



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
July 19, 2018
10:00 AM**

**MESB Office
2099 University Ave W
St. Paul, MN 55104**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

July 19, 2018

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Items
 - A. Wireless Reseller 24x7 Access Issues?
 - B. Metro National Weather Service Standard – Changes Needed?
4. Unfinished Business
 - A. Next Generation 9-1-1
 1. Text-to-9-1-1 implementation
 - a) Text-to-911 Regional Sunset Agreements
 2. Firewall implementation
5. Pending Business
 - A. Continuity of Operations Plans (COOP)
6. Reports
 - A. Data Issues Report - Wireless, Wireline, VoIP, GIS (see attached)
 - B. PSAP Operations Round Table Work Group Report
 - C. SECB NG9-1-1 Committee Report
7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
May 17, 2018

Committee Members

	Heather Hunt, Minneapolis (Chair)	X	Kevin Schwartz, Hennepin
X	Val Sprynczynatyk, Anoka (Vice-Chair)		Lisa Lovering, Isanti
	Bob Dowd, Isanti		Nancie Pass, Ramsey
X	Jim Scanlon, Bloomington PD	X	Jonathan Rasch, Ramsey
	Tim Walsh, Carver		Angie Iverson, Scott
X	Jon Eckel, Chisago		Darlene Pankonie, Washington
X	Cheryl Pritzlaff, Dakota		Sara Halverson, Washington
	Troy Ruby, Dakota		

Alternates

	Jeff Schlumpberger, Hennepin		Bob Shogren, Isanti
	Deb Paige, Carver		Christine McPherson, Minneapolis
	Susan Bowler, Carver	X	Jill Martens, Scott
	Vicki Nelson, Dakota		

Others Attending

Scott Haas, Scott Co.
 Heidi Hieserich, Airport
 Lauren Petersen, Airport
 Mary Ehram, Solacom
 Dustin Leslie, ECN
 Dan Craigie, ECN
 Diane Lind

Lisa Vik, Eden Prairie
 Matthew Hoffer, CenturyLink
 Jake Jacobson, CenturyLink
 Chad Loeffler, Metro Transit
 John Olson, IES
 Scott Wosje, Northland Business Sys.

MESB Staff

Troy Tretter	Jill Rohret
Marcia Broman	Martha Ziese

1. Call to Order

Val Sprynczynatyk called the meeting to order at 10:00. Introductions.

2. Approval of Minutes / Agenda

Sprynczynatyk asked for a motion to approve the agenda for the May 17, 2018 TOC and the minutes from April 19, 2018.

Motion (Schwartz / Eckel) to approve the May 17, 2018 TOC agenda and the TOC minutes from April 19, 2018. Approved.

3. Action Items

A. Emergency Communications Professionals Training Curriculum Development Project

1. PSAP Roundtable Work Group Recommendation

Diane Lind gave an overview of the draft training curriculum. The document is intended to be used as a best-practices guide rather than a mandated document. Heidi Hieserich said that the roundtable is discussing recommendations for maintaining this document.

Motion made (Pritzlaff / Rausch) to add this to the Minimum Training Standards. Approved

4. Unfinished Business

A. Next Generation 9-1-1

1. Text-to-9-1-1 Implementation

Dustin Leslie said that there have been three attempts to get Isanti County connected. There are no XY coordinates. The firewall with West is the issue. The State is holding any further Viper transitions until this is resolved.

Dakota County and Eden Prairie are close in resolving the issue with their Airbus equipment.

Carver County will probably go live the end of June or beginning of July. Ridgeview may or may not go live for text when Carver does.

There have been no more text transfer trouble tickets, but Dustin said to make sure you open one should there be.

Dustin reviewed the text to 9-1-1 plan change templates. The regional PSAPs throughout the state agreed to take texts for the PSAPS that were not ready. They agreed to do so until December 31, 2018. The state has prepared draft agreement documents that could be used by PSAPs to extend that date another year through December 31, 2019. These documents are not mandated by the state; rather are a starting point for PSAPs to use as a guide.

Jill Rohret said that the MESB would file one plan on behalf of every PSAP. If any PSAP is not ready by December 31, 2018 it is acceptable to have an agreement with any county. Please keep Pete informed of the agreements.

Jon Eckel expressed concern about getting the needed quote for changes to his equipment. Dustin said ECN will work with Viper vendors.

Kevin Schwartz, Hennepin County, said that if non-Hennepin PSAPs expect that they will go beyond the sunset date, he recommends they partner with a nearby PSAP to take their text calls. PSAPs in Hennepin County who won't be ready to take their own text calls, should talk with HCSO.

2. Firewall implementation

Dan said that there has been an email request from Element for administrative access to devices so implementation may begin. There is an acceptance test plan document that he will share with PSAPs when it is ready. At this point, Dan felt the acceptance test plan document had some issues, so he made the decision that no implementations will occur until the technical workgroup has reviewed it. There was a good discussion between ECN, CenturyLink and West on ECN's ESInet.

B. By-law Change

Rohret said that the Bylaws were approved by the MESB last week. Now, appointments or reappointments will need to be made by the governing body. Not all entities do appointments the same way; the bylaws take that into account. All members must be reappointed by the end of 2018 by their governing body. Pete will follow up with an email to PSAPs regarding the reappointments.

5. Pending Business

A. Legislation

Rohret said very little has happened. They do adjourn Monday the 21st.

B. Continuity of Operations Plans (COOP)

Sprynczynatyk asked members to please send their COOP to Pete if they haven't already. Pete will file the COOP plans for all metro PSAPs with the State. The training in St. Cloud was very good.

6. Reports

A. Data Issues -Wireless, Wireline, VoIP, GIS (see attached)

Marcia Broman said the deliverables have been completed for the SECB grants for Isanti and Washington County address points.

The MESB is in discussion with Dakota County GIS to use their data for a GIS-based MSAG trial.

The White Bear Lake transition went smooth. They are working to get cell sectors changed with West.

Verizon is transitioning their wireless data management from West to Comtech. Some testing was conducted last week; more to come. There are also discussions started about the possibility of simplifying the wireless ALI data screen and what the implications of that may be.

B. PSAP Operations Roundtable Work Group

The only active project would be a recommendation to maintain training document. The next meeting is July 10 at DCC.

C. SECB NG9-1-1 Committee Report

(Meeting cancelled)

PSAP representatives provided updates from their respective centers.

The June TOC meeting is cancelled because of the annual NENA Conference in Nashville.

Adjourn

METRO REGION

800 MHz Trunked Regional Public Safety Radio System Standards, Protocols, Procedures

Document/ Section:	3. Interoperability Guidelines	Radio TOC Recommendation
Sub-Section:	METRO 3.35.0	Date: 3/30/11
Procedure Title:	National Weather Service ARMER Radio Operations	
Date Established:	2/3/2010	MESB Approval - Signature:
Replaces Document	6/24/2015	Date: 4/13/11
Dated:		
Date Revised:	1/10/2018	
Effective Date:	1/31/2018	

1. Purpose and Objective:

To define the ARMER talkgroups and establish policy and procedures of radios to be used by the National Weather Service (NWS) Chanhassen office (Chanhassen Weather) and establish a Warning Point Net (Minnesota State Patrol - Metro Communications Center) during severe weather events.

2. Technical Background:

• Capabilities –

To provide talkgroups that are readily available tools for the use by Chanhassen Weather to communicate with numerous Warning Points (PSAP, Dispatch Center, EOC or other designated location) across the nine-county metro region and optionally other counties within the Chanhassen Weather County Warning Area (CWA) during severe weather events or other emergency incidents where the weather service's aid may be requested. The Statewide Emergency Communications Board has authorized a dedicated talkgroup for Chanhassen Weather, named US-NWS CHN. This is the resource Chanhassen Weather will use to distribute weather event information. PSAPs may choose to add this resource to their consoles or monitor on a separate ARMER Radio. Chanhassen Weather is authorized to use the statewide resources of STAC1-12 and the metro region resources of ME TAC 1-10 as directed by the Warning Point Net. The regional talkgroup METEM is also programmed in the radios for communications with regional and local Emergency Managers as stated in Metro Standard 3.28.0 'Use of Metro Emergency Management talkgroup METEM'.

• Constraints –

Chanhassen Weather has been issued three handheld portable and one control station transceivers. These units will primarily be used to monitor selected talkgroups when invited to do so by a Warning Point or Emergency Manager as a result of severe weather or other emergency incident. This Standard does not limit the use of other ARMER resources and/or radios for other authorized purposes by Chanhassen Weather.

3. Operational Context:

For activations within the nine-county metropolitan region, Chanhassen Weather will hail the Metro Warning Point and the affected counties in the event of a severe weather warning. The Metro Warning Point will hail the affected PSAPs over the METCOM talkgroup and direct them to listen to the US-NWS CHN talkgroup for information on the weather. In the event of some other type of emergency incident that would require assistance from Chanhassen Weather, the agency requesting the assistance would contact Chanhassen Weather directly via a land line or via US-NWS CHN and direct them to the appropriate talkgroup resources for the incident.

4. Recommended Procedure:

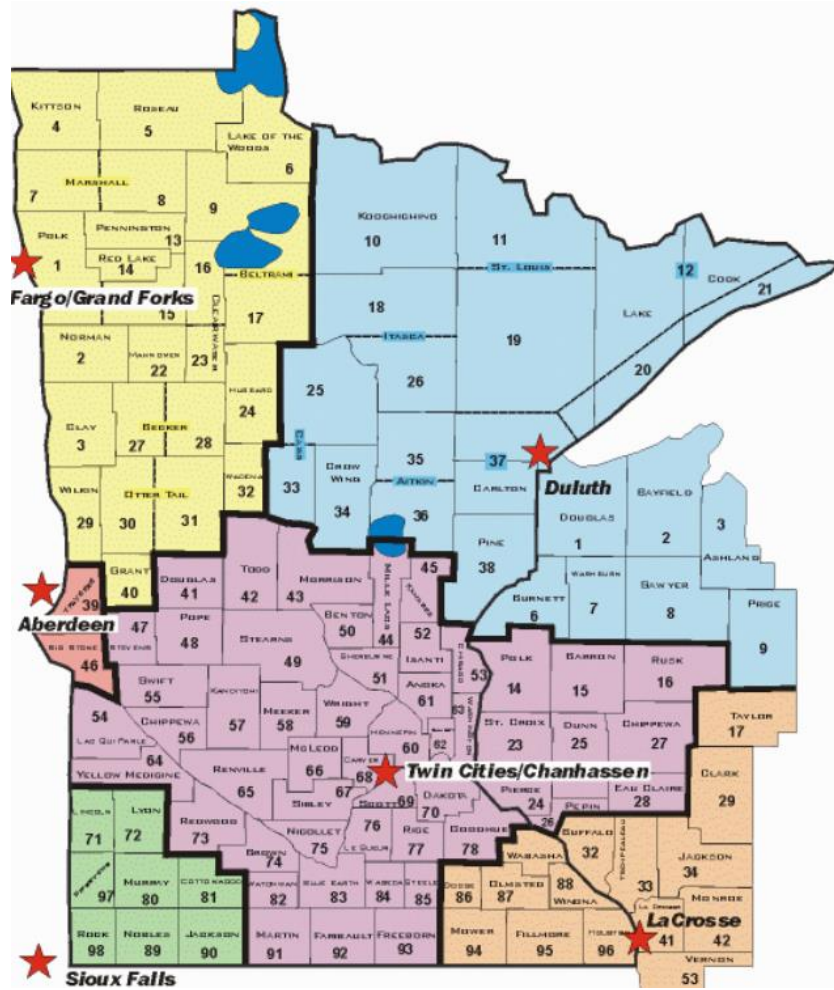
- Activation – Metro Warning Point

Chanhassen Weather will normally initiate weather warnings, via US-NWS CHN to the Metro Warning Point. The warning will also transfer from the NWS computers to National Law Enforcement Telecommunication System (NLETS), from there the BCA computers copies the notification over to Minnesota Justice Information Services (MNJIS) and is sent out to notify the affected area(s). The Metro Warning Point will hail all the Metro areas affected by the warnings over the METCOM talkgroup and direct them to the US-NWS CHN talkgroup for further detailed information. PSAP's that do not respond to the hail will be contacted via land line by the Metro Warning Point and directed to listen to US-NWS CHN talkgroup. US-NWS CHN talkgroup will be used for any information exchange between the affected centers and the National Weather Service; such as severe weather reports, including sightings of tornados. This communication should be limited to updates to/from Warning Points **only**. This is not for individual field spotters. As the threat expires for each Warning Point's area, the center can choose to turn down the volume on the US-NWS CHN talkgroup on their own. Any new weather threats that occur after existing threats have expired will be handled in the same manner described above.

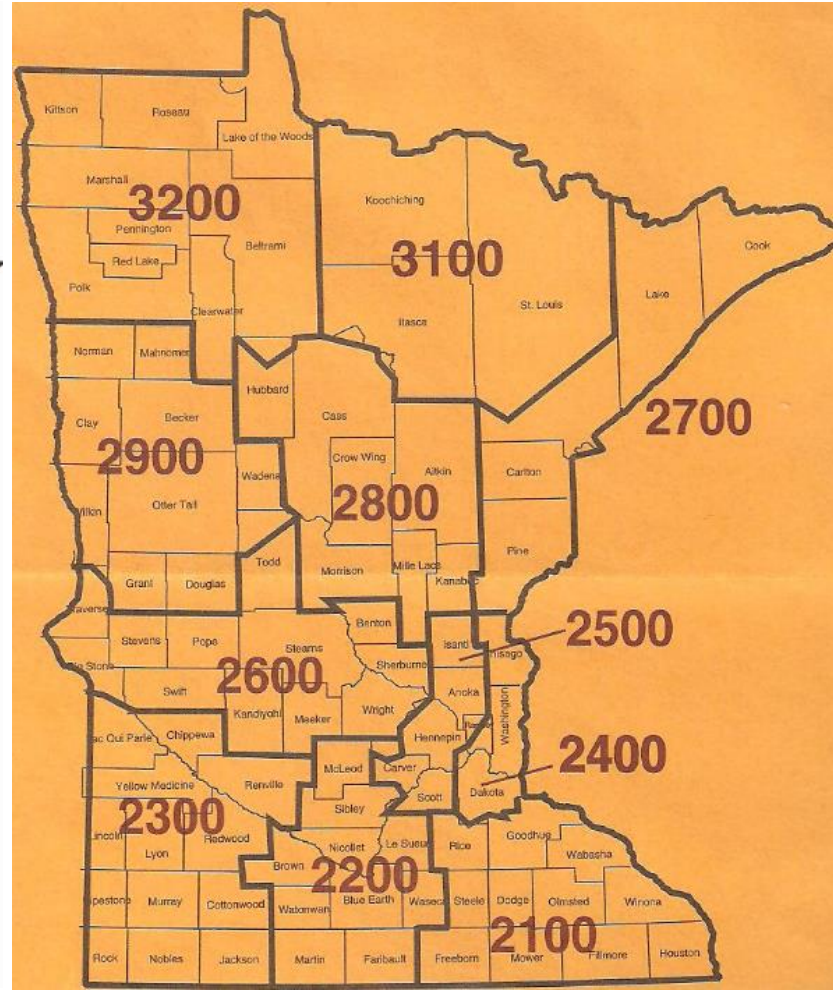
5. Management:

State Patrol Warning Points shall manage assignment and usage of talkgroups for Warning Point Net activations. Dispatch center managers and supervisors on the metro area ARMER system shall ensure that this procedure for usage and assignment of ME TAC or STAC talkgroups be adhered to.

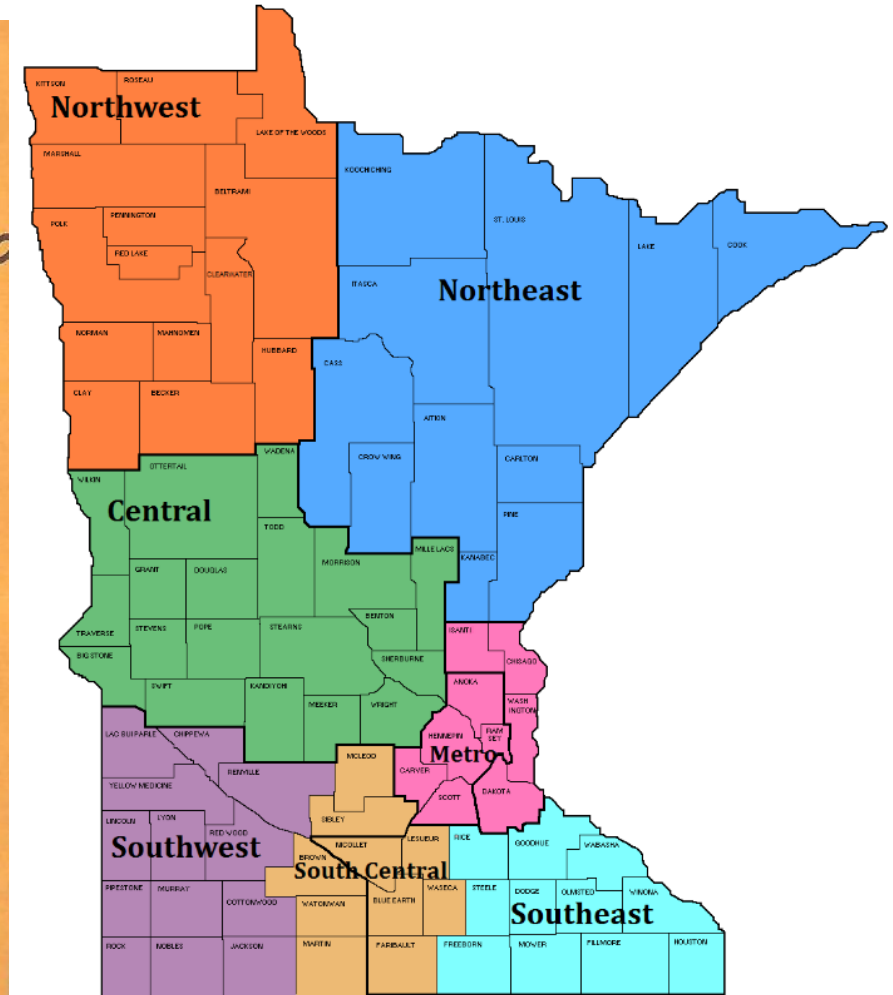
NWS CWA MAP



STATE PATROL DISTRICT MAP



REGIONAL RADIO BOARD MAP



MUST BE ON COUNTY/PSAP/SHERIFF OFFICE LETTERHEAD

Date

MN Department of Public Safety/Emergency Communication Networks
Attn: 9-1-1 Program Manager
445 Minnesota Street, Suite 137
St. Paul, MN 55101

RE: **PSAP name** 9-1-1 Plan Change Request

Dear 9-1-1 Program Manager:

Please accept this letter as a modification to the **PSAP name** 9-1-1 Plan maintained by MN-DPS ECN.

PSAP name has agreed to receive and process text-to-911 calls on behalf of the following PSAPs in the **Region name** region. In addition to **PSAP name**, the following **Region name** counties are included:

List counties you will be answering for in year two

Text-to-9-1-1 calls will be answered and processed following the Text-to-9-1-1 Operational Standard developed by the text-to-9-1-1 workgroup. This standard was also approved by the NG9-1-1 Committee and the Statewide Emergency Communications Board (SECB).

PSAP name will accept text-to-9-1-1 calls on behalf of the above PSAPs until those PSAPs are ready to take their own text-to-9-1-1 calls. **PSAP name** will charge each PSAP \$1,200 for accepting text-to-9-1-1 calls from January 1st, 2019 to December 31st, 2019, or \$100 per month. If an above listed PSAP deploys their text-to-9-1-1 service in 2019, they will be reimbursed the difference of the fee charged by **PSAP name**. This amount may be higher in 2020.

Please let me know if you need any additional documentation or have any questions. Thank you in advance for your assistance and consideration of this request.

Sincerely,

(PSAP Authorized Signatory Name)
(Name PSAP)

State of MN 9-1-1 Program Approval: Pursuant to Minnesota Statutes 403, I approve the **PSAP name** request to the changes described above. This letter is accepted as an interim update to the **PSAP name** State of MN 9-1-1 Plan.

State of Minnesota – 9-1-1 Program Manager
Department of Public Safety
Emergency Communication Networks

Date

Technical Operations Committee – 07/19/2018 *9-1-1 Data Update* *(Wireline, Wireless, VoIP, GIS)*

Metropolitan Emergency Services
Board

2099 University Avenue
St. Paul, MN 55102
Web: www.mn-mesb.org

1. Statewide GIS Standards:

- a. The initial 60-day public review and comment period for the proposed **Minnesota Road Centerline Standard** (MRCS) schema closed on Friday, June 8, 2018. The Minnesota Geospatial Advisory Council (MGAC) Standards Committee meets on 7/18/2018 to review the comments received and decide on next steps.

2. Regional GIS Data Aggregation:

- a. **Centerline:** The MetroGIS/Met Council processes updates of the MRCC daily to the MN Geospatial Commons website. A metro county's most recent centerline data that has uploaded to the portal and passed validations is included in that dataset. Chisago and Isanti County have established their portal accounts to begin submission of their datasets.
- b. **Address Points:** The metro area GIS managers have revised their target date to 10/1/18 to complete the transition of their datasets to the **Minnesota Address Point Data Standard** schema that will be used for regional dataset aggregation. Preliminary address point schema validations like those done for the MRCC have been established by Met Council.

3. Regional PSAP/ESZ Boundaries:

- a. **Regional PSAP/ESZ polygon boundary dataset recent changes:**
 - i. EMS response change in Scott County affecting an ESN/ESZ
 - ii. Adjustments being made to two ESZ boundaries near Cambridge and Isanti Township (Isanti County).

4. Verizon Transition from West Mobility to Comtech

- a. Verizon is in the process of transitioning their wireless data management from West Mobility to Comtech. The testing process identified multiple issues with the wireless ALI format set up by Comtech that have now been resolved.
- b. Pete Eggimann has communicated to Comtech the timing requirements expressed by PSAPs in conjunction with Comtech's cutover testing plans.
- c. In the last week, Verizon cutover all their LTE sites to Comtech. CDMA sites are still handled by West for now. Verizon has said it is their intent to transfer the rest over the next few months.

- d. Pete has also notified PSAPs that in the recent turn up of Verizon sectors on Comtech, it was discovered that Comtech handles Phase 1 uncertainty differently than it was handled previously between Verizon and West Safety Services. As a result, an uncertainty of “0” is being seen at PSAPs on Verizon Phase 1 calls. In the past, this was 4043 meters for Verizon Phase 1 calls. Comtech is pursuing possible solutions with West/CenturyLink.
- e. Maintenance processes for Minnesota-Verizon under Comtech are being hammered out and will likely involve use of routing spreadsheets via email rather than the WERM application due to ongoing data issues with WERM.

5. Wireless Data:

- a. MESB continues to express concerns to ECN about the operational inefficiencies and data quality issues with the current WERM application and work/data flows. Due to those continuing concerns, as well as the lack of MNIT’s response to MESB’s recommendations for changes needed to make the WERM application viable, MESB may be initiating action to pull out of the WERM application. The alternatives for wireless sector routing under consideration would be a return to routing spreadsheets exchanged via email or the use of alternate applications.
- b. MESB and ECN are also in discussions about simplifying wireless ALI data screen content and moving toward both content and format that are more like that used in many other parts of the country.

6. Quarterly MSAGs were recently distributed to PSAP Data Coordinators.

7. Regional 911/GIS Data Synchronization:

- a. MESB is continuing to prepare and share with county GIS departments and PSAPs the error details from the recent ALI geocoding.
- b. MESB staff is starting to review Sherburne County data to identify the specific changes needed to conform to MESB MSAG and metro area GIS standards.
- c. Attached is a high-level summary of the data synchronization activity by PSAP.

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of June 30, 2018)

PSAP	9-1-1/GIS Data Synchronization						GIS Integration					
	ESZ Validations	Response Area Validations	Street Name Validations	Postalize MSAG	Address Validations	Address ESN Validation	Integration to Regional Centerline	Integration to Regional ESZ Layer	Integration to Regional Address Points	GIS MSAG	Centerline Validations	Integration to Statewide SIF & ECRF/LVF
Airport	complete	na	complete	complete	complete	not started	complete	complete	active	not started	active	not started
Anoka	complete	complete	complete	complete	complete	active	complete	complete	active	active	active	not started
Bloomington	complete	na	complete	complete	complete	not started	complete	complete	active	not started	active	not started
Carver	complete	complete	complete	complete	complete	not started	complete	complete	active	not started	not started	not started
Chisago	complete	complete	complete	complete	complete	not started	active	complete	active	active	complete	not started
Dakota	complete	complete	complete	complete	complete	active	complete	complete	active	active	complete	not started
Eden Prairie	complete	na	complete	complete	complete	not started	complete	complete	active	not started	active	not started
Edina	complete	complete	complete	complete	active	not started	complete	complete	active	not started	active	not started
Ft Snelling/Airbase	active	not started	na	complete	na	not started	complete	complete	active	not started	not started	not started
Hennepin Sheriff	complete	not started	complete	complete	complete	not started	complete	complete	active	not started	active	not started
Isanti	complete	not started	complete	complete	complete	not started	active	complete	active	not started	active	not started
Minneapolis	complete	not started	complete	complete	active	not started	complete	complete	active	not started	active	not started
Ramsey	complete	active	complete	complete	complete	active	complete	complete	active	not started	complete	not started
Scott	complete	active	complete	complete	active	not started	complete	complete	active	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	not started	complete	complete	active	not started	complete	not started
U of M	complete	na	complete	complete	active	not started	complete	complete	active	not started	not started	not started
Washington	active	not started	complete	complete	active	not started	complete	complete	active	not started	not started	not started

LINN COUNTY, Iowa (KCRG-TV9) -- Imagine your house is on fire, you've called 911 and you see first responders literally going the wrong way to reach the address and fight the fire.

One rural Linn County family doesn't have to imagine. They say that's what happened with a fire call late Sunday night.

The home of Shane McMurrin is located at 1414 Berger Lane just west of Cedar Rapids.

The long driveway to the home once connected to 80th St. N.W.

But construction of the Highway 100 bypass cuts right through the previous access route. So the DOT, last fall, created a new half-mile long driveway for the family, still called Berger Lane, that now connects to E Avenue N.W.

Robyn McMurrin says she was calling 911 to report the fire at her son's home when she saw flashing lights at the entrance to the old driveway, blocked by the highway construction.

She told dispatchers emergency responders were going the wrong way.

McMurrin says family members think it took at least an extra 10 to 15 minutes for firefighters to arrive with the confusion.

It may have been too late to save the four pets trapped inside the burning home that is a total loss. But she said it was frustrating especially trying to convince a dispatcher the maps they were apparently using were wrong.

"She just kept saying ma'am, they're on their way. I said please, please listen to me. I need to give you some information. They're going the wrong way," she said.

Shane McMurrin along with his four-year-old son live at the home. Both weren't home when the fire started.

He says the access road change has confused friends trying to visit because GPS units keep sending them to the wrong location. He never thought about problems for emergency responders until it was too late.

"I wish someone would have known how to get out here—emergency or sheriff or something," McMurrin said.

An Iowa DOT spokesperson says the road changes brought on by Highway 100 construction were provided to the county.

A data mapping worker at Linn County believes an incomplete software upgrade and some other technical issues prevented that information from updating maps used by dispatchers and volunteer fire departments.

Atkins Fire Chief Dan Rammelsberg disputed the family's claim that the fire response was delayed.

Rammelsberg said his department, the fire district covering the McMurrin home, was aware of road changes made by Highway 100 construction. His review of records shows Atkins firefighters were on the scene in nine minutes.

However, the Atkins chief said it is likely other departments called to help were not aware of changes and working off older maps.

And those may be the units the McMurrin family saw on the east side of Highway 100 trying to use a now-closed driveway.

Link to article with videos:

<http://www.kcrg.com/content/news/New-road-confusion-may-have-delayed-fire-response-487816541.html>

July 11, 2018

New Software Eliminates the 'Red Tape' of a 911 Phone Call

Brewer, Maine, hasn't had a mass shooting at any of its schools, but the city plans on being ready if it were to happen. The city is developing a "safety road map" for such an event and part of that is the installation this summer of In Force911, a desktop and mobile application that allows school staff to launch an alert in seconds rather than the several minutes it usually takes to convey the threat via the 911 system.

In [Force911](#) offers two-way communication, a chat dialog, with dispatchers and police cruisers or police with cell phones in real time and provides access to floor plan, IP-based camera feeds and other emergency information.

"What this product does is it acts like a chat log in some ways," said Jason Moffitt, Brewer director of public safety. "Say, in the east wing of the building, you have 15 teachers issuing an alert that says there's a man with a gun outside the school. Police can actually scroll through this data and see Mr. Smith in Room 202 is reporting a man with a gun outside."

Moffitt said that not only is the alert quick and in real time, but the information also stays on the screen and can be referred to by police. And even if it's coming from a multitude of sources, say 15 teachers from a school, it shows up in one chat log.

"The alert is issued instantly so there's no lag time," he said. "The way it normally works is that a designated contact person would have to call 911 and that's got to go to the call center, then get dispatched to us."

Moffitt said during a situation like an active shooter scenario at a school, it's imperative to eliminate "red tape." He said empowering teachers to issue an alert without having to go through too many steps could be critical. "In my opinion, rather than having to check with this person, talk to the principal, etc., the best practice should be, if a teacher sees a person with a gun or something of that magnitude, they should be empowered to issue a lockdown and go from there."

It also allows for mass notification, which Moffitt said would have been useful during a search of a person with a gun a few years ago. "We were pursuing this person in the woods behind one of the schools. We could easily have issued that reverse notification had we had the software then," he said. "Instead there were multiple steps we had to go through."

In Force911 is new this year, launched by In Force Technology and, according to a press release, the product's presence has reached more than 60 communities in 13 states. "We recognize the need to reduce police response time to mitigate the loss of lives during a crisis," In Force CEO and President Brandon Flanagan said through in the press release. "We also know that increasing communication between those experiencing the threat and law enforcement can dramatically shorten the duration of the attack."

Brewer's installation of the technology will take place this summer when school is out. It's part of an effort to prepare for an active shooter situation and any other dire scenario that might occur.

"We were asked by the city council to present on where we're headed with our safety planning in the city," Moffitt said. "They want to see that we're doing something that they can tell the public about."

The planning also includes more training for teachers, including trauma care training, and a way to assess the risk of a possible active shooter situation. "As a police officer, I'm assessing risk all the time," Moffitt said. "We need to find something for that in [active shooter] cases. What happens is you get copycat threats and we have to take them all seriously, but you have to have the ability to do a formal threat assessment with each case to make the decision about how to deploy resources and deal with the threat or individual."

Link from EMERGENCY Management

<http://www.govtech.com/em/safety/New-Software-Eliminates-the-Red-Tape-of-a-911-Phone-Call.html>

June 1, 2018