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

July 17, 2025, **9:00 a.m**.

1. **Call to Order** – Kari Morrissey, 2025 Committee Chair

2. **Approval of Agenda** – Morrissey

3. **Approval of April 17, 2025 Minutes** – Morrissey (**page 2**)

4. **9-1-1/9-8-8 Presentation** – Kelsey Scott, MDH/Shannah Mulvihill, 9-8-8 Lifeline Center

5. **Action Items**
   A. Appointment of Representative to SECB 2026-2030 Strategic Planning – Jill Rohret (**page 6**)

6. **Discussion Items**
   A. Review/Feedback for SECB NG9-1-1 Committee: Best Practice Document – NG9-1-1 GIS Data Schemas & GIS Edge Matching Process Match/Success Rate Guidelines –Janelle Harris (**page 8**)
   B. Review/Feedback for SECB NG9-1-1 Committee: After Action Report 9-1-1 Network Service Disruption Reporting Form – Harris (**page 16**)
   C. Safer Streets for All Grant Update/Match Requirement – Martin/Rohret
   D. Indoor School Mapping Update – Rohret
   E. Mental Health Call Processing Standard – Tony Martin
   F. Regional COOP Update – Greg Hayes (**page 22**)
   G. Outage Alert Notifications – Darlene Pankonie/Rohret
   H. ECN Update – ECN

7. **Reports** (As time allows)
   A. SECB Mapped ALI Workgroup – Heidi Hieserich
   B. PSAP Operations Roundtable Workgroup – Heidi Meyer
   C. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
   D. SECB NG9-1-1 Operations Workgroup – Morrissey/LaVae Robinson
   E. SECB NG9-1-1 Committee – Harris/Brent Anderson
   F. SECB IPAWS Committee – Morrissey
   G. Minnesota Sheriff's Association PSAP Subcommittee Report – Susan Bowler
   H. MESB 9-1-1 Report (attached) – Rohret (**page 66**)

8. **New Business – CLOSED MEETING to Discuss Security Information Under Minnesota Statutes Section 13D.05, Subdivision 3, Subsection (d)**
   A. Lumen Portal Training – Lumen

9. **Adjourn**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
April 17, 2025

Committee Members Attendance:

Airport – Sara Boucher-Jackson
Allina EMS – Victoria Vadnais
Anoka County – Kari Morrissey
Bloomington – LaVae Robinson
Carver County – Susan Bowler
Chisago County – Mike Parker
Dakota County – Brent Anderson
Eden Prairie – Dennis Clark
Edina – Janelle Harris
Hennepin – Tony Martin
Hennepin EMS – Dan Klawitter
Isanti County – Robert Shogren
M Health EMS – **absent**
Metro Transit – Chad Ladda
Minneapolis – Joni Hodne
North Memorial – Nick Jost
Ramsey County – Dan Palmer
Ridgeview EMS – John Scheuch
Scott County – Carrie Bauer
Sherburne County – Laura Anderson
St. Louis Park – Eric Lammle
U of M – Joe McCollow
Washington County – Darlene Pankonie

Alternates/Guests: Marv Bachmeier, *Code4Group;* Kelley Callahan, *Independent Emergency Services;* Troy Cordle, *Rapid SOS;* Dan Craigie, *GeoComm;* Chad Gappa, *Motorola;* Scott Haas, *Scott County;* Jeff Liebl, *GeoComm;* Patrick Maynard, *Eden Prairie Fire;* Kevin McNallan, *Anoka Co. Emergency Communications Center (ACECC);* Heidi Meyer, *ACECC;* Mike Mihelich, *Ramsey County;* Angela Paulini, *Rapid SOS;* Lauren Petersen, *MSP Airport ECC;* Carri Sampson, *Metro Transit*; Steve Tait, *ECN;* Dave Taylor, *IES;* and Kent Wilkening, *ECN.*

MESB Staff: Elizabth Clausen; Jacob Kallenbach; and Jill Rohret.

1. Call to Order
The meeting was called to order at 10:02 a.m.

2. Approval of Agenda
Motion made by Robert Shogren, seconded by Darlene Pankonie to approve the April 17, 2025, 9-1-1 TOC meeting agenda. Motion carried.

3. Approval of February 20, 2025 Minutes
Motion made by Pankonie, seconded by Sara Boucher-Jackson to approve the February 20, 2025, 9-1-1 TOC meeting minutes. Motion carried.

4. Action Items
A. Approval of 2025 Regional Needs Document
Jill Rohret gave an update on the document and asked for additional input.

Pankonie said that she will forward the necessary draft language for the staffing study to Rohret to update and improve upon that point of need.

Tony Martin stated he intends to have Hennepin County apply for a Safer Streets for All grant for CAD-to-CAD interoperability for the region. The grant would need to have a full action plan prepared for the MESB and 9-1-1 TOC.

Rohret said that this makes more sense as the MESB does not have an approved action plan with the U.S. Department of Transportation, which is a requirement of the grant.

Members of the 9-1-1 TOC voiced their support for the grant and Hennepin County's role in the application process.

Pankonie said she would like to see the PSAP staffing study move to the highest priority, with the rest of the items following in the original order. The committee agreed.

Rohret said she would like members of the 9-1-1 TOC to email her as quickly as possible if they have needs to add to their individual sections of the document.

Motion made by Pankonie, seconded by LaVae Robinson to recommend approval of the 2025 Regional Needs Document as amended. Motion carried.

B. Appointment of Two People to School Mapping RFP Evaluation Workgroup
Rohret requests the 9-1-1 TOC to appoint two people to the school mapping RFP evaluation workgroup.

Vic Barnett of Ramsey County, and Kevin McNallan of Anoka County were nominated for the workgroup.

Motion made by Kari Morrissey, seconded by Robinson to add Vic Barnett and Kevin McNallan to the school mapping RFP evaluation workgroup. Motion carried.

C. Reschedule the June 19, 2025 Meeting
Rohret said the 9-1-1 TOC needs to reschedule the June 19, 2025 meeting due to the Juneteenth holiday.

Pankonie suggests the 9-1-1 TOC cancel the June 2025 meeting and reschedule it to May 15, 2025.

Motion made by Pankonie, seconded by Janelle Harris to approve May 15, 2025 as the next meeting date and cancel the June 19, 2025 meeting. Motion carried.

5. Discussion Items
A. Review/Feedback for SECB NG9-1-1 Best Practice: NG9-1-1 GIS Data Validation Match/Success Rate Guidelines
Harris said the SECB NG9-1-1 Best Practices document was sent out via email. Please review the document and provide any necessary feedback. They are ready to publish at the next meeting barring any unforeseen changes.

B. Indoor School Mapping Update
Rohret gave a brief indoor school mapping update. Five of the seven regions are currently working together. The Northeast region is still deciding, while the Southwest region has declined due to most of their schools having already gone through the process. Please get back to Rohret with any

school information that is needed. Updated communication will continue to be given as the process moves along.

Shogren asks which schools and colleges are eligible.

Rohret said any pre-k through high school is eligible regardless of whether they are public or private.

C. SIP for Administration Lines
Rohret said that SIP administrative lines are not included in the state 9-1-1 contract. She urged PSAPs to include professional services in contracts with Lumen or to involve Enterprise Visions from the beginning of a migration to SIP administrative lines.

D. Text Backups
Rohret said she will be reaching out to gather information on PSAP text backups. Please coordinate with your backup PSAPs and provide Rohret with the necessary information upon request.

E. Mental Health Call Processing Standard
Martin said the document was sent to 988 for review. Once the draft is finished, the document will be brought to the 9-1-1 TOC to gather additional feedback.

F. PHMSA Rule – PSAPs to Receive Hazmat Train Date from Railroads
Pankonie said there is a tool to find railway hazards and incidents on the PHMSA website. PSAPs can receive hazmat train data from the railroads.

G. Artificial Intelligence
Morrissey gave a brief update on artificial intelligence and cybersecurity.

H. Cardiac Arrest Awareness Training
Scott Haas said he is looking for information regarding cardiac arrest awareness training as the training they have used in the past is no longer available.

Martin said he uses Virtual Academy. The training can be managed within the employee file and can be done annually/bi-annually. Other members of the TOC stated that they also use this course.

I. Update NHTSA Grants to 9-1-1
Martin and Rohret discussed the Safer Streets for All grant earlier in the meeting.

J. ECN Status Updates
Steve Tait provided the ECN update. MOU requests for Mapped ALI selections are on the way. These should be completed and sent back to ECN. NENA will host its conference in June. APCO's conference is in July. PSAPs need to spend their extra 9-1-1 allocation by June 30th. If you have any questions on spending the extra allocated money, please reach out to Kent Wilkening. ECN thanked Rohret and the MESB for taking on the school mapping initiative.

6. Reports
A. SECB Mapped ALI Workgroup
There is no new update.

B. PSAP Operations Roundtable Workgroup
Heidi Meyer gave a brief update. The meeting minutes are in the packet.

C. SECB NG9-1-1 Technical Operations Workgroup
Scott Peterson said the workgroup discussed artificial intelligence and cybersecurity.

D. SECB NG9-1-1 Operations Workgroup
There is no new update.

E. SECB NG9-1-1 Committee
Harris gave a brief update. The committee discussed PST training updates, best practices documents, budgets, SCIP plans, and school mapping.

F. SECB IPAWS Committee
Morrissey provided a brief update. The committee continues to work on notification awareness and the appropriate times for sending out alerts. More guidance in this department is necessary. The committee continues to get approved codes.

G. Minnesota Sheriff's Association PSAP Subcommittee Report
Martin said the subcommittee talked about training certification and partnerships with NENA. The '9-1-1 saves' bill was discussed, and a roundtable occurred.

H. Regional COOP Update
Rohret said the group met on March 20. The regional COOP plan continues to be developed.

I. Blue Ethos Training
Jacob Kallenbach gave a brief update on Blue Ethos training. The final training date, April 30, 2025, is completely booked out. Blue Ethos offers additional training if the 9-1-1 TOC is interested.

J. MESB 9-1-1 Report
The 9-1-1 report is in the meeting packet.

7. New Business – None

8. Announcements – None

9. Adjourn
The meeting adjourned at 11:55 p.m.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 17, 2025
Agenda Item: 5A. Appointment of Regional Representative for 2026-2030 SECB Strategic Planning
Presenter: Rohret

RECOMMENDATION

Staff recommend the 9-1-1 TOC appoint someone to represent metro region PSAPs for the 2026-2030 Statewide Emergency Communications Board (SECB) strategic planning process.

BACKGROUND

The SECB has developed at least three three-year strategic plans in the past. For these plans, multi-day planning sessions were held with regions sending representatives covering 9-1-1, radio, elected officials, technical, and operational roles to develop content for the plans.

In late 2024, the SECB opted to extend the 2022-2024 plan for an additional year in order to allow ample time to complete the next plan. At the June 2025 SECB meeting, the Board voted to make the next strategic plan a five-year plan rather than a three-year plan.

ISSUES & CONCERNS

The SECB is beginning its planning for its 2026-2030 strategic plan, with a kick-off meeting on Monday, July 28. This meeting will be hybrid with an in-person option at St. Cloud City Hall and a virtual option. The main planning meetings will begin in August but dates have not yet been determined.

MESB staff would like the 9-1-1 TOC to appoint someone to represent metro region PSAPs for the SECB's strategic planning process. MESB staff will participate in the planning as well, but would also like a PSAP representative to provide metro operational perspective to the planning process.

In the past, the planning meetings have been on two successive days; it is imagined that that is what till occur for this year as well.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

SECB SCIP Planning Meeting INVITATION

SAVE THE DATE!

You are cordially invited to participate in the 2026-2030 Statewide Emergency Communications Board (SECB) Strategic Interoperable Communications Planning Kickoff Meeting 9am on July 28th, 2025, at St. Cloud City Hall (1201 7th Street South, St. Cloud, Minnesota). An online option to attend is available at the following link. This initial planning meeting is intended to convene public sector leaders from around the state to assist in the development of the next iteration of the Statewide Communications Interoperability Plan (SCIP) to ensure that the State of Minnesota emergency communications ecosystem is future-forward and responsive to the needs of all Minnesota communities. Your experience, insights and input are needed to ensure a successful outcome!

This initial planning meeting will provide an overview of the intended planning process for the 2026-2030 SCIP plan, including the anticipated planning schedule, and a review of the current 2022-2025 SCIP plan. The meeting will also provide facilitated discussion on the broader strategic goals and current issues or expected events that impact the stakeholders in an effort to gather input to help direct the final product of the SCIP Plan. This is intended to be a collaboration between the SECB Board and Committee members, Regional ECB/ESB representatives, DPS/ECN, and partner agencies that are represented by the Board.

After this initial kickoff meeting, an extended in-person planning session, as well as follow up workshops for further development of the plan are anticipated and will be discussed in detail at this meeting.

The goal of the 2026-2030 Public Safety Strategic Interoperable Communications Planning Meetings is to contribute to the success of the statewide emergency communications ecosystem through the following objectives:

- Provide an environment for discussion to refine the mission, vision, and strategic priorities of all partners.
- Strengthen relationships between the SECB, DPS/ECN, and other partner agencies. This includes achieving clarity and a shared understanding of each agency's roles and responsibilities as it relates to providing effective public safety communications in the state of MN and furthering the strategic priorities identified in the SCIP Plan.
- Identifying strategies for building the SECB's capacity to set measurable and achievable goals.
- Soliciting input from a wide variety of stakeholders to strengthen the SECB and the state emergency communications systems as a whole.
- Bringing expertise, experience and practical wisdom to decision-making.

The outcome: At the end of the planning meetings, the SECB will have strategic clarity and a roadmap for progression of priorities through the development of goals and actionable steps for achievement. This will be reflected in the development and publication of the 2026-2030 State Interoperability Communications Plan.

Please mark your calendars and plan to attend all or part of this event.

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MINNESOTA STATEWIDE EMERGENCY COMMUNICATIONS BOARD

Best Practice: NG911 GIS Data Schemas

Summary:

This document describes the strengths and weaknesses of the various data schemas and their relevancy to the NG911 GIS data development effort. The spreadsheet which accompanies this document ("Schema Comparison Spreadsheet GAC NG911 NENA") depicts the differences between the schemas and highlights the potential for data gaps and inconsistencies. Attention is called to the strengths and weaknesses of each data schema. Suggested mapping of the various fields contained in each data schema is shown.

The requirements for NG911 are met and enforced through the state's NG911 Data Submission to Enterprise process which writes data to the statewide MN NG911 GIS data Enterprise Aggregate Database (hereafter referred to as the 'Aggregate Database') using the schema mapping supplied during submission.

It is the recommendation of this panel to encourage use of the GAC Data Standards for Address Data Points, Road Centerlines and Emergency Service Zones as these data standards were developed to support multiple uses of the resulting shared GIS data while still supporting the requirements for NG911. Adherence to GAC Data Standards is a best practice not a *requirement*.

Commented [ch1]: ...provision **submitted** data...

Background:

There are three main data schemas commonly used in Minnesota which are relevant to the NG911 GIS Data development project.

- The MN Geospatial Advisory Council (GAC) GIS data standards and schemas for Address Data Points, Road Centerlines and Emergency Service Zones (referred to collectively as the 'GAC Standard').
  - The GAC Standard was developed by the Minnesota GIS Community to support and facilitate multipurpose GIS data sharing amongst various data producers and data consumers
  - GAC Standards compliance is voluntary and there is no governance in place.
- Data producers are encouraged to provide their data in a GAC schema and format with attention paid to inclusion rules, data definitions, field types and widths, and domained values. By doing so, the data will satisfy the requirements for NENA standards.
- The Minnesota NG911 GIS Data Model (referred to hereafter as the 'Minnesota Model') which includes data schemas for Address Points, Road Centerlines, Emergency Service Zones, and Emergency Service Boundaries (PSAP, Law, Fire, EMS layers).
  - The Minnesota Model is a schema developed by ECN to satisfy the needs of Minnesota's Next Generation 911 GIS Data Development program.
  - The Minnesota Model is not a standard.
  - Data producers are not required to provision their data in a format identical to the schema, provided that their data fields are *mappable* to the Minnesota Model.
  - The State will provision data to a NG911 core services provider in a NENA-compliant schema and format.
- The National Emergency Number Association (NENA) NG911 GIS Data Model which is a standard described in the NENA document: *nena-sta-006_ng9-1-1_gis_dat.pdf* (V.1 2018) and *nena-sta-0066.2-2022_ng9-1-1.pdf* (V.2 2022).

- This is an international standard for the United States, Canada, and Mexico.
- Since the Minnesota NG911 GIS data development program was begun in 2017, validations and program policies were developed to support the earlier version of the NENA NG911 GIS Data Model (V.1 2018).

Data producers across the state are being tasked to supply local authoritative GIS data into a statewide dataset to support NG911 use and optionally other multi-purpose uses.

- The Submission to Enterprise process on the MN NG9-1-1 GIS Data Validation & Aggregation Portal ensures that the mapped input data supports the NG911 requirements.
- The inclusion rules in the Minnesota Model (Mandatory, Conditional, and Optional) have been developed to support the export of a NENA-compliant dataset from the Aggregate Database to a NG911 core services provider.
- The Minnesota Model includes those NENA elements which were not in the GAC Standards.
- Each GAC data element from the Address Points and Road Centerlines GAC standards is included in the Minnesota Model.
- The Minnesota Model Emergency Service Zones (ESZ) schema is identical to the GAC ESZ schema.
  - The ESZ schema supports the creation of the Emergency Service Boundary derivative layers (PSAP, Law, Fire, and EMS) which will be provided to the statewide NG911 core services provider in a schema matching the NENA requirements.
- The Submission to Enterprise process writes data to the Aggregate Database and supports elements from multiple schemas.
- If a field is not mapped during the Submission to Enterprise process, it is not written to the Aggregate Database and therefore not available for data extracts.
  - The required fields in the Minnesota Model support the creation of an NG911 compliant data extract.
  - Mapped GAC fields additionally support the creation of other multipurpose data extracts.
  - Therefore, it is recommended as best practice to map as many data fields as possible when submitting data to the Aggregate Database.
- Because the GAC Standards were created to support data sharing and exchange, extracts from the Aggregate Database will be published in a GAC-compliant format and shared to the Minnesota Geospatial Commons when permitted by the supplier.

Best Practices for Attributing Data & Field Mapping to the Minnesota Model:

It is recommended to capture attributes to the highest level of inclusion and to map as many fields as possible when submitting data to the Aggregate Database.

Review the document "Schema Comparison Spreadsheet GAC NG911 NENA" to determine which elements are mandatory, conditional, optional, etc. in each schema. The spreadsheet column "Best Practice for Sharing" in each data tab contains recommended guidance to which attributes meet the needs for submitting data to the Aggregate Database and other common needs beyond NG911. These may include symbolizing, labeling general-purpose maps, and sharing with other organizations.

Reach out to your neighbors to determine what their needs are and how they attribute their fields. Communication with neighbors will aid in the data being more uniform and support efficient multi-use functionality when aggregating data.

All locally attributed GAC and NENA fields should be mapped during Submission to Enterprise. While not all data elements are required for Submission to Enterprise, map as many fields as possible to support the creation and sharing of multi-purpose GIS datasets. Fields in the NENA standard are validated, while additional fields unique

Commented [CC2]: Link here

Commented [CC3]: Why do we only call out Mandatory and Conditional? Should we just replace this with ".....to determine inclusion."

Commented [MV4R3]: I think Mandatory and Optional might work as well... I would argue that Conditional elements are actually Mandatory (if applicable).... no strong thoughts

Commented [ch5R3]: I think we just didn't want to list them all out.
Maybe we should have it say mandatory, conditional, etc.? We have the graphic below to show the list.

Commented [CB6]: Ended discussing on 8/5/2024

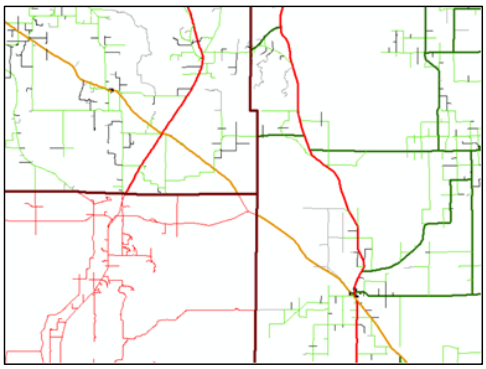
Commented [CB7]: Ended discussing on 8/5/2024

to the GAC standard are stored in the Aggregate Database just as they are captured. Avoid field width or field type mismatches which may affect translation.

Commented [CC8]: As per Jack's suggestions, I reworked this paragraph.

Avoid these field mapping examples which demonstrate data inconsistency:

1. Field values incorrectly captured.
   Examples:
   a. A *MN Highway* is incorrectly captured as a *County-State Aid Highway*.
   b. A road on the surface has been captured with an elevation of 1 instead of 0.
2. Field values which are captured but not mapped when uploading to statewide aggregate.
3. Field values not captured according to the GAC domain.
4. Field values populated with a single or generic value which does not differentiate the features.



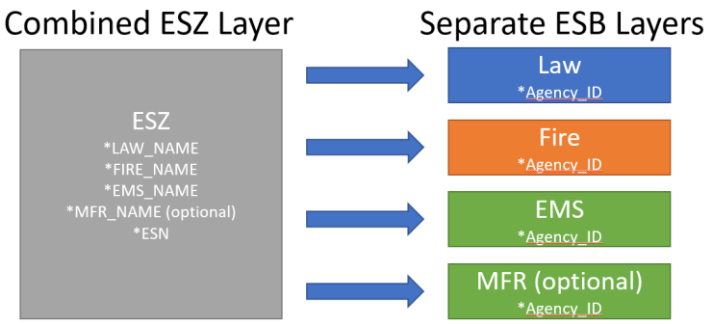
In the image above, the county to the southwest has not populated Route System attribute in a way which is consistent with the adjacent counties, resulting in inconsistent data depiction.

In the "Schema Comparison Spreadsheet GAC NG911 NENA "there are multiple tabs; 1) Key, 2) Road Centerlines, 3) Address Points, and 4) Emergency Service Zones. The 'Key' tab explains the structure of the subsequent layer tabs. The layer tabs explore the different schemas within each layer type. The spreadsheet also outlines which attributes are needed for submitting data to the Aggregate Database and sharing with other organizations to create functional datasets and maps.

Strongly Reccomended	These elements are not Mandatory in the MN NG911 Model, but are important as a best practice for sharing because they are **relied upon** in many CAD systems & general purpose maps.
Recommended	These elements are not Mandatory in the MN NG911 Model, but are important as a best practice for sharing because they are **used** in many CAD systems & general purpose maps.
Mandatory	These elements must be populated for all records.
Conditional	These elements must be populated for records where the data exists.
Optional	These elements are not required for sharing. However, they may be useful in more advanced CAD systems and general purpose maps.
	These elements are not included in the schema, model, or standard under the column heading in which they appear.
Implied	If the element is not populated, the value can be implied. For example the country will always be "US".
ETL Translated	These elements may be populated from the data producer's data or populated by an Export Transform and Load (ETL) process.

Particular attention should be shown to the Emergency Service Zones tab. Emergency Service Response polygons may be maintained in two different ways. One of the ways is a Combined ESZ Layer, such as presented in the GAC schema; which includes the required NG9-1-1 layers (Law, Fire, EMS, etc.) Another way is by maintaining a Separate ESB Layer for each individual responder type. There may also be instances where both an ESZ layer and other ESB layers are maintained for additional business needs (Tanker, Water Rescue, Coast Guard, etc.)

The recommended best practice is to use the GAC method as it most directly supports attribute consistency and data sharing within Minnesota.



The ESZ layer includes the ESN number which is used to ensure proper ESN attribution within roads and address points. Maintaining a single combined ESZ layer (Law, Fire, EMS, etc.) minimizes the maintenance effort to maintain the relationship and topology between the different responder types. ESZ layers are more common in Minnesota which may facilitate sharing for mutual aid. Other advantages of the ESZ layer and advantages of the ESB layers can be found at the bottom of the Emergency Service Zones tab in the comparison spreadsheet.

Document History:

Created: 04.08.25

Approvals: SECB NG911 Committee – SECB –

Revisions:

Best Practice: NG911 GIS Edge Matching Process

Summary:

Identify ways to improve and assist data producers with the edge-matching process for NG911 GIS Data Suppliers. Edge matching is a requirement and important for NG911 core services including call routing and creating regional maps.

The Current Process:

- Locally submitted supplier boundaries *should* align with their neighboring adjacent supplier boundary. Slight overlaps in supplier boundaries are not rejected during the upload Submission to Enterprise process. (Previously, a 100% geometric coincidence policy was in place for supplier boundaries). The NG911 GIS Representative will perform a *visual* inspection of the submitted supplier boundary after it's initially submitted, and any gaps/overlaps will be discussed with the submitter.
- All subsequent layers MUST align with or be contained by the submitters supplier boundary. This is a vendor process requirement. This includes Address Points, Road Centerlines, and all Polygon Layers (ESZ, PSAP, LAW, FIRE, and EMS). Subsequent layers are NOT checked against any supplier boundary other than the submitter's supplier boundary.
- It is NOT the case that a supplier MUST align their supplier boundary to an adjacent supplier's data that has already uploaded their supplier boundary to the enterprise database. If there are discrepancies or items needing discussion, a negotiation process should take place to come to agreement as to the placement of the supplier boundary. MnGeo can help facilitate those discussions.
- Data providers are ENCOURAGED to align their ESZ's and then dissolve their ESZ's to create the supplier boundary, FIRE, LAW and EMS layers as well. Using this method guarantees that the polygon boundaries are coincident with or contained by the supplier boundary.
- Law, Fire, EMS, & PSAP layers must not overlap with the adjacent neighbor's layer of the same type. Data suppliers may test for gaps and overlaps with their adjacent neighbor by receiving their neighbor's boundary data, merging it with their own and submitting that merged dataset to the 6a Gaps & Overlaps test.
- Gaps & Overlaps for all polygon layers will be detected in Statewide Validations once all adjacent neighboring suppliers' data is in the MN NG911 Enterprise Aggregate GIS Database (Aggregate Database).

Recommendations:

- A vendor method should be developed which compares two adjacent polygon datasets and provide gaps and overlaps results between the two.
- Normalized Agency Names should be used when creating Emergency Service Boundary datasets. The Normalized Agency Names domain should be adopted and ratified by the SECB so data providers can begin using the normalized agency names as soon as possible.

- Neighboring suppliers and PSAPS should collaborate with each other to determine the correct supplier boundary to achieve no gaps or voids. This boundary may but does not need to follow along a road centerline.
- Supplier boundaries must include road centerline or address point features reflected in your PSAP's MSAG. * Please note that MSAG can be created from road centerlines like in Figure 1 or created from address points like in Figure 2. *

Figure 1. Depicts two addresses physically within the Lincoln County PSAP which are accessed from a driveway location within Pipestone County. The supplier boundary follows the road centerline and a GIS-derived MSAG may be constructed by the road centerlines.

Figure 2. Depicts three addresses physically within St. Louis County whose driveways begin in Itasca County. In this case, St. Louis County does not supply any road centerline segments for Rearing Pond Rd and a GIS-derived MSAG will rely on the three address points to cover the Rearing Pond Rd addresses in St. Louis County.

- Figure 1 or first example method may be easier to digitize for minor road centerline meanders. Either example; Figure 1 or 2 method may be selected based on the needs of the PSAPs provided that:
    - ♣ There are no gaps or overlaps in the suppler boundary.
    - ♣ A road centerline or address point can be used to produce a GIS-derived MSAG.
- Some counties may have road features that meander outside of their county boundary as neighbors may not carry all the desired attributes for maps. If this is the case, these roads may be included if desired and Valid_L/R should be set to “No”.
- Individual suppliers may consider edge matching across state or international borders if they consider it beneficial for their own needs. However, this is not a current requirement for this project.
- Suppliers may wish to use the Points of Contact on this page https://www.mngeo.state.mn.us/county_contacts.html to identify individuals for initiating discussions related to edge matching.
- Roads should be split at every intersection including adjacent supplier road centerline features to achieve correct topology within the data.

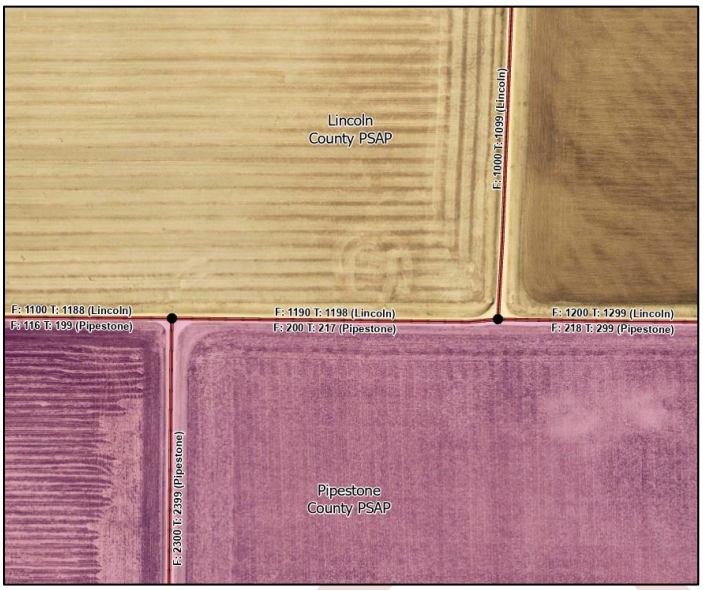


Figure 2. Indicates breaking nodes at locations of intersecting road segments located within the adjacent county.

- It is recommended, that supplier boundaries, roads, and emergency service polygons have coincident vertices. Reducing the number of pseudo-nodes (unnecessary vertices) will greatly simplify the edge matching process.
- Note: Some vendors may require a more simplified supplier boundary. It is recommended that suppliers keep a copy of their main database and generalize data into a format as required by any vendor.

Notes:

The ESZ layer is not a deliverable layer to a NG911 Statewide Core Services Provider (CSP). The CSP will be receiving the separated PSAP, Law, Fire and EMS polygon layers which are derived from the ESZ polygon layer.

This recommendation for NG911 GIS data edge-matching is intended to be a helpful guideline for Suppliers until a Core Services vendor is selected and the NG911 system is in a live environment.

Document History

Created: 02.03.25

Approvals: SECB GIS Workgroup – 04.10.25 SECB NG911 Committee –

SECB –

Revisions:

MINNESOTA STATEWIDE EMERGENCY COMMUNICATIONS BOARD

AFTER ACTION REPORT: 911 NETWORK/SERVICE DISRUPTION

Updated: January 30, 2025

Overview

This document is intended to serve as a mechanism for Minnesota Public Safety Answering Points (PSAPs) to notify the Statewide Emergency Communication Board (SECB) regarding 911 Network/Service Disruptions *after* they have occurred. *During* a 911 Network/Service Disruption, PSAPs should follow their internal procedures and Continuity of Operations (COOP) plans to troubleshoot and resolve the issue.

A 911 Network/Service Disruption is defined as ***the loss of 911 connectivity from any point in the communications network (wireless, wireline, or IP) supporting or delivering 911 services that:***

- Interferes with a caller's access to 911.
- Interferes with the transmission of a 911 call to the PSAP.
- Interferes with the PSAP's ability to receive and process a 911 call.

Important Considerations

- A 911 Network/Service Disruption can stem from a variety of circumstances related to natural, technical, and/or human caused factors.
- A 911 Network/Service Disruption can affect some, or all, of a PSAP's service area.
- A 911 Network/Service Disruption can be specific to a particular originating service provider (OSP) or call handling equipment (CHE) solution.
- While it may be difficult to determine the exact cause of a 911 Network/Service Disruption, it is important for PSAPs to investigate these occurrences and share their experiences with the SECB to identify 'lessons learned' and potential strategies for mitigating the impact of future 911 Network/Service Disruptions.
- Effective 12.01.24, public agencies are required to report cybersecurity incidents that impact their entity. For more information, please reference: https://mn.gov/mnit/about-mnit/security/cir/

PSAP Information

PSAP Name			
Contact Name		**E-Mail**	
Contact Title		**Phone**	

Vendor Information

Vendor Name		**Vendor Name**	
Contact Name		**Contact Name**	
E-Mail/Phone		**E-Mail/Phone**	
Ticket #		**Ticket #**	

Incident Information

Date/time of occurrence	
Date/time service restored	
Type of disruption	☐ 911 Service Provider (OSP) ☐ Text-to-911 ☐ 911 Network ☐ Other (Please specify below) ☐ 911 CHE
Scope of incident	☐ Partial Outage ☐ Other (Please specify below) ☐ Full Outage
Type of service affected	☐ 911 calls placed via VoIP ☐ 911 calls placed via Wireless ☐ 911 calls placed via Landline ☐ Other (Please specify below)
Geographical area(s) affected	
Description of incident (e.g., OSP issue, cable/fiber cut, CHE failure, etc.)	
Impact on PSAP operations	
Internal actions to resolve incident	
Did you reference your PSAPs COOP plan to help resolve this incident?	☐ Yes ☐ No
Vendor actions to resolve incident	
Did you have any issues/delays with vendor communication/response?	☐ Yes (Include description in 'additional comments' section below) ☐ No
Suspected Cause of incident	☐ Local Network Failure ☐ OSP Issue ☐ ESInet Failure ☐ Cybersecurity Incident ☐ PSAP System Failure ☐ Unknown ☐ Maintenance Issues ☐ Other (Please specify)
Date the PSAP's investigation into the suspected cause was completed	

Submission Information

Please submit this form to secb.dps@state.mn.us and ecn@state.mn.us with "911 Network/Service Disruption Report" in the subject line.

Please include any additional comments and/or information such as logs, screen shots, etc. as a separate attachment.

Document History

Created: DRAFT 01.30.25

Approvals: SECB NG911 Operations Workgroup -

SECB NG911 Technical Workgroup -

SECB NG911 Committee -

SECB -

Revisions:

Questions to Consider

- What happens after the form is submitted?
    - Received by SECB via e-mail
    - Acknowledge receipt with submitting PSAP
        - Notify the following people (ECN staff [TBD], 911 operational coordinators, SECB NG911 Committee leadership)
    - Record submission for tracking purposes (date, time, PSAP involved)
        - What is the best mechanism to record that information (spreadsheet, Salesforce, etc.)?
        - Where will this information be stored?
        - How will it be made accessible to external stakeholders (i.e., SECB NG911 Committee leadership)?
    - Follow up with submitting PSAP as necessary to gather additional information.
        - Who owns the process to ensure that appropriate follow up action/coordination is taken?
    - Create an anonymized summary of the incident for inclusion in SECB NG911 Committee meeting packet.
    - Report out a summary of the incident at the monthly SECB NG911 Committee meeting agenda (Special Reports??)

- Would this information be reported to the board on a regular basis or only when certain criteria are met?
    - What would the reporting criteria be?
    - What would be the expectation of the board once they receive this information?

- It would probably be a good idea to solicit a legal opinion re: Data classification of initial report contents.
    - Would this information be classified as “nonpublic data” due to its security sensitive nature?

- Related note – As part of the monthly SECB NG911 Committee meetings, would it be worthwhile to include a summary of the number of alarms (Major and Minor), outage minutes (by category), etc. as reported by the state’s ESInet provider?
- Related note – Would it be prudent to provide the SECB NG911 Committee with some information regarding the provisions of the state’s existing ESInet service contract re: Incident response and reporting requirements?

Statutory Reference: 403.382 Statewide Emergency Communication Board

Subdivision 1. Statewide Emergency Communication Board

(a) By an affirmative vote of a majority of the members of the Statewide Radio Board, the board may elect to become a Statewide Emergency Communication Board.

(b) As a Statewide Emergency Communication Board, the board shall be responsible for the statewide coordination of 911 service in addition to existing responsibilities for the ARMER system provided for in sections 403.21 to 403.37.

Subd. 2. 911 service

In addition to any other powers specifically provided by law, the Statewide Emergency Communication Board has the powers given in this section for the coordination of 911 services.

Subd. 3. Planning

The board shall coordinate the plan for the implementation of Minnesota's next generation 911 service with local and regional plans and modify the plan as necessary to facilitate the implementation of 911 services throughout the state in accordance with federal law.

Subd. 4. 911 service architecture

The board shall define the standards for system performance of 911 service necessary to assure development that maximizes compatibility and interoperability of 911 service throughout the state.

Subd. 5. Implementation

The board shall oversee the implementation of the plan under subdivision 3 for 911 service and ensure that the 911 services are implemented, operated, and maintained in accordance with the 911 service plan.

Subd. 6. System enhancements.

The board shall coordinate system enhancements to maintain interoperability and minimum design standards to the extent to which local governments and nongovernmental public safety entities eligible for direct connection to Minnesota's 911 network may provide for system enhancements at their own expense.

Subd. 7. System standards

The board shall establish and enforce rules establishing performance, operational, and system standards for the operation of 911 services.

Agenda Item 6C. Safer Streets for All Grant Match Requirement

SS4A Planning and Demonstration Grant Application - Supplemental Estimated Budget

This budget template should be submitted with a Planning and Demonstration Grant application. This template is structured based on Table 3 of the FY25 NOFO and illustrates the appropriate level of detail for project-level budget estimation.

Please note that this form is set up to calculate project costs from any sub-activities and to calculate subtotals and totals. Please only enter information into white cells; the gray shaded cells are calculated based on the inputs to the white cells. If you add or remove rows to meet your project needs, check that these calculations are correct before submitting.

Note: The "Other Federal Funds" column listed below may include funds directly received from a Federal agency or funds received through a pass through agency (e.g., state governmental agency) that originated as federal funds.

Supplemental Estimated Budget

Itemized Estimated Costs of Demonstration and Pilot Activities (if applicable)

Activities	SS4A Federal Funding Request	SS4A Non-Federal Match	Total SS4A Project Cost	Other Federal Funds (if applicable)
Demonstration/Pilot Activity #1				
Sherburne County	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Washington County	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
Ramsey County	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
MAC	$ 73,544.00	$ 18,386.00	$ 91,930.00	$ -
LOGIS	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
City of Minneapolis	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
Hennepin County Sheriff's Office	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
City of Bloomington	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
City of St Louis Park	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
City of Edina	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
City of Eden Prairie	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Chisago County	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Carver County	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Allina (EMS)	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
Ridgeview (EMS)	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
Hennepin County (EMS)	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
M Health Fairview (EMS)	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
North Memorial (EMS)	$ 45,012.00	$ 11,253.00	$ 56,265.00	$ -
Isanti County	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Dakota County	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
Scott County	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
MN State Patrol	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
MTC	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
University of MN	$ 40,488.00	$ 10,122.00	$ 50,610.00	$ -
Anoka County	$ 109,444.00	$ 27,361.00	$ 136,805.00	$ -
Central Square (Implementation Expert)	$ 569,088.00	$ 142,272.00	$ 711,360.00	$ -
Subtotal Budget for Demonstration and Pilot Activities	**$ 2,193,136.00**	**$ 548,284.00**	**$ 2,741,420.00**	**$ -**
Total Budget for Planning and Demonstration Activities	**$ 2,193,136.00**	**$ 548,284.00**	**$ 2,741,420.00**	**$ -**

CST Implementation Expert $5,690.88 Per PSAP x 25 PSAP's = $142,272.00

MESB intends to pay the match on behalf of the PSAPs listed on this table.

Metro Region
Public Safety Answering Point (PSAP) Continuity of Operations (COOP) Plan

Metropolitan Emergency Services Board, Minnesota

FOUO / RESTRICTED DISSEMINATION

This plan, along with any supporting documents, contains security sensitive and/or confidential information that is for official use only (FOUO).

This document is intended for the exclusive use of Metropolitan Emergency Services Board personnel.

Dissemination of any information contained in this document to unauthorized individual(s) or organization(s) is prohibited.

SECTION 1: TABLE OF CONTENTS

Commented [JR1]: Somewhere on this page alt-text needs to be added, but I'm not sure what it is seen as an image requiring alt-text. Is there a photo somewhere here?

SECTION 2: APPROVALS

This Continuity of Operations (COOP) plan was prepared by the Metropolitan Emergency Services Board to develop, implement, and maintain a viable COOP capability for the Public Safety Answering Point (PSAP). This COOP plan has been distributed internally within the Metropolitan Emergency Services Board and with external stakeholders that may be affected by its implementation.

Approved By: _____ Date: _____
NAME, TITLE

Approved By: _____ Date: _____
NAME, TITLE

Approved By: _____ Date: _____
NAME, TITLE

SECTION 3: PSAP INFORMATION

The Metropolitan Emergency Services Board (MESB) supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties.

Oversight and management of the metropolitan portion of the ARMER radio system; oversight and management of the regional 9-1-1 system; and coordination of the regional EMS system.

This regional approach to planning and supporting Public Safety Answering Points (PSAPs), radio system users, and EMS providers ensures optimal response to emergencies and large-scale public safety events occurring within the metropolitan region.

The MESB provides regional leadership, planning, coordination, and support for public safety communications and EMS providers, resulting in efficiencies for local governments and consistent public safety response within the metropolitan region.

The MESB coordinates with the region's primary and secondary Emergency Communications Center (ECC) centers who have the authority as the PSAPs serving residents and visitors within the region. ~~The region includes 17 primary PSAPs operated by local governments, plus one operated by the State of Minnesota, and one operated by the United States Air Force, and 6 secondary PSAPs which employee public safety telecommunicators (PSTs), emergency medical dispatchers, as well as communications unit leaders (COM-Ls).~~

The region includes 19 primary PSAPs operated by local governments, one operated by the State of Minnesota, and one by the United States Air Force, along with six secondary PSAPs that employ public safety telecommunicators (PSTs), emergency medical dispatchers, and recognized National Incident Management (NIMS) communications unit members.

Metro Region Primary PSAPs		
Anoka County Emergency Communications	Bloomington Police Department	Carver County Sheriff's Office
Chisago County Sheriff's Office	Dakota 911	Eden Prairie Police Department
Edina Police Department	Fort Snelling (133rd/934th)	Hennepin County Sheriff's Office
Isanti County Sheriff's Office	Minneapolis Emergency Communications Center	Minneapolis-St. Paul Airport Police Department
Minnesota State Patrol	Ramsey County Emergency Communications Center	Scott County Sheriff's Office
Sherburne County Sheriff's Office	St. Louis Park Police Department	University of Minnesota Police Department
Washington County Sheriff's Office		
Metro Region Secondary PSAPs		
Allina Health EMS	Hennepin EMS	Metro Transit
M Health Fairview EMS	North Memorial Ambulance	Ridgeview Ambulance

Commented [JR2]: ADA Readers don't like this kind of table. This will need to be reformatted to be ADA reader friendly.

The MESB maintains a list of PSAP locations as well as PSAP managers.

SECTION 4: INTRODUCTION

Continuity of Operations (COOP) planning is designed to develop and maintain a program that enables an agency/organization and or multiple agencies simultaneously to preserve and reconstitute its capability to perform mission essential functions effectively if a disaster or emergency disrupts normal operations.

- The full range of hazards that may adversely affect normal operations.
- Scalable measures that can be implemented to facilitate the execution of mission essential functions during an emergency, disaster, or other incident.
- Alternate facilities where mission essential functions can be performed if necessary.
- Alternate PSAPs where mission essential functions can be transferred if necessary.
- Mechanisms for maintaining command, control and direction and facilitating decision making during an emergency, disaster, or other incident.
- Mechanisms for ensuring the safety and security of PSAP staff during an emergency, disaster, or other incident.
- Mechanisms for maintaining essential records during an emergency, disaster, or other incident.
- An order of succession with accompanying designated authorities should an emergency, disaster, or other incident render key leadership unable or incapable of assuming and performing their authorities and/or responsibilities.
- Actions necessary to facilitate the return to normal operations as soon as practical, based on circumstances and the threat environment.
- A training and exercise cycle to regularly test and validate COOP capabilities.

This plan applies to situations that include:

- Short-term critical system disruptions or outages that affect the ability of the PSAP to perform one or more of mission essential functions but do not require relocation to an alternate facility or the transfer of operations to another PSAP.
- The relocation of mission essential functions to an alternate facility.
- The transfer of mission essential functions to another PSAP.
- Anticipated events which could interrupt service to the system(s).

Planning Assumptions:

- An emergency, disaster, or other incident affecting one or more PSAP's within the Metro Region can occur at any time, with little or no warning. COOP capabilities must be maintained at a high level of readiness, capable of being activated both with and without warning.
- The PSAP will implement this COOP plan in a timely manner when confronted with a real or threatened emergency, disaster, or other incident.
- If the incident affects multiple centers within the Metro Region, this plan will help identify adequate back up centers to ensure one PSAP is not overwhelmed trying to cover multiple jurisdictions.
- This plan will be scalable and activated to the level necessary to address the situation at hand.
- Mission essential functions must be continued, regardless of the magnitude of the impact of the incident affecting facilities, systems, or operations. Based on circumstances, the PSAP may need to relocate operations to an alternate facility or transfer operations to another PSAP. This may require support and assistance from external partners.
- In the event of a widespread or catastrophic disaster, PSAP staff may need to take measures to ensure their own safety and security, or that of their families, prior to reporting to work.
- This plan serves as an annex to other relevant plans, procedures, and guidelines maintained by the Metropolitan Emergency Services Board. As such, it may be implemented independently.

Commented [SB3]: Taken from NENA/FEMA definition - Continuity of Operations Planning (COOP) is a plan to ensure that Primary Mission Essential Functions (MEF)continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies.

Commented [SB4]: Is this a list of components of a COOP? Seems a bit excessive, which limits the effectiveness of the document.

Commented [SB5]: Do we want this document to be an outline of what should be in a COOP plan or is it meant to be an actual COOP plan. If this is the COOP plan, some of these assumptions could be objectives.

SECTION 5: THREATS, HAZARDS, AND RISK ASSESSMENT

Conducting a Threat and Hazard Identification and Risk Assessment (THIRA) is a key component of COOP planning. A 'hazard' is a natural, technological, or human-caused source of a 'threat,' which has or indicates the potential to harm life, information, operations, the environment, and/or property. 'Risk' is the potential for an unwanted outcome resulting from an incident, event, or occurrence, as determined by its likelihood and the associated consequences. With respect to continuity, risk should be viewed as the potential for an unwanted outcome that affects the mission critical resources associated with PSAP operations and hinders the ability of PSAP personnel to perform mission essential functions.

The THIRA process includes the following components:

- What do needs to be prepared for? Identify the threats and hazards that may affect PSAP operations.
- If they occur, what are the potential impacts that these threats and hazards might have on PSAP operations?
- What are the risks associated with these threats and hazards?
- Based on risk, what plans, procedures, and capabilities are necessary to support the continuity of PSAP operations?

While not a comprehensive list, the following threats and hazards present the greatest risk to PSAP operations:

Natural Hazards	Technological Hazards
• Severe winter weather (blizzard, ice storm, etc.) • Severe storms (hail, wind, lightning, etc.) • Tornado • Flood • Public health emergency (e.g., Infectious disease outbreak)	• 9-1-1 system/network disruption or outage • ARMER system infrastructure disruption or outage • Utility disruption or outage • IT system/network disruption or outage • PSAP equipment/software failure • Facility equipment/system disruption or outage • Fire • Natural gas leak/explosion • Hazardous material release • Structure collapse
Human-Caused Hazards	
• Hostile threat/active shooter • Civil unrest • Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) attack • Cyber attack • Vandalism/sabotage • Security breach • Staffing issues	

Commented [JR6]: This table may need to be rethought. ADA readers hate merged/split cells like this. It would be better if there were three blocks like the Human-Caused Hazards section.

SECTION 6: MISSION ESSENTIAL FUNCTIONS

When addressing events that disrupt normal operations, the PSAP is committed to ensuring that Mission Essential Functions (MEFs) will be continued even under the most challenging circumstances. For the purposes of this plan, MEFs are defined as those activities that are required by statute, regulation, or executive order, or are otherwise necessary to provide vital services to emergency responders and the population within the PSAP's service area.

The Metropolitan Emergency Services Board PSAP has identified the following as MEFs:

- Employee Safety and Security
- 9-1-1 Call Processing
- Communication with Emergency Responders
- Administrative Call Processing
- Public Alert and Warning
- Record Keeping

Commented [SB7]: Moved this above administrative call processing. The most basic functions are to receive 9-1-1 calls and get resources dispatched.

The list of essential functions and their supporting critical resources will be reviewed and updated on a regular basis.

Non-Essential Functions:

Because the mission essential functions cannot be interrupted due to any circumstance and are critical to a PSAP's operation, other non-essential activities may be temporarily suspended during a COOP plan activation to enable the organization to concentrate on performing the essential functions and building the internal capabilities necessary to increase and eventually restore full operations. In these situations, appropriate internal and external communications with stakeholders impacted by reduced or suspended service levels will be conducted.

SECTION 7: MISSION CRITICAL RESOURCES

The MESB region's PSAPs have identified the following as mission critical resources:

- 9-1-1 Network Infrastructure
- IT Network Infrastructure
- 9-1-1 Call Processing Infrastructure
- Administrative Call Processing Infrastructure
- ARMER System Infrastructure
- Emergency Responder Notification Systems
- Public Alert and Warning Systems
- Facility Environmental Infrastructure
- Vital Records: Vital records are documents, data, and records, regardless of media type, that are necessary to support mission essential functions as well as those that the PSAP is required to maintain by law, policy, or other mandates. Examples of vital records include:
  - Standard operating procedures.
  - Continuity plan and other emergency operations plans.
  - Personnel and payroll records.
  - Contracts and vendor agreements.
  - Memoranda of agreement and understanding.
  - 9-1-1 call records.
  - Criminal justice information.
  - CAD and Records Management System data
  - Notification lists
  - Other reference information necessary to perform mission essential functions
- Computer Aid Dispatch (CAD) System
- Records Management System (RMS)
- Loggers

Commented [JR8]: Not sure why bullets are red; I will fight with Word later.

Commented [SB9]: This seems like an out of place critical resource

SECTION 8: PLAN ACTIVATION

Due to the variables associated with the scope, severity, and duration of the various hazards and threats that pose a risk to PSAP operations, the COOP plan must be flexible in nature. In many situations, COOP plan activation will not be required. In others, a limited of partial activation of this plan will be an appropriate response. In rare circumstances, the evacuation of the PSAP will be necessary and mission essential functions will need to be performed at an alternate facility or transferred to another PSAP.

The activation of this plan includes actions aligned with:

- Assessing the scope, severity, and duration of the threat/hazard that is disrupting PSAP operations.
- Accounting for personnel and ensuring their safety.
- Identifying available leadership to support decision-making.
- Performing mission essential functions.
- Establishing communications with internal and external stakeholders.
- Communicating with the party responsible for the outage.

The authority to implement this plan is specified in the 'Delegations of Authority' section of this document. Authorized individuals must decide whether to activate the COOP plan when conditions may threaten or impede the ability of the PSAP to perform mission essential functions. These conditions may include:

- Identification of a credible threat that may impede the ability of the PSAP to perform mission essential functions.
- An emergency or a disruption to personnel, facilities, equipment, infrastructure, or other key resources necessary to perform mission essential functions.
- Evacuation of a geographical area.

In all situations, the decision to activate the COOP plan will be based on the following factors:

- Direction or guidance from executive leadership.
- Employee health, safety, and security.
- Ability to carry out mission essential functions at the primary operating facility.
- Potential or actual effects on mission critical resources.
- Anticipated duration of the threat/hazard.

Delegations of Authority

Within the metro region the 9-1-1 Technical Operations Committee (TOC) has a chair and vice chair. Within this regional plan the 9-1-1 TOC Executive Leadership has the authority to do the following:

Commented [JR10]: This needs to be defined as it isn't mentioned. I'd say it should be chair, vice chair, MESB staff (I won't put a position title in until I know what it will be).

1. Enact this regional plan.
2. Request assistance on a state-wide basis to assist the region in recovering from a natural or man-made disaster
3. Establish an Emergency Operations Center (EOC) physically or virtually at the MESB. The 9-1-1 EOC will establish a Multi-Agency Coordination Center (MACC).
4. Activate an Incident Management Team (IMT) to assist.
5. [add additional]

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX

Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Order of Succession

In the event of an emergency or disruption, establishing a clear order of succession ensures the continuity of leadership and decision-making for the MESB Regional 9-1-1 system. The order of succession outlines the designated individuals who will assume key leadership roles if primary decision-makers are unavailable. This structure helps maintain operational stability, facilitates a swift response to crises, and ensures that critical 9-1-1 services continue without interruption. The following section details the established order of succession for the MESB 9-1-1 COOP plan, ensuring clarity and preparedness in times of need.

Position	Order of Succession (Position Title)
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX

XXXX	1. XXXX 2. XXXX 3. XXXX

NOTE: A roster containing the contact information of key personnel identified in the order of succession will be maintained in a separate document.

Employee Considerations

Ensuring the health, safety, and security of PSAP employees are important considerations during a COOP plan activation. In COOP situations, PSAP personnel will need to focus on performing mission essential functions and their efforts may be disrupted if employees are also concerned about their own (or their family's) well-being. Actions to address the health, safety, and security of PSAP employees will require a collaborative effort between the organization and its employees. While listing the specific measures necessary to address these concerns is beyond the scope of this document, some 'best practices' include the following:

PSAP Actions:

- Identify employees who have special needs (access, functional, medical, etc.) that may need to be accommodated during a COOP plan activation.
- Provide training to employees regarding recommended personal/family preparedness actions.
- Ensure that alternate facilities comply with all applicable ADA requirements.
- In certain circumstances, employees may need transportation to evacuate from the primary facility location.
- In certain situations, it may be necessary to transport employees to and from the primary and/or alternate facility location to address safety and security concerns.
- Consider the need for flexible work arrangements and/or contingency staffing plans to accommodate special needs.
- Counseling
- Family shelter/day care

Employee Actions:

- Develop a personal 'Go-Kit' that contains essential items such as important documents, extra medications, spare clothes, hygiene items, healthy snacks, charging cords, etc.
- If appropriate, develop emergency childcare, adult/elder care, and/or pet care plans.
- Develop an alternate transportation plan for yourself and other family members.
- Develop a family emergency communications plan.
- Develop a family emergency reunification plan.

Internal and External Communication Activities

Timely and effective communication with internal and external stakeholders is an important consideration during a COOP plan activation.

Internal Communication:

- How will the region be notified of the plan activation
- Notification to partner agencies

Methods used to communicate with internal stakeholders (e.g. employees, elected officials, key leadership, other regional agencies, etc.) during a COOP plan activation may include:

- Telephone (landline, fax, cellular, satellite)
- E-mail and text messaging
- Virtual meeting/video conferencing platforms
- Metropolitan Emergency Services Board intranet website
- Metropolitan Emergency Services Board Mass Notification System (XXXX)

Commented [JR11]: We don't have these.

External Communication:

- How will external stakeholders be notified of the plan activation
- Crafting the appropriate message

Methods used to communicate with external stakeholders (e.g. public, media outlets, other public safety agencies, neighboring jurisdictions, government agencies, etc.) during a COOP plan activation may include:

- Telephone (landline, fax, cellular, satellite)
- E-mail
- MESB public website
- PSAP agency/ community social media accounts
- ARMER system
- Virtual meeting/video conferencing platforms
- Metro Region Mass Notification System (XXXX)
- Integrated Public Alert and Warning System (IPAWS) Notifications

Commented [JR12]: Have metro emergency managers agreed on one system, or is this meant that each affected county/city will need to use their notification system?

Limited Activation

PSAP Evacuation Procedures

In certain situations, the evacuation of the PSAP may be necessary to ensure the safety and security of employees. Examples of these types of situations include:

- Credible threat.
- Explosion.
- Fire/Smoke condition.
- Gas leak.
- Hazardous materials release.
- Structural damage.
- Flooding.
- Active threat.
- Civil unrest.

In the event of an evacuation, each of the metro region PSAPs have preplanned abandonment voice call routing.

Spell out what should be in an evacuation procedure: planned versus immediate evacuation. Rally points. PAR. Pre-staged resources (planned)

Additional information regarding specific PSAP evacuation procedures on file with the MESB.

Commented [GH13]: Jill- What if an agency does not have a plan?

Go-Kits:

'Go-Kits' are containers that are readily available and easily transportable. They contain equipment, supplies, and reference materials necessary to support the transition of PSAP operations to an alternate facility. Additional information regarding the MESB PSAP 'Go Kit' is included in Attachment B.

Relocation to an Alternate Facility

Alternate facilities are often referred to as either a hot, warm, or cold site.

- Hot site: A site ready to be operational within a short period of time. This type of facility already has in place the computer, telecommunications, and environmental infrastructure necessary to support the PSAP's MEFs. Hot sites need to be tested frequently to ensure the switchover runs smoothly and quickly.
- Warm site: Similar to a hot site but without the fully operational infrastructure already in place to facilitate an immediate switchover. Normally this type of facility offers network connectivity but requires readily available equipment to be brought to it before it is functional as a PSAP.
- Cold site: A facility with limited capabilities to support continuity operations. These types of facilities typically have basic environmental and technological infrastructure in place but will require the installation and configuration of the necessary equipment, hardware, and software to be functional as a PSAP.

Bloomington

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Eden Prairie

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Metropolitan Airports Commission

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	

Commented [JR14]: PSAPs should be listed alphabetically.

Also, not all PSAPs are listed.

POC E-Mail	
POC 24/7 Phone	

Scott County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Hennepin County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Ramsey County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Isanti County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Sherburne County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	

City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Whenever feasible, the operation of mission essential functions should continue at the primary operating facility until they can be performed at the alternate facility.

Devolution: Short-Term Transfer of Mission Essential Functions to Another PSAP:

Commented [JR15]: Define what this means, i.e. 30 min. or less, for example.

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	

POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	

POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Devolution: Long-Term Transfer of Mission Essential Functions to Another PSAP:

Commented [JR16]: Define what this means, i.e. longer than 30 minutes, for example.

Also, this should trigger the abandoned PSAP to send staff to PSAP offering mutual aid to help handle extra calls.

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

SECTION 9: RECOVERY AND RECONSTITUTION:

Recovery and reconstitution are the process by which the PSAP returns to 'normal' operations. This process can be as simple as communicating to stakeholders that a 911 service disruption has been resolved or as complicated as recovering from the complete destruction of the PSAP facility with challenges that include relocating operations, performing mission essential functions with survivors, and identifying and outfitting a new permanent operating facility.

The authority to initiate the recovery and reconstitution process is defined in the 'Delegations of Authority' and Order of Succession' sections of this plan.

It is understood that the process for returning to 'normal' operations will vary from one COOP scenario to another. With that in mind, the following considerations should be addressed during the recovery and reconstitution phase:

- Ensure that COOP capabilities remain available until operations have fully transitioned back to the primary facility.
- Verify that all mission critical resources (e.g., equipment, infrastructure, systems, etc.) at the primary facility are fully operational.
    - Verify the proper routing of emergency calls and the ability to communicate with emergency responders.
    - Are service providers, vendors, contractors, internal support staff, etc. on site to monitor these resources?
- Verify that appropriate health, safety, and security measures are in place to support the transition back to 'normal' operation.
- Ensure that proper communication/coordination has been established with key stakeholders to facilitate the transition of operations back to the primary facility.
    - Notify service providers, vendors, contractors, etc. regarding any changes in operating location, status, etc.
    - Notify PSAP personnel regarding any changes in operating location, status, procedures, etc.
    - Notify other PSAPs regarding any changes in operating location, status, etc.
    - Notify emergency responders regarding any changes in operating location, status, etc.
- In some situations, immediate recovery and reconstitution may not be practical and a longer-term and/or phased approach to resuming 'normal' operations may need to be adopted.
    - How long can operations be sustained in an alternate facility? Is there a need to transition operations to another longer-term facility or another PSAP?

SECTION 10: PLAN MAINTENANCE

Testing, Training, and Exercising (TT&E):

Testing, Training, and Exercising (TT&E) activities are intended to familiarize PSAP personnel and other key stakeholders with their roles and responsibilities during a COOP plan activation, ensure that mission critical resources necessary to support a COOP plan activation are maintained in a constant state of readiness, and validate the overall effectiveness of the COOP plan. Examples of TT&E activities include:

- Testing and validating COOP plans, policies, and procedures.
- Testing equipment, infrastructure, and backup systems at alternate facilities.
- Ensuring that PSAP personnel are familiar with COOP plans, policies, and procedures.
- Ensuring that PSAP personnel are sufficiently equipped and trained to perform mission essential functions in all COOP scenarios.

Testing:

A test is an evaluation of a capability against an established and measurable standard. It is important to note that tests are conducted to evaluate capabilities, not personnel. Regular testing should be conducted to validate the operational readiness and effectiveness of:

- Alert and notification systems and procedures for all employees and continuity personnel.
- Protection, access, and recovery strategies found in continuity and disaster recovery plans for essential records, critical information systems, services, and data.
- Internal and external interoperability and functionality of primary and backup communications systems
- Backup infrastructure systems and services, such as power, water, and fuel.
- Other systems and procedures necessary to the organization's continuity strategy, such as the IT infrastructure required to support telework options during a continuity plan activation.
- Measures to ensure the safety, security, and well-being of PSAP personnel.

Training:

Training encompasses a range of activities that build knowledge, skills, and core competencies. Before the COOP plan is exercised, PSAP personnel must be trained so they develop an understanding of their roles and responsibilities in executing the plan and possess the requite knowledge and skills to perform mission essential functions in all COOP scenarios. Initial and ongoing training activities should be conducted to ensure that PSAP personnel are familiar with the actions necessary to implement various components of the COOP plan. Examples of training topics include:

- Expectations, roles, and responsibilities during a COOP plan activation and how these functions might differ from normal operations.
- Troubleshooting mission critical resources (e.g., equipment, infrastructure, systems, etc.) to evaluate the scope and severity of a problem as well as the need to activate the COOP plan.
- Mission essential functions that must be performed during a COOP plan activation and the critical resources necessary to support them.
- Internal and external stakeholder communication which may be necessary during a COOP plan activation.
- An explanation of the order of succession and delegation of authority during a COOP plan activation.

Exercising:

Exercises focus primarily on evaluating capabilities or an element of a capability, such as a plan or policy, in a simulated situation. Exercise activities allow an organization to identify areas that may require additional training, planning, or other resources to improve their response capabilities. The goal of exercising the COOP plan is to assess overall preparedness, response, and recovery capabilities and identify:

- The need to update/revise COOP plan, polices, and procedures.

- Additional resources (e.g., equipment, infrastructure, systems, etc.) necessary to support COOP capabilities.
- Training needs.
- Opportunities to improve communication and coordination with internal and external stakeholders.
- Unforeseen internal and external interdependencies that may affect the ability to perform mission essential functions in COOP situations.

Improvement Planning:

Improvement planning incorporates 'lessons learned' from TT&E activities as well as real-world COOP events into concrete, measurable actions that can help strengthen an organization's COOP capabilities. Areas for improvement and recommended corrective actions that are identified during the improvement planning process should be incorporated into the COOP plan as part of an ongoing continuous improvement process.

As part of the improvement planning process, the following questions should be considered:

- What changes to our planning efforts might improve COOP capabilities?
- Are there any opportunities to improve communication/coordination with internal/external stakeholders?
- What additional resources (equipment, infrastructure, systems, etc.) are needed to improve COOP capabilities?
- What types of testing, training, and exercising activities would help improve COOP capabilities?

Plan Review and Update:

To maintain viable COOP capabilities, this plan should be reviewed on a regular basis to ensure that it remains relevant and effective. Examples of key activities associated with maintaining the plan and the frequency of their occurrence are listed below:

Activity	Sample Tasks	Frequency
Review and update COOP plan document	• Ensure that current hazards and risks are addressed. • Incorporate any 'lessons learned'. • Incorporate any internal policy and procedure changes. • Verify MOA/MOU with supporting entities. • Manage distribution of plan updates.	Annually
Conduct Exercises	• Exercise activities may include drills, tabletop exercises, functional exercises, and/or full-scale exercises.	Annually
Review and update COOP reference materials	• Delegation of authority and order of succession. • Mission Critical Resources – Emergency Contact Roster. • Mission Critical Resources – Troubleshooting Checklists.	Quarterly
Perform Testing	• Check functionality of mission critical resources (e.g., equipment, infrastructure, systems, etc.). • Assess operational readiness of alternate facility.	Monthly
Conduct Training	• Provide initial COOP training to new PSAP personnel • Provide refresher COOP training to existing PSAP personnel	Ongoing

The appropriate sections of this plan will be updated as necessary. Changes to the contents of this plan will be documented in Attachment D (Record of Changes).

ATTACHMENT A: KEY TERMS AND ACRONYMS

Term/Acronym	Definition
A-Team	Advance Team
AAR	After Action Report
Activation	The implementation of a continuity plan, in whole or in part.
ADA	Americans with Disabilities Act
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ARMER	Allied Radio Matrix for Emergency Response (Minnesota's Statewide Public Safety Land Mobile Radio (LMR) System
CAD	Computer Aided Dispatch
CCGW	Conventional Channel Gateway
Continuity	The ability to provide uninterrupted services and support, while maintaining organizational viability, before, during, and after an incident that disrupts normal operations.
Continuity Manager	The designated individual that is responsible for coordinating an organization's COOP activities.
Continuity of Operations (COOP)	Organizational activities to ensure that essential functions are continued under all circumstances. This includes plans and procedures that delineate essential functions; specify succession to office and the emergency delegation of authority; provide for the safekeeping of vital records and databases; identify alternate operating facilities; provide for interoperable communications; and validate the capability through tests, training, and exercises.
Continuity of Operations (COOP) Plan	A documented plan that details how an individual organization will ensure it can continue to perform its essential functions during a wide range of incidents that affect normal operations.
CPE	Customer Premise Equipment
Data Recovery	The restoration of data from backup media to restore software programs and vital records to the state that existed at the time of the last safe backup.
Delegation of Authority	Documentation that specifies who is authorized to act on behalf of the organization, department head, or other key officials for specific purposes.

Term/Acronym	Definition
Dependency	The reliance, directly or indirectly, of one activity or process upon another, including internal/external dependencies and IT/Non-IT dependencies.
Devolution	The capability to transfer the authority and responsibility for performing mission essential functions from an organization's primary operating staff and facilities to another PSAP, and to sustain that operational capability for an extended period.
Disaster Recovery Plan	Disaster Recovery is the technical recovery plan for networks, systems, applications, data, and communications, both voice and data. Disaster Recovery Planning provides for the recovery and restoration of an organization's information technology and telecommunications infrastructure in support of essential business functions and achieves a systematic and orderly migration toward the resumption of all computing services within an organization following a business or governmental disruption.
Drill	An operations-based exercise often employed to validate a single operation or function.
EAS	Emergency Alert System
ECC	Emergency Communications Center
ECN	Minnesota Department of Public Safety, Division of Emergency Communication Networks
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESInet	Emergency Services IP Network
FOUO	For Official Use Only
Full-Scale Exercise (FSE)	An operations-based exercise that is typically the most complex and resource-intensive of the exercise types and often involves multiple agencies, jurisdictions/organizations, and real-time movement of resources.

Term/Acronym	Definition
Functional Exercise	An operations-based exercise designed to assess and evaluate capabilities and functions while in a realistic, real-time environment; however, movement of resources is usually simulated.
GIS	Geographic Information System
"Go Kit"	Supplies and materials assembled to support the transfer of essential functions to an alternate location during an emergency, disaster, or other incident. It contains items needed to minimally satisfy personal and organizational needs during an emergency relocation.
Hazard	A natural, technological, or human-caused source or cause of harm or difficulty.
Human-Caused Hazard	A potential incident resulting from the intentional actions of an adversary.
HVAC	Heating, Ventilation, Air Conditioning
Impact	The specific effects that a threat or hazard scenario would have on operations if the threat or hazard occurred.
Incident	An occurrence, natural or manmade, that necessitates a response to protect life or property. The word "incident" includes planned events, as well as emergencies and/or disasters of all kinds and sizes.
IPAWS	Integrated Public Alert and Warning System
IT	Information Technology
LMR	Land Mobile Radio
Memorandum of Agreement/Memorandum of Understanding (MOA/MOU)	Written agreements between organizations that require specific materials and/or services to be furnished or tasks to be accomplished by one organization in support of the other.
MHz	Megahertz
Mission Critical Data	Information essential to supporting the execution of an organization's mission essential functions.
Mission Critical Resources	The minimum resource requirements needed to perform or restore an organization's mission essential functions. Critical resources could include facilities, communication systems, personnel, vital records and databases, vital systems and equipment, key vendors, and other government agencies.
Mission Critical IT Systems	Information Technology equipment essential to supporting the execution of an organization's mission essential functions, including hardware, software, networking components, etc.
Mission Essential Function	Organizational functions that are determined to be critical activities that must be performed under all circumstances.
MNIT	Minnesota Information Technology Services
Mutual Aid Agreement	A written or oral agreement between and among jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.
Natural Hazard	A potential incident resulting from acts of nature.
NG911	Next-Generation 911
OSP	Originating Service Provider

Term/Acronym	Definition
PIO	Public Information Officer
POC	Point of Contact
PSAP	Public Safety Answering Point
Reconstitution	The process by which organization personnel resume (transition back to) normal organization operations from the alternate location back to the primary or replacement primary operating facility.
Recovery	The implementation of prioritized actions required to return an organization's processes and support functions to operational stability following a change in normal operations.
Redundancy	The state of having duplicate capabilities, such as systems, equipment, or resources.
Resilience	The ability to prepare for, and adapt to, changing conditions and recover rapidly from operational disruptions. Resilience includes the ability to withstand and recover from deliberate attacks, accidents, or naturally occurring threats or incidents.
Risk	The potential for an unwanted outcome resulting from an incident, event, or occurrence, as determined by its likelihood and the associated consequences.
RMS	Records Management System
SaaS	Software as a Service
SOC	Security Operations Center
SOP	Standard Operating Procedure
SPF	Single Point of Failure
Tabletop Exercise (TTX)	A discussion-based exercise in response to a scenario intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.
TDOS	Telephone Denial of Service
Technological Hazard	A potential incident resulting from accidents or failures of systems or structures.
Testing, Training, and Exercising (TT&E)	Measures to ensure that an organization's continuity program is capable of supporting the continued execution of its mission essential functions throughout the duration of a continuity event.
THIRA	Threat and Hazard Identification and Risk Assessment
Threat	Natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.
UPS	Uninterrupted Power Supply
Vital Databases	Information systems needed to perform and support mission essential functions during a continuity event.
Vital Records	Records that, regardless of media (paper, electronic, scanned, etc.), if damaged or destroyed, would disrupt an organization operations and information flow, cause considerable inconvenience, and/or require replacement or recreation at a substantial expense. Vital records also include information that must be maintained to comply with applicable law/statute.
Vital Systems and Equipment	Systems and equipment that are necessary to perform an organization's mission essential functions.

Term/Acronym	Definition
WEA	Wireless Emergency Alert

ATTACHMENT B: REFERENCE MATERIALS

Mission Critical Resources – Emergency Contact Roster

Critical System	POC Name	Agency/Organization	E-Mail	Phone
Electric				
Natural Gas				
Water				
HVAC				
Telephone Service: Administrative				
IT Equipment and Network Infrastructure				
Security Alarm				
Fire Alarm				
9-1-1 Network Connectivity				
9-1-1 CPE				
ARMER System				
Paging System				
Voice Logging System				
CAD/RMS				
Public Alert and Warning: Outdoor Warning Siren				
Public Alert and Warning: Community Notification				

Critical System	POC Name	Agency/Organization	E-Mail	Phone

Mission Critical Resources – Troubleshooting Checklist (XXXX)

PSAP Evacuation Checklist

The following is a checklist to assist an agency in evacuating their PSAP due to a incident and or event. This is not an all-inclusive list and specific agencies might add additional information.

- ☐ Notify all duty staff to respond to alternate site
- ☐ Notify your Communication Service Provider and/or 9-1-1 System Service Provider (9-1-1SSP) and when appropriate activate contingency routing of emergency and non-emergency phone calls. Ensure that routing includes both 9-1-1 trunks and other emergency and non-emergency lines. (Consider automation)
- ☐ Notify database providers
- ☐ Notify radio contractor
- ☐ Ensure alternate PSAP is staffed/notified of evacuation
- ☐ Notify other PSAPs of evacuation and termination of direct lines
- ☐ Alternate Route Law Enforcement Terminals
- ☐ Notify all agencies, service providers and emergency responders that could be impacted by the evacuation
- ☐ Ensure the evacuation of all staff
- ☐ Confirm routing of emergency and non-emergency calls as noted in Telephone Services 3.3.2
- ☐ Confirm the ability to communicate with emergency responders.

‘Go Kit’ Checklist

Alternate Facility Checklist

Purpose: Ensure the alternate 9-1-1 facility is fully operational and capable of supporting emergency communications during a disruption.

1. Facility Readiness
   - ☐ Location is secure, accessible, and has backup power.
   - ☐ Facility has adequate workspace for required personnel.
   - ☐ HVAC, lighting, and plumbing systems are functional.
   - ☐ Facility access control measures are in place.
2. Communications & Technology
   - ☐ 9-1-1 call-handling equipment is operational.
   - ☐ CAD (Computer-Aided Dispatch) system is fully functional.
   - ☐ Radio and telecommunication systems are tested and working.
   - ☐ Backup communication lines and internet connections are in place.
   - ☐ Redundant network connections and cybersecurity measures are active.
3. Personnel & Staffing
   - ☐ Staffing assignments for relocation are pre-determined.
   - ☐ Key personnel are notified and prepared for transition.
   - ☐ Sufficient workstations for dispatchers and supervisors.
   - ☐ Transportation for staff to the alternate site is arranged.
4. Data & Records Accessibility
   - ☐ Backup databases and records are accessible.
   - ☐ GIS and mapping systems are functional.
   - ☐ Secure access to critical software and systems is established.
   - ☐ Necessary credentials and permissions are active.
5. Equipment & Supplies
   - ☐ Computers, monitors, and peripherals are operational.
   - ☐ Phones, headsets, and radios are available and tested.
   - ☐ Office supplies and emergency kits are stocked.
   - ☐ Backup generators and fuel supplies are sufficient.
6. Coordination & Testing
   - ☐ Coordination with partner agencies and stakeholders is established.
   - ☐ Regular testing and drills are conducted for system functionality.
   - ☐ Contingency plans for system failures are documented.
   - ☐ After-action reviews and updates to the COOP plan are performed.

Devolution Checklist

Continuity Communications Plan

Plans filed with the MESB as of October 23, 2024:

- Bloomington
- Dakota County
- Eden Prairie
- Isanti County
- MSP Airport
- Ramsey County
- Scott County
- Sherburne County

ATTACHMENT C: PLAN DISSEMINATION

Date	Recipient

ATTACHMENT D: RECORD OF CHANGES

Date	Author	Section	Description
23 OCT 24	Greg Hayes		Final Draft

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
MESB Report
July 17, 2025, Meeting

Importance of GIS for 9-1-1: PSAP managers are strongly encouraged to assist their GIS counterparts in helping key decisionmakers and county leadership understand the **vital role GIS has for current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and NG9-1-1 core services, as well as many non-public safety use cases important to counties and cities.

1. **Monthly Regional NG9-1-1 Regional Data Maintenance & QA/QC Cadence:**
   The MESB region maintains a **monthly cycle of NG9-1-1 data provisioning and maintenance**. This includes county GIS dataset maintenance, regional GIS data aggregation and schema validation, regional validations for the NG9-1-1 use case, and ongoing GIS-derived MSAG maintenance.

2. **Regional 9-1-1 Data QA/QC:**
   a. MESB continues to **analyze the region's NG9-1-1 data errors** that are identified monthly through MESB's internal validation tools, GeoComm and 1Spatial platforms.
   b. MESB also validates each month's actual 9-1-1 call locations against regional GIS to identify missing or inaccurate GIS data.
   c. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If MSAG and/or ALI updates are needed, MESB will process the update requests on behalf of its PSAPs.
   d. From MESB's analysis of the **June** NG9-1-1 validation results, MESB made:
      i. **22 referrals** related to address validation to county GIS data producers for GIS data updates
      ii. **163 referrals** related to road centerlines to county GIS data producers
      iii. **5 referrals** for GIS updates resulting from VoIP 9-1-1 call location validation
      iv. **12** new ALI Telephone Number record change request (TN CR) for wireline location corrections
      v. **16** ALI Discrepancy Reports from VoIP 9-1-1 call location validation
      vi. **49 referrals** related to road centerlines were sent to county GIS contacts from the 1Spatial validation processes

3. **Metro Regional GIS-derived MSAG Maintenance**:
   a. **GIS-driven MSAG Maintenance Activity**: In **June**, MESB processed **150 GIS-derived MSAG updates** to keep the live MSAG in sync with authoritative GIS data.
   b. **GIS Drives MSAG Maintenance:** The monthly regional NG9-1-1 data provisioning/maintenance is the **primary method of maintaining the region's live MSAG**. Each month, MESB performs a comparison between the current live MSAG and the MSAG derived from the current month's refreshed GIS data. MESB then reviews/vets any needed MSAG updates prior to submitting them to Intrado on behalf of its PSAPs.
   c. **PSAP 911NET MSAG Change Request Activity:** Because of MESB's process, PSAPs no longer must carry primary MSAG maintenance responsibility through submitting 911NET MSAG CRs based on information obtained from cities or other sources. They may continue to do so at their discretion. MESB holds any PSAP submitted MSAG CRs until the updates appear in the county's GIS data.

4. **Wireless Call Routing:** MESB processes wireless routing updates for all carriers on behalf of metro area PSAPs.
    a. During **May and June** MESB processed:
        i. 132 sectors from Dish
        ii. 70 sectors from T-Mobile
        iii. 387 sectors from Verizon
    b. Should PSAPs want the routing of a specific 9-1-1 call reviewed, they can email MESBGIS@mn-mesb.org with the details. MESB staff will investigate or recommend the PSAP open a ticket with the carrier.

5. **SECB NG9-1-1 GIS Workgroup:** The GIS Workgroup continues to meet monthly to discuss topics of interest to statewide GIS stakeholders:
    a. ***Best practice on NG911 GIS Data Validation Match/Success Rate Guidelines:*** The document was published on the Minnesota NG9-1-1 GIS Hub website 7/8/25.
    b. ***Informational document on data schemas for NG9-1-1:*** The document is available for regional review through 8/20/25.
    c. ***Best practices resource materials development for edge-matching data:*** The document is available for regional review through 8/20/25.
    d. ***1Spatial Platform Migration:*** MnGeo continues to analyze a test stage of the new validations of the 1Spatial platform. Volunteers from the GIS workgroup have completed the User Acceptance Testing.

ONGOING ACTIVITIES

6. **Regional GIS Data Aggregation**:
    a. ***Road Centerline and Address Points:*** MetroGIS/Met Council processes 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. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
        i. The most recent Edited Dates in the dataset as of 7/9/25:

County	Address Points	Road Centerlines
Anoka	6/30/2025	6/30/2025
Carver	7/1/2025	7/7/2025
Chisago	7/1/2025	6/22/2025
Dakota	6/23/2025	6/26/2025
Hennepin	6/6/2025	6/6/2025
Isanti	5/26/2025	6/5/2025
Ramsey	6/27/2025	6/2/2025
Scott	7/7/2025	6/2/2025
Sherburne	6/23/2025	6/23/2025
Washington	6/26/2025	6/24/2025

        ii. Note these are not Upload Dates, only the last date of a change to the data.
    b. ***Boundary Polygons:*** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. At least 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. This includes the MN State Patrol PSAP boundaries in the MESB region for wireless call Location Based Routing (LBR), as well as routing of Text-to-911 messages.

7. **Regional Data Viewer**: PSAPs are encouraged to use the Metro Regional Data Viewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid and current for regional 9-1-1 use. This is the authoritative source of NG9-1-1 GIS data for the 10-county MESB region.
    a. MetroGIS has drafted a new Data Viewer using an industry standard background application.
    b. The current Data Viewer has a "splash" message pointing to the new map.

8. **GIS supporting RapidDeploy Radius ALI Mapping:** Every third Friday, MESB "refreshes" the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping system used at many metro PSAPs.

9. **Integration with State NG9-1-1 GIS Activities:**
    a. All MESB regional NG9-1-1 required datasets are included in the **MN DPS NG9-1-1 enterprise database**, including: the metro regional supplier boundary, road centerlines, address points, and emergency service boundary polygons. At least quarterly the datasets are updated. The latest submissions to the enterprise database are:
        i. Address Points: 6/2/25
        ii. Road Centerlines: 5/19/25
        iii. Emergency Service Zones: 5/8/25
    b. **Metro Regional GIS datasets are shared publicly** on the MN Geospatial Commons under the MetroGIS and MESB organizations. In addition, the regional data is also included as **part of the MN Road Centerline and MN Address Point datasets (Opt-In Open Data Counties).**