911 Technical Operations Committee

Meeting Notice

Thursday
July 16, 2015
10:00 AM

MESB Office
2099 University Ave
St. Paul, MN

Mark Your Calendars

Metropolitan Emergency Services Board

911 Technical Operations Committee

Tentative Agenda
July 16, 2015

1. Call to Order

2. Approval of Minutes

3. Old Business
   a. Wireless Issues
   b. GIS Update
   c. Data Update
   d. Next Generation 911
      i. State 911 Program 911 Services RFP Update
      ii. GIS Role in NG911
      iii. NG911 Subcommittee Report
         1. Hosted/Shared 911 Answering Application Implementation Status
   e. SECB NG911 Committee
   f. PSAP Operations Round Table Work Group
   g. PSAP Abandonment (Condition 3) Routing – Metro Standard

4. New Business
   a. 911 System Traffic Study Information – Clear View Reports
      i. Available Resources Control – Legacy v. SIP Environments
   b. Line Level Audio Recording – SIP Environment
   c. 911 System Failure – PSAP Notification Process

5. Adjourn

Metropolitan Emergency Services Board
911 Technical Operations Committee
Draft Meeting Minutes
May 21, 2015

Committee Members

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

Alternates

Tim Walsh, Carver	Ashley Sames, Scott
Troy Ruby, Dakota	Christine McPherson, Minneapolis
Jeff Schlumpberger, Hennepin	Denise O'Leary, Ramsey
Deb Paige, Carver	

Others Attending

Pete Eggimann, MESB	Lauren Peterson, MAC
Martha Ziese, MESB	Matthew Hoffer, CenturyLink
Gordy Chinander, MESB	Frank Jarman, Airbus
Marcia Broman, MESB	Clif Giese, North
Adam Iten, MN Geo	Larry Schmidt, CenturyLink

1. Call to Order
Nancie Pass called the meeting to order at 10:03

2. Approval of Minutes
Motion to approve the draft February 19, 2015 minutes. (Pankonie/Lind) Approved.

3. Old Business
a. Wireless Issues – Gordy Chinander, GIS Manager (see written report)
Washington Co. experienced static in the audio when they tried to call T-Mobile customers back. They have not experienced similar issues with wireline or any other wireless carrier. A trouble ticket was started with T-Mobile. T-Mobile was able to identify an IP router in their connection to Level 3, who supplies the connectivity to the metro 911 system. The router was rebooted and the problem stopped.

The MESB GIS staff members have been working with the carriers to update any tower sector routing that contains "provisional" information. "Provisional" in an ALI record indicates that the carrier did not receive confirmation from the MESB, or the PSAP, that the carrier assigned PSAP was the correct one for that sector to be sent to. The State wants all of the provisional routing removed before the routing information gets loaded into the Wireless Emergency Routing Management (WERM) web application. With the WERM operational, the need for provisional routing should go away, and PSAPs should be able to view, approve, or change sector routing online.

b. GIS Update – Gordy Chinander (see written report)
A metro area collaborative of local GIS managers and consultants called the Metro Road Centerline Collaborative (MRCC) has been formed to standardize road centerline data throughout the metro area. The MSAG / GIS synchronization work that has been ongoing with the PSAPs and the MESB staff will be included in the MRCC work. The MRCC work may be presented to the SECB NG911 Committee for consideration for adoption as a statewide standard.

As directed by the TOC, a GIS workgroup has been formed composed of representatives including the nine county GIS managers (or their designee), Rice County, the City of Rochester, MnGeo, ECN/DPS, TOC PSAP liaison, and the MESB staff. This workgroup has held one meeting so far and intends to meet monthly.

c. Data Update – Marcia Broman (see written report)
MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved. Joint efforts continue with several PSAPs/counties on street name standardization and resolution of ALI geocoding errors (to address points and centerline) in advance of their PSAP CAD transitions.

Marcia noted that the March ALI Audit Trail reports have been sent to the PSAPs in mid-April. The 2nd Quarter MSAGs were also distributed on April 10th. PSAP 911Net Coordinators were reminded to check their 911Net accounts at least weekly for pending MSAG change requests.

d. Next Generation 911 - Pete Eggimann
i. State 911 Program 911 Services RFP – Dar Pankonie

The State has received responses to the 911 Services RFP and is now in the response evaluation phase of the process.

ii. GIS Role in NG911

Adam Iten, working with the State 911 Program on statewide 911 GIS efforts, reported to the committee that they have been getting a good response to the survey sent to the PSAPs. The State has also held meetings in six of the seven regions across the state. Adam believes they will have the results of their survey available sometime in July.

iii. NG911 Subcommittee Report – Pete Eggimann
1. Hosted/Shared 911 Answering Application

Minneapolis came on the 5-PSAP shared/hosted system on May 12. The cutover went smoothly with very few issues identified. Edina will be the last of the five PSAPs to come on the system and is scheduled for July 15.

DCC is scheduled to cutover to their new system on July 29. Ramsey is looking at a turn up date on their new system sometime yet this fall.

Susan Bowler, Carver Co. PSAP Manager, reported that Carver and Ridgeview cutover to their new Airbus system in March.

Washington Co. ran into problems as they prepared to migrate to an all-IP (SIP) connection to the ESInet that would have eliminated the need for the legacy PSAP gateway. Apparently, Washington Co. has a firewall in place today that permits remote maintenance on their answering equipment, and Intrado was not expecting to connect through a firewall for delivery of 911 calls. The engineers are working on possible solutions, but it has not been resolved yet.

e. SECB NG911 Committee – Darlene Pankonie
i. Vendor/Contractor Background Update

The NG911 Committee met in St. Cloud in conjunction with the State Interoperability Conference. Dar reported that the BCA has now decided it will take over the vendor and contractor backgrounds. This was surprise, but is what the PSAPs had advocated for in the past. The details have not been worked out yet, and PSAPs can continue to the do the background checks in the meantime.

f. PSAP Operations Roundtable

Nancie Pass reported that the Roundtable workgroup met in April. Nancie asked that minutes from the work group be distributed to the TOC prior to the TOC meeting, so there would be an opportunity for the TOC to address and issues identified.

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

The group discussed the need for PSAPs to work together on how the Alternate and Abandonment (the new Intrado names) routing options would be handled. The group also agreed that there was a need to document the routing options as a reference document for the other PSAPs to consider in their planning. The MESB staff will work with CenturyLink and the State on maintaining the routing option documentation.

4. New Business
   a. (??)

Call to adjourn

Meeting Agenda: PSAP Roundtable

Date & Time: Tuesday July 14, 2015 from 0900-1100

Host: Minneapolis Emergency Communications Center
                  Lavae Robinson (612-290-3443)

Location: Minneapolis Emergency Operations and Training Facility (EOTF)
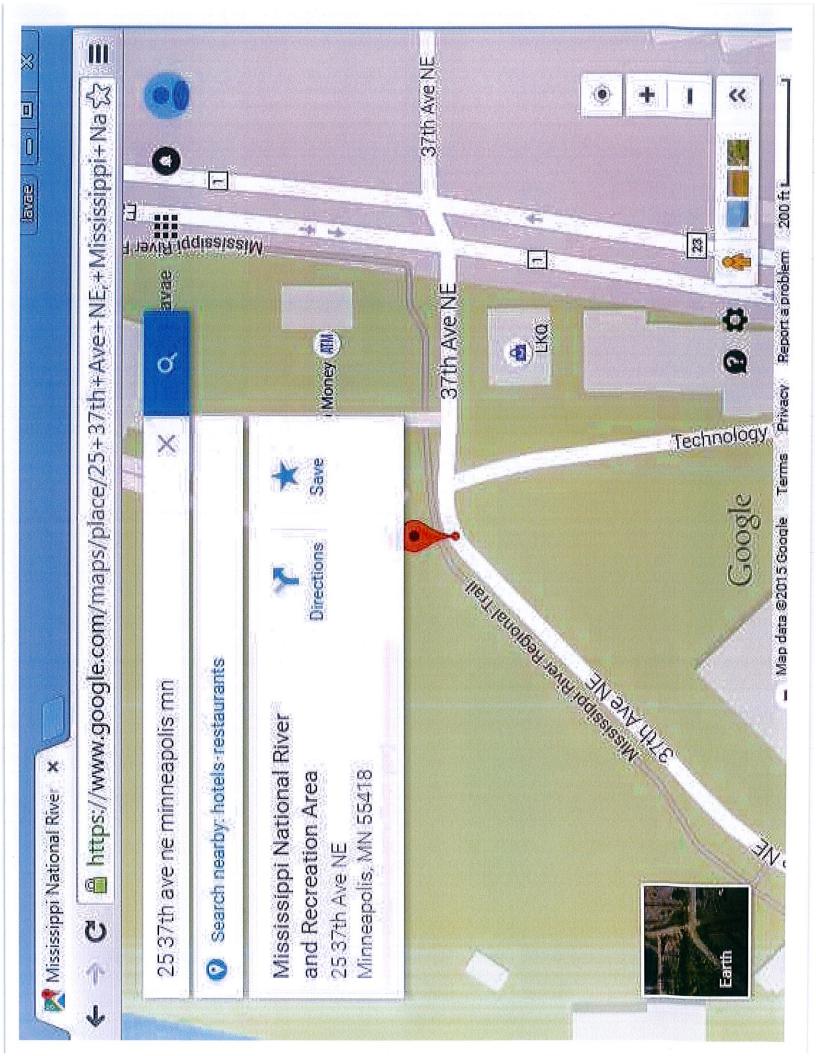   25 37th Avenue NE
                  Columbia Heights, 55418
                  Conference Room 127

Agenda Items:

1. PSAP operational updates and information (management, staffing, schedules, major changes)
   a. MN Metro Region Public Safety Dispatch Center Salary Survey (Chris Kummer)
2. Events and exercises (plans, meetings, 205's, impact on operations)
3. Training (new employee and continuing ed.)
   a. Interoperability training (Jill Rohret)
   b. Class interest (Heidi Hieserich)
4. PSAP technical updates and info (CAD, radio, phone and other systems)
5. QA/QI
6. Standards/procedures/policies
   a. Agency exchange of incident information (Heidi for Cheryl Pritzlaff)
   b. Procedures/policies for pinging cell phones (Val Sprynczynatyk)
7. Tours: Following the meeting, Lavae Robinson has volunteered to provide a tour of the fire training areas and the Strategic Information Center (SIC) for those that are interested.

Directions/parking:

See the attached map. This is the same location as the Minneapolis Fire Training Tower. Parking is onsite and free.

https://www.google.com/maps/place/25+37th+Ave+NE+Mississippi+Na

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Meeting Notes: PSAP Operations/Training Roundtable

Meeting Date & Time: April 14, 2015 9:00-11:00

Hosted by: Metro Transit Control Center

Members Present:

Val Sprynczynatyk, Chair (Hennepin)	Chad Loeffler (Metro Transit)
Jim Chisholm (Metro Transit)	Kyle Blum (Anoka)
Candy Capra (Airport)	Heidi Hieserich, Secretary (Airport)
Lauren Petersen (Airport)	Cheryl Pritzlaff (Dakota)
Ashlee Sames (Scott)	Kim Adamek (Ramsey)
Jay Sliwinski (Ramsey)	Karen Schmid (Washington)
Lavae Robinson (Minneapolis)	Thomas Bearheart (Bloomington)
Timothy Boyer (State Patrol)	Twylla Vickmark (State Patrol)

Rick Juth (MN Emergency Communications Network)

Meeting notes recorded by: Heidi Hieserich

Facilitated by: Chad Loeffler

Standing Agenda

1) **PSAP operational updates and information:**

   a) *Bloomington:* Bloomington is undergoing some remodeling in the center. They have one opening in the dispatch center right now and will be hiring for one more in June. Laurene Draper is the Civilian Services Manager, overseeing dispatch, clerical, property/evidence, technology management and facility issues for the police department.

   b) *Ramsey:* Jay Sliwinski advised that Ramsey went live with TriTech CAD last month; still adjusting and working through some minor glitches. There was some discussion with TriTech filters not refreshing correctly.

c) *Scott County:* Ashley Sames shared that Scott County will be going live with LETG CAD in June.

d) *Airport:* Heidi Hieserich shared that Airport is in the process of hiring to fill one vacancy, which would bring the center to full staffing. Candy Capra shared that organized staff (LELS) will be seeking a partial FLSA exemption, which spurred some conversation about other organizations that have been fined for violating FLSA requirements.

e) *Washington:* Karen Schmid shared that Washington has an open hiring process to fill 4 vacancies. She also advised they will be going live with a new CAD system (TriTech) in September.

f) *Dakota:*
   • Cheryl Pritzlaff advised that Dakota is currently in the process of hiring to fill three vacancies.
   • They recently upgraded to the new MCC7500 radio consoles and are experiencing some glitches with volume, which Motorola has been trying to resolve. There was some group discussion about this being a common problem experienced by many PSAPs, with the challenge being the number of possible phone system adjustments needed and various phone system interfaces.
   • She also shared that they will go live with a new phone system this fall and a new CAD system (TriTech) in March of 2016.

g) *Hennepin County:* Val Sprynczynatyk shared that Hennepin will be getting a new CAD system next year and recently held a TriTech demo.

h) *Anoka County:* Kyle Blum shared that Anoka recently went live with TriTech CAD in December of 2014.

i) *Metro Transit:* Chad Loeffler said they have been experiencing a lot more request from field units, which is increasing the work load for their dispatchers. They are looking into the purchase of hand held units and/or making some operational changes to help manage the work load. They are also pursuing efforts to become a secondary PSAP, hopefully sometime next year. This would involve upgrading to a phone system that enables them to accept 9-1-1 ANI/ALI information from transferring agencies.

2) **Events and Exercises:**
   a) MSP Airport Crash Exercise will be held May 7th.
   b) Airport ECC shared that they would host two open houses during NPSTW. The first being, the evening of April 14th from 1900-2100 and the second on Thursday the 16th from 1000-1200.
   c) Metro Transit shared that there would be a full scale LRT exercise held September 11th involving smoke in the tunnel. A table top exercise is scheduled for April 15th.
   d) LaVae Robinson (Minneapolis) gave a brief update on the property room fire incident that occurred over the weekend. She shared a couple transfer complications they experienced and said they would be revisiting their evacuation

process, but it went pretty well considering the situation. The supervisors did a good job getting people out quickly.

3) **Training**
   a) *Shared class hosting/sponsorship*: Airport, Metro Transit, Hennepin County and State Patrol are sponsoring a PSTC (Public Safety Training Consultants) course, *Planes, Trains and Automobiles* in May. The offer to participate in this course was put out earlier this year and the course is now closed. There were several agencies that expressed an interest in the shared hosting option, but many weren't able to make it work due to other operational priorities and training on new systems (CAD, phones, etc.).
   b) *Electronic training software*: Kim Adamek (Ramsey) shared information on a training software program she recently discovered called *Agency 360.com*. http://www.agency360.com/ The software offers electronic documentation and tracking. They take current agency forms and documents and build them into the system for a customized product. The cost is around $2400 a year.
      - Heidi Hieserich shared that the Airport ECC is using a program called LEAPS through Coplogic. This program offers a similar product and allows for electronic DOR, quizzes, checklists, tracking, etc. If anyone is interested in seeing how the Airport ECC is using the system contact Heidi. The cost will vary upon agency; for the Airport ECC it was about $5000 on the front with an annual maintenance fee close to $1500. http://www.coplogic.com/index.shtml
   c) *CTO Refresher:* LaVae Robinson said that she is working on an in-house CTO refresher training course to address CTO inconsistencies and unrealistic expectations of trainee performance. Kim Adamek shared the MS Power Point presentation used in Ramsey County for the basis of the training, which LaVae has modified with agency specific information. There was some discussion from the group on the topic of CTO development, in particular with the need to bring more consistency to CTO expectations of trainee performance.
   d) *Training incentives:* CTO incentives were discussed amongst the group, with most compensating CTO's for their increased responsibility while actively training. Incentives varied from 1-1 ½ hours of overtime or comp time per 8 hours of training to hourly incentives up to $2.50. This spurred a discussion on comp time usage in general. There was a lot of variance in how PSAPs manage comp time through yearly caps, overtime restrictions, etc.
   e) *Interoperability training:* Rick Juth (ECN) suggested that Val Sprynczynatyk (Chair) reach out to the MESB to secure grant money that may be available for interoperability training. In particular they may be able to help with creating a training road map, similar to how the Central Minnesota Regional Radio Board has approached the issue.
   f) *9-1-1 Training Program:* A question was asked regarding whether anyone was familiar with a 9-1-1 training program offered in White Bear Lake. Val Sprynczynatyk said that she recently visited Century College in White Bear Lake

to learn more about a program offered there. It sounded like the program was around 8 weeks long and covered basic foundational public safety knowledge. The program contact is Mary Vukelich: Mary.Vukelich@century.edu

4) **PSAP technical updates and info:** Limited discussion, as most updates were shared while discussing PSAP operational updates.

    a) MESB website access: Heidi Hieserich advised that the MESB is working on creating a secured resource sharing area accessible from the MESB's main website. After they update their *Log In* plug next week, it will be tested and then instructions with how to gain access can be sent out. This will provide a central location for sharing resources, meeting minutes, etc.

Future 2015 meeting dates:

July 14th 0900, *Tentatively hosted by Minneapolis*

October 13th 0900, *Need a hosting PSAP*

From: Evangelist, Dawn [mailto:Dawn.Evangelist@CenturyLink.com]
Sent: Monday, June 29, 2015 11:40 AM
To: Kraft, Patricia (DPS); Marcia Broman
Cc: Wahlberg, Dana (DPS); Pete Eggimann
Subject: message via 911Net and IUP to PSAPs regarding Maintenance activities

Good Morning,
I was just notified that the message below was sent to all 911Net and IUP users at 8:43am CDT. There is no response required, this is just a reminder. Please let me know if you have any questions.
Thanks,

Dawn

Important Maintenance Message

As a reminder, please notify the CenturyLink Network Operations Center (NOC) at 1-800-357-0911 in advance of any planned or emergency maintenance activity to your 9-1-1 equipment or site power. Thank you in advance for your help in distributing this message to your PSAP management and maintenance teams in support of this outreach.

--CenturyLink and Intrado Network Team (800)357-0911