, 2015

11:20 AM

1. Implement the additional questions in the protocol should you receive a call on a Sick Person, Unknown Medical, or any other call where the caller offers that the patient has a FEVER
OR
When the patient has primary complaints of Fever, Severe Headache, Cough, Flu, Vomiting, Diarrhea, Abdominal Pain, Unexplained Bleeding
OR
Where good judgment indicates it may apply or be useful to do so even though it is not required.
2. Use the LanguageLine services as needed to ensure the additional questions are asked
3. Responders should be advised of Patients meeting both criteria by airing, " **Patient with [symptom(s)] who has a POSSIBLE travel related illness**" (Refrain from saying Coronavirus which may add unnecessary confusion and panic.)
4. Responders should be advised of Patients with symptoms but NOT meeting the travel criteria by airing, " **Patient with [symptom(s)] who has NO travel related illness**" (Refrain from saying Coronavirus which may add unnecessary confusion and panic.)

Infectious Disease Questions:

1. Does the patient have any of the following?
 - a. **Fever**
 - If actual known, is it 100.4° F/38° C or greater
 - Hot to touch in room temperature
 - Chills
 - Unusual sweats
 - b. Cough
2. If **YES**, to any symptoms, ask if the patient, or someone the patient has been with, has traveled to CHINA in the past 14 days?
3. If answers to **BOTH** are **YES, INFORM FIRST RESPONDERS** before arrival on scene. *It is the responsibility of the call taker to ensure that all responders have been advised of the risk of exposure.*

Communicate all known symptoms and advise the patient has a travel related history. Refrain from saying Coronavirus.

NENA EPRC Survey



NENA EPRC: PSAP Contact Information ▼

In this section of the NENA Enhanced PSAP Registry survey we will collect detailed contact information about your PSAP. This information will be protected and will not be shared publicly. It will only be shared with other registered PSAP users and public safety entities.

* indicates a required field.

PSAP Name *

The name of your Public Safety Answering Point (for example, *Dallas County Sheriff's Office*).

PSAP County *

The county your PSAP resides within (for example, *Dallas County*).

PSAP County FIPS Code *

Your county Federal Information Processing Standards (FIPS) Code (for example, *19139*). For a complete list of County FIPS codes, see [County FIPS codes](#).

FIPS codes must be 5 digits long and may begin with "0".

PSAP Street Address 1

*

Address Line 1 is your street address (for example, *1234 Line Avenue South*). Note that this is the physical address of the PSAP, not the mailing address.

PSAP Street Address 2

Address Line 2 is your sub-address such as a suite number (for example, *Suite 602*). If you don't have sub-address information for your PSAP location, you can leave this blank.

PSAP Community

*

The name of the city/community where your PSAP is located (for example, *Saint Cloud*).

PSAP State

*

The State or U.S. Commonwealth/Territory where your PSAP is located.

PSAP Zip Code

*

The 5-digit postal code of your PSAP street address (for example, *56301*).

ZIP codes must be 5 digits long and may begin with "0".

PSAP 24 Hour Phone #1

*

A primary emergency/priority answer phone number for your PSAP that can be reached 24/7 (use format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040)

PSAP 24 Hour Phone #2

*

A secondary emergency/priority answer phone number for your PSAP that can be reached 24/7 (use format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP FAX #

A FAX number for transmitting scanned or printed documents to your PSAP (use format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-2389).

PSAP Registry Point of Contact – Name

*

A primary contact person for your PSAP for the purposes of our registry. This could be an individual at the PSAP, or someone at the county level or somewhere else.

PSAP Registry Point of Contact – Title

Primary contact's job title.

PSAP Registry Point of Contact – Organization

The name of the organization your PSAP registry contact is associated with (for example, *Dallas County Sheriff's Office*).

PSAP Registry Point of Contact – Phone #

Telephone number for a person to contact regarding NENA PSAP registry issues (use format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP Registry Point of Contact – E-Mail Address

*

E-mail address for a person to contact regarding NENA PSAP registry issues.

Must be a valid e-mail address (for example, jdoe@psap52.com).

Wireline Type

*

Specify if you are a primary or secondary PSAP for wireline 911 calls.

☐ Primary PSAP

☐ Secondary PSAP

☐ Neither

☐ Other

Wireless Type

Specify if you are a primary or secondary PSAP for wireless 911 calls.

*

☐ Primary PSAP☐ Secondary PSAP☐ Neither☐ Other**Service Communities Supported by this PSAP**

*

List the names of the communities your PSAP supports, separated by commas (for example, *Stearns County, Saint Cloud, Albany, Holdingford, Melrose*). This can include informal community names.

PSAP Service Area Description

*

Describe the area served by your PSAP, for example, *the entire county of Butler including some areas in Grundy county*.

Types of Service Provided

Describe the types of services provided by your PSAP.

*

☐ 9-1-1

☐ Law Enforcement Dispatch

☐ EMS Dispatch

☐ Fire Dispatch

Service Targets

Provide a list of agencies for whom the above services are provided.

Governing Authority

List the governing authority for your PSAP (for example, *Saint Clair County 9-1-1 Emergency Telephone System Board*).

*

9-1-1 Authority Contact – Name

A contact name for the 9-1-1 Authority associated with the PSAP.

9-1-1 Authority Contact – Title

Job title of the 9-1-1 Authority contact.

9-1-1 Authority Contact – Mobile Phone #

Mobile phone number for the 9-1-1 Authority contact (use the format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

9-1-1 Authority Contact – E-Mail Address

E-Mail address of the 9-1-1 Authority contact.

Must be a valid e-mail address (for example, jdoe@psap52.com).

Generic E-Mail address for PSAP Outage Notification

A monitored E-Mail address for receiving PSAP outage notifications. This should NOT be an individual's email address. It should be a 24x7 monitored inbox, e.g. outages@stearns.co.mn.us.

Must be a valid e-mail address.

24/7/365 Contact Phone # for PSAP Outage Notification

A 24/7/365 monitored telephone line for receiving PSAP outage notifications (use format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP Supervisor's 24x7x365 Phone #

Provide the 24x7x365 phone number for your PSAP supervisor (use the format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP Contact Phone # (Administrative Offices)

Provide the phone number for your PSAP administrative offices (use the format ###-###-####).

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP Mailing Address

Provide the mailing address for your PSAP.

☐ Same as physical address

☐ Enter mailing address

PSAP Secondary Point of Contact – Name

Provide the name of a person acting as a secondary contact for your PSAP.

PSAP Secondary Point of Contact – Phone

Provide a phone number for your secondary PSAP contact.

Must be a 10-digit phone number with dashes (for example, 320-240-0040).

PSAP Secondary Point of Contact – E-Mail

Provide the email address of your secondary PSAP contact.

Must be a valid e-mail address (for example, jdoe@psap52.com).

Back-Up PSAP

Does your agency have a back-up facility available, should your primary facility become inoperable (please describe)?

☐ Yes

☐ No

PSAP Overflow Rollover

Do your calls automatically roll over to another PSAP in the event of an overflow (please describe)?

☐ Yes

☐ No

PSAP Alternate Routing

Do your calls automatically route to a different PSAP in the event of a system failure (please describe)?

☐ Yes

☐ No

Text Message Capability

Can your PSAP accept text-to-9-1-1?

☐ Interim SMS

☐ Only RTT

☐ Both SMS and RTT

☐ No Text Capabilities

Tex Message Initiate Capability

Can you initiate outbound text messages to SMS and/or RTT 9-1-1 callers?

☐ Yes

☐ No

NENA EPRC: Census Data Collection

In this Census data section of the NENA EPRC survey we will ask a number of questions about your PSAP to help NENA understand and catalog the current state of the nation's 9-1-1 system. Any information you share here will be anonymized and aggregated for reporting purposes only and none of your individual answers will be shared publicly.

of Personnel per Shift

Provide the approximate number of personnel active during a shift.

123

Headcount

How would you characterize the level of staffing at your Agency?

☐ Acceptable (100%)

☐ Insufficient (75% or better)

☐ Understaffed (50% or better)

☐ Significantly understaffed (worse than 50%)

EMD Protocol Use

Does your agency utilize Emergency Medical Dispatch Protocols?

☐ Yes

☐ No

Training and Certifications Types

Do personnel in your agency have to meet certification requirements at the time of hire?

☐ Yes

☐ No

Annual Refresh Training

Do personnel in your agency have a minimum amount of required refresher training per year?

☐ Yes

☐ No

TERT Participation

Are your agency's personnel part of a TERT team? Telecommunicator Emergency Response Taskforce (TERT).

☐ Yes

☐ No

Field Response Roles

Do personnel in your PSAP have field response roles, such as Tactical Dispatch?

☐ Yes

☐ No

Computer-Assisted Dispatch (CAD)

Does your agency utilize Computer-Assisted Dispatch (CAD)?

☐ Yes

☐ No

Follow-up Contact

May we contact you directly to ask for more information or to clarify any of your survey responses?

☐ Yes

☐ No

Rating

Please rate your overall experience with the NENA EPRC survey:

☐
Poor

☐
Fair

☐
Good

☐
Great

☐
Excellent

Feedback

Please provide any feedback you feel would help us improve the NENA EPRC survey in the future.

Updates to the NENA Enhanced PSAP Registry are processed monthly. Please allow up to 4 weeks for your responses to be verified and inserted into the registry.

Powered by Survey123 for ArcGIS

911 Dispatchers Get First-Responder Status in 2 Colorado Counties

BY: Jim McKay | February 7, 2020

Two counties in Colorado are officially designating their 911 dispatchers as first responders and will give the call-takers the same workers compensation and pension benefits — and respect — that the first responders in the field have enjoyed.

Arapahoe and Pitkin counties' boards of commissioners approved the reclassification of 911 dispatchers as first responders, giving them the same benefits as sheriff's deputies, firefighters and paramedics. A few counties in other states have already done so and a handful of states have passed or introduced resolutions to designate 911 call-takers as first responders.

A bill in Congress, the 911 Saves Act, has stalled, prompting some of these states and locals to act on their own.

Brett Loeb, emergency dispatch commander for Pitkin County, said the county could no longer wait for Congress to deliver. When he learned that Texas had elevated its dispatchers to first responder status, he thought, "Why not us," and contacted the sheriff and county administrator.

"They both were very supportive and asked me to write it up [it was mostly already written] and set the proclamation date, way easier than I thought," Loeb wrote in an email. "But I think having the groundwork laid in advance and a very supportive public safety team in our county helped a lot."

Loeb said the designation doesn't change much for his staff but, "gives us access to some PTSD and mental health resources and trainings that are specific to first responders, and helps with retirement benefits and in looking at changing the work schedules."

He said the long-term benefit is a boost to morale and help with recruitment and retention as dispatchers continue to get more recognition for their work.

"It's commensurate with being part of the law enforcement pension plan, getting the same access to workers compensation benefits," said Monica Million, president of the National Emergency Number Association (NENA). "In our state [Colorado] legislation was passed last year that provided mental health and PTSD benefits to police and fire and EMS services, but excluded us," she said.

The added benefits and acknowledgment of the first-responder status of dispatchers should help with retention, a big problem in the profession. Million said that the national attrition rate is about 25 to 30 percent. "When you start talking about the training time it takes to prepare a 911 professional, that is a significant amount of money — I would argue \$150,000 to \$200,000 in some cases."

Dispatchers undergo six months of training before they are able to answer calls without supervision. The added benefits that dispatchers will receive from state and local governments will cost those entities but, "it's the right thing to do," Million said.

She said that in light of Congress' inaction on the 911 Saves Act, NENA is trying to help state and local governments move on their own. "We're doing everything in our power to help state and local jurisdictions get data and information. The states and local jurisdictions that have been successful have been sharing their information with us so we can share across the country."

States, including California, Tennessee, Georgia, Indiana Kentucky, Maryland, Ohio, Texas and West Virginia are working to designate dispatchers as first responders. Colorado is a home rule state, where local governments can pass laws to govern their own jurisdictions and thus, the Arapahoe and Pitkin

county 911 designations.

"It's really not a clerical job," Million said. "We're an integral part of the public safety response, and to be on equal footing with our public safety partners is of critical importance."

This article was printed from: <https://www.govtech.com/em/safety/911-Dispatchers-Get-First-Responder-Status-in-2-Colorado-Counties-.html>

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
February 20, 2020**

Agenda Number 6.C.

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

The Metro Transit and North Memorial PSAPs are now on the text-to-911 implementation schedule in February. Announcement will be sent out when these PSAPs go live with text messaging.

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:

(none)

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
February 20, 2020

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**.
- b. **AMC and MNCITLA** continue their planning regarding potential legislative initiatives in support of funding for counties for the ongoing maintenance of GIS data for NG9-1-1.

2. Statewide GIS Data Standards:

- a. Nearly all the metro county GIS departments have now completed and tested the ability to submit their county centerline in the **Minnesota Centerline Data Standard v1.0** schema approved by the Minnesota Geospatial Advisory Council (GAC). It is currently estimated that the metro regional road centerline dataset in GAC format will be available around the end of the month.
- b. 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.
- c. The GAC and its Standards Committee may be reviewing, in the upcoming months, the translation of statewide address point and centerline data from **GAC to NENA schema standards** for NG9-1-1 purposes.

3. Regional GIS Data Aggregation:

- a. **Centerline (MRCC):** The MetroGIS/Met Council continues to process updates of the MRCC 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 for MRCC updates.
- b. **Address Points:** The MetroGIS/Met Council continues to process updates of the Regional Address Point dataset (in the statewide schema) 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.

4. Regional PSAP/ESZ Boundaries:

- a. The **10-county regional PSAP and Emergency Service Zone boundaries** with metadata are available for download via 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.

- b. **Regional response boundary layers for law enforcement, fire, and EMS** are also now available for download via the Minnesota Geospatial Commons.
- 5. **Regional 911/GIS Data Synchronization:** MESB, County GIS departments, and PSAP data coordinators continue analysis and investigation of errors resulting from regional geocoding validations.
- 6. **GIS-derived MSAG:** Dakota County's MSAG is currently being transitioned to one derived from their county's GIS data. Previously, the same type of transition was completed for Chisago County.
- 7. **Statewide NG9-1-1 GIS Project:**
 - a. ECN and MnGeo have stated that an **NG9-1-1 GIS project roadmap document** will be shared with the Minnesota PSAP and GIS communities soon. ECN has also said they intend to include a process for stakeholder input.
 - b. MnGeo has not provided a date for the **availability of normalized collar-county GIS datasets** back on the NG9-1-1 portal (in GAC schemas) for download. Both metro county GIS partners and MESB would find these useful. Also, when access information is received for MnGeo's viewer for the statewide datasets, it will be shared.
 - c. As previously reported, the metro region's **applications for NG9-1-1 Federal Grant GIS work** were submitted to ECN on 11/27/2019. 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. MESB will act as fiscal coordinator for the grants. Due to staffing issues at ECN, the application approval and grant contract execution process have been delayed. After contracts are executed between ECN and MESB, MESB can proceed with establishing the sub-grant contracts with the participating counties.
- 8. **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.
- 9. **New Class of Service Codes:**
 - a. The codes (**WDL2, WDL1, WCVC, and VNOM**) were made active on the CenturyLink/Intrado ALI system on 12/16/19 and will now be accepted from wireless carrier MPCs. To date, the codes have not 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. MESB will update the TOC again when the Comtech testing is complete.
 - b. Darlene Pankonie has prepared an informational video for PSAPs and calltakers about the new COS codes. The video is available via the ECN & MESB websites.
 - c. 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. The State will be discussing these codes in the future.

10. 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. 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. **Verizon and Comtech** are changing their handling of **OMNI cell sectors** in the WTP routing process. Up until now, Verizon OMNI sectors have been listed on routing sheets as having a “north” compass orientation, without any identification of them as being omnidirectional. Back when Verizon transitioned to Comtech for their wireless data handling, MESB requested that this change. Recently, MESB was told by Comtech that OMNI sectors will begin to be identified on the routing sheets, however, their system has a character limitation and cannot present them on ALI as “OMNI Sector” as is the current metro area standard, but only “OM Sector.” Options will be discussed with the PSAP managers at the TOC meeting.

11. **Quarterly MSAGs** were distributed to PSAP Data Coordinators and County GIS contacts.