



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

February 18, 2021 10:00 a.m.

[WebEx Meeting Link](#)

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – January 21, 2021 Meeting**
- 4. Action Items**
 - A. (None)
- 5. Discussion Items**
 - A. Regional Strategic Planning Meetings (2/22, 3/8, 3/15)
 - B. Pandemic Response (Jan. Report Attached)
 1. Metro PSAP Consolidation Planning
 2. PSAP Consolidation Plan System Evaluation Team
 - C. Telecommunicator Resiliency Program RFP
 - D. T-CPR Training Grant Requests
 - E. System Outage Notifications
 - F. Mental Health Call Processing Standard
 - G. Telecommunicator Reclassification and Licensing Legislation
 - H. Regional Workload Sharing / Situational Awareness Planning WG
 - I. T-Mobile Location Based Routing
- 6. Reports**
 - A. PSAP Operations Round Table Work Group
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report (Attached)
 - D. 9-1-1 Data Report (Attached)
- 7. Announcements**
- 8. Adjourn**

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee January 21, 2021 Draft Meeting Minutes Meeting Held via WebEx

Members Present

Laura Anderson, Sherburne County
Carrie Bauer, Scott County
Susan Bowler, Carver County
Melissa Carpenter, North Memorial
Robin Carter, U of Minnesota PD
Gladys Ferguson, Allina EMS
Janelle Harris, Edina PD
Heidi Hieserich, MSP Airport
Kathy Hughes, Minneapolis
Wade Johnson, Hennepin EMS

Chad Loeffler, Metro Transit PD
Tony Martin, Hennepin County
Darlene Pankonie, Washington
Nancie Pass, Ramsey County
Cheryl Pritzlaff, Dakota County
Val Sprynczynatyk, Anoka County
Jake Thompson, Chisago County
Lisa Vik, Eden Prairie PD

Guests: Bill Anderson, Metro Transit; Matthew Hoffer, Lumen; Kari Morrissey, Anoka County; Mike Mihelich, RCECC; Lauren Petersen, Airport; Jonathan Rasch, RCECC; LaVae Robinson, MECC; Victoria Vadnais, Allina EMS; Vic Barnett, RCECC; Tim Boyer, MN State Patrol

MESB Staff: Marcia Broman, Pete Eggimann, Jill Rohret, Martha Ziese

1. Call to Order

Heidi Hieserich (9-1-1 TOC Chair) called the meeting to order at 10:00 AM.

2. Approval of Agenda

M/S/C Motion made by Wade Johnson to approve the agenda for January 21, 2021. Kathy Hughes seconded. Motion carried.

Roll Call for Approval of Agenda

Agency	Member	Yes	No
Allina EMS	Ferguson	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Absent		
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Absent		
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	

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North Memorial	Carpenter	X	
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Absent		
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea:18 Nay: 0 Motion passed

3. Approval of Minutes

Heidi Hieserich asked the December 17, 2020 minutes to be amended to correct a comment under 5.A Pandemic Response. Tony Martin referenced the status of the ARMER workgroup not the CAD workgroup. Item F. Telecommunicator Re-classification was not included, though there was no report for December 2020.

Motion made by Tony Martin to approve the amended minutes from December 17, 2020. Susan Bowler seconded. Motion carried.

Roll Call for Approval of Minutes

Agency	Member	Yes	No
Allina EMS	Ferguson	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Absent		
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Absent		
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park	Absent		
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 18 Nay: 0 Motion passed

4. Action Items

A. Emergency Communications Strategic Planning – Regional Volunteers

Pete Eggmann said that ECN has asked that the regions conduct some strategic planning before

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coming together to create a state emergency communications plan. The metro area meetings are scheduled for Monday, February 22; Monday, March 8; and Monday, March 15 from 1:00-3:00. The meetings will be facilitated by the same person who ECN has contracted with before for these planning meetings. Volunteers are needed to participate in these three two-hour meetings.

Jill Rohret said there have been some volunteers identified already. This planning effort includes ARMER and Wireless Broadband. It is hoped that there will be a wide range of participants from various agencies and jurisdictions. Mike Mihelich and BJ Batting have volunteered. Additional volunteers will be sought at next week's Radio TOC. There is no indication there is a limit on the number of participants.

Hieserich recognized from committee members that volunteers would be coming from Dakota, Ramsey, Hennepin, Allina EMS, Anoka, Carver, Chisago, and Scott Counties with Dakota and Ramsey indicating they would provide additional technical volunteers.

Rohret asked that the names of volunteers be sent to her so she could create calendar invitations for everyone.

Motion made Nancie Pass, seconded by Val Sprynczynatyk to accept the volunteers identified to represent the metro area in the Regional Planning meetings. Motion carried.

4.A. Roll Call for Approval of Emergency Communications Strategic Planning – Regional Volunteers

Agency	Member	Yes	No
Allina EMS	Ferguson	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Absent		
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Absent		
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Absent		
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 18 Nay: 0 Motion passed

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4.B. ALI Format Change – Z-Axis

Marcia Broman said that the FCC has ruled that the wireless carriers need to provide z-axis coordinates from capable wireless devices in the metro region starting in April 2021 to enable the display of three-dimensional 9-1-1 caller location. Two of the three big carriers can deliver the vertical axis information to the 9-1-1 system currently, but a change to the ALI format is necessary before the z-axis information can be displayed at the PSAP.

It is recommended by staff the 9-1-1 TOC approve moving forward with the ALI format changes to support the display of z-axis data. There is no cost to make the format change and no timeline for PSAPs to switch over to the new format once it is developed.

Motion made by Nancie Pass to approve the ALI format change. Seconded by Tony Martin. Motion carried.

4.B. Roll Call for Approval of ALI Format Change – Z-Axis

Agency	Member	Yes	No
Allina EMS	Ferguson	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Absent		
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Absent		
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	Absent		
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea: 18 Nay: 0 Motion passed

5. Discussion Items

A. Pandemic Response

Michael Mihelich reported to the committee that the Metro PSAP Consolidation Plan (MPCP) evaluation team has continued to meet as a group and with the RapidDeploy deployment team. The planning efforts have focused on preparing both the system and the team to conduct table top exercises using several different scenarios. The scenarios are designed to test the RapidDeploy system's functionality and capabilities in the event a PSAP lost access to their own CAD system and

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had to use the RapidDeploy system as a backup resource or to cover for another PSAP's service area. The table top exercises are scheduled for February 26. (see attached written report)

B. Coordination with State Patrol

Martin shared a draft coordination recommendation document with the work group at the December meeting. A copy of the document was sent to the committee members following the meeting. The committee members were asked if anyone had questions, comments, or suggested edits they wanted to share. There were none.

C. Telecommunicator Resiliency Program RFP

Eggmann said the RFP was issued and responses are due back by tomorrow (January 22, 2021).

D. System Outage Notifications

Martin said the workgroup will resume their meetings next week. Martin reported that there was a 9-1-1 disruption in southern Minnesota last week and Hennepin County had a disruption that was confined to one telephone company central office's landline customers on Tuesday. He believes the information received by the PSAPs about the outages continues to be inadequate and difficult to interpret.

Pass asked if there was any discussion about Text-to-9-1-1? Martin said it has been discussed. It makes sense to include the Text-to-9-1-1 issue in the document.

Dar Pankonie said during the disruption in SE MN there was one-way voice on the 9-1-1 calls. The TC's could hear the caller, but the caller could not hear the TC's. The rest of the 9-1-1 system continued to function. Rochester had at first moved their 9-1-1 calls over to their admin lines, but the one-way voice issue continued on the admin lines, and they could not get ALI. So, they found it worked better to put the calls back on the 9-1-1 system and get the ALI, and then call the 9-1-1 caller back on their admin lines. The call back on the admin lines corrected the one-way voice issue by getting the call completely off the 9-1-1 system and the ESInet facility where the error was occurring.

Martin said that in the Hennepin County incident there was a telephone company switch problem in Excelsior that prevented wireline customers in that area from making any calls outside the Excelsior area including 9-1-1, but they could call other wireline customers who were on the Excelsior switch. 9-1-1 calls could have been rerouted to another telephone number on the Excelsior switch. Martin said he would prefer the caller get a busy signal than to have the call answered by someone that is not 9-1-1 trained.

E. Mental Health Call Processing Standard

Hieserich said APCO sent an email last week announcing the draft standard for Crisis Techniques, Intervention, and Call Handling Procedures was out for public comment (link included). The agenda also contains a link to the NENA Telecommunicator Wellness Committee's work and resources.

Pankonie said Minnesota National Alliance of Mental Illness (MNAAMI) reached out to Sheriff Starry. They wanted his feedback because they are going to the legislature with proposed legislation that would mandate mental crisis and suicide call training for 9-1-1 telecommunicators. Pankonie talked to the lobbyist for MNAAMI and told him about the MESB's efforts to develop a mental health telecommunicators standard in the metro, eventually to be used state-wide.

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Pankonie said they talked about the TC minimum training standard and the proposed certification standard as existing documents where the proposed MNAMI requirements could be added. This lobbyist is interested in making a presentation to the MESB. Pankonie will share that information with Tony Martin and Jill Rohret.

Martin said last month the Hennepin County Board made a request for an initiative specifically for a 9-1-1 health task force. Minneapolis City Council is working on an initiative as well.

Hieserich asked if there should be a workgroup formed to work on the mental health call processing standard. Martin said one could be formed so when things move forward, a workgroup is already to go. Hieserich volunteered to join that workgroup. Martin said perhaps next month it could be an agenda item to form a workgroup.

Eggimann suggested the PSAP Roundtable should be involved. Tony Martin and Kari Morrissey concurred.

Pankonie added that NAMI is going to pursue their own legislation in addition to partnering with the MESB.

Pass said there are Ramsey County projects that are looking at alternative responses; mental health being one. There is a public safety commission in St. Paul of community members that are looking at those issues as well.

Martin said that governance comes from a regional level so it is important we are informed and can tie it all together.

Pass said at the end of the day it always comes down to resources. Hieserich said it should be kept on the agenda.

F. Telecommunicator Reclassification and Licensing Legislation

Pankonie said House Representative Igo has picked up the bill from the retired representative that helped write the original language. It is hoped the bill will be introduced this year.

Rohret said the MESB was not included in the 9-1-1 Telecommunicator Reclassification and Licensing bill preparation. She shared that the MESB has gotten conflicting information about what DPS and the Governor's Office positions are going to be concerning updates or changes to MN 403. It is believed that ECN has plans for making changes to the MN 403 particularly regarding the 9-1-1 fee, but the Governor's Office may be opposed to opening 403 up for changes. Rohret has also learned that the Association of MN Counties is considering introducing a bill that would keep the 9-1-1 fee at \$.95 and not let it get reduced as the current statute language requires when the ARMER bonds are retired in June.

G. Regional Workload Sharing/Situational Awareness Planning

Eggimann said he would like to get a representative from this committee to lead the workgroup and possibly contract for some assistance for the technical side of developing an implementation plan for a regional workload sharing and situational awareness solution. He does not believe the MESB is in the best position to facilitate this project currently. Eggimann feels this is an important and complex project that needs to be done right. He shared with the committee that he will be involved in several initiatives while working with ECN on NG9-1-1 RFPs for Core Services and the 9-1-1 System Egress

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ESInet, as well as the current implementation of the 9-1-1 System Ingress contract. Eggimann also noted that CAD in general is not one of the MESB's core competencies and that the PSAP staff responsible for the CAD operations need to be involved. Eggimann said that he would try to identify a meeting time that will work for the workgroup and get the meetings started so the workgroup can discuss the best path forward.

H. T-Mobile Location Based Routing

Marcia Broman reported to the committee that T-Mobile issued a press release in December announcing they were going to start making caller location-based routing available for PSAPs that wanted it. Broman displayed a Location Based Routing Overview PowerPoint presentation to the committee that had been shared by T-Mobile with the MESB.

Broman asked if there were any PSAPs that would like to be involved in helping pilot this capability.

Committee members from the Airport, Ramsey, Sherburne, and Washington County all expressed interest in participating in a pilot project.

Pankonie asked if T-Mobile will be showing the advanced class of service in ALI for calls routed this way. Broman said she believes the class of service will display as WPH2, the same as what currently displays with the sector-based routing.

Eggimann suggested that if committee members knew about cell sites where calls were routinely being transferred to another PSAP, they should let him know. Eggimann speculated those sites may make good pilot project sites.

6. Reports

A. PSAP Operations Round Table Work Group – No Update

B. SECB NG9-1-1 Committee Report

Pankonie said yesterday's meeting revolved around telephone CPR. July 1, 2021 is the eligibility deadline for receiving regional grant funds. Four levels of training have been identified; CPR Technician Training, CPR recognition training, training your telecommunicators to deliver just T-CPR instruction in case of cardiac arrest, and EMD for all medical calls including cardiac arrest.

Pankonie said all legal and governance questions regarding the standard and compliance with the statute have been sent to the Attorney General's Office. She expects to have a response from the AG by next Thursday.

Val Sprynczynatyk asked if the AG had offered an opinion on what the minimum level of training was for PSAPs that transfer all medical calls to a secondary PSAP for EMD. Pankonie said that question was included in what was sent to the AG.

In other committee action, Pankonie reported the committee discussed what steps the greater MN PSAPs were taking to start receiving the new dispatchable location class of service codes. ECN announced that there will be an NG 9-1-1/GIS Webinar on February 18 for anyone who works with GIS for 9-1-1. ECN is continuing to work on documenting the 9-1-1 Plan change process they want the greater MN PSAPs to follow. Also discussed was the MDH/COVID Cautions that will sunset on January 31, 2021. The 9-1-1 service disruption in the Southeast Region was discussed.

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Pankonie said the COVID vaccinations for 9-1-1 personnel issue was discussed. MDH follows vaccination guidelines from the CDC. There is no clear definition in those guidelines that defines front-line 9-1-1 personnel. It is believed it is the intent of local and state officials to include 9-1-1 personnel with EMS and Firefighters.

Robin Carter reported that the U of M PSAP employees have all been vaccinated. Laura Anderson reported that all the Sherburne Co. PSAP personnel have been vaccinated too and were included in the initial plan. Pankonie said about 50% of the people who have been vaccinated are getting headaches.

C. 9-1-1 Network Report

(written report included in the meeting packet)

D. 9-1-1 Data Report

(written report included in the meeting packet)

7. Announcements

Adjourn at 11:50

**January 21, 2021 – 911 TOC Meeting
Pandemic Metro PSAP Consolidation Plan Update**

Evaluation Team -

During the multiple MPCP meetings, it was apparent that too many “what if’s” would continuously come up and it was difficult to make any significant progress by trying to cover all these “what if” scenarios. To combat this, it was decided to concentrate on the worst case scenario first, and then work backwards from there to figure out the rest of the “what if” scenarios. The worst case scenario is that all PSAPs have lost enough staff that prompts a full consolidation into both East and West consolidation points. It is also assumed that if PSAPs have lost such a significant amount of staff that all responder’s law, fire, and ems would also be consolidating in some fashion to continue to provide emergency responses throughout the Metro Region. In this type of scenario, staffing levels would be so low that existing CAD systems would be abandoned for each individual jurisdiction and RapidDeploy would be used for all PSAP and responder operations. This eliminates the need for a dispatcher to have to assign an incident in multiple CAD systems to get a proper response from multiple consolidated responders.

All recent efforts of the MPCP have been focused on preparing the RapidDeploy East and West environments for a tabletop exercise to allow the Evaluation Team to test the functionality of RapidDeploy and evaluate if it is a sufficient platform to support a Metro PSAP Consolidation, if ever one would occur. During the train the trainer sessions that were held in June of 2020, it was found that the RapidDeploy environments were unstable and slow, due to the amount of data that had to be processed in both the East and West tenants. RapidDeploy has been working on correcting the stability and latency issues since June and has continuously moved out their production ready date, until our latest date of the week of February 22nd. The tabletop exercise for the evaluation team has been tentatively scheduled for February 26th at 10 am.

During the scheduled tabletop exercise, the Evaluation Team hopes to get 30-40 participants to login to the RapidDeploy West, CAD and Mobile environments to really test the system and ensure that it can handle a large number of users to simulate an MPCP event. If the tabletop exercise is completed successfully and the evaluation team approves RapidDeploy as an acceptable platform for an MPCP event, RapidDeploy will hold additional train the trainer sessions for all participating PSAPs in March.

Group Members:

Dawn Kenyon
Lauren Peterson
Kari Morrissey
Kevin McNallan
Deb Walter
Peggy Scott
Kyle Dille
Val Sprynczynatyk
Marvin Bachmeier
Dan Klawitter
Vic Barnett
Jonathan Rasch
Gladys Ferguson
Vicki Vadnais

CAD/GIS Group –

Having remote access to the PSAPs home CAD system has been the main goal of this team. This allows each PSAP to access critical interfaces that exist in their home jurisdictions from their respective remote consolidation sites. Information was gathered from each PSAP about the capabilities of remoting back to their home CAD systems and the number of concurrent sessions that are available.

CAD data has been extracted, validated, and loaded into RapidDeploy from each of the participating PSAPs. MESB GIS data has been loaded into the MESB East and West environments.

Group Members:

Bill Anderson
Brett Forbes
Debra Walter
Jim Scanlon
Karen Haines
Kari Morrissey
Kevin McNallan
Lauren Peterson
Lisa Vik
Marcia Broman
Marv Bachmeier
Peggy Lynn Scott
Peter Sauter
Robert Shogren
Scott Shingledecker
Vicki Nelson

Operations and Staffing –

PSAPs have responded with what the absolute minimum numbers of staff would be required to maintain 24/7 operations. Knowing this number can help to set warning trigger points of when a possible consolidation might have to occur.

Schedules for the consolidation points have been discussed, with 12 hour shifts being the general consensus.

Group Members:

Chad Loeffler
Cheryl Pritzlaff
Darlene Pankonie
Heidi Hieserich
Jack Cooper
Jim Scanlon
Laura Anderson
Lisa Vik
Jon Rasch
Susan Bowler
Todd Moen

Val Sprynczynatyk

9-1-1 CPE and Admin Lines -

The group has worked to add Hennepin, Ramsey, or Allina (secondary PSAPs) to the 9-1-1 destination routing tables for each participating PSAP. Hennepin, Ramsey, and Allina have loaded additional GIS maps and address points for the PSAPs assigned to them as consolidation points so that every 9-1-1 call that is received can be geo-validated and assigned to the correct jurisdiction.

RapidDeploy has been split into MESB East and MESB West environments. An EDG (emergency data gateway) device has been placed at both Hennepin and Ramsey PSAPs to capture all 9-1-1 calls and feed the call and location information to the East and West RapidDeploy environments. When a PSAP comes to a consolidation point and routes their 9-1-1 calls to either Hennepin or Ramsey, the EDG device will feed all call data into the RapidDeploy East or West environments. MESB GIS maps and address points have been loaded for all jurisdictions and have been validated.

Participating PSAPs have completed the creation of lists of their administrative phone lines and the function of each of those lines. They have planned on how to consolidate these down to the bare minimum and how to forward those consolidated lines to their respective consolidation point when necessary.

Group Members:

Chad Loeffler
Darlene Pankonie
Dewey Thorson
Jake Thompson
Jim Scanlon
John Sutton
Kari Morrissey
Keven McNallan
Randal Larson
Lauren Peterson
Lisa Vik
Pete Eggiman
Susan Bowler

ARMER –

The group focused on reducing the overall numbers of talkgroups required in their jurisdiction. There are limitations on the available bandwidth for Motorola Consoles and only so many concurrent talkpaths can be active at once. Each PSAP has made a list of their ARMER talkgroups and the function of each. They have consolidated these talkgroups down to the fewest number possible and have also identified which talkgroups could be moved to existing regional talkgroups such as METACs.

Group Members:

Chad LeVasseur
Craig Brekke
Curt Meyer
Jake Thompson

Jim Scanlon
Kyle Breffle
Lisa Vik
Nate Timm
Peter Sauter
Rod Olson
Ron Jansen
Tracey Fredrick



MN Metropolitan Emergency Services Board 911 DISRUPTION/OUTAGE COMMUNICATION PLAN

Draft Last Revised: 02/11/2021

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DRAFT

1. Overview

The goal of MESB 9-1-1 Communication Plan is to inform all necessary participants, both internal and external, of the area's communications-related actions during a crisis, 9-1-1 disruption or outage. Because it is impossible to identify all variables, this plan is a living document. Flexibility is necessary when reacting to a crisis, and therefore this plan was written as guidance and not as a strict process.

The CP has six main components:

- Audience identification
- Roles and responsibilities
- Scope of disruption, severity, geographic
- Message Creation
 - Message characteristics
 - Types of messaging: external and internal
 - Monitoring
 - Sample messages
- Message distribution
 - External distribution
 - Internal distribution
- Analysis
 - Measuring success
 - Applying lessons learned
- Attachments

2. Purpose

The purpose of the CCP is to provide a framework for releasing consistent, accurate, and appropriate messaging during a crisis to affected audiences.

3. Goals

- Identify internal and external audiences affected by a crisis
- Identify staff roles and responsibilities during a crisis
- Identify official messaging that addresses the needs of affected audiences without releasing confidential information
- Identify and use distribution tools for sharing messaging as quickly as possible
- Update audiences regularly with new developments
- Address misinformation in a timely manner to avoid the spread of rumors
- Measure effectiveness of messaging and distribution tools after the crisis is over
- Identify and apply lessons learned to the CCP for future use

4. Audience Identification

Internal

- MESB Public Safety Answering Points (PSAPs)
 - Allina Emergency Medical Services PSAP
 - Anoka County PSAP
 - Bloomington PSAP
 - Carver County PSAP
 - Chisago County PSAP
 - Dakota County PSAP
 - Eden Prairie PSAP
 - Edina PSAP
 - Hennepin County PSAP
 - Hennepin Emergency Medical Services PSAP
 - Isanti County PSAP
 - M Health Fairview Emergency Medical Services PSAP
 - Metro Transit PSAP
 - Minneapolis PSAP
 - Minnesota State Patrol PSAP
 - North Memorial Emergency Medical Services PSAP
 - Ramsey County PSAP
 - Ridgeview Emergency Medical Services PSAP
 - Scott County PSAP
 - Sherburne County PSAP
 - St Louis Park PSAP
 - University of MN PSAP
 - Washington County PSAP
- MESB Public Safety Answering Points (PSAPs) Staff (Director, Managers, Supervisors, Technical Staff, Other Identified Staff)
- MESB staff members (Executive Director, Director of 911 Services, EMS Coordinator, Radio Services Coordinator)
- Partnered Police, Fire & City Departments of Partner PSAPs, Public Information Officers (PIO's)

External

- Residents/Visitors of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties
- Media members
- Partners (local, state, and federal officials) outside of the MESB 9-1-1 region
- Neighboring 9-1-1 entities

Not all MESB 9-1-1 audiences will be affected in every scenario. In addition, it is possible that an audience may exist that is not currently identified in this plan. The plan will be amended as audiences are identified.

5. Initial PSAP Response to Disruption

Discovery can be an automated email notification, information that a 9-1-1 call(s) did not go through, misrouted 9-1-1's or any other method.

- Upon discovery of a potential service disruption/outage, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
 - *****It is recommended that PSAPs test with multiple carriers when possible.**
- If test calls result in 9-1-1 misroute or call failure, PSAP staff will check with a surrounding PSAP to see if they are experiencing any disruptions or outages. (The PSAP contacted will confirm whether they have received any indication of a known issue and test their lines.)
 - If there are no service issues discovered with the surrounding PSAP, the initiating PSAP will continue with internal notification procedures and work with 911 support to identify and resolve the issue.
- If both PSAPs are experiencing a service disruption/outage, one of the PSAPs involved will check for regional issues via METCOM. Advise Metro PSAPs on METCOM of the 9-1-1 service disruption/outage and ask that they check and report status on METAC8 (or next available). If not already identified, have one PSAP be the primary contact.
- If any of the PSAPs experiencing a disruption/outage have not been informed of the outage by the 9-1-1 services provider; the PSAP with an existing service ticket entered should update 9-1-1 support with other agencies involved when possible.
- The Lumen (CenturyLink) regional/statewide conference bridge will be opened for current/up to date information.
 - All PSAPs in the region will be invited to the conference bridge. Intended audience:
 - Primary 9-1-1 PSAP Contacts
 - On-duty PSAP staff/supervisors
 - PSAP Technical Staff
 - ECN and MESB staff will be added to the conference bridge
- Internal PSAP Notification

6. Message Creation

MESB PSAP messaging must meet the following standards:

- Accurate
 - Accurate as possible based on available information
- Timely
 - Updated regularly to reflect new information
 - It is suggested that PSAP's provide an update at least every hour, unless new, pertinent information is available before the time of the next update.
- Clear
 - Easy to understand, avoiding the use of jargon or industry acronyms.

Recommended order for message delivery platforms:

- Press Release
- Social Media (Twitter, Facebook, etc.)
- IPAWS
- Reverse 911/Notification – Use for landlines or prebuilt targeted groups (care facilities, apartments, assisted living, etc.). IPAWS notification will be sent to cellular telephones.

Message Templates

Press Release (Initial)

9-1-1 Disruption in (your area)

9-1-1 service may be temporarily disrupted in (your area)

If you are in (your area) and are unable to reach police, fire or medical responders, please call:

(XXX) XXX-XXXX (Your 24/7 10-digit Number)

We are working with our 9-1-1 providers to get the service restored quickly. Once 9-1-1 service is restored, the press release will be updated.

If you have an emergency outside of (your area), your call will be transferred to the appropriate Emergency Center.

(Optional)

For further information about what to do if there is a disruption, you can visit (website)

Press Release (Restoral)

9-1-1 service has been restored in (your area).

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Twitter (Initial)

9-1-1 service has been temporarily disrupted in (your area). If you have an emergency, please call (XXX) XXX-XXXX (Your 24/7 10-digit Number).

Twitter (Restoral)

9-1-1 service has been restored in (your area).

IPAWS/WEA Message (Initial)

It is recommended that PSAPs wait 30 minutes before an IPAWS message is sent, unless there is confirmed information that:

- The disruption duration is not known, or restoral is not timely
- Unable to route calls to alternate PSAP
- Consider the time of day when sending IPAWS (recommended not overnight, unless needed)

IPAWS Categories

- Message Status: Actual
- Source/Sender: (Your Agency)
- Scope: Public
- Message Category: Safety
- Event Name: Civil Emergency Message
- WEA Handling: Imminent Threat
- Urgency: Immediate
- Severity: Extreme/Severe
- Certainty: Observed
- Sample 90, and 360 Character Messages
90 Character: [SOURCE]: POTENTIAL 911 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 911.

RAMSEY CO: POTENTIAL 911 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 911.

360 Character: [SOURCE]: POTENTIAL 911 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 911. SEE [INSERT WEB URL] FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

RAMSEY CO: POTENTIAL 911 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 911. SEE <http://www.ramseycounty.us/911> FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

7. Restoral Information

- Once word is received that 9-1-1 service is operational, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
- PSAP staff will check with a neighboring PSAP to see if they are back up and operational.

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- If both PSAPs are operational, one of the PSAPs involved will advise Metro PSAPs on METCOM that they appear to be back up and operational.
- If any of the PSAPs are still experiencing a disruption/outage; the PSAPs with an existing service ticket entered should update 9-1-1 support with impacted agencies that they are still experiencing the outage.
- Those agencies that are back operational should then send a follow up/update on social media sites and/or WEA indicating that 9-1-1 is now operational.

ACKNOWLEDGEMENTS

The Metropolitan Emergency Services Board (MESB) 9-1-1 PSAP Technical Operations Committee developed this document.

911 PSAP TOC Approval Date:

MESB recognizes the following industry experts and their employers for their contributions to the development of this document.

Members	Employer
Tony Martin, Emergency Communications Director	Hennepin County Sheriff's Office
Heidi Hieserich, Emergency Communications Manager	Metropolitan Airports Commission
Jon Rasch, Emergency Communications Manager	Ramsey County Emergency Communications
Cheryl Pritzlaff, Operations Director	Dakota County Communications
Val Sprynczynatyk, Director	Anoka County Emergency Communications
Pete Eggimann, Director of 9-1-1 Services	Metropolitan Emergency Services Board

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Appendix A

Definitions

- Disruption
 - Anytime one or more service carriers are experiencing problems with delivering 911 calls to state's 911 system, or there are problems delivering 911 calls to the PSAPs; but some calls/texts are getting delivered.
- Outage
 - This term is used when it has been confirmed that the state's 911 provider cannot deliver any 911 calls or texts to PSAPs. This could also be when the two major nationwide 911 providers can not deliver 911 calls to the state as well.
- Carrier/Telephone Providers
 - Specific telephone service providers or company providing telephone service. Examples:
 - AT&T
 - Sprint
 - T-Mobile
 - Verizon
 - CenturyLink (Qwest or Lumen)
 - Comcast/Xfinity
 - Onvoy
 - Vontage
 - For a full list, please see the MESB PSAP Manual
- TCC
 - Text Control Center
- Which Carriers are with what ?
 -

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Crisis Communications Plan (CCP)

Appendix B
Scenarios

Scenario Example #1

It is 9:30 PM on a Tuesday night and the Bloomington PSAP receives a non-emergency call from someone advising their 9-1-1 call did not go through. Staff working make test calls from both landline and cellular lines and both fail. (Verizon and T-Mobile were tested.)

Bloomington calls the Airport to see if they are having issues with their 9-1-1 lines. Airport tests their lines and reports 911 call failure.

Bloomington calls 9-1-1 Repair while Airport volunteers to hail Metro PSAPs on METCOM to check on the scope of the disruption.

Several PSAPs in the region report similar issues. Bloomington advises 9-1-1 Repair that most PSAPs in the region are reporting service disruptions and provides list of PSAPs.

The 9-1-1 service provider initiates a conference bridge for PSAPs, MESB, and ECN to provide status updates. (Estimated 10 minutes into the disruption)

Bloomington sends an internal notification to alert key stakeholders and their PIO. (10 minutes into the disruption).

Bloomington PIO releases statements for media. PSAP staff make reverse 9-1-1 notification to targeted areas of the community (long-term care facilities, etc.)(Reverse notification is made at the PSAP's discretion.)

On the conference bridge, the service provider reports that the cause of the disruption has been identified but the time to restore service is unknown. It is now 25 minutes into the service disruption and PSAPs on the conference bridge confirm the need to send an IPAWS message due to severity of the disruption (call failure versus misrouting).

County alerting authorities are given the greenlight to send an IPAWS WEA notification.

IPAWS messages are sent (35 minutes into the disruption).

At 45 minutes into the disruption the 9-1-1 service provider advises PSAPs on the bridge that service has been restored. PSAP staff test both cellular (multiple providers) and landline calls and confirm service has been restored.

County IPAWS notifications are cleared.

Bloomington alerts their PIO that service has been restored and service restoral media statements are released. Reverse 9-1-1 notifications are sent advising service has been restored.

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Scenario Example 2

- Hennepin PSAP receives a email and phone notification from LUMEN advising there are approximately 2000 customers in the Hanover, Hamel, Navarre and Excelsior area that may not be able to reach 911.
- Hennepin PSAP reaches out to South Lake Minnetonka Police Department and advises them of the area that is possibly affected and has them do some test calls from different areas within the area mentioned with multiple carriers (cellular telephones and landlines).
- The test calls that were made did go through to the correct PSAP (Hennepin South) from all phones that officers had access to. (10-15 into the notification)
 - Note: Hennepin PSAP (North, South and East) are receiving other 911 calls from many different carriers during this time, knowing that the 911 system is up and working.
- Hennepin PSAP contacts Lumen to inquire on the notification on a status.
- Lumen advises they are still investigating the error and will notify us when they have future. Lumen is unable to narrow down the area for which this is occurring besides what was already mentioned.
- Since there is no information (besides the notification) to show there is issues with customers reaching 911, the PSAP waits for further information before making any public notification. Stakeholders (Chiefs, on-duty personnel, PIO, etc.) for that area are notified that there could be an issue, waiting on further information.
- Lumen contacts the PSAP and updates them that this issue is possibly only affecting CenturyLink landline customers and a technician is on scene. (Estimated 1 hour into the possible disruption)
- Due to this only affecting a single providers customers, a decision was made to only place a message using social media advising we are aware of technical issues with CenturyLink that may impact their customers from calling from landline phones in the City of Excelsior area. No other notifications are made because the 911 system is working.
- Lumen contacts the PSAP and advises them that all alarms have cleared, and service should be normal for the previously affected area. The PSAP updates the social media post that the problem was repaired. (Estimated 3 hours after the notification).

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
February 18, 2021**

Agenda Number 6.C.

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

Washington and Scott Co. are the only remaining primary PSAPs in the metro area that have not yet implemented text capabilities on their answering applications. Both PSAPs are planning to implement text messaging concurrent with their next 9-1-1 answering application upgrade later this year. Washington Co. is currently planning to move to their new Solacom system in May. Scott Co. believes they will go online with the Motorola SaaS system this summer.

2. Firewall Implementation:

It is my understanding that this work has stopped, but I do not know why or if there is a plan to resume at some point prior to implementation of the NG9-1-1 Egress ESInet.

3. Other PSAP Activity:

A 9-1-1 Plan change request letter has been submitted to ECN as work continues on the Ramsey Co. 9-1-1 VESTA answering application geo-diversity project involving moving one of the VESTA servers to their Arden Hills back-up PSAP site and adding more diversity and redundancy to the ESInet connections to the VESTA system. The project also addresses ESInet reliability concerns during wet weather and ground conditions with current copper facilities connecting to the St. Paul site. The project will also provide better COOP options for not only Ramsey Co., but also the neighboring metro PSAPs that do not have an identified back-up location.

4. NG9-1-1 ESInet:

A three-way contract between ECN, the MESB, and Inteliquent covering the 9-1-1 system ingress from the telecommunications service providers to the NG9-1-1 core services has been finalized. Implementation meetings have begun and will continue on a weekly basis as the project progresses. Inteliquent has targeted April for completion of their network point of interconnect (POI) locations throughout the state and the interconnection between Inteliquent and the current 9-1-1 system. Once the Inteliquent network is complete, the originating service providers (OSP) can begin to connect to the Inteliquent POIs. An OSP will only need to connect to the Inteliquent network at two POIs to serve the entire state as compared to the current requirement to connect to the selective routers in every area of the state where the OSP provides service.

Additional work remains for the MESB and ECN on the RFP(s) for NG9-1-1 core services and 9-1-1 system egress connectivity between the core services and the PSAP.

The existing 9-1-1 services contract with CenturyLink has been extended until November 2021. This is the third extension of that contract and the last one permitted under the State's purchasing guidelines. The NG9-1-1 core services and ESInet egress connectivity RFP work mentioned above are intended to replace the current 9-1-1 services contract. It is anticipated that there will be a transition period as services are moved from the existing 9-1-1 service system to the new NG9-1-1 core services.

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 17, 2021 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to continue 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 NG9-1-1 Data QA/QC and GIS-derived MSAG activity:**
 - a. **NG9-1-1 QA/QC support** continues to focus on those PSAPs/Counties whose data is most ready to transition from a legacy to GIS-derived MSAG.
 - b. **Current GIS-derived MSAG status:**
 - i. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County
 - ii. **In preparation stage at MESB:** Carver County
 - c. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. This process has been helpful in identifying needed VoIP service provider data remediations, as well as some address point augmentations.
3. **ECN NG9-1-1 Federal Grant work:**
 - a. **Metro Regional GIS-derived MSAG Processes:** MESB is working with GeoComm on the regional GIS-derived MSAG project authorized under the NG9-1-1 federal grant. The two organizations are adjusting various configuration items in GeoComm's Data Hub and working to incorporate known error exceptions into GeoComm's system.
 - b. **Sherburne County:** Sherburne County kicked off their project with GeoComm at the beginning of February.
4. **Statewide GIS Data Standards:** The Met Council is working to update the metro regional aggregation/validation processes to accommodate the recent changes to the **Minnesota Geospatial Advisory Council (GAC) road centerline and address point schemas**. 9-1-1 legacy street name attributes and a road cartographic class attribute will be populated regionally prior to posting the datasets to the MN Geospatial Commons. March is the implementation target.
5. **Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:** Tabletop exercises are currently targeted to begin at the end of February and continue into March.
6. **Wireless callback number in ALI:** The transition project is complete. All primary PSAPs in the MESB region now receive **wireless callback number in the traditional phone number fields** (as is done with wireline and VoIP calls.) Lumen will be confirming there are no issues with metro area secondary PSAPs.
7. **Vertical location on wireless 9-1-1 calls:** Lumen and Intrado are working to create the **new ALI format**, as discussed at the January 9-1-1 TOC meeting, that would **transmit z-axis** information to the PSAP. Once the new format is ready, Jake Jacobson will prepare a transition plan and coordinate with MESB PSAPs to migrate them to the new format, similar to the process Lumen used with other recent ALI format transitions. The ALI format change will involve coordination with the PSAP CPE and CAD/mapping interfaces.
8. **Wireless Location Based Routing:** T-Mobile and MESB staff are working to complete a full **audit of T-Mobile sector-based routing and wireless ALI data** as a prerequisite to the pilot of T-Mobile's **location-based routing (LBR)** capabilities discussed at the January 9-1-1 TOC meeting. The Airport, Washington, Ramsey, and Sherburne County PSAPs expressed willingness

to participate in the T-Mobile LBR pilot. Further information will be available about the pilot after the data audit is complete. T-Mobile expects that the implementation of their new location-based routing capabilities, which utilize the device-based hybrid location of the caller and PSAP boundary polygons, will help PSAPs reduce the number of transferred 9-1-1 calls.

9. **URISA NG9-1-1 GIS Webinar Workshop:** ECN is hosting a URISA NG9-1-1 GIS workshop on 2/18/21 10 am – noon, coincident with the time of the February 9-1-1 TOC. Metro county GIS partners all received an invitation to the webinar. ECN has told MESB that it will make a recording of the session available.
10. **SECB NG9-1-1 GIS Workgroup:** The workgroup is preparing a report for the SECB NG911 Committee, including **recommendations from the geospatial community** about the statewide NG911 GIS project. The report draft is currently undergoing workgroup review and refinement. It is currently anticipated that the report will be delivered to the SECB NG911 Committee in March.
11. **MESB Region SECB Strategic Planning Process:** Metro GIS partners will be represented in the MESB region's SECB strategic planning process. Geoff Maas, Chair of the SECB NG9-1-1 GIS workgroup and Vic Barnett, alternate GIS rep to the SECB NG9-1-1 Committee, have been invited to participate in the MESB planning sessions.

ONGOING ACTIVITIES

12. **Statewide NG9-1-1 GIS Project:** The SECB NG9-1-1 GIS workgroup meets regularly to discuss the statewide NG911 GIS effort.
13. **Wireless Cell Sector/Routing Data:** MESB continues to process 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.
14. **Regional GIS Data Aggregation:**
 - a. **Road Centerline and Address Points:** The MetroGIS/Met Council continues to process 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.
 - b. **Boundary Polygons:** MESB continues to maintain the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at a minimum of quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.
15. **Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource for geospatial data their county GIS departments consider valid and current for regional 9-1-1 use.