



## **METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA**

July 13, 2022, 10:00 a.m.

1. **Call to Order** – Commissioner Irene Fernando, 2022 Board Chair
2. **Approval of Agenda** – Commissioner Fernando
3. **Consent Agenda** – Rohret (**page 5**)
  - A. Approval: May 11, 2022 Meeting Minutes
  - B. Approval: April 2022 Treasurer's Report
  - C. Approval: May 2022 Treasurer's Report
  - D. Correspondence
4. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
  - A. Approval of Waiver Request for Hennepin EMS Regarding Metro ARMER Standard 3.14.0 (**page 31**)
  - B. Approval of Amendment to University of Minnesota's ARMER Participation Plan (**page 33**)
  - C. Approval of MnDOT Microwave Loop Partitioning Plan (**page 35**)
5. **9-1-1 Items** – Mike Mihelich, 9-1-1 Manager
  - A. Informational Discussion – Draft MESB NG9-1-1 Transition Plan (**page 37**)
  - B. Approval of Contract Amendment 2 with 911 Authority for On-Going Support Services for NG9-1-1 Transition (**page 73**)
  - C. Informational Discussion – Need for GIS Services for GIS-Derived MSAG Maintenance & GIS Data Hub (**page 77**)
6. **EMS Items** – Greg Hayes, EMS Coordinator
  - A. Approval of MOU with EMSRB for Seatbelt Fines Funds (**page 85**)
  - B. Approval of Amendment 1 to EMSRB Support Grant (**page 91**)
  - C. Acceptance of FY23 EMSRB VTR Grant (**page 99**)
7. **Administrative Items** – Jill Rohret, Executive Director
  - A. Approval of 2023 MESB Operational Budget (**page 101**)
  - B. Approval of 2023-2027 MESB Capital Budget (**page 113**)
  - C. Approval of 2023-2024 Lease with MMCD for Office Space (**page 117**)
8. **Reports**
  - A. Legislative Report – Margaret Vesel/Matthew Bergeron
  - B. Statewide Emergency Communications Board (SECB) Reports:
    - 1) Finance – Wolf/Fredrick
    - 2) Legislative – Rohret/Atkins
    - 3) Steering – Fernando/Rohret – June meeting cancelled
    - 4) Other SECB Committees – Fredrick/Mihelich
    - 5) Board – Matascastillo/Rohret
9. **Old Business** – None



## **METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA**

July 13, 2022, 10:00 a.m.

10. **New Business - Rohret**  
A. PUC Complaint Filed by ECN Affecting NG9-1-1 Ingress Transition (**page 127**)
11. **Adjourn**



## **METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA**

July 13, 2022, 10:00 a.m.

### *Metropolitan Emergency Services Board Members*

#### **Anoka County**

Commissioner Mike Gamache\*  
Commissioner Mandy Meisner

#### **Carver County**

Commissioner Gayle Degler\* (2022 Treasurer)  
Commissioner John Fahey

#### **Chisago County**

Commissioner Rick Greene\*

#### **City of Minneapolis**

Council Member Andrew Johnson\*

#### **Dakota County**

Commissioner Joe Atkins\*  
Commissioner Mary Hamann-Roland

#### **Hennepin County**

Commissioner Irene Fernando\* (2022 Chair)  
Commissioner Chris LaTondresse

#### **Isanti County**

Commissioner Greg Anderson\* (2022 Vice Chair)

#### **Ramsey County**

Commissioner Trista Matascastillo\* (2022 Secretary)  
Commissioner Jim McDonough

#### **Scott County**

Commissioner Dave Beer  
Commissioner Tom Wolf\*

#### **Sherburne County**

Commissioner Barbara Burandt\*

#### **Washington County**

Commissioner Stan Karwoski  
Commissioner Fran Miron\*

\*Denotes Executive Committee member



# METROPOLITAN EMERGENCY SERVICES BOARD

## BOARD MEETING MINUTES

May 11, 2022

Meeting held via WebEx

### Commissioners Present:

Greg Anderson, Isanti County  
 Joe Atkins, Dakota County  
 Dave Beer, Scott County  
 Barbara Burandt, Sherburne County  
 Gayle Degler, Carver County  
 John Fahey, Carver County  
 Irene Fernando, Hennepin County  
 Mike Gamache, Anoka County - **absent**  
 Richard Greene, Chisago County

Mary Hamann-Roland, Dakota County  
 Andrew Johnson, City of Minneapolis - **absent**  
 Stan Karwoski, Washington County  
 Chris LaTondresse, Hennepin County  
 Trista Matascastillo, Ramsey County  
 Jim McDonough, Ramsey County  
 Mandy Meisner, Anoka County  
 Fran Miron, Washington County  
 Tom Wolf, Scott County

**Staff Present:** Tracey Fredrick; Greg Hayes; Kelli Jackson; Mike Mihelich; Jill Rohret; Martha Ziese.

**Others Present:** Cathy Lydon, *Redpath & Co.*; Margaret Vesel, *Larkin Hoffman*; Matthew Bergeron, *Larkin Hoffman*; and Kyle Olson, *Hennepin County*.

### 1. Call to Order

The meeting was called to order at 10:02 a.m. by the 2022 MESB Chair, Commissioner Irene Fernando.

### 2. Approval of the Agenda, and Consent Agenda for May 11, 2022.

*Motion by Commissioner Wolf, seconded by Commissioner Matascastillo to approve the May 11, 2022, agenda and consent agenda. Motion carried.*

### Roll call for approval of agenda items 2. and 3.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	
Greene, R.	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes.

# METROPOLITAN EMERGENCY SERVICES BOARD

## 4. Acceptance of 2021 MESB Financial Audit

Cathy Lydon of Redpath & Co. presented a summary of the MESB's 2021 financial audit. The audit was determined to be a clean audit.

*Motion made by Commissioner Hamann-Roland, seconded by Commissioner Matascastillo to accept the 2021 MESB Financial Audit. Motion carried.*

### Roll Call for approval of agenda item 4.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	
Greene, R.	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes.

## 5. Radio Items

### A. Approval of City of Edina Request for Waiver for State Standard LMR-53

Tracey Fredrick said the City of Edina requested a waiver to comply with SECB State Standard LMR-53. The City of Edina will implement Push-to-Talk (PTT) over six interfaces via LTE devices. Hennepin County will provide system administration of these devices. The Radio TOC recommends approval of this waiver.

### B. Approval of Amendments to Metro Standard 3.30.0 - METCOM

Fredrick said the amendments to Metro Standard 3.30.0 includes content updates that clarify how this talkgroup should be used and who should have access to it. Also clarified is language as to what type of devices are allowed on the talkgroup, and current terminology for PSAPs and telecommunicators.

*Motion made by Commissioner McDonough, seconded by Commissioner Miron to approve agenda items 5A. and 5B. Motion carried.*

### Roll call for approval of agenda items 5A. and 5B.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	

## METROPOLITAN EMERGENCY SERVICES BOARD

Greene, R.	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes.

### 6. 9-1-1 Items

#### A. Award of RFP for Telecommunicator Resiliency Training

Mike Mihelich said in 2018 the 9-1-1 TOC identified resiliency training for telecommunicators as a high priority project. Since then, the pandemic, civil unrest and staffing shortages, placed more stress on PSAP staff. It was determined that implementing a stress management plan will help reduce acute, traumatic and chronic stress on the public safety telecommunicators.

Mihelich said the evaluation workgroup evaluated two RFPs for this project and recommends Blue Peak Consulting as the preferred training vendor.

Commissioner Meisner voiced her support for this project.

Commissioner Anderson asked what the amount of the award is.

Jill Rohret said the grant for this project is \$75,000.00, which will train approximately 262 people. It is hoped there will be more grants forthcoming so new hires will be able to be trained.

Fredrick said it is foreseeable that there will be more grant money designated to this effort going into the new grant year. For this grant period, \$75,000.00 is the total amount of grant money. It is possible if there is any grant money turned back from other regions, it could be included in the current grant amount.

#### B. Approval of Amendment 8 to the State T-730 (9-1-1) Contract

Mihelich said this is a formality as the MESB is a signatory on the contract between Lumen and the State of Minnesota. The purpose of Amendment 8 is to accommodate changes required to provide seamless call transfers between Minnesota and Iowa PSAPs. There is no financial impact for the approval of this amendment. Counsel has reviewed and has no issue with this approval.

#### C. Approval of Metro Region Participation in ECN RapidDeploy RadiusPlus Pilot Project

Mihelich said RadiusPlus is an ANI/ALI mapping solution. ALI is the automatic location information. ECN has contracted with RapidDeploy to provide this product to all participating PSAPs throughout the state. This solution is independent of any on-premise equipment at the PSAP and can be accessed by any computer connected to the Internet. This solution provides an effective back-up to CAD and also provides data feeds from both Apple and Google. This project is fully funded by ECN and has no financial impact to the MESB or PSAPs, at this time.

#### D. Approval of Nominations to NENA NG9-1-1 Interoperability Oversight Commission

Mihelich said 9-1-1 TOC recommends the Board nominate Darlene Pankonie to continue to serve on NENA's NG9-1-1 Interoperability Oversight Commission (NIOC) representing organizations with direct responsibility for handling 9-1-1 emergency calls.

## METROPOLITAN EMERGENCY SERVICES BOARD

Mihelich said additionally the board may choose to nominate a two-year representative to replace Commissioner Fernando who is unable to continue in this role due to scheduling conflicts. This role represents local or regional authorities.

Rohret said in 2020, when the NIOC was established, the MESB submitted nominations for both the PSAP representative and the local/regional authority seat.

Commissioner Fernando said she had a meeting conflict; the conflict is with the MESB meetings. It was a worthwhile and interesting group that provided a national insight into how 9-1-1 is viewed.

*Motion made by Commissioner Hamann-Roland, seconded by Commissioner Matascastillo to approve agenda items 6A, 6B, 6C, and 6D. Motion carried.*

### Approval of agenda items 6A., 6B., 6C., and 6D.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes.

### 7. EMS Items

#### A. Award of RFP for MIR Bus Operators

Rohret introduced Greg Hayes as the new EMS Coordinator; he started on May 9. Greg has over 30 years in the EMS, public safety, fire service and emergency management field.

Rohret said the MESB currently houses the Major Incident Response (MIR) bus in St. Francis, Minnesota. An operator is needed to operate and maintain this bus for scheduled and emergent events. The MESB posted an RFP for an MIR bus operator on March 28, 2022. One response was received, which was submitted by Ron Bombeck, who had been the contractor for the 2017-2022 agreement. MESB staff recommend awarding the request for proposal to Ron Bombeck. A second candidate will be sought in the coming months so that not all the responsibility falls on one person.

#### B. Approval of Amendment 1 to EMSRB VTR Grant Agreement FY 2022

Rohret said the MESB Executive Committee recommends approval of Amendment 1 to the EMSRB Volunteer Training Reimbursement Grant. The amendment extends the termination date for \$25,000.00 of the VTR grant to June 30, 2023.



## METROPOLITAN EMERGENCY SERVICES BOARD

*Motion by Commissioner Wolf, seconded by Commissioner Atkins to approve agenda items 7A and 7B. Motion carried.*

### Approval of agenda items 7A. and 7B.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	
Greene, R.	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes

### 8. Administrative Items

#### A. Approval of Executive Director Travel Request – APCO/MTUG August 2022

Rohret requests approval of a travel request for her attendance at the 2022 APCO Conference and MTUG National Meeting, August 7-12, 2022, in Anaheim, CA. Rohret estimates the trip to be \$2,927.00. This trip estimate was included in the 2022 operational budget.

#### B. Approval of Contract Award for Office Phones/Phone Service

Rohret requests approval to award the MESB office phones and phone service contract to Velocity Telephone. The current phones were purchased in 2012 and the contract with TDS terminated in 2017. MESB has been operating via a month-to-month agreement since the contract termination. Of the three quotes Velocity was mid-range in price and the soft phones received positive reviews. Velocity provided a quote of \$12,201.50 for a three-year contract. This amount is less than half of what the MESB currently pays TDS.

*Motion made by Commissioner Wolf, seconded by Commissioner Miron to approve agenda items 8A and 8B. Motion carried.*

### Approval of agenda items 8A. and 8B.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Beer, D.	Scott	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Fernando, I.	Hennepin	X	
Greene, R.	Chisago	X	

## METROPOLITAN EMERGENCY SERVICES BOARD

Hamann-Roland, M.	Dakota	X	
Karwoski, S.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Meisner, M.	Anoka	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 16 Nay: 0 Motion passes.

### 9. Reports

#### A. Legislative

Margaret Vesel addressed the over \$1.9 billion Minnesota surplus. There are 12 days left before adjournment on May 22, 2022. She discussed the status of actions at the legislature related to the MESB's 2022 legislative agenda.

#### B. Statewide Emergency Communications Board (SECB) Reports

##### 1. Finance

Fredrick said the Finance Committee met in April and discussed a request from the Southwest region for a regional governance support grant. The committee also discussed its SCIP goals as well as having a committee retreat in July. This committee next meets on May 12, 2022.

##### 2. Legislative

Rohret said the Legislative Committee met in April and May and received updates on the status of legislation pertinent to the SECB.

##### 3. Steering

Commissioner Fernando said the Steering Committee meets this afternoon to discuss GIS goals and how to implement them, as well as other Committee SCIP goals.

##### 4. Other SECB Committees

Fredrick said the LMR Committee met and approved the City of Edina waiver request.

##### 5. SECB

Rohret said SECB met at the end of April and approved the Edina request and heard updates on progress of action items from the Operation Safety Net After-Action Report, as well as updates from ECN and MnDOT. Additionally, DPS introduced the new Assistant Commissioner Tom Smith, who will be chairing the SECB.

### 10. Old Business – None

### 11. New Business

#### A. Presentation on 9-8-8 and its Integration with 9-1-1 – Mihelich

Mihelich made a presentation on 9-8-8, what it is and how it will integrate with 9-1-1.

### 12. Adjournment

Commissioner Fernando adjourned the meeting at 11:28 a.m.



METROPOLITAN  
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST  
SAINT PAUL, MINNESOTA  
55104-3431

PHONE 651-643-8395  
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Carver County Commissioner Gayle Degler, MESB Treasurer

RE: Treasurer's Report – April 2022

DATE: May 20, 2022

As Treasurer for the Metropolitan Emergency Services Board, it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on May 20, 2022.

Sincerely,

A handwritten signature in cursive script that reads "Gayle Degler".

Gayle Degler  
Commissioner, Carver County  
Treasurer, Metropolitan Emergency Services Board





METROPOLITAN  
EMERGENCY SERVICES BOARD

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SAINT PAUL, MINNESOTA  
55104-3431

PHONE 651-643-8395  
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Carver County Commissioner Gayle Degler, MESB Treasurer

RE: Treasurer's Report – May 2022

DATE: June 24, 2022

As Treasurer for the Metropolitan Emergency Services Board, it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on June 24, 2022.

Sincerely,

A handwritten signature in cursive script that reads "Gayle Degler". The ink is dark and the signature is fluid.

Gayle Degler  
Commissioner, Carver County  
Treasurer, Metropolitan Emergency Services Board





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2099 UNIVERSITY AVENUE WEST  
SAINT PAUL, MINNESOTA  
55104-3431

PHONE 651-643-8395  
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May 16, 2022

Ms. Maureen Dieckmann  
Moetivations, Inc.  
10288 W. Chatfield Ave., Suite 306  
Littleton, CO 80127

Dear Ms. Dieckmann:

Thank you for the proposal submitted in response to the Metropolitan Emergency Services Board's Request for Proposals for Comprehensive Stress Management Program Development to Increase 9-1-1 Telecommunicator Mental and Emotional Resiliency. The thought Moetivations, Inc. put into the response was appreciated.

I regret to inform you that your proposal was not chosen for this project. I do hope that the Metropolitan Emergency Services Board will get to work with you and your firm in the future.

Thank you for your interest in this project.

Sincerely,

A handwritten signature in black ink that reads "Jill Rohret". The signature is written in a cursive, flowing style.

Jill Rohret  
Executive Director



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PHONE 651-643-8395  
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May 19, 2022

**VIA ELECTRONIC MAIL**

Mr. Rick Blackwell  
Greenville County Office of E9-1-1  
301 University Rdg., Suite 2150  
Greenville, SC 29601

Dear Mr. Blackwell:

Thank you for your March 15, 2022, correspondence to the Metropolitan Emergency Services Board regarding nominations for NENA's NG9-1-1 Interoperability Oversight Commission (NIOC). I am writing today to submit a nomination for NENA's consideration.

The Metropolitan Emergency Services Board (MESB) is a joint powers board of ten counties in the Twin Cities metropolitan region. Established in 1979 as the Metropolitan 9-1-1 Telephone Board, and changed in 2005 to the MESB, one of the purposes of the Board is to jointly plan, coordinate, and administer a regional 9-1-1 system, pursuant to Minnesota Statutes.

The MESB met on May 11, 2022 and voted to approve a nomination for the position of "organizations with a direct responsibility for handling 9-1-1 emergency calls." To that end, the MESB nominates Darlene Pankonie, Manager, Washington County Sheriff's Office Communications Division. Ms. Pankonie has worked as a 9-1-1 professional for over 25 years. She has held the positions of call-taker, dispatcher, supervisor, senior supervisor and now manager. She is active in 9-1-1 in the state of Minnesota; she chairs the Statewide Emergency Communication Board's NG9-1-1 Committee, a position she has held since 2015. She also is President of the Minnesota APCO-NENA Chapter and is an Emergency Number Professional (ENP). As the Communications Division Manager, Ms. Pankonie has implemented multiple hardware and software systems to ensure optimal PSAP and telecommunicator performance. It is her desire to ensure operations staff has the best tools to perform its multiple functions. Ms. Pankonie served on the NIOC from 2020 – 2022.

Thank you for considering these nominations. Should any questions arise about the nominees, please contact me at (651) 643-8394 or [jrohret@mn-mesb.org](mailto:jrohret@mn-mesb.org).

Sincerely,

Jill Rohret, ENP  
Executive Director

cc: Brandon Abley, NENA  
Darlene Pankonie, Washington Co.





METROPOLITAN  
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST  
SAINT PAUL, MINNESOTA  
55104-3431

PHONE 651-643-8395  
WWW.MN-MESB.ORG

May 17, 2022

Greetings to all!

The Metropolitan Emergency Services Board and the Metro Region EMS System extend their gratitude and recognition to you, the dedicated individuals responsible for providing exceptional emergency medical services to countless patients every day and often under challenging circumstances, particularly over the last two years.

These last two years the metro EMS community overcame several critical threats and challenges during a pandemic and civil unrest, and worked together through mutual aid, sharing best practices, learning from one another, and responded as a region. Each agency and its medical directors continue to provide outstanding oversight and leadership which kept the metro EMS system on the cutting edge in emergency medical care.

Thank you for your unwavering passion and dedication to saving lives and limiting suffering even though it may require personal sacrifice and personal risk.

Thank you for your selfless professionalism and compassionate endeavors as you respond daily to the emergency needs of others.

Thank you for the invaluable service you provide to the citizens of the Twin Cities metropolitan region, the Metropolitan Emergency Services Board, and the Metro Region EMS System.

THANK YOU FOR ALL YOU DO!

Please enjoy and celebrate your efforts and achievements during EMS Week, May 15 – 21, 2022!

Sincerely,

Jill Rohret  
Executive Director  
Metropolitan Emergency Services Board

Greg Hayes, EMT  
Metro Region EMS System Coordinator  
Metropolitan Emergency Services Board



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June 3, 2022

Dave Thomson

Land Mobile Radio Committee Chair, Statewide Emergency Communications Board

Mr. Thomson,

The Metro Region Radio Technical Operations Committee (TOC) met on Wednesday, May 25, 2022. An item of discussion was the State of Minnesota's foray into Radio Change Management. From the discussion, the Metro Region Land Mobile Radio Committee (LMRC) representative, Nate Timm of Washington County, stated that the LMRC was opening the Change Management process and desired representation from each region to a work group for this process. Several questions were raised during the discussion that the regional Radio TOC believes need to be addressed prior to the Metro Region offering nominees for representation to this work group.

First, the Change Management process seems to have been opened without any formal designation of membership, requests for submission, or how the process will occur. It is understood that SECB Standard LMR-47 governs the radio Change Management process, but there have already been deviations from the process' timeline and the standard itself should be reviewed during this process. The standard also states that the "process should ensure that change requests are managed (and) vetted," which cannot properly occur until the work group is formed and all regions have been notified, thus meaning the opening of the process prior to work group formation does not accord with the current standard. The timeline for the process and request submission should also be given, even if at a high level, prior to determining regional participation, so that nominees understand the time commitment that will be required.

Second, there is also question on who should be nominated to serve on the work group. It is understood that there is a desire to have both technical and operational personnel from each region, but there has been no statement made on how many from each region should be nominated. There also seems to be a need to allow those who own infrastructure to also be able to hold a seat on the work group. It is the Metro Region's preference to understand how many should be nominated from the region and the technical or operational breakout of seats. These nominations would then be presented to the appropriate regional committees nominating representatives and the regional Board would then confirm the nominations. At that time, the nominees would be given to the work group, rather than simply giving the LMRC a list of several names who wish to participate. The Metro Region desires to participate on the work group, however, does not wish to inundate the work group with participants.

The Metro Region believes that the Radio Change Management process is one that must commence soon and wants to have representation, but the region would like to better understand the desired process and goals before offering its participation to the work group. The region would like to have some discussion about this during an upcoming LMRC meeting.

Please contact me with any questions regarding this letter. I may be reached at (651) 643-8398 or [tfredrick@mn-mesb.org](mailto:tfredrick@mn-mesb.org).

Sincerely,

Tracey J. Fredrick  
Radio Services Coordinator

cc:

# METROPOLITAN EMERGENCY SERVICES BOARD

## EXECUTIVE COMMITTEE MEETING MINUTES

June 8, 2022

Meeting held via WebEx

### Commissioners Present:

Greg Anderson, Isanti County  
Joe Atkins, Dakota County  
Barbara Burandt, Sherburne County  
Gayle Degler, Carver County  
Irene Fernando, Hennepin County  
Mike Gamache, Anoka County

Rick Greene, Chisago County  
Andrew Johnson, City of Minneapolis  
Trista Matascastillo, Ramsey County  
Fran Miron, Washington County  
Tom Wolf, Scott County

**Staff Present:** Marcia Broman; Tracey Fredrick; Greg Hayes; Kelli Jackson; Mike Mihelich; Jill Rohret; and Martha Ziese.

**Guests Present:** Jay Arneson, *Board Counsel*; and Margaret Vesel, *Larkin Hoffman*.

### 1. Call to Order:

The meeting was called to order at 10:00 a.m. by MESB Chair Commissioner Irene Fernando.

### 2. Approval of the June 8, 2022 Agenda

*Motion made by Commissioner Degler, seconded by Commissioner Matascastillo to approve the June 8, 2022 Executive Committee agenda. Motion carried.*

### 3. Approval of the April 13, 2022 Minutes

*Motion made by Commissioner Gamache, seconded by Commissioner Miron to approve the April 13, 2022 Executive Committee meeting minutes. Motion carried.*

### Roll call for approval of agenda items 2 and 3

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 11 Nay: 0

### 4. Radio Items – None

### 5. 9-1-1 Items

#### A. Informational Discussion – Draft MESB NG9-1-1 Transition Plan

Mike Mihelich said this is the third and final project deliverable from 911 Authority. The plan has been extensively reviewed by MESB staff and the 9-1-1 TOC. It is expected that the 9-1-1 TOC will make a formal recommendation for MESB approval at its July meeting. The plan estimates a

## METROPOLITAN EMERGENCY SERVICES BOARD

24-48-month time frame for the NG9-1-1 roll out in the state of Minnesota after the final contracts are signed. This discussion ties into the next agenda item regarding an amendment to the 911 Authority contract for on-going support services.

Commissioner Fernando asked if the SECB's NG9-1-1 Committee was moving forward with this topic.

Mihelich said though the MESB engaged 911 Authority to establish a transition plan for the metro region, at this time he is uncertain if there is a similar effort across the state.

Jill Rohret said MESB staff have requested the state create a transition plan many times. At this time, there is not a detailed statewide transition plan. It is unknown if the state is waiting for the NG9-1-1 core services RFP to be awarded to start the plan development.

### **B. Approval of Contract Amendment 2 with 911 Authority for On-Going Support Services for NG9-1-1 Transition**

Mihelich said that because of the complexity and timeline of the NG9-1-1 rollout, as seen in the draft transition plan, staff would like the Executive Committee to recommend approval of Amendment 2 of the 911 Authority contract which would provide continued support services to the metro's NG 9-1-1 transition in an amount not to exceed \$143,720.00.

### **C. Informational Discussion – Need for GIS Services for GIS-derived MSAG Conversion and Maintenance**

Marcia Broman said the MESB received federal grant funding for a NG9-1-1/GIS project in 2020. The board issued an RFP for a vendor; the RFP resulted in a contract with GeoComm for services in support of GIS-derived Master Street Address Guide (MSAG) processes.

Broman said with GeoComm services, the MESB was able to trial the process of creating new MSAGs that were consistent with geospatial data and replacing live legacy MSAGs with those derived from the GIS data. This effort supports the NG9-1-1 transition period where legacy and next generation data must be simultaneously maintained.

Broman said because the need to continue to maintain GIS-derived MSAGs, an RFP is needed for a vendor to continue to provide GIS services for MSAG maintenance.

Mihelich said it is hoped this RFP request will be approved at the July MESB meeting.

*Motion made by Commissioner Atkins, seconded by Commissioner Matascastillo to approve agenda items 5A., 5B., and 5C. Motion carried.*

### **Roll call for approval of agenda items 5A., 5B., & 5C.**

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	

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Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 11 Nay: 0

### 6. EMS Items – None.

### 7. Administrative Items

#### A. Approval of 2023 MESB Operational Budget

Rohret presented the proposed 2023 MESB operational budget. She said there is an 8% increase in the budget, not including pass-through radio expenses. Since 2016, staff has made an effort to reflect actual expenses and to minimize any increases in assessments to member counties.

Rohret said the proposed budget includes a 3% merit increase and a 2% lump sum for merit for staff. The Dakota County 2023 Merit Compensation Plan is not yet available, but the 2022 plan has a 2% base increase and a 1% lump sum increase. The cost-of-living adjustment for 2022 was 5.9%. The overall salary line increases for 2023 are 5.6% MESB staff. More funds were added to cover more staff cashing out FTO hours in open enrollment.

Rohret said the Contract/Professional Services line increased 61% due to the loss of grant funds for radio training. The current lobbying services rate was adjusted to reflect the actual rate. There was a minor increase for IT services. There was a \$35,000.00 increase for NG9-1-1 project support, related to contracted GIS services as discussed in agenda item 5C.

She said the rent line increased 3% and communications decreased by 33% due to new office phones service. Equipment increased 171% due to four staff computer replacements and insurance increased 13%. Board meeting expenses decreased by 8%.

Rohret said the assessments for 2023 increased by 12.20%. Factors leading to the increase include low interest rates and there were no retained earnings from 2022. 2019 population figures were used to calculate county assessments in this budget as the State Demographer website has not updated the population as determined by the 2020 census.

Rohret presented additional options to include retained earnings from the Hennepin County Investment Fund to reduce assessment increases which were created by Kelli Jackson. T

Commissioners Atkins, Gamache and Miron voiced support for the MESB 2023 Operational budget as presented in the meeting packet, without including retained earnings to lower assessments.

#### B. Approval of 2023-2027 MESB Capital Budget

Rohret presented the 2023-2027 capital budget, which is more of a planning document than a true capital budget. For 2023, there are no administrative needs. Some of the 9-1-1 line items have been removed due to changing needs. The 9-1-1 lines use capital funds pay for a portion of the GIS services contract as previously discussion, the 911 Authority contract amendment, and a possibility that the board will need to retain some cloud-based mapping services.

#### C. Approval of 2023-2024 Lease with MMCD for Office Space

Rohret said the annual lease with the Metropolitan Mosquito Control (MMCD) included in the 2023 budget includes a three percent (3%) rent increase over the lease term, which will increase the MESB monthly rent payment by \$66.00, to make the payment \$2,267.00 per month. The rent includes utilities, security, cleaning services and parking.

## METROPOLITAN EMERGENCY SERVICES BOARD

*Motion made by Commissioner Miron, seconded by Commissioner Degler to approve agenda items 7A., 7B. and 7C. Motion carried.*

### **Roll call for approval of agenda items 7A., 7B., & 7C.**

<b>Name</b>	<b>County/City</b>	<b>Yes</b>	<b>No</b>
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 11 Nay: 0

### **8. Old Business**

#### **A. Update on Meeting with DPS Commissioner John Harrington**

Commissioner Fernando said she and Commissioner Matascastillo met with Commissioner Harrington. Commissioner Matascastillo said they voiced their concerns with the Statewide Emergency Communication Board (SECB), in particular the lack of dedicated staff and ECN's vagueness and lack of transparency. Commissioner Harrington has appointed Assistant Commissioner Tom Smith to to oversee and chair the SECB. Asst. Commissioner Smith was a former Chief of Police in St. Paul and also joined the meeting.

Commissioner Matascastillo said there were other entities with similar concerns. The commissioners from the MESB felt they were heard and there will be changes as to how the ECN operates and communicates.

Commissioner Fernando said there was a request for state-wide leadership and a strategy to accomplish the SECB's statutory responsibilities. Carli Stark from AMC joined the meeting and shared that other regions were voicing the same concerns as the MESB.

Commissioner Gamache said there has been a noticeable lack of representation of the regions by ECN in the last year. It is good to start seeing a re-focus by SECB Vice Chair Jeff Jelinski. Commissioner Gamache will meet with Stark for more discussions on representation.

### **9. New Business**

#### **A. 40<sup>th</sup> Anniversary of E9-1-1 in Metro Region**

Rohret said our metro area was the first to implement E9-1-1 in Minnesota; the first E9-1-1 call was made on December 1, 1982. At the time, the only other areas to implement E9-1-1 in the country 2 were Orange County, Florida and Orange County, California. The Twin Cities region's implementation was the largest multi-jurisdictional E9-1-1 system in the world. The group that got together in 1979 to create this system had amazing foresight.

Rohret wanted to discuss with the Executive Committee what should be done for the 40<sup>th</sup> anniversary. She said the Governor issued a resolution for the 20<sup>th</sup> anniversary; an open house lunch was held for the 25<sup>th</sup> anniversary; PSAPs across the region participated in the Holidazzle parade as part of the 30<sup>th</sup> anniversary. No funds have been set aside for a 40<sup>th</sup> anniversary

## METROPOLITAN EMERGENCY SERVICES BOARD

celebration, but it is possible there will be unspent funds that could be used to commemorate the anniversary in December.

Commissioner Matascastillo said she agreed that the planners and employees that worked to buildout the E9-1-1 system should be commemorated, especially as NG9-1-1 is being rolled out. She said a Governor proclamation would be nice, and perhaps some media coverage.

Commissioner Fernando said county participation could serve as a history lesson and education as to the current 9-1-1 system. This might aid in the state-wide advocacy that is so badly needed. Members could come to the next Executive meeting with ideas to then bring before the board in September. Additionally, a draft resolution for the metro county boards of commissioners to pass might be nice.

### **10. Adjournment**

The meeting adjourned at 10:59 a.m.



**Civil Unrest AAR**  
**Recommendation Status**  
**Updated 7/1/2022**

Tracking #	Recommendation	Person/Agency Responsible	Status
1	Establish the governance structure, on-going funding model, training, and procedures to deploy and utilize 9-1-1 call workload sharing between cooperating .	PSAPs/Cities/Counties/MESB	<p>12/16/2021 - Winbourne Consulting was selected as the vendor to complete the CAD2CAD RFP for the MESB region and to create funding and operational plans for implementation. An official kick-off meeting is scheduled on 12/17/2021 with the WG and we will be asking the Board to approve the purchase of a "Lessons Learned" document created by Winborne giving us insights to their many CAD2CAD projects throughout the nation.</p> <p>2/25/2022 - The workgroup had an all-day meeting with Winbourne on Feb 15th to discuss governance and finance models and some general goals for the project to list in the RFP. Winbourne will be providing the workgroup updated governance, technical requirements, draft statement of work, and draft investment summary documents that will be reviewed on March 25th.</p> <p>4/20/2022 - Winbourne will be presenting the Statement of Work, Product Requirements Matrix, and Project Investment Summary for a MESB region CAD-to-CAD system at the May 9-1-1 TOC meeting.</p> <p>7/1/2022 - At the May 9-1-1 TOC meeting, all MESB PSAPs expressed continued interest in pursuing a CAD-to-CAD solution for the region. The workgroup continues to work with Winbourne on procurement, funding, and governance documents and plans to release an RFP in the coming months.</p>
2	Identify and implement workload sharing applications that will permit 9-1-1 calls to overflow to neighboring ECCs which have agreed to work together cooperatively, permitting calls to be answered, triaged, classified (type or nature code assignment), and sent electronically into the original destination ECC's CAD dispatch queue, permitting the original destination ECC to coordinate the emergency response to incidents within its jurisdiction.	PSAPs/Cities/Counties/MESB	(combined with #1)

3	Identify and implement workload sharing applications that will establish a regional CAD incident display map showing the location of emergency responders (both personnel and units) and incidents in progress, permitting the appropriate personnel to have a big picture understanding of what is happening at the regional level in real time.	PSAPs/Cities/Counties/MESB	(combined with #1)
4	Identify telecommunicator resources to support any ECC personnel that have been involved in prolonged or horrific emergency events and may not recognize the extent they have been impacted mentally and emotionally, and those that recognize they need help.	9-1-1 TOC/MESB	08/24/21 The Motivations training was completed in June. At the August 911 TOC meeting the committee decided to request additional grant funding to continue to develop telecommunicator resiliency programs at each of the regional PSAPs in 2022. 10/20/2021 - Additional grant money will be available for additional resiliency training. Requirements need to be formed for solicitation of a vendor to produce and present training material for this new round of grant funding. Spring 2022 - RFP released for vendor to provide training ins 2022-2023. 7/1/2022 - Blue Peak Consulting has been chosen as the vendor to provide resiliency training to the region with 2022-2023 grant money. We are working on completing a signed contract with them and plan to form a workgroup from the PSAP Roundtable to create a roll-out plan for the region. We hope to share this plan at the August or September 2022 9-1-1 TOC meetings.
5	Establish procedures to support the use and staffing of community tip lines that do not terminate in or interfere with ECC operations or negatively impact the 9-1-1 system whenever law enforcement or fire establish a joint command facility (e.g. MACC).	PSAPS/Cities/Counties/Other agencies	06/24/21 - The recommendation to not terminate community tip lines at ECCs was included in the Operation Safety Net (OSN) planning in February and March. An after action report is now being prepared regarding the OSN planning and implementation. The information from that report may become the basis for the development of a regional standard that addresses the use of tip lines that do not interfere in ongoing ECC operations.
6	Establish or update an existing metro region 9-1-1 standard to block "anonymous" calls to admin lines that terminate in the ECC to reduce harassing, abusive, or denial of service attack calls that can negatively impact ECC operations.	9-1-1 TOC/PSAPs/MESB	10/20/21 - Discussion began at the September 2021 9-1-1 TOC Meeting

7	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF).</p> <p>i. Command staff turnover is a problem; special training directed specifically for command staff should be developed.</p>	CRTF/Duty Officer/Statewide Training	<p>INTD/INCM training was provided in March 2021 specifically directed towards those who may be called in for response to Civil Unrest. Many Metro telecommunicators were also in attendance at a FEMA INTD course held in mid-June 2021. A metro-specific telecommunicator class is being developed currently. Several Metro CRTF members are attending a statewide drill held in August 2021 to get experience with emergent activities. Additionally, 3 metro members have been invited to participate in a COML course in Fall 2021. Additional space in an early 2022 COML course is also available. Two new Metro COML trainers were trained in November 2021. An additional trainer was trained in January 2022. A second statewide drill is planned for August 2022. April 2022 - MN will likely be receiving additional INTD, COMT, and Auxcomm courses. July 2022 - INTD, COMT, and AuxComm courses scheduled by ECN; also have an opportunity for COML Train-the-Trainer.</p>
8	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF).</p> <p>ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.</p>	CRTF/Duty Officer	<p>As of March 2021, the Duty Officer position at BCA has been identified to only be for use in statewide emergencies in which a state agency is impacted; it will no longer be directing activities for regional activities. DPS-ECN has come up with a process to contact the SWIC for such emergencies. As such, this line item may be deleted, or changed to reflect the new process. <b>Complete.</b></p>
9	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>b. Build relationships between the CRTF and agency command staff.</p>	CRTF/Metro EM Agencies	<p>CRTF Steering Team has begun having internal meetings in their own entities, doing more outreach to partner entities.</p>

10	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>c. Ensure that ECC management personnel are included in all EOC/MACC operations at the same level, and at the same time, as law enforcement, fire, and EMS management personnel are included.</p>	MESB, HSEM	<p>Pre-planning for the spring 2021 trial seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials.</p> <p>2/25/2022 - Operation Safety Net plans were modified and used for the Kimberly Potter trial and the St Paul federal trial of the three officers involved in the George Floyd incident.</p>
11	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>d. Include COMU representatives at the MACC at the beginning of MACC operations.</p>	CRTF/Duty Officer/MACC	<p>Pre-planning for the spring 2021 trial (Operation Safety Net) seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials.</p>
12	Create or update an existing standard to require ARMER talkgroups to be labeled using the same talkgroup names system wide. Currently, different agencies label the same talkgroup by different names.	Radio TOC Standards Workgroup/Statewide Standards Workgroup	MESB standards workgroup and state standards workgroup discussed in November 2020. System limitations make this difficult to do. Have also brought forward to State standards planning; still in discussion.
13	Conduct on-going ARMER training for law enforcement, fire, and EMS responders, both for new-hires and as part of regular in-service training, as required in SECB Standards LMR-29, LMR-30, and LMR-31.		Videos posted to MESB site in October 2020. On-going training statewide being discussed.
14	Create better advertisement of available resources, such as equipment caches, CRTF, etc. at a state level.	Duty Officer/MACC/CRTF	As of March 2021, current SWIC is aware of resources and how to deploy. See also #8.
15	Identify regional, or statewide, EOC or MACC locations that can be properly equipped in advance.	HSEM	Not started
16	Establish regional communications plans that can be practiced and implemented by the appropriate COMLs as soon as an incident escalates into a multi-agency, multi-jurisdictional event. This should be incorporated into the ICS implementation plans but could be activated before the ICS structure is established beyond the initial response. This response should also include the distribution of a consolidated ICS 205 form and can include additional forms in the future, such as an ICS 205a or ICS 217 form.	CRTF	Metro has these common forms on the ARMER standards page and the CRTF page. Current method for distribution of region-wide ICS205s is to send through the Radio Services Coordinator. <b>Complete.</b>

17	<p>Create or update an existing metro region ARMER standard that recommends requesting the deployment of CRTF resources when an incident escalates to include multi-jurisdiction coordination or multi-agency responses from more than one ECC service area. This should not be dependent on whether law enforcement or fire establish a joint command facility (e.g. MACC).</p> <p>a. Define how CRTF is activated.</p> <p>b. Notify the State Duty Officer as soon as a request to deploy the CRTF is received.</p> <p>c. Ensure the State Duty Officer documentation related to CRTF deployment is current.</p> <p>d. Define how the regional ECCs will be notified.</p>	Radio TOC Standards Workgroup/CRTF	Updated Large Event Communications Standard 3.21.0; approved by MESB Board September 2020. Approved new event standard July 2021. <b>Complete.</b>
18	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be educated on the existence and need/use of the CRTF.</p> <p>i. Command staff turnover is a problem; special training directed specifically for command staff be should be developed.</p> <p>ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.</p>	CRTF/Duty Officer/Metro EM Agencies	<b>See #8.</b>
19	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>b. Build relationships between the CRTF and agency command staff.</p>	CRTF/Agency Command Staff	<b>See #9</b>

20	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>c. During the event, some agency heads expressed concern that their responders would not be able to find the talkgroups specified in the ICS 205s on their radio.</p>	CRTF/Metro COML	<p>This concern is also part of the on-going training mentioned in other areas of recommendation. Videos and documents have been added to the MESB website as of October 2020, and on-going training at a state level is being discussed in several workgroups.</p>
21	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>d. Add the MESB's ARMER training video on changing zones on subscriber units uploaded to the MESB website. (As of the final draft of this document, this video is available on the MESB's website and the link has been distributed to metro region ARMER system administrators.)</p>	MESB	<b>Complete, October 2020</b>
22	<p>For jurisdictions where there are separate management structures for 911 and ARMER, regular coordination meetings need to be established so that the two teams identify issues proactively and work together to address the issues. This coordination should include contingency planning for system failures and multi-agency events.</p>	Regional Emergency Communications Boards	Not started
23	<p>Establish a timeline for requiring encryption-capable radios for response agencies within the metro area.</p>	Cities/Counties/Radio TOC/MESB/Regional Emergency Communications Boards	<p>Change Management group has begun meeting. May 2021 - Encryption Best Practices guide has been approved and posted. Discussion Spring 2022 to get statewide surplus funding to assist agencies in acquiring encryption-capable radios. April 2022 - Statewide encryption summit being held in May 2022 to start planning for possible statewide deployment.</p>



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 4A. Approval of Hennepin Healthcare  
Waiver to Metro ARMER Standard 3.14.0  
**Presenter:** Fredrick

### **RECOMMENDATION**

The Radio TOC recommends approval of a waiver to Metro ARMER Standard 3.14.0 "Use of Metro ARMER ME TACs" for use of encrypted talkgroups 11E and 12E for Hennepin Healthcare.

### **BACKGROUND**

Metro ARMER Standard 3.14.0 restricts the encrypted ME TAC talkgroups 11E and 12E to Law Enforcement use only. Any requests for use other than Law Enforcement must be done by obtaining a waiver.

ME TACs have encrypted channels that have been used to prevent anyone with a scanner from listening to these radio communications.

Encrypted talkgroups are not allowed to be patched to non-encrypted talkgroups.

### **ISSUES & CONCERNS**

Hennepin Healthcare is currently seeking permanent permissions for both encrypted talkgroups. The talkgroups will be programmed in six standard consoles and two Motorola MCC7500e consoles. The addition of these talkgroups will assist during events where encrypted interoperability is needed.

### **FINANCIAL IMPACT**

None to MESB.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL



# ARMER TALKGROUP AUTHORIZATION REQUEST

Requesting Entity Information	
<b>Entity:</b> Hennepin EMS	<b>Date:</b> June 15, 2022
<b>Requestor:</b> Daniel Klawitter, Deputy Chief of Communications	
<b>Address:</b> 701 Park Ave S, Minneapolis, MN 55415	
<b>Telephone:</b> 612-873-7522	
<b>Email:</b> Daniel.Klawitter@hcmcd.org	
<b>Requestor Signature:</b> <i>Daniel Klawitter</i>	

Talkgroup Requests			
Talkgroup	Radio Types	Radio Quantities	Hex ID <small>(provided by Authorizing Agency)</small>
Metro Region Encrypted Interoperability Talkgroups: (METAC 11E & 12E)	Consoles and ARMER Laptops 7500e Machines	6 Consoles and 2 7500e machines	
Statewide Encrypted Interoperability Talkgroups: (STAC 13E & 14E)	ARMER Laptops – 7500e Machines	2 7500e machines	

Reason for the Request
<p>Add METAC 12E to department consoles and 7500e machines for interoperability between regional departments and to improve land mobile radio (LMR) interoperability between responders during large-scale emergencies, disasters, and special events.</p> <p>Add encrypted STAC13E and STAC14E to our 7500e machines for interoperability between regional departments and to improve land mobile radio (LMR) interoperability between responders during large-scale emergencies, disasters, and special events.</p>

Authorizing Entity Information	
<b>Approval:</b>	<div style="display: flex; justify-content: space-between;"> <span>YES</span> <span>NO</span> <span>YES w/CONDITIONS (see below)</span> </div>
<b>Approved By:</b>	
<b>Approver's Entity:</b>	
<b>Approver's Telephone:</b>	
<b>Approver's Email:</b>	
<b>Approver's Signature:</b>	<b>Date:</b>

Conditions
Example: Request authorization must be reviewed and renewed every two years from approver's signature date.





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**4B. Approval of Amendment to  
U of M Participation Plan**

**Presenter:**

**Fredrick**

### **RECOMMENDATION**

The Radio Technical Operations Committee recommends the Board approve the amendment to the University of Minnesota's ARMER participation plan.

### **BACKGROUND**

The University of Minnesota received approval of its original ARMER participation plan from the Metropolitan Radio Board in May 2004 and its cooperative agreement with the Board and MnDOT was executed in March 2005.

### **ISSUES & CONCERNS**

The University of Minnesota request approval of an amendment to its ARMER participation plan to add an MCC7500E proxy server and an additional T1 connection.

The addition of the MCC7500E proxy server will increase capacity for concurrent console connections from 10 to 20 and allow for redundancy in the event one server should fail.

The addition of the second T1 connection will aid support of the new consoles. This connection will run via microwave loop on fiber on the University campus. MnDOT has also found no issues with this proposal.

### **FINANCIAL IMPACT**

None to MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

June 16, 2022

Tracey J. Fredrick, MA  
Radio Services Coordinator  
Metropolitan Emergency Services Board  
2099 University Avenue West  
St. Paul, MN 55104

## **ARMER Participation Plan Amendment**

Dear Tracey,

The University of Minnesota Public Safety Department is requesting approval for the following modifications to our ARMER participation plan:

1. The University of Minnesota Twin Cities Police Dispatch Center is planning to add an additional MCC7500E Proxy Server for VPN connectivity for remotely connected MCC7500E consoles. Two PRX7000 Proxy Servers will increase total concurrent console connections from 10 to 20 and will also provide redundant connections should 1 proxy server fail. Currently, we have a total of 7 MCC7500E consoles that are setup to connect via VPN through the University of Minnesota's ARMER firewall: U of M PD (2 consoles), Anoka (2 consoles), Hennepin EMS (2 consoles), MAC Airport (1 console)

The University Police Dispatch Center is seeking to expand connection capacity to allow other agencies within the State to connect approved MCC7500E consoles without having to deploy firewall and VPN resources through their home agency. The U of M does not plan to charge any agency for this on-ramp to ARMER.

2. To support additional MCC7500E connections, the University is asking to expand T1 connectivity from NM Site-29 from 1 T1 connection to 2 T1s that will work in aggregation to provide a total link bandwidth of 2.88 MB/S. The University has dedicated fiber from the dispatch site located at 525 Washington Avenue N, to the Bio Sciences building where it will connect to the MNDOT microwave loop. I've verified with MNDOT that there is capacity on the Core Loop to add additional T1s back to Waters Edge.

Sincerely,



Dave Theis  
Radio System Administrator  
University of Minnesota Public Safety  
(320) 423-8728  
dtheis@umn.edu



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**4C. Approval of MnDOT Microwave  
Loop Partitioning Plan**

**Presenter:**

**Fredrick**

### **RECOMMENDATION**

The Radio TOC recommends approval of the Minnesota Department of Transportation (MnDOT) plan for microwave loop partitioning in the Metro area during the Ethernet Backhaul project.

### **BACKGROUND**

MnDOT has begun work on an Ethernet Backhaul project to prepare the ARMER backbone for future upgrades. As part of this project, the microwave loops which cover the Metro area portion of the ARMER system need to have a bandwidth upgrade to be able to withstand the needs of ethernet. MnDOT believes that 50 mb of bandwidth should be sufficient to support the update to the North and South microwave loops, which currently do not have sufficient bandwidth available; East and West microwave loops are not impacted at this time.

The current project proposes two T1 links on both the North and South loops for the simulcast sites only to bring them up to 50 mb; no dispatch or prime sites will be affected for this project. This will be worked on by MnDOT intermittently over the next few years.

### **ISSUES & CONCERNS**

It is anticipated that this project will have minimal to no impact on regular operations. The proposal states that the North loop will be worked on first, as a site on the South loop has other projects going on at the current time and would likely cause disruptions. There is no specific timeline for implementation, other than to be done before the next Motorola upgrade.

### **FINANCIAL IMPACT**

None to the MESB.

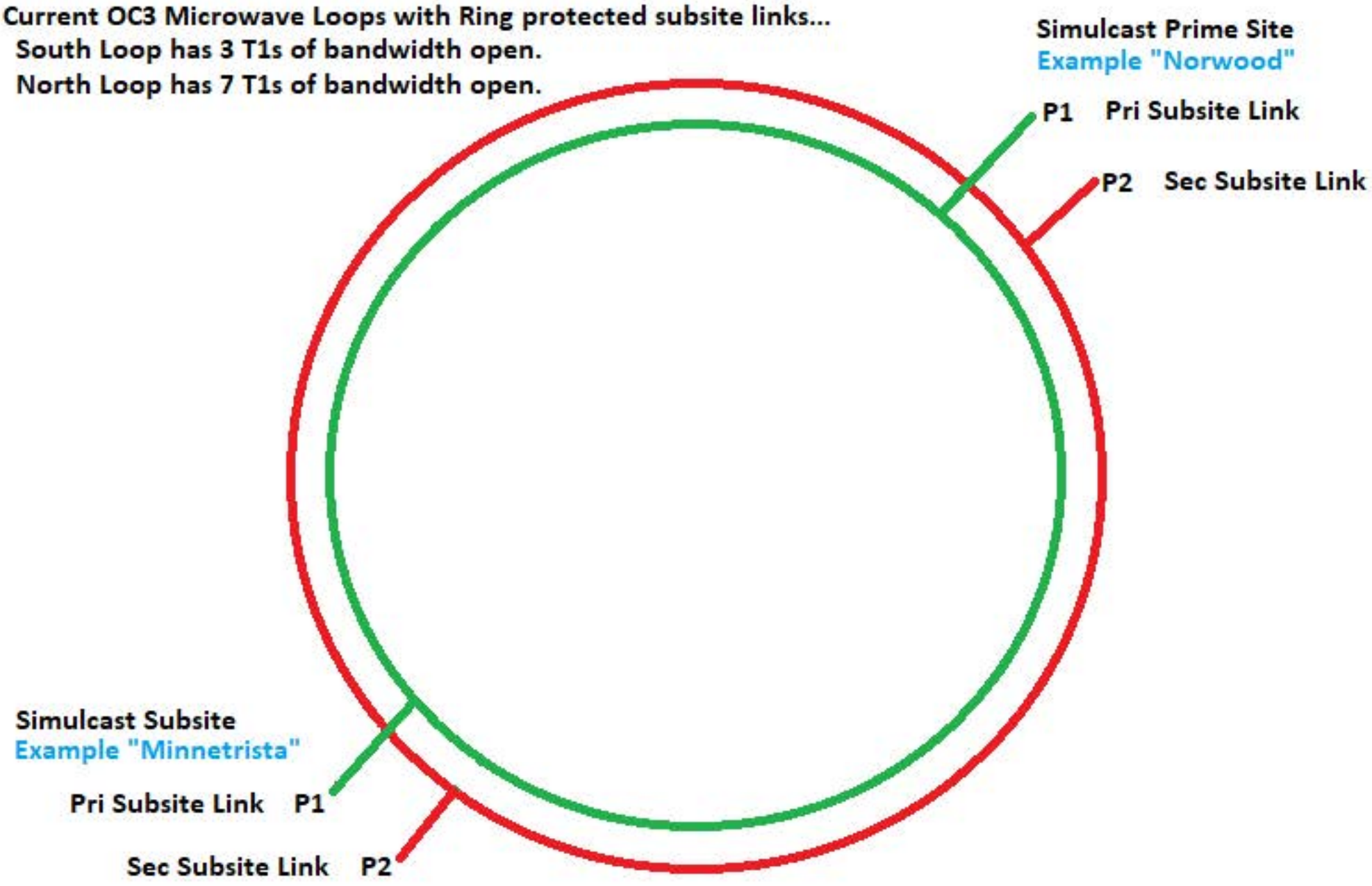
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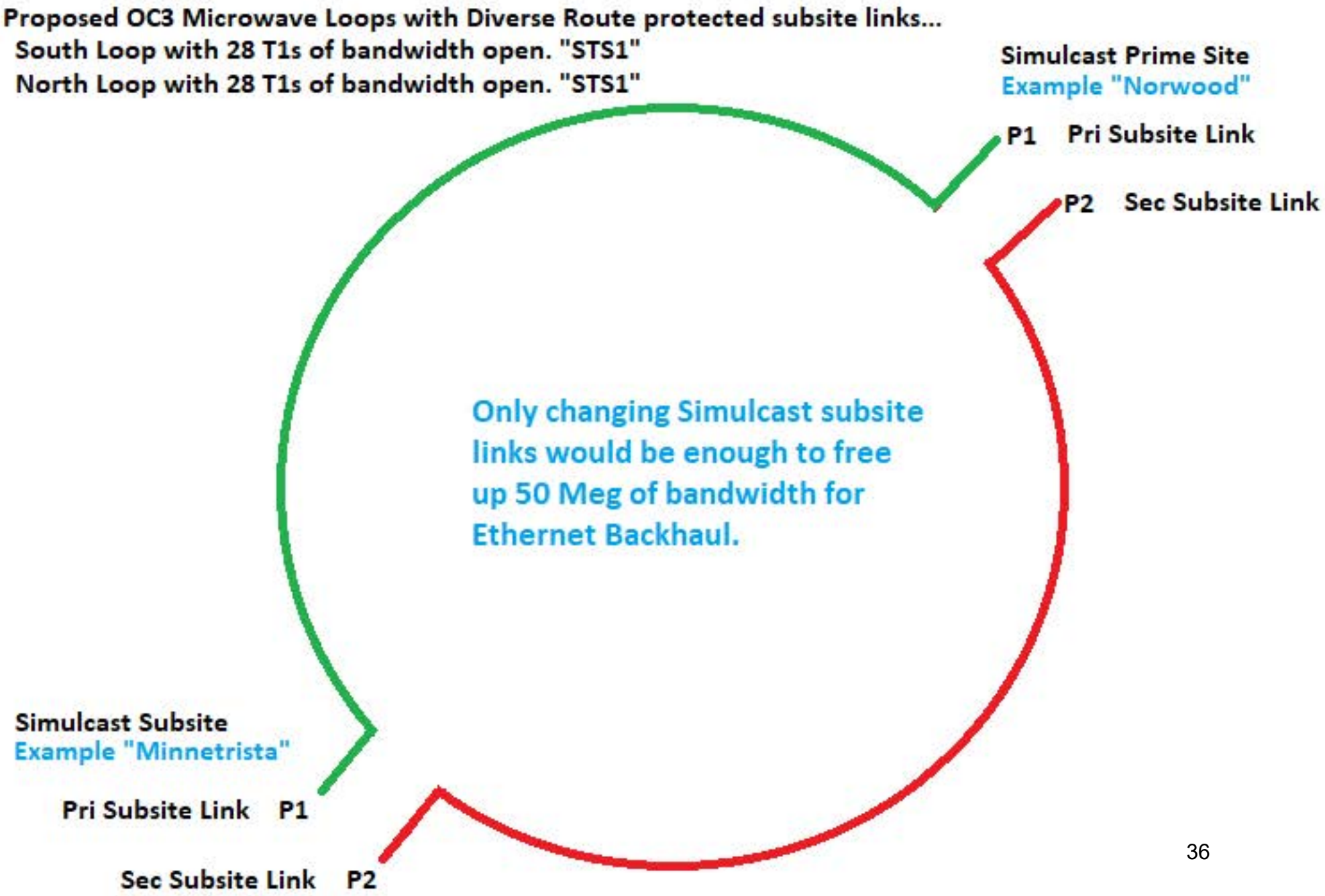
MOTION:

PASS/FAIL

Current OC3 Microwave Loops with Ring protected subsite links...  
South Loop has 3 T1s of bandwidth open.  
North Loop has 7 T1s of bandwidth open.



Proposed OC3 Microwave Loops with Diverse Route protected subsite links...  
South Loop with 28 T1s of bandwidth open. "STS1"  
North Loop with 28 T1s of bandwidth open. "STS1"





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**5A. Discussion: Draft NG9-1-1  
Transition Plan**

**Presenter:**

**Mihelich**

### **RECOMMENDATION**

None – discussion item only. Staff would like to discuss the draft NG9-1-1 transition plan as it relates to other items on the agenda.

### **BACKGROUND**

In 2021, the Board awarded an RFP for an NG9-1-1 Transition Plan to 911 Authority. The agreement with 911 Authority included three tasks as project deliverables:

- Task 1 – Develop an NG9-1-1 transition strategy (MESB accepted on March 9, 2022)
- Task 2 – Assess the current metro region 9-1-1 system (MESB accepted on March 9, 2022)
- Task 3 – Develop an MESB NG9-1-1 transition plan (slated for acceptance on September 14, 2022).

### **ISSUES & CONCERNS**

The transition to NG9-1-1 contains many variables as the state's RFP breaks up NG9-1-1 into multiple components: NG Core Services, ESInet Egress, and 9-1-1 Control Center.

Respondents to the RFP can bid on one or more of the components, which could result in multiple vendors providing the overall NG9-1-1 system to the state. Each vendor has different methods on how they provide NG9-1-1 services, and 911 Authority has been contracted to assist us with the transition and its many variables. Task 3 will assist not only the MESB, but also metro region PSAPs with better understanding the operational and financial impacts that will come with the new NG9-1-1 system.

NG9-1-1 will provide enhanced capabilities such as the ability to send photos and videos through multi-media messaging on cellular phones. The new ESInet will allow PSAPs to use the NG9-1-1 system for more than just 9-1-1 phone calls, opening the possibilities of connecting data such as Computer Aided Dispatching (CAD) and online mapping solutions. All PSAPs in the State of Minnesota will need to evaluate these new capabilities and choose which of them to implement along with a strategy on how best to accomplish the roll-out while ensuring that residents have a consistent 9-1-1 experience throughout the state.

MESB staff will work with staff from DPS' Emergency Communication Networks division, as well as with the system vendor and PSAPs, to schedule the various transition elements in a logical

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



## **METROPOLITAN EMERGENCY SERVICES BOARD**

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**5A. Discussion: Draft NG9-1-1  
Transition Plan**

**Presenter:**

**Mihelich**

and sequential manner that will work for all parties involved.

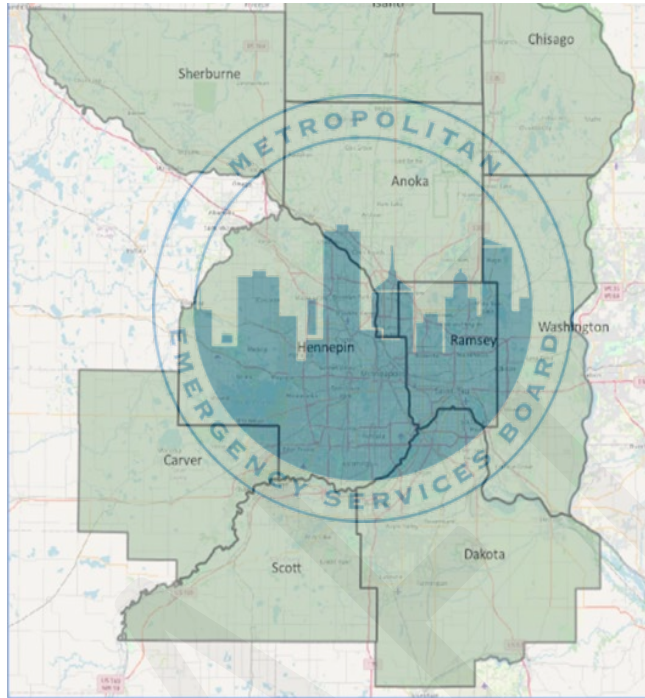
### **FINANCIAL IMPACT**

None to the MESB for this item.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL





# MESB NG9-1-1 Transition Plan

2022-2025

Working Draft April 2022

Prepared by





## Metropolitan Emergency Services Board NG9-1-1 Transition Plan Document

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## Executive Summary

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, and the City of Minneapolis. This support includes 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 works closely with the Minnesota Department of Public Safety, Division of Emergency Communication Networks (ECN) to not only manage the current E9-1-1 system, but to plan and implement Next Generation 9-1-1 (NG9-1-1). NG9-1-1 is Internet protocol based and will provide increased functionality for 9-1-1 callers and Minnesota's public safety answering points, which answer 9-1-1 calls and dispatch public safety resources in response to those calls.

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and inform specific MESB NG9-1-1 RFP requirements. The data gathered for the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan.

The purpose of this plan document is to articulate the vision of the MESB PSAPs as it relates to the transition of the regional PSAPs to a fully operational NG9-1-1 network in the metropolitan area. This document identifies initiatives requiring additional action and activity to achieve the stated goals and objectives established in this transition plan. The goals and objectives presented in this transition plan, some of which are in progress, are designed to step the MESB and the regional PSAPs through an orderly transition to full end state i3 NG9-1-1 operations, build on the existing common capabilities of the region and support a sustainable program for years to come.

**The vision for the MESB NG9-1-1 Transition Plan is to facilitate a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.**

The table below provides a high-level summary of the goals and objectives established by the MESB Regional PSAPs for this plan, identifies actual and planned initiatives that support the plan goals and



Metropolitan Emergency Services Board  
NG9-1-1 Transition Plan Document

objectives, and provides and identifies measurements and milestones to indicate progress toward achieving the goals and objectives of the plan.

MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
1. The MESB desires a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.	<ul style="list-style-type: none"> <li>Implement MESB NG9-1-1 Transition Strategy and Plan (Initiated Q4-2021)</li> </ul>	<ul style="list-style-type: none"> <li>Execute NG9-1-1 transition plan identified in this document</li> </ul>
2. The MESB requires reliable and resilient NG9-1-1 service and will leverage NG9-1-1 standards-based technology to support the eighteen primary and six secondary PSAPs serving the citizens of and visitors to the Minneapolis/St. Paul metropolitan area.	<ul style="list-style-type: none"> <li>MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP</li> </ul>	<ul style="list-style-type: none"> <li>Distribution of the MN-ECN NG9-1-1 RFP</li> <li>(anticipated Q1-2022)</li> </ul>
3. The MESB, in cooperation with Minnesota PSAPs and ECN, seeks to leverage common Minnesota NG9-1-1 operational, technical, and functional requirements in the procurement of any future NG9-1-1 systems to continue the long history of public safety interoperability across Minnesota.	<ul style="list-style-type: none"> <li>MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP</li> </ul>	<ul style="list-style-type: none"> <li>MN-ECN-NG9-1-1 RFP awarded and transition begins</li> <li>(anticipated Q1-2023)</li> </ul>
4. The MESB maintains a focus on offering PSAPs better continuity-of-operations (COOP) options as well as enabling resource sharing for the PSAPs that are interested in working together.	<ul style="list-style-type: none"> <li>Develop new regional processes for NG9-1-1 call overflow and backup scenarios between PSAPs</li> <li>Establish regional COOP plans that leverage the NG9-1-1 network capabilities</li> <li>Regional CAD to CAD initiatives will overlap during the transition time frame</li> <li>Regional 988 initiatives will overlap during the transition time frame</li> </ul>	<ul style="list-style-type: none"> <li>MESB Regional NG9-1-1 COOP Plan approved by the Board</li> <li>COOP planning should include consideration for other MESB PSAP initiatives like CAD to CAD and radio interoperability</li> </ul>
5. The MESB works with ECN to procure an NG9-1-1 network with enhanced support for the delivery of shared/hosted and cloud-based applications for PSAPs. (e.g. hosted call handling, CAD, CAD-to-CAD interoperability, logging/recording)	<ul style="list-style-type: none"> <li>MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP</li> </ul>	<ul style="list-style-type: none"> <li>MN-ECN-NG9-1-1 RFP awarded and transition begins</li> <li>(anticipated Q1-2023)</li> </ul>
6. The MESB sees the local, authoritative data maintained by its counties as a strategic asset for its PSAPs and seeks to create data processes that allow the region to effectively use and maintain high-quality geospatial data to support NG9-1-1.	<ul style="list-style-type: none"> <li>Continue investment in GIS data development projects</li> <li>Plan for all PSAPs to transition to full geospatial location-based routing</li> <li>Establish process and procedure</li> <li>Operationalize the data</li> </ul>	<ul style="list-style-type: none"> <li>All PSAPs transitioned to end state location-based routing as defined by the NENA i3 end state assumptions</li> </ul>
7. The MESB works with the PSAPs in planning for the transition of their PSAP 9-1-1 technology to NG9-1-1 capable systems needed to operate on a fully standards compliant NG9-1-1 network.	<ul style="list-style-type: none"> <li>Formalize the coordination role of the MESB staff for the transition to NG9-1-1</li> <li>Establish a Call Handling Equipment (CHE) upgrade plan for all regional PSAPs and incorporate it into the</li> </ul>	<ul style="list-style-type: none"> <li>Final MESB PSAP CHE Upgrade plan</li> <li>Published MESB PSAP network cutover schedule</li> </ul>



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MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
	overall network deployment and PSAP cutover schedule from the new ECNSP	
8. The MESB seeks a single-point of contact for PSAPs to report 9-1-1 issues and problems to have resolution proficiently coordinated among vendors and providers.	<ul style="list-style-type: none"> <li>The MESB work with ECN to establish a PSAP help desk function that supports and coordinates on behalf of the regional PSAPs with ECNSPs</li> <li>Leverage the transition work done for Goal #7</li> </ul>	<ul style="list-style-type: none"> <li>MESB participates in the service definition with ECN to facilitate the system wide help desk function necessary to support the PSAPs</li> </ul>
9. The MESB, in partnership with Minnesota PSAPs and ECN, seeks to leverage common, statewide 9-1-1 funding and grant opportunities in the purchase and deployment of NG9-1-1 systems.	<ul style="list-style-type: none"> <li>MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP</li> <li>CHE Upgrade plan</li> <li>All future procurements related to public safety</li> </ul>	<ul style="list-style-type: none"> <li>Q1-2022 RFP awarded and transition begins</li> <li>(anticipated Q1-2023)</li> </ul>

These elements of the plan are explored in greater detail in Section 2 and Section 3 below.

## 1. NG9-1-1 Transition Plan Background

This section of the plan provides definitions relevant to the plan, establishes the methodology used to develop the plan and provides context for understanding the plan.

### 1.1 Relevant Legislative Definitions

Proposed changes to Chapter 403 of the Minnesota Statute, 911 Emergency and Public Safety Communications, include updated terminology in 403.2 that is referred to throughout this plan. Although there are many additions to 403.02 Definitions, the list below reflects those pertinent to this document.

- 911 network.** "911 network" means (1) a legacy telecommunications network that supports basic and enhanced 911 service, or (2) the ESInet that is used for 911 calls, that can be shared by all public safety answering points, and that provides the IP transport infrastructure upon which independent public safety application platforms and core functional processes can be deployed, including, but not limited to, those necessary for providing next generation 911 service capability. A network may be constructed from a mix of dedicated and shared facilities and may be interconnected at local, regional, state, national and international levels.
- 911 system.** "911 system" means a coordinated system of technologies, networks, hardware, and software applications that a PSAP must procure and maintain in order to connect to the state 911 network and provide 911 services.
- 911 service.** "911 service" means the emergency response service a public safety answering point provides as a result of processing 911 calls through their 911 system
- Emergency Communications Network Service Provider (ECNSP).** "Emergency Communications Network Service Provider (ECNSP)" means a service provider, determined by the commissioner to be capable of providing effective and efficient components of the 911 network or its



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management, that provides or manages all or portions of the statewide 911 emergency communications network. The ECNSP is the entity or entities that the state contracts with to provide facilities and services associated with operating and maintaining the Minnesota statewide 911 network.

5. **Emergency Services Internet (ESInet)** “ESInet” means a network which is Internet Protocol-based and multi-purpose in supporting local, regional, and national public safety communications services in addition to 911. The ESInet is comprised of 3 network components: ingress network, NGCS and egress network.

## 1.2 MESB NG9-1-1 Plan Development Methodology

The MESB commissioned the NG9-1-1 Transition Strategy and Planning Project leading to this transition plan in August 2021. The project consisted of three tasks. They are:

### **Task 1 – Develop a NG9-1-1 transition strategy document**

A document that summarizes the MESB regional business needs, circumstances, and goals for the NG9-1-1 implementation. The strategy must recognize synergies, dependencies, and constraints of the metro regional 9-1-1 system’s existence within the context of a statewide 9-1-1 system.

- *The MESB NG9-1-1 Transition Strategy Document <sup>1</sup>was published in November 2021 and established the goals and objectives used as a foundation for this plan*

### **Task 2 – Conduct an assessment of the current MESB 9-1-1 systems**

For the ten-county metropolitan region, including:

- a. Current state of the ESInet.
- b. Current state of the GIS data available to support location-based call routing using NG9-1-1 Core Services functional elements.
- c. Current state of the 9-1-1 system monitoring and management.
- d. Current inventory of PSAP call handling equipment, computer aided dispatch, and mapping systems for NG9-1-1 readiness.

- *The MESB NG9-1-1 System Assessment Report <sup>2</sup>was published in February of 2022 and provides regional initiatives, actions and next steps for this plan*

### **Task 3 – Develop an MESB NG9-1-1 Transition Plan**

The plan should contain information related, but not limited, to clearly defined stages of transition, presented within an anticipated time horizon and noting specific sequencing dependencies and linkages. Additionally, the plan should specifically address the following areas

- 1) The MESB ESInet Transition

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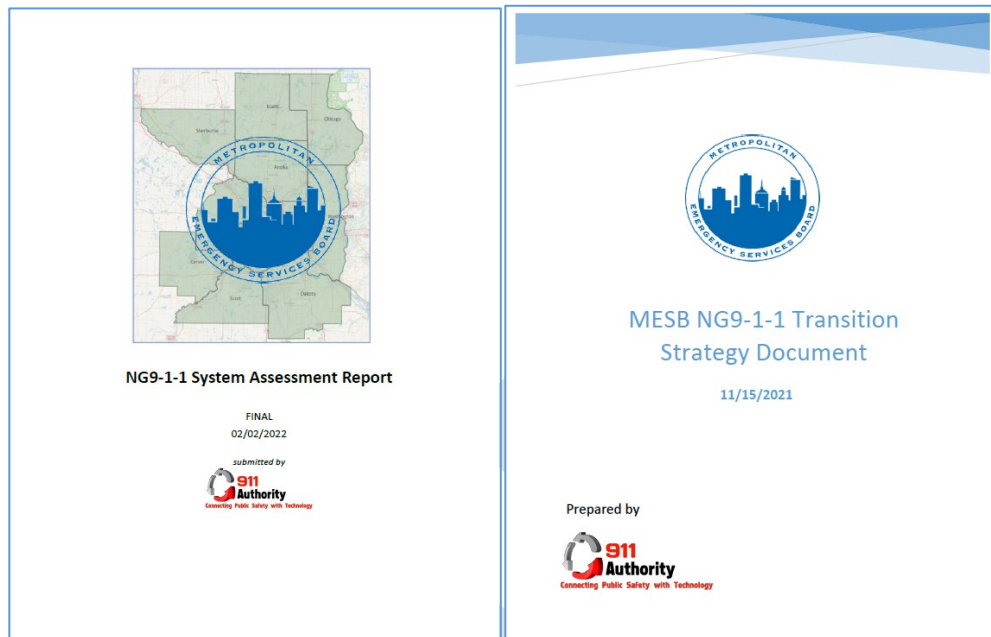
<sup>1</sup> MESB NG9-1-1 Transition Strategy Document, 11/15/2021

<sup>2</sup> The MESB NG9-1-1 System Assessment Report, 2/2/2022



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NG9-1-1 Transition Plan Document

- 2) The MESB NG9-1-1 Core Services Transition
- 3) The MESB NG9-1-1 Data Transition





## 2 MESB NG9-1-1 Transition Plan Scope

This section of the plan establishes the boundaries of the plan, begins to delineate roles and responsibilities in the region required to assist the region in the execution of the MESB NG9-1-1 Transition Plan.

### 2.1 MESB NG9-1-1 Transition Elements

Referencing the diagram below, there are three (3) primary points of 9-1-1 system that must be addressed in an NG9-1-1 transition. An additional way to view it is in terms of 9-1-1 call flow or how a 9-1-1 call gets to a PSAP

1. **Ingress** - getting the 9-1-1 call traffic (all types) to the NG9-1-1 network for routing to a PSAP
  - Getting a 9-1-1 call into the system
2. **Core** - anchoring, routing, and distributing the NG9-1-1 call traffic
  - Decides which PSAP to send the 9-1-1 call to
3. **Egress** - getting the NG9-1-1 call traffic routed to the PSAP with location data
  - Getting the 9-1-1 call to a PSAP

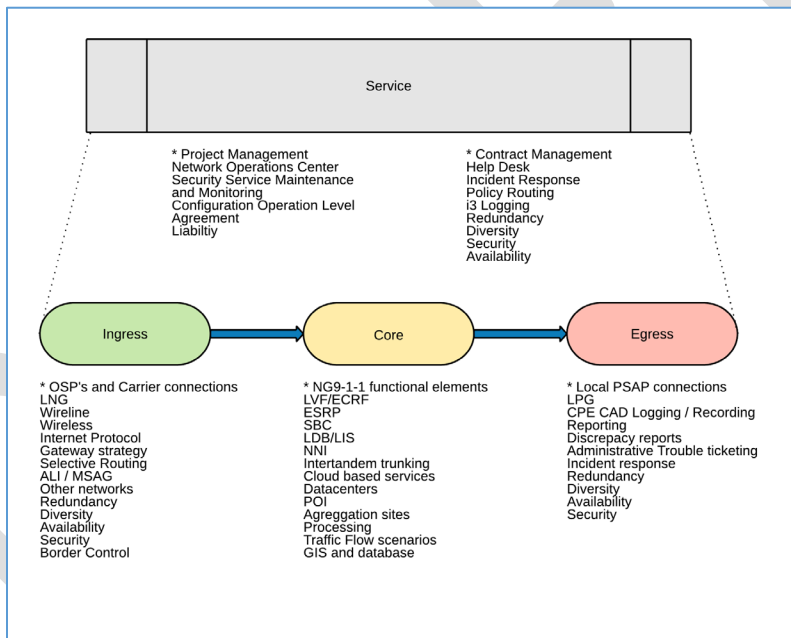


Figure 1 - Transition Elements Categorized by Ingress/Core/Egress

These three areas each have technical, operational, and administrative considerations that will be addressed in this end-to-end NG9-1-1 plan for a successful transition of the MESB PSAPs to NG9-1-1. Along with participating in the transitions occurring in the Ingress, Core and Egress components of the NG9-1-1 system, the local PSAPs will need to take the responsibility for updating the current technologies used in their operations to be NG9-1-1 ready.

The MESB identified planning emphasis around the following three areas of transition at the beginning of the project. They are:





## Metropolitan Emergency Services Board NG9-1-1 Transition Plan Document

- 1) The MESB ESInet Transition
- 2) The MESB NG9-1-1 Core Services Transition
- 3) The MESB NG9-1-1 Data Transition

As a result of the MESB Transition Strategy Document project coupled with the assessment report findings, the elements requiring planning, action and initiatives on the part of the MESB or MESB PSAPs in order to transition to a full NG9-1-1 end state expands to include the following:

- 1) 9-1-1 call origination network transition (ingress)
- 2) 9-1-1 call routing functions transition (core)
- 3) 9-1-1 call delivery network to the PSAPs transition (egress)
- 4) 9-1-1 PSAP system technology migrations and updates (egress)
- 5) 9-1-1 call database functions transition (core)
- 6) 9-1-1 network support and monitoring transition (all)
- 7) 9-1-1 network disaster recovery and continuity of operations (all)

These planning elements are translated to planning milestones with specific actions, timelines and activities necessary for a successful transition of the MESB PSAPs to NG9-1-1 in Section 3.

### 2.2 Transition Roles and Responsibilities in NG9-1-1

It is important to establish clearly defined roles and responsibilities during the transition to NG9-1-1.

#### **The MESB**

The MESB will provide the guidance and framework for ensuring that call delivery to each PSAP will meet operational requirements. In addition, the MESB will be instrumental in providing MESB PSAPs with implementation oversight and project management of the configuration and operation of ESInet and NG core services. In this capacity, the MESB will maintain a focus on call delivery to ensure that MESB PSAPs will be able to meet their requirements once the network is fully deployed.

The transition of MESB PSAPs to a new NG9-1-1 network will be managed through additional documented practices and procedures. During the transition, the MESB will:

- Support MESB PSAPs in coordinating the implementation of and transition to NG9-1-1.
- Assist PSAPs by coordinating with the NG9-1-1 ECNSP to ensure that guidelines and best practices will be followed during all transition and implementation activities.
- Support MESB PSAPs as 9-1-1 system changes occur during the transition to NG9-1-1 by applying established change management process, practices and procedures in order to plan for and mitigate any operational disruption during the transition to NG9-1-1.
- Support the MESB 9-1-1 Technical Operations Committee (TOC) in the engagement of the MESB stakeholders in the planning and implementation of the transition to NG9-1-1.
- Assist PSAPs/counties in meeting NG9-1-1 core services data requirements and coordinating the transition of legacy MSAG/ALI to NG9-1-1 data management processes.
- Assist PSAPs in ensuring that quality assurance and quality control measures performed by the ECNSP are met for all components of the NG9-1-1 network and services.



- Establish a baseline for connectivity among PSAPs.

### **Metro Regional PSAPs**

The metro region PSAPs will be the end users of the NG9-1-1 network. In this user role, each PSAP will be a stakeholder and will collaborate with the MESB at various stages of transition. PSAPs will be responsible for ensuring that their requirements are communicated such that the NG9-1-1 network is operationally focused on their mission. PSAPs will be responsible for engaging with their county GIS support organization(s) to maintain quality geospatial data required for the operation of the NG9-1-1 network. PSAPs must coordinate with the MESB to configure changes to the NG9-1-1 network. PSAPs will be accountable to provide the information required by the ECNSP when they begin an upgrade or replacement of PSAP applications that affect call delivery or any other applications that are utilizing the NG9-1-1 network for connectivity. During the transition, and on an on-going basis, PSAPs must report issues with call delivery, routing, and location information.

During the transition Metro Region PSAPs will:

- Work individually and collectively with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Be responsive to requests for information and input prior to and during the transition
- Be engaged stakeholders that participate in the transition planning process and are vested in the outcomes for the region
- Champion PSAP operational requirements to drive the technology decisions made in the transition to NG9-1-1
- Communicate plans and activities that could impact the operation of the PSAP NG9-1-1 systems or the NG9-1-1 network. Examples might include buying a new CAD system or moving into a new building

### **NG9-1-1 ECNSP(s)**

The NG9-1-1 ECNSP(s) will be required to deliver a NG9-1-1 network that meets the technical specifications of the MESB, which will be developed in conjunction with the PSAPs. The ECNSP(s) will be required to support the transition of MESB PSAPs from legacy to NG9-1-1 and for maintaining the NG9-1-1 network to ensure that 9-1-1 service is available 99.999 percent of the time.

During the transition, the ECNSP(s) will:

- Coordinate with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Work individually and collectively with MESB PSAPs throughout the transition
- Migrate and cutover individual MESB PSAPs from the current network to the new NG9-1-1 network
- Transition location data from current processes and platforms to those used for NG9-1-1, coordinating with originating service providers, as well as MESB and its PSAPs
- Coordinate and facilitate changes at the PSAP related to the operation of the NG9-1-1 network
- Provide 24x7x365 operational support to MESB PSAPs for the NG9-1-1 network





## Metropolitan Emergency Services Board NG9-1-1 Transition Plan Document

The figure below provides a visual representation of the roles and responsibilities involved in the migration to NG9-1-1. A successful transition will require the coordination and cooperation between and among these entities.

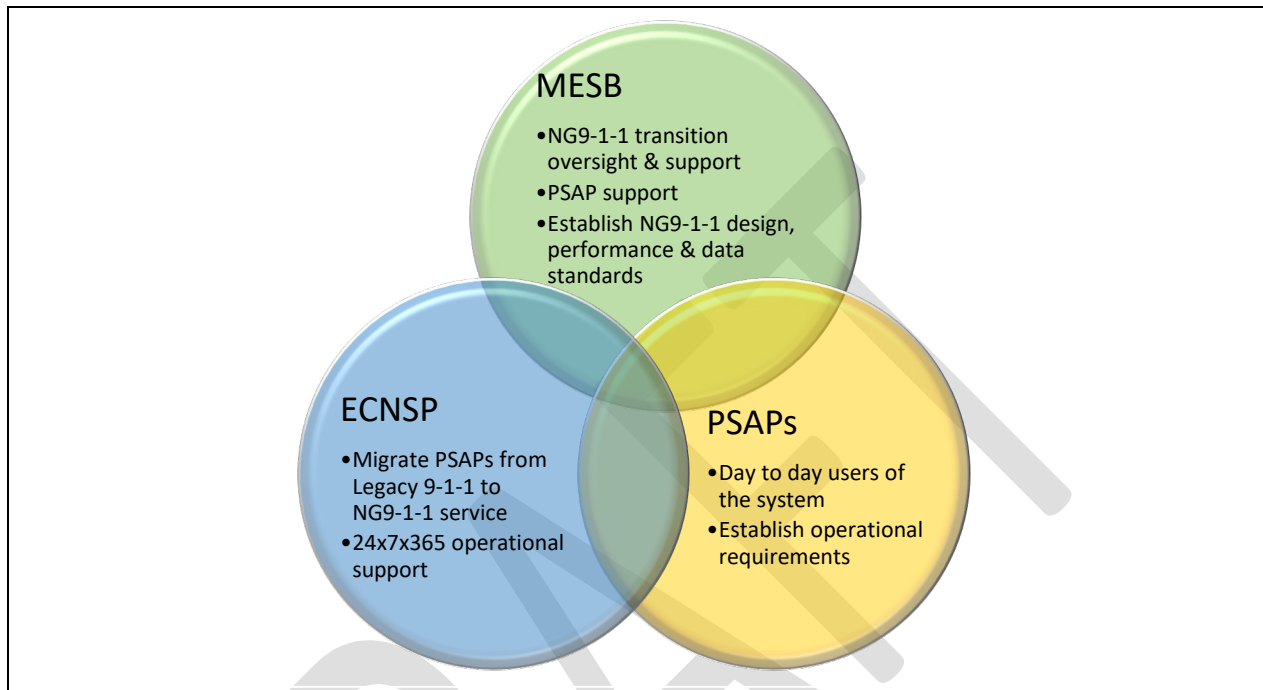


Figure 2 - NG9-1-1 Transition Roles and Responsibilities Diagram

### 2.3 2021 MESB PSAP Assessment Report Findings Relevant to NG9-1-1 Transition

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs in Q4-2021 to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and to inform specific MESB NG9-1-1 RFP requirements. The data gathered during the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan. The specific findings from the survey report include the following:

Assessment Report Finding	Planning Implications
1. The anticipated level of upgrades to systems and equipment necessary for MESB PSAPs to transition to full NG9-1-1, i3 operating capability is low to moderate from a PSAP cost, training and major equipment change out perspective.	<ul style="list-style-type: none"> <li>• Assuming a transition to full NG9-1-1 capability occurs within the next 12 to 24 months (2023 – 2024)</li> <li>• Schedules are critical</li> <li>• Coordination is critical</li> <li>• Practice Risk management and apply sound project management methodologies at all times during the transition.</li> </ul>
2. All MESB PSAPs will require some level of upgrade to transition away from the current 9-1-1 system provided	<ul style="list-style-type: none"> <li>• Require Call Handling Equipment (CHE) upgrades be incorporated into the overall network deployment and PSAP cutover schedule from the</li> </ul>



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Assessment Report Finding	Planning Implications
under contract with Lumen to a system that fully supports the NENA NG9-1-1 i3 specification	new ECNSP
3. Staffing in a NG9-1-1 environment will require different skill sets like cybersecurity and networking or social media and texting. Personnel costs could be impacted by specialized skill sets or from the increased reliance on accurate data like GIS which will require an increase in maintenance activities.	<ul style="list-style-type: none"> <li>Establish a training subcommittee to periodically review new training requirements and cross jurisdictional training opportunities as the transition to NG9-1-1 occurs.</li> </ul>
4. The MESB PSAPs are well prepared for the transition to NG9-1-1 as evidenced by the level of investment in technology, applications, resources and funding committed to public safety across the MESB region in addition to specific 9-1-1 funding from ECN	<ul style="list-style-type: none"> <li>Think regionally, act regionally, buy regionally.</li> <li>Economies of scale, interoperability and consistency should drive regional decision making related to the continued investment in public safety and NG9-1-1 technologies in the region.</li> </ul>
5. As more integration occurs across the MESB region on applications like Computer Aided Dispatch (CAD) and CHE the more efficient the MESB PSAPs will become at operating as one logical entity at the systems level. Examples include CAD to CAD interoperability, hosted CHE and alerting applications	<ul style="list-style-type: none"> <li>Think regionally, act regionally, operate regionally.</li> <li>Leverage existing common applications and platforms in order to maximize new NG9-1-1 capabilities</li> </ul>
6. The MESB PSAPs will benefit from a diverse, scalable, redundant NG9-1-1 system that delivers data and information about and from emergency events (calls, data and supplemental information)	<ul style="list-style-type: none"> <li>Impacts to policy, procedure, and training</li> <li>New policies will need to be developed to take full advantage of NG9-1-1 capabilities</li> </ul>
7. Once the NG9-1-1 system is operational, the MESB region will have the ability to prepare alternative arrangements, agreements including mutual aid for the PSAPs.	<ul style="list-style-type: none"> <li>Develop mutual aid agreements that enhance the operational policies of the PSAPs to aid in how each PSAP interoperates and shares NG9-1-1 information and/or systems where appropriate</li> </ul>
8. The NG9-1-1 system will provide for a common approach for Cybersecurity across all MESB PSAPs in addition to the current local efforts. This will enhance the ability to recognize, divert or isolate DDoS, TDoS and intrusions that can compromise the entire operation.	<ul style="list-style-type: none"> <li>Develop a MESB Regional PSAP focused Cybersecurity plan</li> <li>Establish new security policy and procedure as necessary to enable the NG9-1-1 transition</li> </ul>
9. Establish a centralized monitoring and reporting capability that can manage all operational components within the NG9-1-1 network Service Level Agreement (SLA) and maintain service integrity across all MESB PSAPs.	<ul style="list-style-type: none"> <li>Establish this capability for the MESB PSAPs within the MESB.</li> <li>Establish an MESB PSAP help desk function that supports and coordinates on behalf of the PSAPs.</li> <li>Ensure consistent monitoring and management of the services provided (ESInet, Hosted Call Handling, GIS, Telecommunications, Radio, CAD, Recording, etc.) and quick resolution of any problem or trouble with the associated provider.</li> </ul>

These findings and conclusions will be incorporated into the transition plan detailed in Section 3 below.



### 3 MESB NG9-1-1 Transition Plan

The transition to NG9-1-1 will be completed in a phased approach that will allow the PSAPs to use the ESInet and NG core services as they are operationally ready. The MESB PSAPs transition to NG9-1-1 is dependent on and subject to the results of the Q1-2022 MN-ECN RFP process that is anticipated to conclude by Q1-2023. That process will identify a single ECNSP vendor or multiple ECNSP vendors that will become part of the planning and scheduling of specific tasks and actions during the transition.

Specifically, the new ECNSP vendor(s) will play a role in planning, coordinating and transitioning all MESB PSAPs to a new NG9-1-1 end state system as envisioned by the Q1-2022 RFP requirements developed in cooperation between the MN-ECN and the MESB.

Regardless of the schedule established by the new ECNSP vendor(s), transitional milestones are identified for planning purposes and will need to be completed in order to transition from the current system to a new system achieving end state NG9-1-1. Additional planning, actions and activities may become evident as the Q1-2022 ECN RFP process completes by Q4-2022. The milestones presented below are derived from the planning elements identified in Section 2.1 above.

The MESB NG9-1-1 transition plan milestones can be used to measure progress and focus actions and activities of the region over the next 24 months. The milestones are as follows:

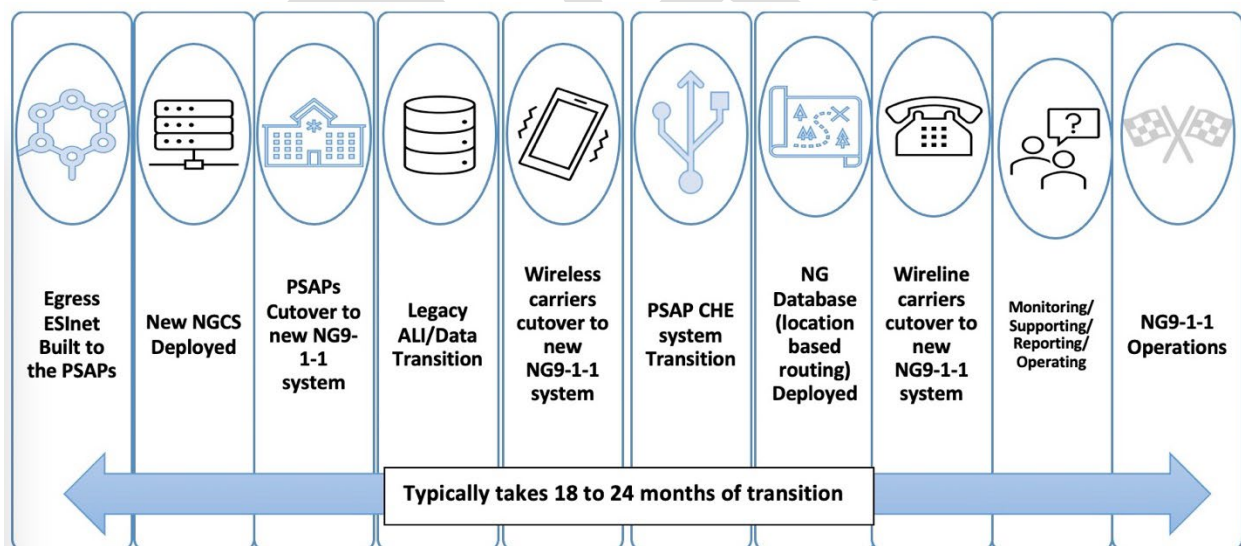


Figure 3 - NG9-1-1 Transition Milestones



### 3.1 NG9-1-1 Transition Sequencing and Schedule

NG9-1-1 Transition does not follow a straight line. The transition milestones listed above are displayed in order from left to right but that does not mean they must be completed in a sequential order. The first few milestones will need to be completed before the latter milestones can be achieved. Final sequencing will be determined in coordination with the new ECNSP.

The sequencing and scheduling of the transition will follow this basic timeline

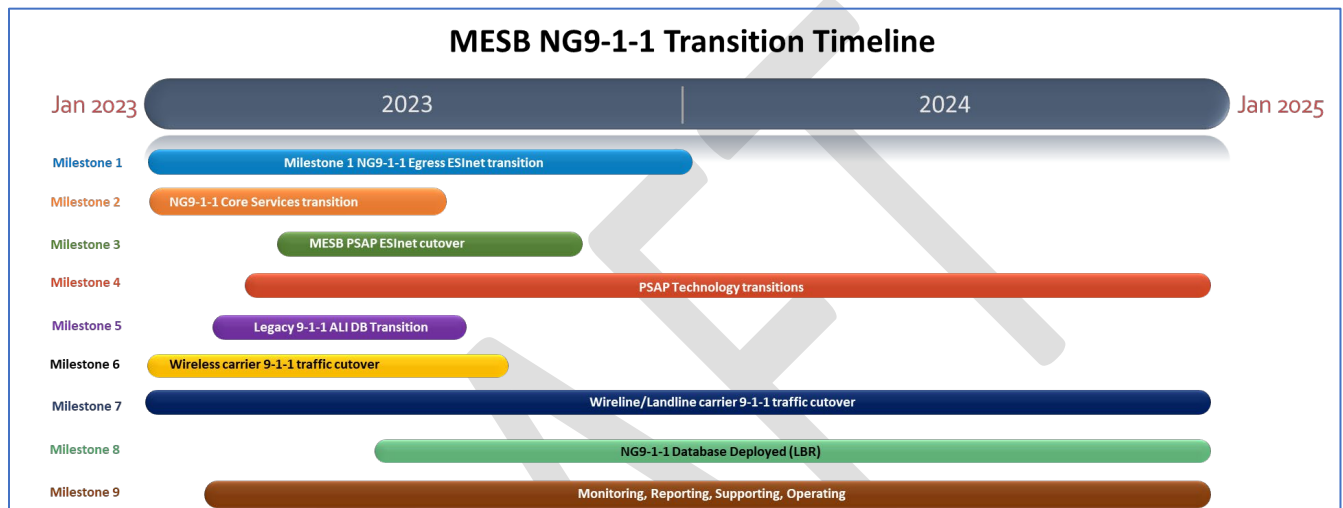


Figure 4 - MESB NG9-1-1 Transition Timeline

### 3.2 MESB NG9-1-1 Transition Plan

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
<b>Milestone 1 NG9-1-1 Egress ESInet transition</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECN, ECNSP-egress
NG9-1-1 Egress ESInet transition is focused on establishing managed and secure ESInet connectivity to the MESB PSAPs and the PSAP CHE. The end result/outcome is to establish new 9-1-1 call paths from the new NG9-1-1 network to the MESB PSAPs. Milestone 1 is the foundational milestone that serves as a prerequisite for later transition milestones to be achieved. Milestone 1 is heavily dependent on the results of the current Q1-2022 ECN NG9-1-1 RFP award. All MESB PSAPs will be impacted by this milestone. This section identifies the actions and activities required of the MESB and the MESB PSAPs in order to facilitate the orderly completion of Milestone 1			
<b>Transition project management - Egress Network</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECN, ECNSP-egress
MESB supports the planning and coordination required to implement new ESInet Services to all MESB PSAPs as part of the transition to NG9-1-1. This involves the buildout of networks and installation of equipment throughout the region and at the PSAPs in 2023.			



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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
<b>MESB Coordination with Egress Network ECNSP</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECN, ECNSP-egress
Discuss and coordinate Egress ESInet architecture considerations of the MESB PSAPs	1/1/2023	1/31/2023	
Discuss and coordinate Egress network failover specific to the MESB region	1/1/2023	1/31/2023	
Establish network security policies specific to the MESB region	1/31/2023	3/31/2023	
Determine remote access support requirements of the PSAPs	2/1/2023	1/31/2023	
Discuss and coordinate 9-1-1 Call/Traffic Flow Requirements specific to the MESB region	2/1/2023	3/31/2023	
Discuss and coordinate Egress network traffic routing and re-routing for the MESB region	3/1/2023	5/31/2023	
Coordinate connectivity to MESB PSAPs, align to statewide PSAP cutover schedule	4/1/2023	6/30/2023	
Coordinate PSAP site visits, power requirements, rack space, align to statewide schedule	2/1/2023	4/30/2023	
The configuration of the ESInet will be a constantly changing infrastructure that will require that all configuration information is documented and updated as the ESInet grows and evolves			
Establishing a formal change process that The MESB and the PSAPs can use to manage changes to the NG9-1-1 service during the duration of the contract.			
Session Initiation Protocol (SIP) delivery of Traffic	1/1/2023	6/30/2023	
<b>Milestone 2 NG9-1-1 Core Services transition</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECN, ECNSP-core
Milestone 2 ensures that the NG core service functional elements are implemented to support further migration to NG9 1 1. This transition is typically completed in two parts. One part is the NG core and turn up of the functional elements that create the NG9 1 1 capabilities that can be delivered to the PSAP. The second part is the migration of PSAPs from current services to the new NG9-1-1 core services.			
<b>Transition project management - NGCS</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECN, ECNSP-core
The MESB supports the planning and coordination necessary to transition the MESB PSAPs to the new ECNSP core services. Including the testing and validation of services prior to PSAP cutover to full operations on the new system	1/1/2023	6/30/2023	
Planning and coordination for MESB PSAP call handling equipment to ECN NGCS functional elements	3/1/2023	5/31/2023	
Verify functional element deployment and testing results with ECNSP prior to migration of MESB PSAPS	5/1/2023	6/1/2023	
Establish schedule with ECNSP for MESB PSAP cutover	4/1/2023	5/31/2023	
Coordinate operational readiness testing and acceptance testing with ECNSP and MESB PSAPs	5/15/2023	6/1/2023	



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<b>MESB NG9-1-1 Transition Plan</b>	<b>Start</b>	<b>Finish</b>	<b>Coordination Points</b>
Certify test results and document configuration management data	6/15/2023	6/30/2023	
<b>Coordination with Inteliquent - Ingress network</b>	1/1/2023	6/30/2023	
Discuss and coordinate legacy ALI database operations for MESB region	1/1/2023	3/31/2023	
Prepare and submit geodata and legacy ALI information to ECNSP for MESB PSAPS	4/1/2023	5/31/2023	
Participate in testing of LIS/LDB functionality with ECNSP	4/1/2023	5/31/2023	
Conduct an Originating Service Provider (OSP) Assessment - Conduct a regional assessment to identify the local OSPs and determine their ability to directly connect to the ESInet.	1/1/2023	3/31/2023	
Establish workflow for ALI and geodata maintenance with ECNSP and OSP	4/1/2023	6/1/2023	
Coordinate training of database maintenance operations / tools with MESB region	5/1/2023	6/1/2023	
<b>Coordination with ECNSP - NGCS</b>	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core
Verify NGCS configuration with ECNSP and coordinate communication with MESB PSAPs	1/1/2023	1/31/2023	
Establish timeline and project plan for MESB PSAP cutover	1/1/2023	1/31/2023	
Coordinate cutover with ECNSP and MESB PSAP's	4/1/2023	5/31/2023	
<b>Milestone 3 MESB PSAP network cutover</b>	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the MESB PSAPs in the planning and coordination needed for the successful cutover from answering 9-1-1 calls on the old system to answering 9-1-1 calls on the new system. This will take place in coordination with the new ECNSP and the other PSAPs of greater Minnesota. Dates represented here are valid in terms of durations, but the actual start and end dates will be dependent on a larger cutover schedule controlled by the new ECNSP.			
<b>Coordination with new ECNSP – Egress Network</b>	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	4/1/2023	6/30/2023	
Certify acceptance of ECNSP operational testing results	6/1/2023	7/1/2023	
Discuss ECNSP cutover process and coordinate planning with ECNSP and MESB PSAP's	4/1/2023	6/1/2023	
Establish timeline and project plan for MESB PSAP cutover	4/1/2023	4/30/2023	
Develop rollback plans for MESB PSAP's with ECNSP as part of pre-cutover	7/31/2023	8/31/2023	
<b>New system transition coordination</b>	6/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress





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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Conduct outreach on transition to ECNSP NG system with all MESB PSAP's	6/1/2023	6/30/2023	
Collect individual MESB PSAP operation policies, procedures, agreements and data to be followed during transition and cutover to share with ECNSP	6/1/2023	6/15/2023	
<b>New system PSAP cutover testing coordination and scheduling</b>	6/15/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	6/15/2023	8/1/2023	
Certify acceptance of ECNSP operational testing results	8/1/2023	8/15/2023	
<b>Milestone adjustment as needed based on ECN timeline</b>	4/1/2023	6/1/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Participate as a stakeholder during the ECNSP NG system rollout on behalf of MESB PSAPs	4/1/2023	6/1/2023	
<b>Milestone 4 PSAP technology transition</b>	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the planning, coordination, actions and activities necessary to manage the changes that will occur at the MESB PSAPs during the transition to NG9-1-1, especially as they relate to CHE systems			
<b>Transition project management - MESB PSAP Technology Changes</b>	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate and communicate with MESB PSAPs on specific PSAP technology changes taking place during the transition to NG9-1-1 related to the Call Handling Equipment (CHE)	3/1/2023	7/1/2023	
Develop an MESB PSAP upgrade plan based on known/planned changes to PSAP CHE systems taking place during the transition to NG9-1-1	7/1/2023	8/31/2023	
Establish an MESB PSAP upgrade schedule. May need to align this with the ECN project schedule	9/1/2023	9/30/2023	
Transition changes at the PSAP will require coordination with other PSAP vendors like CAD, radio console, electrical	9/30/2023	12/1/2023	
Consider aligning PSAP upgrade schedules with the MESB PSAP cutover schedule established in Milestone 3	10/1/2023	12/1/2023	
Manage the MESB PSAP CHE upgrades and modifications	3/1/2023	12/31/2024	



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<b>MESB NG9-1-1 Transition Plan</b>	<b>Start</b>	<b>Finish</b>	<b>Coordination Points</b>
<b>Milestone 5 Legacy 9-1-1 ALI Database transition</b>	<b>2/1/2023</b>	<b>5/31/2023</b>	<b>MESB, ECN, Inteliquent, ECNSP-core</b>
ALI database transition to the ESInet / NG9-1-1 core will require coordination with PSAPs that may already have an ESInet and NG9-1-1 core services. The State ESInet may allow for some ALI database services to be consolidated and provide redundancy. Each PSAP will need to be “audited” independently to determine which ALI services can be migrated. This type of ALI audit is typically done as part of the development of a Location Information Server (LIS).			
<b>Transition project management - MESB ALI Database Data Transition</b>	<b>2/1/2023</b>	<b>5/31/2023</b>	<b>MESB, ECN, Inteliquent, ECNSP-core</b>
The MESB supports the planning, coordination, actions and activities necessary to manage the migration of 9-1-1 call related data from the old system to the new system. This allows the MESB PSAPs to transition to full operation on the new system	<b>2/1/2023</b>	<b>5/31/2023</b>	
MESB coordinates the 9-1-1 call data transition of MESB PSAPs in preparation for cutover to the new NG9-1-1 ECNSP	<b>2/1/2023</b>	<b>4/1/2023</b>	
MESB coordinates with the new NG9-1-1 ECNSP to implement new 9-1-1 call data update procedures for the regional PSAPs	<b>3/1/2023</b>	<b>5/1/2023</b>	
MESB coordinates with MESB PSAPs and the new ECNSP on data formats, data availability and initial data loads necessary for cutover to the new system	<b>3/1/2023</b>	<b>5/1/2023</b>	
MESB coordinates with MESB PSAPs and the new ECNSP on the validation and ongoing maintenance of 9-1-1 call related data for the regional PSAPs	<b>5/1/2023</b>	<b>5/31/2023</b>	
MESB coordinates data transition with Inteliquent on behalf of the MESB PSAPs	<b>3/1/2023</b>	<b>5/1/2023</b>	
<b>Milestone 6 Wireless carrier 9-1-1 traffic cutover</b>	<b>1/1/2023</b>	<b>6/30/2023</b>	<b>MESB, ECN, Inteliquent, ECNSP-core</b>
MESB will help coordinate the transition of carriers to the NG9-1-1 System. During transition, collaboration with each PSAP will be necessary to ensure that PSAP services, particularly call handling, are implemented to support the delivery of 9-1-1 calls across the NG9-1-1 platform. Doing so will allow call transfer between PSAPs and others.			
<b>Transition project management - MESB Wireless 9-1-1 call traffic cutover</b>	<b>1/1/2023</b>	<b>6/30/2023</b>	<b>MESB, ECN, Inteliquent, ECNSP-core</b>
the MESB supports the MESB PSAPs in the cutover of wireless 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireless carriers serving the MESB region	<b>1/1/2023</b>	<b>6/30/2023</b>	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireless 9-1-1 traffic	<b>4/1/2023</b>	<b>5/1/2023</b>	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireless carrier 9-1-1 traffic from the old system to the new system	<b>5/1/2023</b>	<b>6/30/2023</b>	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireless carrier 9-1-1 traffic from the old system to the new system	<b>6/29/2023</b>	<b>6/30/2023</b>	





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<b>MESB NG9-1-1 Transition Plan</b>	<b>Start</b>	<b>Finish</b>	<b>Coordination Points</b>
<b>Milestone 7 Wireline carrier 9-1-1 traffic cutover</b>	<b>1/1/2023</b>	<b>12/31/2024</b>	<b>MESB, ECN, Inteliquent, ECNSP-core</b>
Wireline carrier transition is defined as the process of migrating all existing OSPs to direct connections to the ESInet and migrating the 9-1-1 service onto the ESInet. OSPs include those providing 9-1-1 service to PSAPs that may be integrated into the state system			
<b>Transition project management - MESB Wireline 9-1-1 call traffic cutover</b>	<b>1/1/2023</b>	<b>12/31/2024</b>	<b>MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress</b>
the MESB supports the MESB PSAPs in the cutover of wireline 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireline carriers serving the MESB region	<b>1/1/2023</b>	<b>12/31/2024</b>	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireline 9-1-1 traffic	<b>1/1/2023</b>	<b>7/31/2023</b>	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireline carrier 9-1-1 traffic from the old system to the new system	<b>8/1/2023</b>	<b>12/31/2023</b>	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireline carrier 9-1-1 traffic from the old system to the new system	<b>1/1/2024</b>	<b>12/31/2024</b>	
<b>Milestone 8 NG9-1-1 Database Deployed (LBR)</b>	<b>6/1/2023</b>	<b>5/31/2024</b>	<b>MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress</b>
The MESB supports the MESB region and the MESB PSAPs in preparing for and deploying additional data capabilities in the region as the transition to NG9-1-1 continues. Location Based Routing (LBR) focuses on the transition to geographic based location data used for 9-1-1 call routing in the NG9-1-1 system			
<b>Transition project management - Geodata normalization / synchronization</b>	<b>6/1/2023</b>	<b>12/31/2024</b>	<b>MESB, ECN, ECNSP-core, ECNSP-egress</b>
Identify Primary MESB PSAP stakeholders for NG9-1-1 Geodata transformation and support	<b>6/1/2023</b>	<b>6/30/2023</b>	
Establish communication strategy for all MESB PSAP stakeholders with ECNSP Geodata service	<b>6/1/2023</b>	<b>7/31/2023</b>	
Finalize the development of GIS dataset requirements for MESB PSAPs	<b>7/1/2023</b>	<b>9/1/2023</b>	
Invest in GIS training	<b>6/1/2023</b>	<b>12/31/2024</b>	
Develop GIS for PSAP guidance documents and adopt PSAP mapping standards	<b>7/1/2023</b>	<b>9/1/2023</b>	
Determine scope of effort for MESB PSAP activities to modify data to ECNSP Geodata service standards	<b>8/1/2023</b>	<b>10/31/2023</b>	
Coordinate with MESB PSAP stakeholders for geodata, GIS and LBR transition activities	<b>11/1/2023</b>	<b>5/31/2024</b>	
<b>Transition project management - Spatial Interface</b>	<b>6/1/2023</b>	<b>12/31/2023</b>	<b>MESB, ECN, ECNSP-core, ECNSP-egress</b>



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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Determine scope and effort for training MESB PSAPs on the use of the SI tools to manage and maintain GIS data	6/1/2023	6/30/2023	
Validate the Schema supported by ECNSP for geodata in the SI	6/1/2023	7/31/2023	
Coordinate ECNSP rollout of SI to MESB PSAPs	8/1/2023	12/31/2023	
Participate in the training of MESB PSAPs on the SI	11/1/2023	2/28/2024	
Establish testing and final approval of SI functions to MESB PSAPs	3/1/2024	5/31/2024	
<b>Transition project management - Discrepancy / error handling</b>	1/1/2024	3/1/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Identify the ongoing requirements for discrepancy correction, reporting, and editing	1/1/2024	2/28/2024	
Modify GIS based workflows at the MESB PSAPs to accommodate the SI capabilities as necessary to support ECNSP	1/1/2024	3/1/2024	
<b>Transition project management - LBR Testing</b>	3/1/2024	5/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Participate in testing and turn up of LBR with ECNSP	3/1/2024	4/1/2024	
Validate testing of LBR at the MESB PSAPs (legacy, NG, CAD, mapping, etc.)	4/1/2024	5/31/2024	
<b>Transition project management - Maintenance</b>	1/1/2024	6/30/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Establish maintenance and management workflows using GIS based tools for all MESB PSAPs	1/1/2024	6/30/2024	
<b>Milestone 9 Monitoring, Reporting, Supporting, Operating</b>	4/1/2023	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Many PSAPs currently have monitoring and management functions delivered through an existing provider. The new ECNSP vendor will be responsible for the transition from the current monitoring and management function to the new ESInet and NG9-1-1 System. As a result, the ECNSP will be required to support a framework for PSAPs as their contracts require.			
<b>Transition project management - Reporting system deployment</b>	4/1/2023	10/31/2023	MESB, ECN, ECNSP-core, ECNSP-egress
Identify MESB PSAP specific reporting system requirements	4/1/2023	7/31/2023	
Coordinate with ECNSP to establish reporting system requirements for MESB PSAPs	5/31/2023	7/31/2023	
Document MESB PSAP specific features that may be needed (individual PSAP differences)	5/31/2023	7/31/2023	
Determine data storage and retention expectations for MESB PSAPs	5/31/2023	6/30/2023	
Validate data collection of MESB PSAP reporting elements and system logging features	7/1/2024	12/31/2024	
Participate in reporting system implementation and deployment at MESB PSAPs	8/1/2023	12/31/2024	



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<b>MESB NG9-1-1 Transition Plan</b>	<b>Start</b>	<b>Finish</b>	<b>Coordination Points</b>
<b>Transition project management - Customization</b>	6/1/2023	10/31/2023	MESB, ECN, ECNSP-core, ECNSP-egress
Determine the ability of the reporting system for customized reporting	6/1/2023	7/31/2023	
Coordinate custom reporting features based upon MESB PSAP expectations with ECNSP	7/31/2023	12/31/2023	
<b>Transition project management - Testing</b>	10/31/2023	12/31/2023	MESB, ECN, ECNSP-core, ECNSP-egress
Perform testing of canned reports, ad hoc reports and available tools	10/1/2023	11/31/2023	
Validate testing of reporting system	10/31/2023	12/31/2023	
<b>Transition project management - Training</b>	10/1/2023	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Document and review NG9-1-1 system training requirements at the MESB PSAPs and coordinate the delivery of training with the ECNSP	10/1/2023	4/30/2024	
Identify and close training gaps	10/1/2023	11/1/2023	
Conduct an internal needs analysis to assess gaps in staff skillsets and seek training to augment the current knowledge base	10/1/2023	10/15/2023	
Develop NG911 training requirements and establish a curriculum	10/1/2023	12/31/2023	
Conduct NG911 internal and external training as may be necessary	10/1/2023	12/31/2024	
As more types of digital media become available to public safety telecommunicators, training on how to process these calls and the different technologies will need to be developed	10/1/2023	12/31/2024	
Certify completion of training with MESB PSAPs	10/1/2023	12/31/2024	
<b>Customer Support Services</b>	1/1/2024	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Determine the Customer Support framework from ECNSP	1/1/2024	3/31/2024	
Identify the prioritization, time scale and escalation strategy for ECNSP	4/1/2024	7/31/2024	
Review the customer support strategy with MESB PSAPs	8/1/2024	11/30/2024	
Ongoing review of customer support system	11/30/2024	12/31/2024	
<b>Service Management</b>	1/1/2024	11/30/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Review Service strategy, Operation, Transition, and ongoing improvement tools utilized by ECNSP	1/1/2024	3/31/2024	
Participate in the training and education of ECNSP service management and SLA delivery to the MESB PSAPs	4/1/2024	7/31/2024	
Review all SLA items regularly with ECNSP and MESB PSAPs	8/1/2024	11/30/2024	
<b>System administration</b>	1/1/2024	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress



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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Establish MESB PSAP trouble reporting / ticketing and input to the customer service system	1/1/2024	3/31/2024	
Document the customer service system operation and train the MESB PSAP on how to create an incident, event or ticket	4/1/2024	7/31/2024	
Develop a plan with the ECNSP for how troubles are reviewed, addressed and corrected	8/1/2024	11/30/2024	
Establish a notification process to document when a ticket has been resolved / closed	11/30/2024	12/31/2024	
<b>Information Assurance</b>	1/1/2024	11/30/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Establish a plan with ECNSP to ensure information is protected in transit, and at rest throughout the system	1/1/2024	7/31/2024	
Create a Regional cybersecurity plan to address cybersecurity threats and vulnerabilities as a region.	1/1/2024	4/1/2024	
The plan should address network monitoring so that there is increased visibility and transparency to the MESB and the PSAPs.	1/1/2024	4/1/2024	
As part of the planning process, third-party audits of MESB PSAP systems, networks, and facilities should be required as well as regular reviews of security policies and procedures.	1/1/2024	4/1/2024	
Ensure Confidentiality, Integrity and Availability are maintained across the system	8/1/2024	11/30/2024	

### 3.3 Additional MESB NG9-1-1 Transition Plan considerations

#### 3.3.1 NG9-1-1 Transition Governance

- Update MESB governance documents to clarify NG9-1-1 requirements, policies, etc.
- Updates should address cybersecurity, call routing, operations, data maintenance, quality assurance/quality improvement (QA/QI) and training
- Solicit feedback from PSAP stakeholders to identify and prioritize what requirements, policies, and best practices they seek to establish for NG9-1-1
- Engage the TOC and consider establishing subcommittees to help develop new NG9-1-1 requirements, policies, and best practices
- Formalize committee charters and missions
- Engage stakeholders already serving in governing bodies like the TOC 9-1-1 subcommittee in planning and coordination

#### 3.3.2 Cybersecurity

- Utilize DHS-CISA and NIST security standards documents to create a plan to address cybersecurity threats and mitigate vulnerabilities as a region
- Include industry standards and best practices for PSAPs to apply to protect the ESInet and other PSAPs



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- Develop a strategy for improving network monitoring that provides a regional snapshot of situational awareness related to the MESB PSAPs with better insight on outages or disruptions.

### 3.3.3 Staffing

- Identify and close staffing gaps
- Develop a succession plan to ensure continuity of operations at the MESB
- Cross-train staff members and/or provide training that helps build their depth of organizational Understanding

### 3.3.4 Continuity of Operations Plan (COOP)

- Develop a regional COOP plan
- Engage the region to develop a comprehensive COOP plan template for PSAPs that aligns with Federal Emergency Management Agency (FEMA) continuity communications recommendations, including an annual review process
- A COOP plan outlines the steps necessary to maintain operational capacity during a localized or region-wide disruption of normal operations.
- The key objectives for any COOP plan should include actions to:
  - Minimize disruption to normal PSAP operations and 9-1-1 service levels
  - Mitigate, to the extent possible, the effects of disruptive events to the PSAPs and the Region
  - Minimize the fiscal impacts of disruptive events to the PSAPs and the Region
  - Prepare PSAP and MESB staff to implement emergency procedures
  - Establish or define alternate methods to continue 9-1-1 service delivery regionally
  - Provide for the efficient and timely restoration of PSAP and regional operations
- The COOP plan should be responsive to known, emerging and immediate threats.
- The plan should cover all operational levels, include a succession plan, and be scalable from single PSAP, to multiple PSAPs to the entire region for varying durations and degrees of impact.



## 4. Tools to Manage the Transition to NG9-1-1

This section provides specific examples of tools and management practices designed to aid the MESB and the MESB PSAPs in the transition to NG9-1-1. Successful transition will be supported by implementing tools and best practices in the following areas:

1. Project Management
2. Risk Management
3. Change Management
4. Testing, Acceptance, Verification and Validation

### 4.1 Project Management

911 Authority recommends managing the transition to NG9-1-1 using industry best practice and methodologies aligned with the Project Management Institutes (PMI) approach to project management for the efficient and diligent execution of this vital project. The project should commence with an initialization ('kick-off') meeting. During the kick-off meeting, clarify the ECNSP project goals and objectives with the MESB PSAPs and primary stakeholders. Using this approach, a transition plan can be documented for the MESB PSAPs as the baseline and schedule. Consideration should be given and or plans developed around the following areas:

- Project management plan
- Stakeholder management plan
- Communications plan
- Schedule / Timeline
- Schedule management plan
- Resource management plan
- Change management plan
- Risk management plan
- Proposed Site by site implementation/work plan
- Acceptance testing and service validation plan

The Project Plan will be referred to on a regular basis during the transition phase of the project to ensure that implementation is completed in a timely fashion. Any changes to the ECNSP schedule and work plan that impact the MESB PSAPs must be communicated to the MESB stakeholders through the agreed upon change management process. The Project Plan shall clearly define the milestones attributable to the MESB PSAP migration timeline and clearly identify when the transition from ECNSP network implementation into service management occurs.

- **Project Work Plan** – A project work plan provides a detailed approach for the MESB PSAPs to follow in the transition to NG9-1-1, with specific tasks, timelines and deliverables broken out by transition milestone and scheduled in a timely manner. Organized in this manner, the work plan identifies the specific tasks necessary to successfully prepare for and complete each milestone, the resources assigned to each task, and other pertinent information such as the anticipated occurrence of on-site meetings



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- **Baseline Project Schedule** – Use the transition plan to develop an initial project schedule based on the current understanding of the transition scope and review it during the kick-off meeting for acceptance as the baseline through which the project will be measured. The baseline schedule should be managed in MS Project (or other acceptable format) and will identify all known project phases, tasks, and work packages. The transition plan provides a preliminary project timeline to illustrate the current understanding of the transition project.

An additional recommended management tool to use for the purposes of delineating roles and responsibilities during the transition is to use what is known as a RACI Matrix. The RACI acronym stands for “Responsible, Accountable, Consulted, and Informed.”

**Responsible:** Responsible designates the task as assigned directly to this role (or group of people). The responsible role is the one who does the work to complete the task. Every task should have at least one responsible person and could have several.

**Accountable:** The accountable role delegates and reviews the work involved in a project. Their job is to make sure the responsible person or team knows the expectations of the project and completes work on time. Every task should have only one accountable person and no more.

**Consulted:** Consulted provide input and feedback on the work being done in a project. They have a stake in the outcomes of a project because it could affect their current or future work.

**Informed:** Person who will be updated on decisions and actions during the project.

An example of the high level RACI matrix for the MESB transition plan is provided below. Population of the RACI matrix would be baselined on the NG9-1-1 system and service requirements established by the Q1-2022 NG9-1-1 RFP as incorporated into the final contract with the new ECNSP.





NG9-1-1 Transition Roles and Responsibilities			
Example Responsibility (RACI) Matrix			
R= RESPONSIBLE; A= ACCOUNTABLE; C= CONSULTED; I= INFORMED			
	MESB or in some cases ECN	ECNSP vendor(s)	MESB PSAPs
Overall Project Key Responsibilities			
Program Sponsor	A	R	C
Program Management	A	R	C
Project Management	R	A	C
Feature and System Acceptance	A	R	C
Contract Administration and Engagement	R	A	C
Example Network and Technical Requirements			
ESInet Services			
Implementation of ESInet	I	A	C
Coordination with existing 911 Service Provider	I	A	C
Pre-Cutover Activities OSP	I	A	I
ESInet cutover with OSPs	I	A	I
ESInet traffic - OSP and Ingress	I	A	C
NG Core Services	I	A	I
Cutover of NG Core Functional Elements	I	A	I
ESInet Traffic - NG Core Services	I	A	I
Pre-Cutover Activities PSAP	C	A	C
ESInet cutover with PSAPs	C	A	C
ESInet traffic - PSAP and Egress	C	A	C
ESInet Testing and Acceptance process	C	A	C
ESInet Testing and Acceptance confirmation	C	A	R
Migration of Traffic to ESInet	C	A	C
ESInet Continuity of Operations plan	I	A	C

Figure 5 - Example NG9-1-1 Transition RACI Matrix

## 4.2 Risk Management Process

Because the MESB PSAPs are the primary users of NG9-1-1 services delivered by the ECNSP, the PSAPs will be instrumental in ensuring that the ESInet and NG9-1-1 core services meet their operational requirements. Transition to a new system always carries risk. Risks may arise at any point during the transition and will affect PSAPs more so than others. That being the case, the MESB and the PSAPs they serve play an important role with respect to minimizing transition risks. MESB and the PSAPs will need to collaborate with the ECNSP to manage and minimize risks throughout the process. PSAPs will be required to assist with:

- Risk identification, assessment, and review
- Risk documentation and identification of triggers
- Risk prioritization
- Risk response planning
- Risk management





- Risk mitigation

An example risk management matrix is provided below.

Risk Management Matrix (Risk Register)													
Project		Project title here						Project #		Project # here			
Project manager		Project manager name here						Sponsor		Sponsor name here			
Project artifacts		Location of project documents here						Updated		Date of update here			
ID	Risk Description	Probability	Impact	Detectability	Importance	Category	Trigger Event/Indicator	Risk Response and Description	Contingency Plan	Owner	Status	Date Entered	Date to Review
1	What is this risk?				0		What act or event initiates either the risk occurrence or precipitates the response strategy?	How will you respond to this risk and what actions will you take to match that response?	If the risk becomes a reality, what will you do in response, as a backup, or alternative/ workaround?	Who monitors this risk?			
2					0								
3					0								
4					0								
5					0								
6					0								
7					0								
8					0								
9					0								
10					0								

Figure 6 - Example Risk Register

#### 4.3 Change Management Process

To effectively prepare for potential changes to the NG9-1-1 System, a change management process must be developed early, prior to transition. Changes are sure to occur during implementation and after transition. A formal change management process provides an assurance that changes are documented, coordinated, evaluated, prioritized, planned, tested, approved, and implemented as planned. During implementation and transition Change management may follow a typical waterfall or static process. Once transition has occurred and services are being delivered, the focus of Change management may change to accommodate how operational services are managed and maintained through the implementation of any change. PSAPs will work in conjunction with MESB to manage changes to their PSAP operations, and the ESInet. PSAPs will identify the changes required in accordance with the three primary types of change and coordinate the process of completing the change with the Vendor. Typically three types of changes can occur:

- Standard Change
- Normal Change
- Urgent/Emergency Change

The MESB will collaborate with each PSAP to create and monitor change requests with the ECNSP and provide support for documentation of changes as required. Change management contains multiple



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perspectives to be effective. From the MESB perspective, the initial focus is on the NG9-1-1 transition and the creation of the infrastructure to support the PSAPs. For the PSAPs, the change management process becomes an essential management function that each PSAP uses to arrange the network to suit its individual missions and goals. The following diagram / swim lane shows the breakdown by role and responsibility during the change management process.

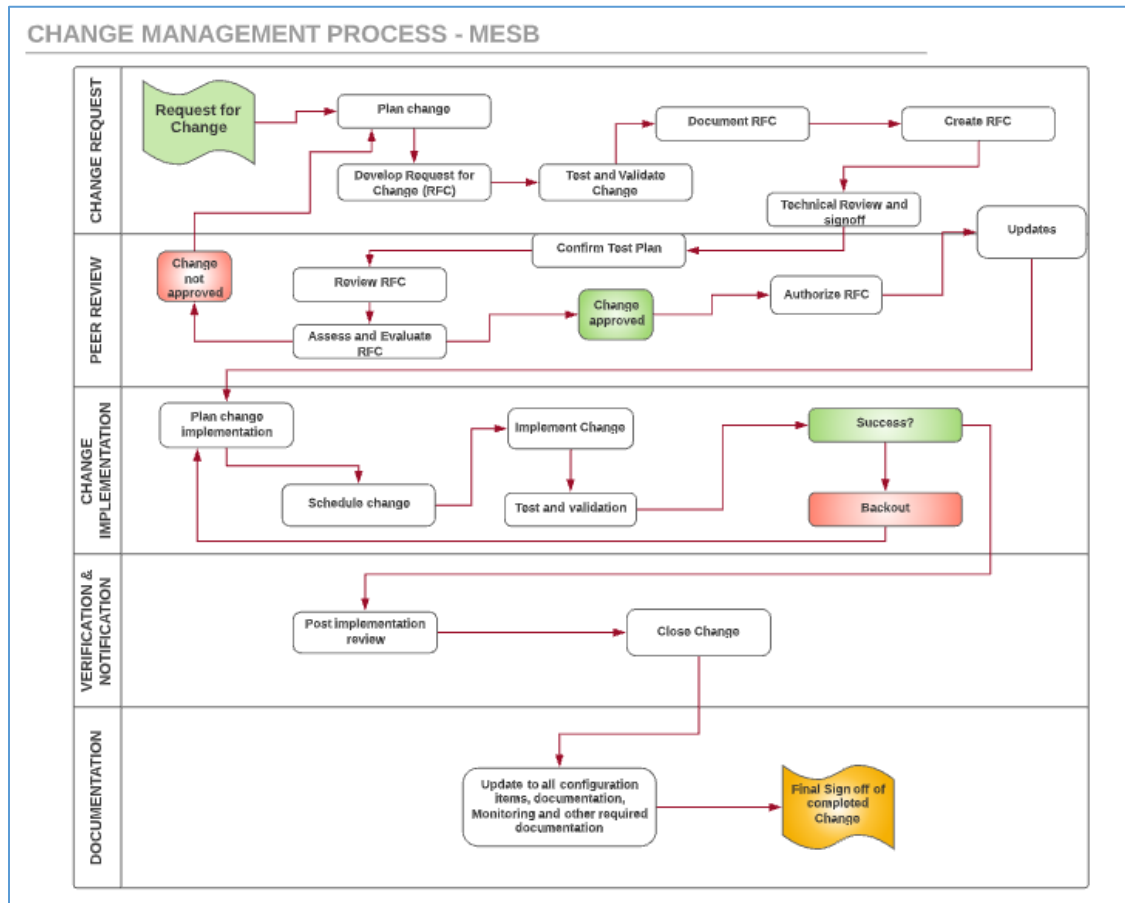


Figure 7 - Change Management Process

### Plan and Establish Change Management Structure

- Identify the change, stakeholders and document the outcomes desired by making the change.
- Evaluate the impact of the change on the component projects and subsidiary project plans
- Prioritize the change using the program scope document, program management plan, governance structure and any subsidiary plans
- Determine impact of the change on the project execution, and if the service is in operation; the evaluate the risk of the change on all services to reduce the potential of a risk trigger
- Identify the cost of the change
- Document the change and provide recommendations that can aid in the acceptance process



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- Prepare and test the changes prior to implementing and document the results to aid in the approval process
- Develop and manage a change log to ensure that planned, unplanned – and emergency changes are tracked.
- Ensure that the system delivered and all project documentation reflects all changes that occurred during implementation and track to the system and services installed (which may be different than what was proposed)
- Complete an update to the system documentation and configuration management database documenting what has changed across the system.

#### 4.4 Testing, Acceptance, Verification and Validation

The MESB and the MESB PSAPs will need to be prepared for service testing as the transition to a new NG9-1-1 system takes place. Testing will evolve to cover many topics and areas that could impact operations at the PSAPs while some aspects will remain transparent to the PSAPs. Generally speaking all testing and service validation done on the new system will involve 9-1-1 test calls to the PSAPs. Any testing coordinated by the MESB should focus on use cases. Examples are provided in the diagrams below.

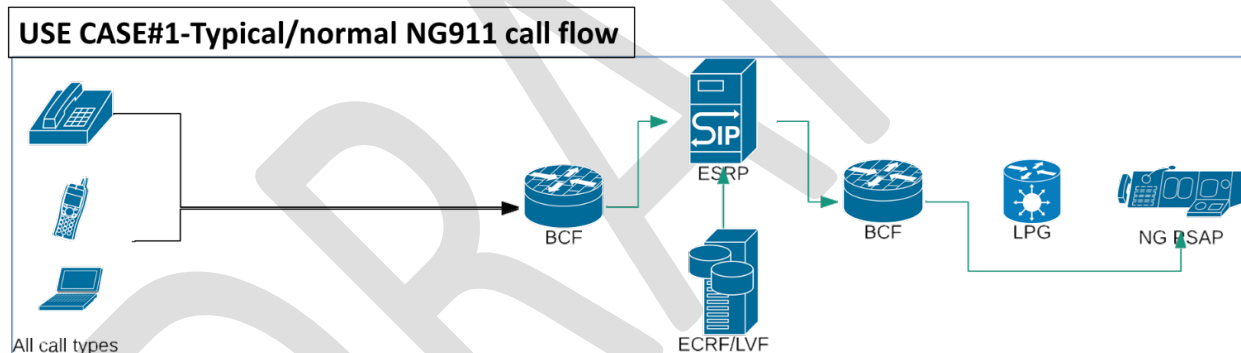


Figure 8 - Example 9-1-1 Test Call Use Case

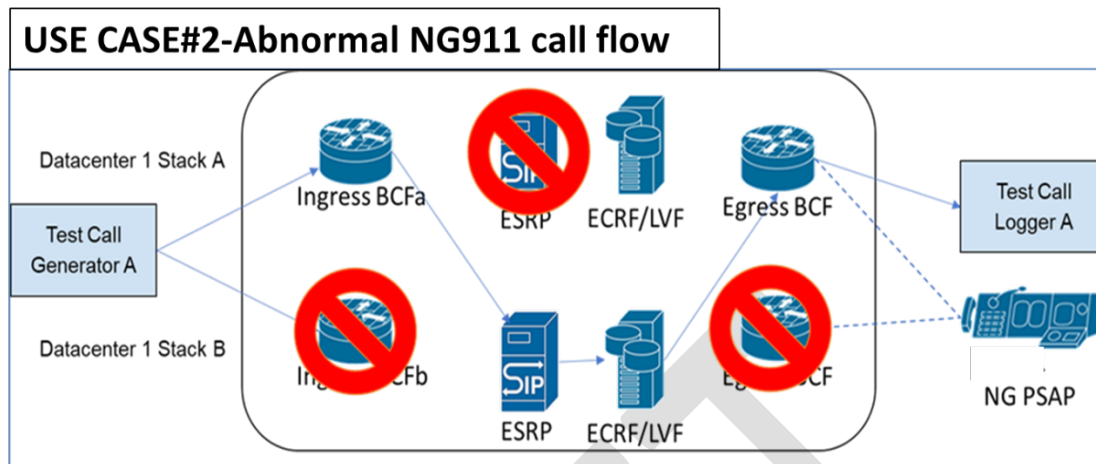


Figure 9 - Example 9-1-1 Call Failure Use Case Example

#### Additional Testing Considerations:

- Establish performance baselines in relation to the RFP requirements, industry and national standards, and metrics
  - Improve compliance with the service objectives and the service level agreements
  - Decrease and minimize risks while increasing the overall risk tolerance of the NG9-1-1 system
  - Improving incident management and continuity of operations
- a. Agree on methodology and framework
  - b. Develop expected results
  - c. Develop testing Method Of Procedure (MOP)
  - d. Develop draft Test Plan
  - e. Develop Final Acceptance Test Plan (ATP)
  - f. Finalize testing schedule

#### 4.4.1 PSAP Acceptance Test Plan Elements

The following identifies areas of consideration for the MESB and MESB PSAPs in developing an acceptance test plan relative to the new NG9-1-1 system and services. This list is not meant to be all inclusive, but is representative of areas that will be impacted during the transition to a new NG9-1-1 system or the deployment of new NG9-1-1 services as part of a new NG9-1-1 system.

1. User Interface
  - a. Workstation tools
2. Machine-to-Machine Interface
  - a. PSAP systems to Network elements
  - b. PSAP systems to PSAP systems (can be internal, or PSAP to PSAP)
  - c. Network Element to Network Element
    - i. Call processing functions
    - ii. Call delivery functions



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- iii. Location systems
- iv. Text-to-(and from) 911
- v. Logging systems
- vi. Recording systems
- 3. Call Answering functions
  - a. Routing
  - b. Call Control
  - c. Traffic management
  - d. Call functions (bridge, park, transfer, etc)
  - e. Additional PSAP features
- 4. PSAP specific services
  - a. Time-of Day and Day-of Week Decisions
  - b. Scheduled Service Events
  - c. User Interaction
  - d. Timers
  - e. Time-of-Day Routing
- 5. Call Services
  - a. ANI Delivery
  - b. ALI Delivery
  - c. SIP location delivery
  - d. Call indicators
    - i. Ring
    - ii. CAD alert
    - iii. Visual Call waiting message Waiting
    - iv. Call Waiting Features
- 6. Automatic Call Distributor (ACD)
- 7. Management Functional Areas
  - a. Account Management
  - b. Configuration Management
  - c. Fault Management
  - d. Performance Management (SLA)
  - e. Security Management
  - f. Applications and Functions
    - i. Public Emergency Services
    - ii. Enhanced 911/NG911
    - iii. Call trace
- 8. Electronic Bonding
  - a. Trouble administration and escalation
- 9. System Reliability and Quality Criteria
  - a. Reliability and Quality Criteria
  - b. Network element redundancy
  - c. Transport Systems



d. Management Systems

4.4.2 Test Preparation

Test preparation and planning for the transition to NG9-1-1 will help document the expected results of the system that can then be compared to the actual results when using the new system. Many of these tests will be performed in the lab setting and within a controlled environment. Tests will be selected that will effectively test the primary components that make up the ESInet and NG9-1-1 system. The results of those tests will validate that the system is configured properly and meets requirements. In addition to testing the primary components of the ESInet, other tests must be prepared to verify the transmission and delivery of calls and data across the configuration. Following are verification tests that should be conducted by the ECNSP and the MESB PSAPs during the transition to the new NG9-1-1 system.

1. Network Routing Testing
  - a. Primary
  - b. Alternate
  - c. Defaults
2. 9-1-1 Call Voice and Data Testing
3. Text to 9-1-1 Testing
4. NG9-1-1 Core Function Testing
  - a. BCF/Security
  - b. ECRF/LVF/Data
  - c. ESRP/Routing
  - d. LNG
5. Policy Routing Function Testing
6. Originating Service Provider Testing
  - a. Inbound
  - b. Outbound
  - c. LIS/LDB
  - d. ALI/Data
  - e. MSAG
7. PSAP System Cutover Testing
  - a. Hosted CHE
  - b. Non-Hosted CHE
  - c. CAD interface
  - d. Logging / recording
  - e. Statistics
8. Failover, Disaster Recovery and Contingency Testing
9. Reporting/Logging/Monitoring



### **Verification and Validation of Testing**

Test procedures should be applied as agreed upon to verify and validate the NG9-1-1 service, software, and system from a capability, functionality, and application basis. Following are the suggested documentation requirements associated with testing procedures related to the transition.

- Document all test results and any additional findings.
  - Note any findings deemed not applicable or not desired.
  - Note any fixes performed by the Vendor and ensure that the fixes are documented.
  - Note any findings deemed as false positives.
  - These results and findings may lead to a change request or other potential configuration modifications prior to transition.
  - In addition, regression testing will need to be done in the event the modifications do not meet the desired specifications.
- Document the control mechanisms as needed to a scorecard or list.
- Document test limitations.
- Determine that all components, system functions, and services provided are operational and conduct functionality checks after completion of assessment.

**- Nothing Follows -**







## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**5B. Approval of Amendment 2 to  
911 Authority Contract**

**Presenter:**

**Mihelich**

### **RECOMMENDATION**

The Executive Committee recommends the Board approve entering into Amendment 2 to the 911 Authority contract, to assist in the NG9-1-1 transition, not to exceed \$143,720.00.

### **BACKGROUND**

In 2021, the Board awarded an RFP for an NG9-1-1 Transition Plan to 911 Authority. The agreement with 911 Authority included three tasks as project deliverables:

- Task 1 – Develop an NG9-1-1 transition strategy (MESB accepted on March 9, 2022)
- Task 2 – Assess the current metro region 9-1-1 system (MESB accepted on March 9, 2022)
- Task 3 – Develop an MESB NG9-1-1 transition plan (slated for acceptance on September 14, 2022).

### **ISSUES & CONCERNS**

As will be discussed in the previous agenda item, the transition to NG9-1-1 will be complex process, full of intricate tasks and detailed to which MESB staff, state ECN staff, and metro region PSAP staff must pay attention.

Due to the complexities of the transition process, MESB staff think it would be beneficial for the agreement with 911 Authority to be extended to allow MESB staff the ability to ask 911 Authority for advice or technical questions related to this complex transition.

### **FINANCIAL IMPACT**

911 Authority provided a quote for \$143,720.00, though it is not certain that the MESB will want to take advantage of the project management hours included in the quote (for a total of \$30,600.00). This amount is not included in the 2023 operational budget but is included in the 2023-2027 capital budget. Staff recommend using investment funds held at Hennepin County as this is regionwide support for the region's NG9-1-1 transition, and therefore is a good use of those funds.

MOTION BY:

SECONDED BY:

MOTION:

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911 Authority is pleased to provide this quote to support the MESB and the MESB PSAPs in the continued migration and transition to NG9-1-1. The support outlined below is provided for consideration in the planning and coordination of the upcoming NG9-1-1 transition resulting from the ECN NG9-1-1 system replacement RFP effort of 2022. The tasks, resources, estimated hours and costs assume a 24-month project commencing on the award of the ECN NG9-1-1 RFP contract to a new ECNSP.

911 Authority proposes to support the MESB and MESB PSAPs in the following way.

### **Project Approach:**

#### **Project Management / Technology Coordination and NG9-1-1 Network Implementation Oversight Support**

##### **Proposed High Level tasks for NG9-1-1 System Deployment:**

- Develop and maintain a schedule for NG9-1-1 network project implementation for the MESB PSAPs in coordination with the ECN NG9-1-1 contractor
- Coordinate the planning, transition and implementation of NG9-1-1 network systems and services
- Provide technical and administrative support to MESB as needed in the coordination of the ECN NG9-1-1 network implementation and transition
- Support the MESB during the NG9-1-1 transition timelines, schedules, test plans and service management plans
- Provide deployment and implementation support as needed
- Provide onsite support when needed during PSAP cutovers
- Support the MESB in response to PSAP questions and concerns during the transition process
- Provide technical support and expertise to MESB regarding the implementation and deployment of new elements of the system into operation
- Work with MESB, ECN, vendors, PSAPs and other entities to assure strong project communication and support
- Ensure there is a balance of budget, schedule, and PSAP support throughout network implementation

##### **Other Support Considerations once NG9-1-1 Operational (OPTIONAL, not priced)**

- NG9-1-1 System Independent Validation and Verification (IVV)
  - Functional testing of the system
  - Acceptance testing

- Contract compliance
- PSAP Cybersecurity Assessment

### **Staffing and Budget**

Resource Category	Estimated Hours (monthly avg/total)	Notes
Engagement Manager	12/month, 288 total	This resource also serves as a NG9-1-1 subject matter expert and resource to the implementation team
NG SME	10/month, 256 total	NG9-1-1 Subject Matter Expertise and Implementation support
PMP support	8.5/month, 204 total	Project Manager PMP certified to support overall project implementation management.
Senior Consultant-operations	5/month, 68 total	All PSAPs will be impacted by this project. Having resources experienced in PSAP operations will help with the management and coordination during the implementation.
NG911 Data Specialist	5/month, 68 total	Data specialist to support the transition to NG9-1-1 database and integration to NGCS geospatial data
NG911 Data Support	5/month, 68 total	Data support to aid the data specialist above in support of the transition to NG9-1-1 database and integration to NGCS geospatial data
Budgetary	Hours/Rate	Costs
Engagement Manager	288 * \$165	\$47,520
NG SME	256 * \$150	\$38,400
PMP support	204 * \$150	\$30,600
Senior Consultant-operations	68 * \$150	\$10,200
NG911 Data Specialist	68 * \$150	\$6,800
NG911 Data Support	68 * \$100	\$6,800
<b>TOTALS</b>	952 * \$144 avg	\$143,720

#### Budgetary notes:

- These costs assume a level of effort that is middle of the road in terms of involvement.
- Most of this time is coordination, communication and holding the ECN NG9-1-1 vendor accountable to their schedule and scope of work with respect to MESB PSAP implementation and cutover.
- We could reduce certain areas of support for example if you wanted your staff to take on specific roles during implementation. We could also scale up support if ECN were to run into trouble or the implementation team were particularly incompetent.
- This is a conservative estimate at this point in time.





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 5C. Discussion: Need for GIS Services  
for GIS-Derived MSAG Conversion  
and Maintenance  
**Presenter:** Mihelich/Broman

### **RECOMMENDATION**

None – discussion item only. Staff would like to issue an RFP for these services in July 2022.

### **BACKGROUND**

At the October 29, 2020 MESB meeting, the Board awarded an RFP for NG9-1-1 GIS-Derived MSAG Maintenance Process to GeoComm. This RFP was for a grant funded project; the grant and resulting contract with GeoComm terminated in March 2022.

The goal of that project was to further the integration of the metro area's existing legacy 9-1-1 data processes with those needed for NG9-1-1. In the instance of this project, such integration involved more closely aligning and streamlining those processes related to MSAG data management. The project:

- Identified and evaluated potential GIS-derived MSAG conversion and maintenance processes for use going forward during the transition to full implementation of NG9-1-1 Core Services
- Created tabular MSAG(s) fully consistent with validated authoritative source geospatial data
- Supported the replacement of legacy 9-1-1 MSAG(s) with tabular MSAG(s) that are fully consistent with validated geospatial data
- Established a process to maintain ongoing synchronization between the MSAG(s) used in legacy 9-1-1 data management and the source geospatial data as those datasets change.

In the October 29, 2020 meeting materials, it was noted that this grant project could identify needs for future expenditures by the MESB on behalf of the ten-county region.

### **ISSUES & CONCERNS**

Lessons learned during the grant process identified a need to contract for GIS services to continue to support the conversion and maintenance of GIS-derived MSAGs, as well as to continue effective identification and management of vetted exceptions to data validations necessary for the region's transition to NG9-1-1 Core Services. Concurrent with this grant project, MESB staff learned that a GIS software tool used in-house would no longer be supported

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## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 5C. Discussion: Need for GIS Services  
for GIS-Derived MSAG Conversion  
and Maintenance  
**Presenter:** Mihelich/Broman

and would not be compatible with future versions of ESRI GIS software, meaning the MESB would need to either purchase new software or procure a GIS services contract. Staff think that a GIS services contract would be the most efficient and cost-effective way to continue the region's GIS-Derived MSAG and NG9-1-1 data synchronization work.


The State of Minnesota has a GIS vendor providing some data validation services for NG9-1-1 data. However, these services do not currently provide all the functionality needed for the large, complicated metro regional datasets, nor any processes related to GIS-derived MSAG. The state's services do not provide the robust exception flagging and handling process vital for managing the region's known exceptions to NG9-1-1 data synchronization validations. MESB staff recommend a best-of-breed approach, using both the state's validation services, as well as those services procured through the GIS services contract, until such time as the state's solution fully meets regional needs.

### **FINANCIAL IMPACT**

MESB staff received a quote for these services from GeoComm for five years, at \$67,152.00 per year. Staff included this figure in its 2023 operational budget and 2023-2027 capital budget, which will be presented to the Board later in this meeting.

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	<b>GIS Data Hub Ongoing Subscription</b> <b>Work Authorization # 20220422 – MESBMN</b> April 22, 2022
<b>Geo-Comm, Inc.</b> <b>601 West St. Germain</b> <b>St. Cloud, MN 56301</b> <b>Phone: (320) 240-0040</b> <a href="http://www.geo-comm.com">www.geo-comm.com</a>	<b>Metropolitan Emergency Service Board, Minnesota</b> Marcia Broman, 9-1-1 Data Coordinator 2099 University Avenue S St. Paul, MN 55104 <b>Phone: (651) 643-8379</b> <b>Email: mbroman@MN-MESB.org</b>

### Scope of Work

Upon execution of Agreement, GeoComm will provide solutions and services as described in the exhibits.

### Pricing and Payment Terms

The Metropolitan Emergency Service Board (MESB) will pay GeoComm \$335,760 plus applicable sales taxes\* as further described in Exhibit A – Pricing.

MESB agrees to pay GeoComm on the following payment schedule:

- \$67,152 invoiced net 45 upon signing of this agreement
- \$67,152 invoiced net 45 days at the start of year two maintenance
- \$67,152 invoiced net 45 days at the start of year three maintenance
- \$67,152 invoiced net 45 days at the start of year four maintenance
- \$67,152 invoiced net 45 days at the start of year five maintenance

Metropolitan Emergency Service Board, Minnesota Authorization	
Signature	
Print Name	
Purchase Order # (if required)	
Date	

*\*If entity is tax exempt, please email tax exemption certificate to [dhaus@geo-comm.com](mailto:dhaus@geo-comm.com).*

## Exhibit A – Pricing

### Ongoing GIS Data Hub Subscription

Description	Total Non-Recurring	Monthly Recurring	# Months	Total Recurring	TOTAL Line Item
Ongoing GIS-derived MSAG Maintenance & Synchronization with Source Geospatial Data for all MESB ECC's	n/a	\$2,388	60	\$143,280	\$143,280
Ongoing GIS Data Hub (GDH) transformation, QC and reporting for all MESB ECC's	n/a	\$3,208	60	\$192,480	\$192,480
Notes: Pricing to add the GeoComm Spatial Interface (SI) to the MESB's GIS Data Hub account is estimated to be \$30,272 in one-time fees and \$112,736 annually. The SI would enable the MESB to directly provision GIS updates to the Next Generation 9-1-1 Core Service Provider (NGCS) in the future.					



## **Exhibit B – Scope of Work**

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GeoComm will provide the MESB ongoing operational support for the following services:

- GIS Data Hub GIS Data Transformation, QC, and Reporting
- Synchronization with the MSAG and ALI Database
- MSAG Delta Processing Services
- GIS Data Hub Error Report Review A description of each service follows.

### **GIS Data Hub GIS Data Transformation, QC, and Reporting**

The ongoing services workflow will follow a similar workflow of that which will occur with the initial data upload and QC. As follows:

- The MESB uploads GIS data updates to GIS Data Hub on an up-to-monthly basis (different submission frequencies are available upon request, with varying fees, including daily, weekly, and quarterly)
- GIS data will undergo multiple configured QC checks
- Data quality reports will be delivered to the MESB
- The MESB counties will correct the GIS data errors outlined in the data quality reports provided by GIS Data Hub and resubmit updated data back to the system
- Data will again undergo configured QC checks. After the data is evaluated with the QC checks, it will be transformed into the Minnesota Geospatial Advisory Council data standard and made available to the MESB for download

This process will result in a continuous feedback loop of GIS data updates from the MESB, GIS data performance measurements and reporting, and data transformation.

### **Synchronization with the MSAG and ALI Database**

As part of every map data upload, GIS Data Hub will perform a comparison between the GIS data and the MSAG and the GIS data and the ALI Database and report results back to the MESB. The results will be a valuable resource for the MESB GIS data authorities in keeping your GIS data synchronized with the MSAG and ALI databases, as well as a metric for measuring progress toward required synchronization levels. Results will be compiled into reports and made accessible to the MESB. A new ALI and MSAG are not required for each upload. Comparisons will be completed on the most recent data, ALI, and MSAG submitted. If the MSAG and ALI are frequently updated, it is best to submit the most current copy available.

### **MSAG Delta Processing Services**

GeoComm will utilize the MESB's GIS data to build a tabular MSAG using attributes within in the data. The data will undergo QC and verification processes to ensure the tabular MSAG meets established requirements. After the GIS derived MSAG has been built, ongoing processes to detect and deliver deltas between the GIS data and GIS derived MSAG will begin. The workflow will include:

- Retrieving the MESB's most current GIS data from GIS Data Hub
- Generating MSAG deltas via changes detected in the regional GIS dataset once per month
- Modifying the delta file to follow NENA 2.1 format described in NENA Standard Data Formats for 9-1-1 Data Exchange & GIS Mapping NENA-STA-015.10-2018 (originally 02-010)

- Retain any additional MSAG entries from the PSAP's legacy MSAG that are necessary to support non- address related ALI records (e.g. MSAG entries associated wireless and VoIP ESRK/ESQK ALI records, as well as some error conditions)
- Retain MSAG entries for ALI database records which are not covered in the GIS data (road centerlines or address points) and remove these additional records as the ALI database to GIS data synchronization improves as identified by the ongoing GIS Data Hub QC processes
- Performing QC checks to ensure the GIS changes create logical MSAG modifications
- Delivering the MSAG back to the MESB for incorporation into your public safety GIS operations

The MSAG will be provided in .csv format, encompassing all of the MESB ALI database addresses utilizing road centerlines as provided by the MESB. Address point addresses will be converted to MSAG records as necessary for ALI database records not covered by the submitted road centerline ranges. Note that no modifications or updates to the regional GIS dataset will be provided as part of this process.

### **GIS Data Hub Error Report Review**

As necessary, GeoComm will provide services, via conference call, to review GIS Data Hub error reports with the MESB staff to provide GIS data error remediation recommendations. The service does not include GIS data remediation services. The MESB will be responsible for resolving data condition errors outlined in the error reports.

## **GeoComm Deliverables**

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### **General Project Deliverables**

- Project schedule
- Regular status reports and conference calls
- Project Management Services
  - Project plan and schedule, updated as the project progresses
  - Monthly status calls with the MESB and ECC/County GIS representatives as appropriate
  - Monthly status report documentation
  - Online meeting coordination, as required

### **GeoComm GIS Data Hub**

- Ongoing monthly GIS Data and MSAG Management Workflow Collaboration Meetings (remote)
- Remote configuration and training services
- Ongoing access to GIS Data Hub for monthly data transformation, and QC reporting
- Current MSAG and ALI Database Synchronization report

### **MSAG Delta Processing Services**

- Ongoing monthly MSAG delta processing using most recent data, following the MESB's regional specifications, with delivery to the MESB for upload to the Intrado system

### **GIS Data Hub Error Report Review**

- Ongoing, as requested GIS Data Hub Error Report Review services using the balance of the 275 hours remaining from Contract #10.20 MESB-MN between GeoComm and the MESB will be available for use over the term of this new agreement (remote)

## **Exhibit C – Customer Responsibilities**

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It is requested that the MESB provide the following project support:

- Provide pertinent project information and documentation
- Assist in ongoing quality control as requested
- Provide a single point of contact at the MESB available for communication throughout the project
- Submit required GIS information (e.g. GIS map data, public safety databases, and/or other resources) to our website (<http://www.geo-comm.com/industries/gis/data-submission/>)
- Assist in coordinating and attend periodic conference calls as requested
- Provide existing GIS data in Esri format including map projection information
- Provide current copies of your ALI database and MSAG in Microsoft Excel format





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 6A. Approval of MOU with EMSRB  
For Relief (Seatbelt) Funds  
**Presenter:** Hayes

### **RECOMMENDATION**

Staff recommend approval of Memorandum of Understanding (MOU) with the Emergency Medical Services Regulatory Board (EMSRB) which updates how the formerly named "Seatbelt (Relief) Grant" funds will be distributed and administered.

### **BACKGROUND**

Under [Minn. Stat. § 169.686, Subd 3](#), the EMSRB is authorized to distribute funds to Minnesota's eight Regional EMS Systems; both the EMSRB and the regions ensure that program activities are conducted in compliance with [§144E.50](#), all applicable State and Federal laws, rules, regulations and ethical standards.

In the past, the MESB simply received a monthly check for these funds; at some point later, this was administered by the EMSRB as a true reimbursement grant.

### **ISSUES & CONCERNS**

The Metro Region utilizes the "Seatbelt Grant" to help fund several regional initiatives.

The primary change in this MOU is how the MESB will receive these funds. As previously mentioned, prior to 2022, this was treated as a grant where MESB would expend funds and apply for reimbursement with copies of invoices/receipts from the EMSRB.

The Minnesota Attorney General's Office interprets statutes related to these funds as pass-through funds, rather than a grant. Due to this, the EMSRB has changed the agreement related to these funds and created the MOU before the Board today. Under the MOU, the regions will invoice the EMSRB for these funds monthly according to what has been reported to be collected each month from seatbelt fines.

### **FINANCIAL IMPACT**

None to the MESB. This may save time for the EMS Coordinator and Financial Services Specialist to process each month.

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## Internal Memo



3/29/2022

**Date:** 03/29/2022**To:** Dylan J Ferguson, Executive Director, EMSRB**From:** Jana Carr-Weerts, Grants and Financial Manager, EMSRB

## RE: FY22 Seatbelt History and FY23 Passthrough Justification & Funding Plan

### Seat Belt Use (§169.686): Background and Funding Intent

The fines collected for a violation of Minnesota's "Seat Belt Law" (§169.684) is credited to a special account which, in statute, is called the "Emergency Medical Services Relief Account". Ninety percent of the money in the account is distributed to the eight regional emergency medical services systems ("8 Regions") designated by the EMSRB under section 144E.50, for personnel education and training, equipment and vehicle purchases, and operational expenses of emergency life support transportation services. The Board of Directors of each of the 8 Regions shall establish criteria for funding.

In the recent past, including FY22, these funds have been distributed to the 8 Regions as Grant Agreement Contracts. This is illogical and impractical for the following reasons:

- **Variable amounts:** The monthly "draw" amounts are variable and unpredictable. It is difficult for the 8 Regions to plan their budgets not knowing how much they will actually receive each month (*and if they will receive any, due to its decreasing with the passage of time*).
- **"Dummy" budgets:** The 8 Regions must have budgets established and incorporated into the EMSRB's Grant Contract Agreements. Each year the maximum allowable amount for each region is set at \$77,287.50. Since it is unknown how much will actually be distributed, the 8 Regions must set their grant budgets at that max allowable amount. This means they are predicting what they *would* spend if they got that max amount (not how much will actually to be disbursed). It is not best practice to have mock-up grant budgets that cannot be followed, fulfilled, or reconciled.
- **Very low risk:** I performed a risk assessment, and the Seatbelt Grant had the lowest overall risk score of the four Regional Grants. It also had the lowest score in each of the three risk categories: Programmatic/Performance; Financial/Fiscal/Fiduciary; and Oversight/Management. Therefore, from a risk management perspective, the stringent parameters that a Grant Contract Agreement provides is not necessary to manage/monitor the disbursement and usage of these funds.

A plan is outlined below for turning these funds into passthrough dollars, while still providing accountability for the use of these funds.

### Justification

On December 9<sup>th</sup>, 2021, I met with the Board Chair, JB Guiton, and both Greg Schultz and Jamal Zayed, the Agency's Assistant Attorneys General (AAG) to get clarification on EMSRB's Grants statute language. At this meeting, I adduced that neither statute 169.686, nor 144E.50 (to which 169.686 points to for distribution and allowable uses) requires that funds be given out in the form of a grant. I explained the circumstances outlined in

the section above to both AAG's and they posited that I could (and should) disburse the Seat Belt funds as passthrough dollars, and without delay.

I have discussed this option with all 8 Regional Directors and have asked for their input during both large group meetings and more intimate one-to-one settings. I have received unanimous support for the Seat Belt funding to be changed from a grant program to passthrough funding.

## Plan

- **Re-naming this the "EMSRB Relief Fund Program"**
- **Target changeover date of 7/1/22:**
  - ✓ The AAG suggested that the EMSRB implement this change as soon as we recognized that it was possible (back in December); however, due to time constraints beyond my control, time needed to communicate and get buy-in from the 8 Regions and a natural "*line in the sand*" between the end of FY22 and the beginning of FY23 made July 1<sup>st</sup>, 2022, an ideal target date.
  - ✓ I anticipate being done with everything ahead of 7/1/22, as outline in the timeline, below.
- **Current agreements:**
  - ✓ Send out amendments that change the Grant Contract Agreement end date to June 30, 2022.
- **Accountability measures for the passthrough dollars:**
  - ✓ I will be drafting/executing a Memorandum of Understanding (MOU) that includes sufficient information/requirements from a Grant Contract Agreement to provide the EMSRB some oversight and accountability for the 8 Regions.
  - ✓ These MOU's will include the Regions' already approved FY23 Workplans (however, not the budgets)
- **Fiduciary responsibilities:**
  - ✓ EMSRB's tasks:
    - Create a Blanket PO prior to July 1, 2022
    - Create a standardized invoice template for the 8 Regions to use
    - Monthly, I will promptly email the draw amount as soon as I learn it from DPS (currently practice)
  - ✓ 8 Regions' tasks:
    - Use EMSRB invoice template, filled out properly and completely
    - Timely submission of monthly invoices (no later than the 15<sup>th</sup> of each month)
    - If invoices will be submitted anything other than monthly, a written request with the reasoning needs to be submitted to me in writing and approved.
- **Timeline for completion of the above outlined plan:**

<b>4/1/22</b>	<b>4/28/22</b>	<b>4/29/22</b>	<b>5/6/22</b>	<b>5/13/22</b>	<b>5/20/22</b>	<b>6/1/22</b>	<b>6/17/22</b>
Email plan to the 8 Regions	Draft MOU	Email MOU to Regional Directors for review/ input (2 Weeks)	Draft/Send the Amend to end grant early through DocuSign	MOU feedback due from Regional Directors	Final draft of MOU sent through DocuSign for signature	Create EIOR for Blanket PO	Create/send out invoice template

## **Memorandum of Understanding (MOU) Relief Funding for Minnesota’s Regional EMS Systems.**

Between  
**Emergency Medical Services Regulatory Board (“EMS RB” or “State”)**  
And  
**Minnesota EMS System (“Name of EMS System” or “Party B”)**

### **I. Purpose and Scope Name**

The purpose of this Memorandum of Understanding (“MOU” or “Agreement”) is to clearly identify the roles and responsibilities of each party as they relate to developing, maintaining, and improving Regional EMS Systems throughout Minnesota.

Under [Minn. Stat. § 169.686, Subd 3](#), the EMSRB is authorized to distribute funds to Minnesota’s eight Regional EMS Systems; both the EMSRB and Party B should ensure that program activities are conducted in compliance with [§144E.50](#), all applicable State and Federal laws, rules, regulations and ethical standards.

### **II. MOU Term**

The term of this MOU is the period within which the program responsibilities of this agreement shall be performed. The term commences July 1, 2022 and terminates June 30, 2023.

### **III. Responsibilities**

#### **A. The EMSRB shall undertake the following activities during the duration of the MOU term:**

- Perform Quality Assurance (QA) measure that may include but are not limited to virtual site visits/check-ins, desk reviews and requests for information regarding expenditures and/or activities. The EMSRB shall provide Party B written notice at least 30 days in advance for any QA measures that are to be performed.
- Communicate promptly via email, the monthly distribution of funds upon getting the information from the source of the funding (Department of Public Safety).
- Provide Technical Assistance (TA) as needed for this agreement or fiscal issues relating to it.
- Open Communication which shall include but it is not limited to quarterly Regional Meetings (bringing together the eight MN EMS Systems) and quarterly one-to-one meetings between the EMSRB’s Authorized Representative and Party B. There will also be consistent communication throughout the term of the MOU.
- Ensure prompt review/processing of invoices for payment (within 5 business days of receipt)

#### **B. Party B shall undertake the following activities during the duration of the MOU term:**

- Adhere to the Workplan, approved by the EMSRB, which is attached and incorporated into this agreement as Exhibit A.
- Submit complete and accurate invoices in a timely manner (as outlined in section IV. A, below).
- Engage in collaborative communication with the EMSRB on all matters related to funds distribution.
- Participate in all QA activities conducted by the EMSRB



#### IV. Special Terms and Conditions

##### A. Invoices

The EMSRB will promptly pay Party B after an itemized invoice is presented for services performed in accordance with Exhibit A, and the EMSRB's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following:

Invoices must be submitted monthly and will not exceed the amount of distribution that is communicated to Party B.

##### B. Modifications

If Party B wishes to modify the required monthly submission schedule of invoices, it must be requested in writing and have prior written approval from the EMSRB.

There shall be no modifications of the work plan (Exhibit A) without prior written approval from the EMSRB.

Any alterations to this MOU must be in writing and will not be effective until it has been executed and approved by the same parties who executed and approved the original agreement, or their successors in office

##### C. Authorized Representatives

EMSRB's Authorized Representative authorized representative is Jana Carr-Weerts, Grants and Financial Manager, EMSRB, 335 Randolph Avenue, Suite 220, St. Paul, MN 55012 (651) 201-2852, jana.s.carr-weerts@state.mn.us, or his/her successor.

Party B's Authorized Representative authorized representative is:

**D. Access to Party B's Records:** Under Minn. Stat. § 16B.98, Subd.8, the books, records, documents, and accounting procedures and practices of the party relevant to this transaction may be subject to examination by the State and/or the State Auditor or Legislative Auditor, as appropriate, for a minimum of six years from the end of this agreement, receipt and approval of all final reports, or the required period of time to satisfy all state and program retention requirements, whichever is later.

**E. Audits:** Party B will be required to adhere to the audit requirements found in Minn. Stat. § 144E.50, Subd. 6 (a) through (e).

**F. Electronic Mail is an Appropriate Communication Format for Written Notice:** For purposes of this agreement, communication via electronic mail sent to the email addresses listed for Authorized Representatives in this document is an acceptable communication format for parties to provide written notice under this MOU.

**G. Government Data Practices:** Both parties must comply with the Minnesota Government [Data Practices Act, Minn. Stat. Ch. 13](#), as it applies to all data provided by the State under this MOU, and as it applies to all data created, collected, received, stored, used, maintained, or disseminated by Party B under MOU. The civil remedies of [civil remedies of Minn. Stat. §13.08](#) apply to the release of the data referred to in this clause by either Party. If Party B receives a request to release the data referred to in this Clause, Party B must immediately notify the EMSRB. The EMSRB will give Party B instructions concerning the release of the data to the requesting party before the data is released. Party B's response to the request shall comply with applicable law.

**H. Open Meeting Law:** Party B agrees to abide by the provisions of the Minnesota Open Meeting Law as provided in [Minn. Stat. Ch. 13 D.](#)

**I. Evaluation:** The EMSRB may, during the course of this agreement, evaluate Party B’s progress towards goals and objectives of Exhibit A and compliance with any special considerations. The EMSRB reserves the right to request additional information from Party B to carry out its evaluation. Party B is obligated to respond to the EMSRB’s request for additional information to the EMSRB’s satisfaction.

**V. Funding**

All funds disbursed are for use through June 30 of each fiscal Year. Final invoices must be submitted on or before September 30, 2024. If funds are not spent or invoiced, they will either be split between the eight Regional EMS Systems evenly to be used in the next fiscal year, or if it’s at the end of a legislative biennium, they will revert to the State’s General Fund.

**VI. Termination**

Termination by the EMSRB: The EMSRB may immediately terminate this MOU with or without cause, upon 30 days’ written notice to Party B. Upon termination, Party B will be entitled to payment, determined on a pro rata basis, for activities satisfactorily performed.

Termination for Cause: The EMSRB may immediately terminate this agreement if the EMSRB finds that there has been a material failure to comply with the provisions of this MOU, that reasonable progress has not been made with respect to Exhibit A, or that the purposes for which the funds are disbursed have not been or will not be fulfilled. The EMSRB may take action to protect the interests of the State of Minnesota, including the refusal to disburse additional funds and requiring the return of all or part of the funds already disbursed.

Termination for Insufficient Funding: The EMSRB may immediately terminate this MOU if it does not obtain funding from the Minnesota Legislature. Termination must be by written notice to Party B. The EMSRB will not be assessed any penalty if the agreement is terminated because of the decision of the Minnesota Legislature not to appropriate funds. The EMSRB must provide Party B notice of the lack of funding within a reasonable time of the EMSRB’s receiving that notice.

**VII. Supersedes Previous Agreements.**

This MOU between Parties supersedes and replaces any and all negotiated agreements with respect to appropriations allowable under [MN Statute 169.686, Subd. 3](#), written or oral, that were in effect prior to the effective date of this Agreement.

**VIII. Effective Date and Signature**

This MOU shall be effective upon the signature of the EMSRB or Party B or authorized officials. It shall be in force from BEGIN DATE to END DATES. The EMSRB and Party B indicate agreement with this MOU by their signatures.

<b>EMSRB</b>		<b>Party B</b>	
<b>Date</b>		<b>Date</b>	



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**6B. Approval of Amendment 1 to  
EMSRB Support Grant**

**Presenter:**

**Hayes**

### **RECOMMENDATION**

Staff recommend approval of Amendment 1 to the MESB-Emergency Medical Services Regulatory Board (EMSRB) Emergency Medical Services Support Fund Grant Agreement.

### **BACKGROUND**

Traditionally, the EMSRB bi-annually posts an RFP for regional entities to respond to serve as a regional EMS program. The responding entities are in essence applying for funds from the EMSRB Support Fund and the EMSRB Relief Fund (seatbelt).allocates funding to each EMS region for professional competency trainings. The amount of funds entities receive from these two funds has been in decline due to compliance with the seatbelt law and inflation.

For several years, EMS regions requested an increase in funding for the Support Grant (MS 144E.50). In 2021, the legislature approved a one-time increase in funding for the FY 2022-203 biennium. Though it was not caught at that time, the one-time increase which was intended for the 144E.50 Support Grant, was actually put in to 144E.52, Continuing Education.

### **ISSUES & CONCERNS**

In 2022, Larkin Hoffman worked with the legislature to correct this error and move the funds allocated to 144E.52 to 144E.50, which was successful. This change provided regions more flexibility in how the funds will be spent, including for general overhead system costs.

As a result, the grant contracts executed in 2021 must be amended. Amendment 1 to the current EMS Support Fund Grant agreement is before the board for approval. If approved, this grant fund will change to the Emergency Medical Services Fund.

### **FINANCIAL IMPACT**

None to the MESB as the total allocation for the Metro Region remains \$173,125.00.

MOTION BY:

SECONDED BY:

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## Amendment # 1 for Grant Contract Agreement #201616/28493

(Metro Region FY23 EMS Fund Grant \$144E.50)

Grant Contract Agreement Start Date:	<u>July 1, 2021</u>	Total Grant Contract Agreement Amount:	<u>\$ 269,472.38</u>
Original Grant Contract Agreement Expiration Date:	<u>June 30, 2023</u>	Original Grant Contract Agreement Amount:	<u>\$190,000.00</u>
Current Grant Contract Agreement Expiration Date:	<u>June 30, 2023</u>	Previous Amendment(s) Total:	<u>NA</u>
Requested Grant Contract Agreement Expiration Date:	<u>NA</u>	This Amendment:	<u>\$79,472.38</u>

This amendment is by and between the State of Minnesota, through its Emergency Medical Services Regulatory Board, 335 Randolph Avenue, Suite 220, St. Paul, MN 55102 ("EMSRB" or "STATE") and Metropolitan Emergency Services Board, 2099 University Avenue West, St. Paul, MN 55104 ("GRANTEE").

### Recitals

1. The State has a Grant Contract Agreement with the Grantee identified as Grant Contract Agreement SWIFT ID 201616/28493, "Original Grant Contract", or "EMS Fund Grant \$144E.50" to develop, maintain and improve Regional EMS Systems throughout Minnesota.
2. The Original Grant Contract is being amendment to add duties and cost; add a revised FY23 Workplan/Budget (Exhibit B); update the State's Authorized Representative information; and change language regarding invoice submissions.
3. The State and the Grantee are willing to amend the Original Grant Contract Agreement as stated below.

### Grant Contract Agreement Amendment

**REVISION 1.** Clause 2. "Grantee's Duties" is amended as follows:

The Grantee, who is not a state employee, will: Comply with required grants management policies and procedures set forth through [Minn.Stat. §16B.97](#), Subd. 4 (a) (1).

The Grantee, who is not a state employee, will complete to the satisfaction of the State all of the duties set forth in ~~Exhibit A (Grant Application Work Plan and Budget), which is attached hereto and incorporated into this agreement.~~ As follows:

<u>Workplan &amp; Budget</u>	<u>From</u>	<u>To</u>
<u>Exhibit A</u>	<u>July 1, 2021</u>	<u>June 30, 2022</u>
<u>Exhibit B (FY23 EMS Fund Grant Work Plan and Budget)</u>	<u>July 1, 2022</u>	<u>June 30, 2023</u>

Exhibits A and B are attached, hereto, and incorporated into this Grant Contract Agreement.

**REVISION 2.** Clause 4.1 "Consideration" is amended as follows:

The State will pay for all services performed by the Grantee under this grant contract agreement as follows:

**(a) Compensation:** The Grantee will be paid on a reimbursement basis for actual expenses incurred during the grant period in performing the duties described in Exhibits A and B ~~which is are attached and incorporated into this grant contract agreement~~ in accordance with the time periods outlined in the table in Clause 2, above.

**(b) Travel Expenses:** Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Grantee as a result of this grant contract agreement will be reimbursed in the same manner and in no greater amount than provided in the current "Commissioner's Plan" promulgated

by the Commissioner of Minnesota Management and Budget (MMB). The Grantee will not be reimbursed for travel and subsistence expenses incurred outside Minnesota unless it has received the State's prior written approval for out of state travel. Minnesota will be considered the home state for determining whether travel is out of state.

**(c) Total Obligation:** The total obligation of the State for all compensation and reimbursements to the Grantee under this grant contract agreement will not exceed ~~one hundred ninety thousand dollars (\$190,000.00)~~ \$269,472.38 as detailed below:

a. \$95,000.00 is appropriated for Fiscal Year 2022 (July 1, 2021 through June 30, 2022)

b. ~~\$95,000.00~~ \$174,472.38 is appropriated for Fiscal Year 2023 (July 1, 2022 through June 30, 2023)

The EMSRB will be retaining the allowable five percent (5%).

**(d) Modification of Budget Line Items:**

i) No more than ten percent (10%) of the funds identified in the budget line items in Exhibit B may be transferred to other lines or used for any other purpose without prior written approval of the State.

ii) Modifications of less than ten percent (10%) of any budget line items in Exhibit B are permitted without prior approval, provided that such modification(s) are clearly noted/indicated on submitted invoices and that the total obligation of the State for all compensation and reimbursements to the Grantee shall not exceed \$269,472.38.

iii) This modification refers to ten percent (10%) of the full value of the Grant Contract Agreement for one fiscal year.

**REVISION 3.** Clause 4.2 “**Payment**” is amended as follows:

***(a) Invoices***

The State will promptly pay the Grantee after the Grantee presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following:

Invoices must be submitted quarterly, at minimum, and ~~must be accompanied by documentation such as purchase orders, receipts, travel vouchers, and payroll records to substantiate all expenditures claimed on the invoice.~~ The State maintains the right to seek and obtain additional information from the Grantee prior to paying Grantee for invoiced services.

***(b) Modification of Work Plan***

Modifications of the work plan (Exhibits A and B) without prior approval from the state will not be accepted or paid.

***(c) Unexpended Funds***

The Grantee must promptly return to the State any unexpended funds that have not been accounted for annually in a financial report to the State due at grant closeout.

The total obligation of the State for all compensation and reimbursements to the Grantee shall not exceed ~~\$190,000.00~~ \$269,472.38.

**REVISION 4.** Clause 5.2 “**Costs Not Included in Exhibit A**” is amended as follows:

**Costs Not Included in Exhibits A and B.**

The Grantee shall not seek, nor shall the State pay, compensation to the Grantee for any indirect, overhead, lobbying costs to affect legislation, trade association memberships, regional conference expenses, or administrative costs not otherwise included in Exhibits A and B.

**REVISION 5.** Clause 6.1 “**State’s Authorized Representative**” is amended as follows:

- The State’s Authorized representative for executing this contract and/or amendment is ~~JB Guiton, Board Chair~~ Dylan J. Ferguson, Executive Director, EMSRB, 335 Randolph Avenue, Suite 220, St. Paul, MN 55012 (651) 201-28060, [jb.guiton@state.mn.us](mailto:jb.guiton@state.mn.us) [dylan.ferguson@state.mn.us](mailto:dylan.ferguson@state.mn.us), or his/her successor, and has the responsibility for management of and to monitor the Grantee’s performance and the authority to accept or reject invoices for services provided under this grant contract agreement. If the services are satisfactory, the State's Authorized Representative will certify acceptance on each invoice submitted for payment.
- The State’s Authorized Representative for fiscal responsibilities and general management of the Grant Contract Agreement is: Jana Carr-Weerts, Grants and Financial Manager, EMSRB, 335 Randolph Avenue, Suite 220, St. Paul, MN 55012 (651) 201-2852, [jana.s.carr-weerts@state.mn.us](mailto:jana.s.carr-weerts@state.mn.us), or his/her successor.

*The Original Grant Contract Agreement and any previous amendments are incorporated into this amendment by reference. Except as amended herein, the terms and conditions of the Original Contract and all previous amendments remain in full force and effect.*

**1. STATE ENCUMBRANCE VERIFICATION**

*Individual certifies that funds have been  
encumbered as required by Minn. Stat. 16A.15*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

SWIFT Contract/PO No(s). \_\_\_\_\_

**3. STATE AGENCY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date \_\_\_\_\_

**2. GRANTEE**

The Grantee certifies that the appropriate person(s) have executed the grant contract on behalf of the Grantee as required by applicable articles, bylaws, resolutions, or ordinances.

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**FY23 EMS Fund Grant Budget  
Metro Region**


Budget Line Items: Goals/Objectives or Activities	Fiscal Year 23 (7/1/2022- 6/30/2023)	
	EMS Fund Grant	(Minn. Stat. §144E.50)
<b>Personnel Training</b>	<b>\$</b>	<b>94,894.63</b>
EMS Leadership Series	\$	21,000.00
EMS Documentation Classes	\$	10,810.00
3ECHO-Hostile Event Training	\$	35,081.00
Regional Training/Class Support	\$	6,000.00
De-escalation Classes	\$	12,000.00
<b>Transportation Coordination</b>	<b>\$</b>	<b>21,500.00</b>
Major Incident Response Bus Readiness	\$	8,000.00
MIR Bus Storage	\$	12,000.00
MIR Equip and amint.	\$	1,500.00
<b>Public Safety Agency Cooperation</b>	<b>\$</b>	<b>14,500.00</b>
ICS 330-400 Trainings	\$	9,000.00
CISM	\$	5,500.00
<b>Communications Systems Maintenance and Development</b>	<b>\$</b>	<b>-</b>
	\$	-
<b>Public Involvement</b>	<b>\$</b>	<b>5,850.00</b>
Contracted Services-website and published materials	\$	5,850.00
<b>Health Care Facilities Involvement</b>	<b>\$</b>	<b>-</b>
	\$	-
<b>Systems Management</b>	<b>\$</b>	<b>18,227.75</b>
Operational Expenses	\$	21,884.00
<b>Equipment Purchases</b>	<b>\$</b>	<b>19,500.00</b>
Radios	\$	19,500.00
<b>TOTAL</b>	<b>\$</b>	<b>174,472.38</b>



 <b>FY23 EMS Fund Grant Work Plan</b> <b>Metro Region</b>			
Goal Area and Title of Goal/Objective	Short Description of Goal/Objective	Activities Designed to Achieve the Goal/Objective	Timeline
<b>Personnel Education and Training:</b> EMS classes related to certification, registration, re-certification or re-registration of EMS personnel, including but not limited to NCCP courses, tuition reimbursement, and other educational opportunities.			
Action oriented leadership is based on the simple reality that everything one does is Pro a blend of task, process, and people. Each of us - from highest level leader to individual contributor - finds themselves executing tasks, working on or within processes, and interacting with other people throughout the day. Execution, management, and leadership have evolved over time as the disciplines that study and improve how one works in each of these domains.	Provide EMS Leadership training emphasis/objectives students will complete the Metro Region EMS Leadership program, a self-paced online hybrid program with twelve (12) course/modules: Course 1: Foundation: Six Dimensions of Human Action Course 2: Achieving High Performance Leadership Course 3: Optimizing Team Performance Course 4: Sharpening Your Just Edge Course 5: Case Study Practice Course 6: Problem Solving: Beyond Symptoms to Root Causes: Part one Course 7: Problem Solving: Beyond Symptoms to Root Causes: Part two Course 8: Motivation & Training Course 9: Change: Possibilities, Resistance, & Dissatisfaction	Leadership training: enroll students for Cohort 2022 and 2023 and complete all training modules by June 2023.	7/1/22 - 6/30/23
Physical and sexual assaults on EMS responders when on-duty is not uncommon. Developing skills and techniques to remain centered and focused during any verbal or physical hostile circumstance can de-escalate the situation and prevent on-duty injuries and deaths. Verbal 'conflict management' involves using body language, posture, tone of voice, and well chosen words as a means for calming a potentially volatile situation before it manifests into a physical violence.	de-escalation Classes emphasis/objectives: It is important that the caregiver maintain self-control to help others control themselves. Students will be trained how to constantly observe patient behavior, so the responder will be able to detect agitation and intervene in a timely fashion, avoiding physical confrontation and the physical restraints that are its usual consequence. To make this outcome possible, the EMS provider will learn to recognize signs of agitation and escalation; should practice presenting themselves as a calm, caring professional' and should maintain poise even when facing a potentially violent patient. The responder will learn how to remain open-minded, knowing that patients frequently react to assumptions made about them, and use the information acquired to find acceptable	Provide a minimum of two (2) de-escalation classes per fiscal year (with up to 50 students per class)	7/1/22-6/30/23
Recently, "clinical documentation was developed to track a patient's condition and communicate the author's actions and thoughts to other members of the care team. Over time, other stakeholders have placed additional requirements on the clinical documentation process for purposes other than direct care of the patient. More recently, new information technologies, such as electronic health record (EHR) systems, have led to further changes in the clinical documentation process.	Provide EMS Documentation Specialist training emphasis/objectives: The quality of the course material creates a high level of motivation to improve documentation performance. The course provides a solid platform for any QA committee members to conduct their reviews. The class covers documentation	Provide a minimum of one (1) EMS Documentation per fiscal year (with up to 50 students per class).	7/1/22 - 6/30/23
The purpose of this course is to teach a new integrated practice to first responders in a hostile event situation where there are viable victims to reduce morbidity and mortality. The 3ECHO response model is an integrated practice for first responders that move beyond the separation of law enforcement and rescue/medical personnel during active shooter, post blast response, and other hostile events,	3ECHO Hostile Event Response training emphasis/objectives: Students will learn to attain the primary objectives in the response phase of an active shooter, a bomb incident or a complex organized attack such as identify and neutralize the threat, assess number of casualties, and the integration of disciplines into Rescue Taskforces (RTFs) to be completed as soon as possible	Provide a minimum of two (2) 3ECHO classes per fiscal year (with up to 70 students per class). provide access to all public safety disciplines into 3ECHO- , hostile Event Response trainings; maintain and update	7/1/22-6/30/23
<b>Transportation Coordination:</b> Regional coordination for trauma or disaster situations			
The core mission of the Metro Region EMS System is the commitment to strive for competence, commitment, cooperation, and regional EMS coordination in order to preparedness for EMS provider agencies that comply within state and federal guidelines such as provide an effective and efficient regional EMS response in the wake of any disaster NIMS-JCS structure with state, county, and local emergency management, public safety, public through ongoing collaboration with state, county, and local emergency health and healthcare provider agencies. management, public safety, public health and healthcare provider agencies. This plan calls for ensuring readiness and capabilities of the Metro Region EMS System to provide EMS surge capacity capabilities upon request to the metropolitan region, the State of Minnesota and other state or federal jurisdictions. Maintain the capability to support and coordinate with any other MN EMS regional system response strategy for EMS surge capacity through continued development of regional components of MN Ambulance Strike Team (MNAST) that includes supporting and maintaining the Major Incident Response (MIR) bus and other logistical equipment. Maintain support of the EMSRB emergency operations and coordination with the MN EOC (statewide EMS MAC). Provide a real-time, reliable	Provide workshops and seminars in the area of incident management, medical surge and emergency preparedness for EMS provider agencies that comply within state and federal guidelines such as NIMS-JCS structure with state, county, and local emergency management, public safety, public health and healthcare provider agencies.	Provide support, shelter, and maintenance of the Major Incident Response bus as well as support the ongoing operations, training and exercise of the statewide EMS , multi-agency coordination group . Support EMS EOC/MACC operations and positions, SITREP Development, and ensure EMS participation on regional Workgroups and planning committees when requested	7/1/22-6/30/23
	Provide training on regional response and surge plans.	See 1CS 300-400 Trainings (Public Safety	7/1/22-6/30/23
	Maintain collaborative participation with regional MNAST participants, county EMS councils and emergency management directors, MN EMSRB, MN Department of Health (MDH), Regional Healthcare Coalitions, the metro Regional Hospital Resource Coordination Center, the MN Metro Regional Trauma Advisory Council (MMRTAC) and emergency preparedness partners.	1. Participate/attend at least quarterly the state Hospital Preparedness Program and Healthcare Coalition meetings, EMSRB meetings, MN Trauma System and other regional meetings upon request. 2. Attend local EMS councils as requested. 3. Collaborate with local emergency	7/1/22-6/30/23
<b>Public Safety Agency Cooperation:</b> EMS Activities			
The most feared mass casualty incidents (MCIs) are those that are caused by a hostile event. In light of recent disasters, an overwhelming initial coordinated public safety response is mandatory in order to mitigate tragic loss of life and human suffering. In order to be successful and efficient, such a response requires planning.	Offer Incident Command System (ICS) training to EMS, fire, and law enforcement personnel.	Ensure EMS representation in all metro responses to MCI events and exercises where multi-agency coordination, a common operation picture and situational	7/1/22-6/30/23
	Participate in the metro Healthcare Multi Agency Coordination Center activities.	Ensure EMS representation in all metro responses to MCI events and exercises where multi-agency coordination, a common operation picture and situational	7/1/22-6/30/23
All public safety responders are susceptible to stress-related mental disorders such as acute stress disorder (ASD) and posttraumatic stress disorder (PTSD). All first responders should have ready access to a team of trained individuals who have working knowledge of trauma, common reactions to trauma, PTSD, and other stress-related mental issues, in a	Enhance the well-being of EMS providers through instruction and funding of peer support(ers) trainings and critical incident stress management (CISM). Collaborate with other regional EMS programs to support the	Contract with Metro CISM to provide services to all of the public safety agencies in the metro region. Collaborate with other regions to develop	7/1/22-6/30/23
<b>Communications Systems Maintenance and Development:</b> Annual maintenance system expenses including radios, pagers, and other hardware.			
tactical interoperability communications plan (TICP) and regional and statewide ARMER System standards	planned events to be prepared to utilize plans during real incidents and events.	Communications Unit (COMU) personnel during regional exercises.	7/1/22-6/30/23
Maintain the EMS/MNAST communication assets	Maintain fleet maps to be in compliance with state and regional standards; maintain and service radio cache as needed.	Continue internal radio checks and maintenance schedule.	7/1/22-6/30/23



<b>Public Involvement: Trauma and disaster planning</b>			
Promote public and governmental awareness of health and safety conscious lifestyles through a public education campaign that targets the reduction in the risks of illness or injury and/or promotes safer behavior as well as promotes the essential roles EMS plays in the region. Identify public education initiatives addressing needs identified by the metro Region EMS providers or gaps/needs gleaned from community health mapping and	Ensure metro region EMS website is current through regular updates and additional postings of new information to site.	Monitor, maintain and support emsmn.org website.	7/1/22-6/30/23
	Support public education campaigns by distributing general health, emergency medical care and personal-family preparedness materials to EMS providers and collaborative partners for public	Maintain and distribute upon request supplies of current, approved informational pamphlets and brochures as well as	7/1/22-6/30/23
<b>Health Care Facilities Involvement: Quality Assurance Activities</b>			
By action of the EMS TOC and the MESB, the Metro Region EMS System (MREMSS) acts as the regional EMS representative of the EMS community within the Metro Region Healthcare Coalition and sits on the steering Committee. Also, the MREMSS is the MOH contracted host of the MN Metropolitan Regional Trauma Advisory Committee (MMRTAC) and provides a coordinator to the committee as well as	Support and maintain the MMRTAC operations.	Provide MMRTAC coordination.	7/1/22-6/30/23
	participate within the regional Healthcare Coalition (includes Emergency Management, Public Health, Hospitals and Hospital Systems, Unaffiliated clinics, and long Term Care) and represent	Attend and participate in appropriate regional healthcare meetings, trainings and exercises.	7/1/22-6/30/23
<b>System Management: Regional Program Operations; Personnel, and Administrative costs</b>			
Ensure Metro Region EMS System remains operational.	Support as necessary Metro Region EMS System transport agencies.	The MESB staff monitors regional EMS operations and expenditures.	7/1/22-6/30/23
<b>Equipment Purchases: Training Equipment</b>			
Replace Metro Region ARMER Radio Cache	The current radio cache is obsolete and not supported by Motorola	The MESB-EMS will purchase six(6) portable radios each year of the 1,rant.	7/1/22-6/30/23





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 6C. Approval to Accept FY23 EMSRB  
VTR Funds Limited Purpose Grant  
**Presenter:** Hayes

### **RECOMMENDATION**

Staff recommend the Board approve and accept the FY2023 Volunteer Training Reimbursement (VTR) Funds grant from the EMS Regulatory Board (EMSRB) in the amount of \$24,400.00.

### **BACKGROUND**

The EMSRB allocates to each EMS region any unspent funds from the VTR fund from the FY2020-2021 appropriation. The MESB received a VTR grant FY2020 in the amount of \$12,771.78 and in FY2022 received a grant of \$25,000.00.

### **ISSUES & CONCERNS**

In order to receive the grant, the EMSRB must review and approve a work plan. The plan which will be submitted by Metro Region EMS is to fund needed courses that are included in previously approved work plans.

This grant will be awarded after July 1, 2022 and must be used by June 30, 2023.

### **FINANCIAL IMPACT**

None to the MESB.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

**From:** [Carr-Weerts, Jana S \(EMSRB\)](#)  
**To:** [Adam Shadiow](#); [Ann Jenson](#); [Caitlin Korpi](#); [Cindy Gathje](#); [Don Hauge](#); [Greg Hayes](#); [Jill Rohret](#); [Kelli Jackson](#); [Marion Larsen](#); [Mark Griffith](#); [Mark McCabe](#); [Pam Kuschner](#); [Thomas Vanderwal](#)  
**Cc:** [Ferguson, Dylan \(EMSRB\)](#); [Edwards, Brian \(EMSRB\)](#)  
**Subject:** Distribution of Unspent FY22 Volunteer Training Reimbursement Funds  
**Date:** Tuesday, June 28, 2022 9:45:01 AM  
**Attachments:** [image001.png](#)  
[FY23 VTR WP & Budget Template \(Exhibit B\).docx](#)

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Greetings,

As you know, Minn. Stat. § 144E.35 under Minnesota Session Law 2003, 1<sup>st</sup> Special Session, Chapter 14, Article 13c, §6, allows the state to carry forward any unspent volunteer ambulance training funds ("VTR") for redistribution to the eight Regional EMS Systems ("Region") under Minn. Stat. § 144E.50. In this upcoming FY23, the amount available to each Region is expected to be approximately **\$24,400**. The grant will be added by amendment to your existing Grant Contract Agreement, contingent upon the EMSRB's approval of the submitted/updated work plan.

Please complete the attached VTR Workplan/Budget template (Exhibit B) and return to me by July 30<sup>th</sup>, 2022. If you have no remaining FY22 funds available to use, please reach out to me so I can expedite the amendment process for your Region.

These additional FY23 grant funds must be used for approved expenditures incurred between July 1<sup>st</sup>, 2022 and June 30<sup>th</sup> 2023. Payments will be made upon approval of invoices submitted to the EMSRB that adhere to the work plan and budget submitted by the regional program and approved by the EMSRB.

If you have any questions, please feel free to contact me.

Sincerely,  
~Jana

**Jana Carr-Weerts** | *(she/her/hers)*  
Grants and Financial Manager | EMSRB

**Emergency Medical Services Regulatory Board**

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*Mission: To protect the public's health and safety through regulation and support of the EMS system*

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## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 7A. Approval of the 2023 Operational Budget  
**Presenter:** Rohret

### **RECOMMENDATION**

The Executive Committee recommends approval of the 2023 MESB Operational Budget.

### **BACKGROUND**

Per the MESB Joint Powers Agreement, the Board must annually approve a budget and maximum assessments by August 1 of each year. In order to notify members of their maximum assessment for the following year, the Board must approve a budget, with a maximum assessment amount, at its July Board meeting.

In the past, the Board approved a preliminary budget in July, to meet the assessment notification requirements, and then approve a final budget by the end of the year. The final budget amount could not create an increase in the noticed assessments.

### **ISSUES & CONCERNS**

Beginning with the 2016 budget, the MESB resumed this budget process; the Board grants preliminary budget approval annually in July, with final budget approval occurring in November, if any portion of the budget can be reduced. The July approval provides the maximum assessment amount for the following year. Approving the budget in this fashion allows staff to refine the budget throughout the year, prior to implementation, which is helpful in years when contracts are subject to RFP.

The 2023 operational budget contains increases due to changing resource needs, primarily related to 9-1-1, and funding sources (radio). In December 2021, the Executive Committee discussed and recommended adding \$30,000.00 to the budget so the MESB could continue to provide ARMER technical training, which has previously been paid for via grant funds, which are no longer received. This amount was included in the 2023 operational budget.

The budget also includes increases related to GIS software and data hub services needs, as well as funds for staff computer replacement, which would replace four computers in 2023.

### **FINANCIAL IMPACT**

See Issues and Concerns and attached 2023 Budget Notes.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

## **Metropolitan Emergency Services Board**

### **2023 Operational Budget Considerations**

#### **Budget**

- 2023 budget reflects an 8% increase (\$218,331) in the operational budget (not including pass-through radio system expenses) from 2022.
- Since 2016 budget, budget increases have been kept to 3% or less, with the exception of 2020 which included a new staff member for this first time (6.5% increase).
- Staff have also worked to minimize any increases in assessments to member counties since 2016.
- A 3% merit increase and 2% lump sum for merit (\$38,683.00) for staff is included in the 2023 budget. Note: the 2022 Dakota County Merit Compensation Plan has a 2% base increase and a 1% lump sum for Meets Standards Performance Reviews (lump sums increase by 1% each with Exceeds and Greatly Exceeds Standards ratings; 2022 Cost of Living Adjustment was 5.9%. Overall, the salaries line increases by 5.65% (\$44,229.00). At this time, the budget also includes more funds in the contingency line to adequately cover more staff cashing out FTO hours during open enrollment.
- The benefits line reflects a .83% increase; Dakota County recommended a 10% increase in health benefits for 2023 budget purposes. Health insurance benefits changed for several staff positions for 2023.
- Professional/Contract Services line is a 61% increase from 2022 (\$70,370.00). This amount includes a \$30,000 increase for radio technical training, which is to accommodate the loss of grant funds for this training; this was discussed with the Executive Committee in December 2021. The current rate for lobbying services was adjusted to reflect the actual rate and there was a minor increase for IT services.
- Professional/Contract Services line also contains a \$35,000 increase for NG9-1-1 project support, related to the need for contracted GIS

software services (which will be discussed earlier in the Executive Committee meeting). This amount is only 50% of the cost, the remainder of the cost is included in the capital budget.

- The rent line reflects a 3% (\$673.00) increase in rent, which is what MMCD will propose in its 2023-2024 lease agreement.
- Communications line decreased 33% (\$8,750.00), which is partially the result of the change to office phone service.
- Equipment increased 171% (\$10,500.00) as the staff computer replacement cycle is beginning. Four new computers for staff will be replaced in 2023, include two for GIS staff (which require more powerful computers).
- Insurance increases 13% (6,900.00) to reflect increases in the technology errors and omissions policy and general liability for the metro portion of the ARMER system and an increase to MCIT liability coverage.
- Board Meeting Expenses decreased by 8% (\$600.00).

#### Assessments

- As seen in the following materials, the budget increase creates a 12.20% (\$180,429) increase in assessments.
- The amount of Radio fund related interest used to offset assessments was lowered by \$2,000.00 due to low interest rates resulting in low interest rate returns. No state insurance rebate as included because those rebates are not guaranteed from year to year.
- For the 9-1-1 and Administrative areas, the anticipated MCIT insurance dividend was included to offset assessments. Funds were included to offset 40% of the new GIS Specialist position, per Board action in 2019 (this will be fully incorporated into the operational budget in 2025).
- The biggest reason for the assessment increase is that currently, no retained earnings from 2022 or use of Investment Funds are included to offset assessments. This needs to be discussed by the Executive Committee. Staff will present some options for amounts which could be used to offset assessments.

- Lastly, the population figures used for this budget are from 2019, as at the time of the budget creation, the 2020 figures are not available on the State Demographic Center's website.



**Metropolitan Emergency Services Board  
2023 DRAFT Budget Summary  
(Excludes Radio System Expenses)**

2023 BUDGET SUMMARY - DRAFT					
ACCOUNT	2022 Budget	2023 Administration	2023 Radio Administration	2023 Dollar/Percentage Change	
<b>SALARIES</b>					
<i>Proposed merit increase</i>	15,062	38,683	3,774	<b>23,621</b>	<b>157%</b>
Executive Director	132,202	134,846	0	<b>2,644</b>	<b>2%</b>
Regional Radio Services Coordinator	73,687	75,470	75,470	<b>1,783</b>	<b>2%</b>
911 Data Coordinator	88,946	90,730	0	<b>1,784</b>	<b>2%</b>
GIS Specialist	59,540	60,809	0	<b>1,269</b>	<b>2%</b>
GIS Specialist	58,341	59,610		<b>1,269</b>	<b>2%</b>
911 Manager	88,000	97,874		<b>9,874</b>	<b>10%</b>
Senior Administrative Assistant	64,405	65,692	0	<b>1,287</b>	<b>2%</b>
MESB Financial Services Specialist	91,800	93,628	0	<b>1,828</b>	<b>2%</b>
EMS Coordinator	96,130	95,000		<b>(1,130)</b>	<b>-1%</b>
Additional Staff Salaries, Merit, OPEB, FTO, PCA	15,000	15,000	2,000	-	<b>0%</b>
<b>MESB STAFF SALARIES</b>	<b>768,051</b>	<b>788,659</b>	<b>77,470</b>	<b>20,608</b>	<b>3%</b>
<b>MESB STAFF BENEFITS</b>	<b>293,225</b>	<b>295,671</b>	<b>23,410</b>	<b>2,446</b>	<b>1%</b>
<b>***** TOTAL SALARIES, BENEFITS</b>	<b>1,076,338</b>	<b>1,123,013</b>	<b>104,654</b>	<b>46,675</b>	<b>4%</b>
TRNG/PROF'L DEVEL/TECH SEMINARS	9,225	9,225	1,375	-	<b>0%</b>
LOCAL TRAVEL	3,700	3,700	1,200	-	<b>0%</b>
<b>***** TOTAL PERSONNEL COSTS</b>	<b>1,089,263</b>	<b>1,135,938</b>	<b>107,229</b>	<b>46,675</b>	<b>4%</b>
Travel for Conferences	25,900	25,600	3,800	<b>(300)</b>	<b>-1%</b>
Dues & Subscriptions	2,550	2,550	400	-	<b>0%</b>
Professional & Contractual Services	115,880	186,250	61,550	<b>70,370</b>	<b>61%</b>
Rent	22,451	23,124	4,081	<b>673</b>	<b>3%</b>
Communications	26,250	17,500	2,775	<b>(8,750)</b>	<b>-33%</b>
Office Supplies	9,700	9,700	550	-	<b>0%</b>
Printing & copying	1,500	1,500	250	-	<b>0%</b>
Postage	500	500	100	-	<b>0%</b>
Equipment	6,150	16,650	2,450	<b>10,500</b>	<b>171%</b>
Equipment Maintenance	14,000	14,000	0	-	<b>0%</b>
Advertising and public information	1,650	1,650	250	-	<b>0%</b>
Insurance	53,100	60,000	48,000	<b>6,900</b>	<b>13%</b>
Other Operating Costs	3,000	3,000	1,000	-	<b>0%</b>
<b>***** TOTAL OPERATING COSTS</b>	<b>282,631</b>	<b>362,024</b>	<b>125,206</b>	<b>79,393</b>	<b>28%</b>
Audit	22,000	22,000	10,000	-	<b>0%</b>
Meeting Expenses	7,850	7,250	2,000	<b>(600)</b>	<b>-8%</b>
Contingency	12,000	12,000	10,000	-	<b>0%</b>
<b>***** TOTAL OTHER EXPENSES</b>	<b>41,850</b>	<b>41,250</b>	<b>22,000</b>	<b>(600)</b>	<b>-1%</b>
<b>***** BUDGET (excluding Radio System Expenses)</b>	<b>1,413,744</b>	<b>1,539,212</b>	<b>254,435</b>	<b>125,468</b>	<b>8.9%</b>
2023 Oper. Admin. Total	<b>1,284,777</b>				
2023 Radio Admin. Total	<b>254,435</b>				

Source of Funds	2023	2022
Interest revenue	20,000	19,000
Unspent previous year's earnings	0	37,000
Insurance Dividend	3,000	6,000
EMS rent, admin, office supplies, etc.	15,000	15,000
MMCD Shared	3,000	2,000
GIS Position funding from Investment Acct	18,757	35,718
<b>Total from other sources</b>	<b>59,757</b>	<b>114,718</b>
Funded from Assessments	1,479,455	1,299,026
<b>Total all sources</b>	<b>1,539,212</b>	<b>1,413,744</b>

ASSESSMENT SCHEDULE			
	DRAFT		Percentage Change
	2023 Assessment	2022 Assessment	Between 2022/2023
<b>MEMBERS</b>			
ANOKA	160,287	140,739	12.2%
CARVER	47,372	41,595	12.2%
CHISAGO	25,022	21,971	12.2%
DAKOTA	191,515	168,158	12.2%
HENNEPIN	531,303	469,565	11.6%
ISANTI	17,930	15,743	12.2%
RAMSEY	246,740	216,648	12.2%
SCOTT	65,617	57,614	12.2%
SHERBURNE	43,103	37,846	12.2%
WASHINGTON	116,132	101,969	12.2%
CITY OF MINNEAPOLIS	34,435	27,178	21.1%
<b>TOTALS:</b>	<b>1,479,455</b>	<b>1,299,026</b>	<b>12.20%</b>

**2023 Budget Detail**

	Administrati	911	Radio	2023 Detail	2023 Budget	2022 Detail	2022 Budget	% Change	\$ Change
<b>Salaries</b>									
2023 Proposed MESB merit increases	19,458	15,451	3,774	38,683	38,683	15,062	<b>783,113</b>		
Executive Director	134,846			134,846		132,202			
Regional Radio Communications Coordinator			75,470	75,470		73,687			
911 Data Coordinator		90,730		90,730		88,946			
911 Manager		97,874		97,874		88,000			
Senior Administrative Assistant	65,692			65,692		64,405			
MESB Financial Services Specialist	93,628			93,628		91,800			
GIS Specialist		60,809		60,809		59,540			
GIS Specialist		59,610		59,610		58,341			
EMS Coordinator	95,000			95,000		96,130			
Contingency eg. (fto payout)	8,000	5,000	2,000	15,000	<b>788,659</b>	15,000			
<b>TOTAL SALARIES</b>	<b>416,624</b>	<b>329,474</b>	<b>81,244</b>		<b>827,342</b>			5.65%	44,229

**Benefits**

Executive Director	32,355			32,355		30,881	<b>293,225</b>		
Pollock Benefits (OPEB sgl coverage)	4,000			4,000		4,000			
Regional Radio Communications Coordinator			22,910	22,910		21,839			
911 Data Coordinator		35,743		35,743		40,590			
Eggimann Benefits (OPEB sgl coverage)		4,000		4,000		4,000			
911 Manager		26,474		26,474		33,970			
Senior Administrative Assistant	21,354			21,354		20,405			
MESB Financial Services Specialist	41,970			41,970		40,055			
GIS Specialist		30,984		30,984		29,572			
GIS Specialist		31,193		31,193		29,787			
EMS Coordinator	42,188			42,188		35,626			
Contingency eg. (HR administrative fees)	1,000	1,000	500	2,500		2,500			
<b>TOTAL BENEFITS</b>	<b>142,867</b>	<b>129,394</b>	<b>23,410</b>		<b>295,671</b>			0.83%	2,446

**Training/Professional Development/Tech Seminars**

Executive Director	1,100			1,100		1,100	<b>9,225</b>		
Regional Radio Communications Coordinator			1,375	1,375		1,375			

GIS Specialist	1,000	1,000	1,000
GIS Specialist	1,000	1,000	1,000
911 Data Coordinator	1,250	1,250	1,250
911 Technology Coordinator	1,500	1,500	1,500
Senior Administrative Assistant	1,000	1,000	1,000
MESB Financial Services Specialist	1,000	1,000	1,000
<b>Total Training/Professional Development/Tech Semi</b>	<b>3,100</b>	<b>4,750</b>	<b>1,375</b>
			<b>9,225</b>
			0%
			0

#### Local Travel

			<b>3,700</b>
Exec Director local travel & expenses	450	450	450
911 Tech Coordinator local travel & expenses	800	800	800
Regional Radio Communications Coordinator		1,200	1,200
GIS Specialist	200	200	200
GIS Specialist	200	200	200
911 Data Coordinator	700	700	700
Senior Administrative Assistant local travel & expense	100	100	100
MESB Financial Services Specialist	50	50	50
<b>TOTAL</b>	<b>600</b>	<b>1,900</b>	<b>1,200</b>
			<b>3,700</b>
			0%
			0

#### Travel for Conferences

			<b>25,900</b>
MN MSA/NENA/APCO 911 Conf - 911 Data Coordinator	0	0	0
MN MSA/NENA/APCO 911 Conf - 911 Tech Coordinator	400	400	400
Conference, Republic, Exec Dir	1,200	1,200	1,200
Conference, NENA Best Practices, Exec Dir	1,200	1,200	1,200
Conference, NENA Best Practices, 911 Tech Coordinator	1,200	1,200	1,500
Conference, NENA Best Practices, 911 Data Coordinator	1,200	1,200	1,200
Conference, APCO, Exec Dir	1,900	1,900	1,900
Conference, APCO, Regional Radio Coord.		1,900	1,900
Conference, APCO, 911 Tech Coordinator	1,500	1,500	1,500
Conference, NENA, Natl, Exec Dir	1,500	1,500	1,500
Conference, NENA, Natl, 911 Tech Coordinator	1,500	1,500	1,500
Conference, NENA, Natl, 911 Data Coordinator	1,500	1,500	1,500
Conference, NENA, Natl, GIS Specialist	1,500	1,500	1,500
Conference, NENA, Joint Comm, 911 Tech Coordinator	1,100	1,100	1,100
Conference, NENA, Joint Comm, 911 Data Coordinator	1,100	1,100	1,100
Conference, IWCE, Regional Radio Coord.		1,650	1,650
Conference, GFOA, Annual Conf - Finance	1,500	1,500	1,500
State, Regional Conferences, Meetings or Symposiums		250	250

Conference, GIS/LIS MN GIS Specialist	800		800		800
Conference, GIS/LIS MN 911 Data Coordinator	800		800		800
Conference, GIS/LIS MN GIS Specialist	800		800		800
Conference, ESRI GIS Specialist	1,100		1,100		1,100

<b>TOTAL</b>	<b>7,300</b>	<b>14,500</b>	<b>3,800</b>	<b>25,600</b>	<b>-1%</b>	<b>-300</b>
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#### Dues & Subscriptions

**2,550**

Executive Director	700		700		700
911 Technology Coordinator		300	300		300
Regional Radio Communications Coordinator			400		400
GIS Specialist	300		300		300
GIS Specialist	300		300		300
911 Data Coordinator		300	300		300
MESB Financial Services Specialist	250		250		250

<b>TOTAL</b>	<b>950</b>	<b>1,200</b>	<b>400</b>	<b>2,550</b>	<b>0%</b>	<b>0</b>
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#### Professional/Contract Services

**115,880**

Engineering consulting services		0	0		0
Computer/Technical Support and Consulting Services	12,100	12,100	6,050	30,250	28,080
Legal Services/Advocacy/Regulatory Affairs		16,500	16,500	33,000	30,000
Web Site Maintenance/Other	7,750	7,750	4,000	19,500	19,300
Accounting Services	6,000			6,000	6,000
Dakota County Payroll/HR Services	2,500			2,500	2,500
Radio Training			30,000	30,000	0
MESB Project Support(NG 911 Network, System Design, Radio & GIS)		60,000	5,000	65,000	30,000

<b>TOTAL</b>	<b>28,350</b>	<b>96,350</b>	<b>61,550</b>	<b>186,250</b>	<b>61%</b>	<b>70,370</b>
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#### Rent

**22,451**

Metro Counties Government Center	10,882	8,162	4,081	23,124	21,800
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<b>TOTAL</b>	<b>10,882</b>	<b>8,162</b>	<b>4,081</b>	<b>23,124</b>	<b>3%</b>	<b>673</b>
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#### Communications

**26,250**

Office communication service	2,500	2,500	1,000	6,000	15,000
Cellular service	500	1,200	500	2,200	2,200

Outlook/Office365/Drop Box/Adobe	3,625	2,100	1,025	6,750	6,500		
Misc communications fees (Conference Bridge Svc, B	1,800	500	250	2,550	2,550		
<b>TOTAL</b>	<b>8,425</b>	<b>6,300</b>	<b>2,775</b>		<b>17,500</b>	<b>-33%</b>	<b>-8,750</b>

<b>Office Supplies</b>						<b>9,700</b>	
Cellular & Telephone Supplies	200			200	200		
Copy Paper	1,200	-	-	1,200	1,200		
Printer Paper	500	500	300	1,300	1,300		
Software(Anti-Malware,Network scanning)	1,500	0	0	1,500	1,500		
Supplies, general.	2,000	-	-	2,000	2,000		
Computer supplies	2,250	500	250	3,000	3,000		
Plotter supplies	500			500	500		
<b>TOTAL</b>	<b>8,150</b>	<b>1,000</b>	<b>550</b>		<b>9,700</b>	<b>0%</b>	<b>0</b>

<b>Printing &amp; copying</b>					<b>1,500</b>	<b>1,500</b>	
<b>TOTAL</b>	<b>750</b>	<b>500</b>	<b>250</b>	<b>1,500</b>	<b>1,500</b>	<b>0%</b>	<b>0</b>

<b>Postage</b>					<b>500</b>	<b>500</b>	
<b>TOTAL</b>	<b>300</b>	<b>100</b>	<b>100</b>	<b>500</b>	<b>500</b>	<b>0%</b>	<b>0</b>

<b>Equipment</b>						<b>6,150</b>	
Misc Small Office Equipment	2,500	1,000	500	4,000	3,000		
Computer Upgrades	1,700	7,000	1,700	10,400	1,200		
Printers, Scanners, PDA	1,000			1,000	700		
Contingency	500	500	250	1,250	1,250		
<b>TOTAL</b>	<b>5,700</b>	<b>8,500</b>	<b>2,450</b>		<b>16,650</b>	<b>171%</b>	<b>10,500</b>

<b>Equipment Maintenance</b>						<b>14,000</b>	
Copier maintenance/lease	4,000			4,000	4,000		
Postage Meter Lease/Maintenance	1,000			1,000	1,000		

Conference rooms equip maint.	1,000		1,000		1,000		
GIS Software/Hardware Maintenance		8,000	8,000		8,000		
<b>TOTAL</b>	<b>6,000</b>	<b>8,000</b>	<b>0</b>	<b>14,000</b>		0%	0

#### Advertising & Public Information

					<b>1,650</b>		
Advertising for meetings	250		250		250		
ARMER System			250	250	250		
Public Information--Emerging Issues	250	500	750		750		
Public information -- 911 brochure		200	200		200		
911 For Kids Program		200	200		200		
<b>TOTAL</b>	<b>500</b>	<b>900</b>	<b>250</b>	<b>1,650</b>		0%	0

#### Insurance

					<b>53,100</b>		
General Property & Liability	10,000		10,000		9,000		
Workers Compensation Insurance	2,000		2,000		2,000		
Radio GL & TE - O			48,000	48,000	42,100		
<b>TOTAL</b>	<b>12,000</b>	<b>0</b>	<b>48,000</b>	<b>60,000</b>		13%	6,900

#### Radio Site Expenses

					<b>1,681,043</b>		
Rent			362,670	362,670	<b>360,371</b>		
Utilities			296,816	296,816	<b>294,572</b>		
Insurance			25,421	25,421	<b>26,100</b>		
Motorola Maintenance			1,089,000	1,089,000	<b>1,000,000</b>		
<b>TOTAL</b>			<b>1,773,906</b>	<b>1,773,906</b>		6%	92,863

#### Other Operating Costs

				<b>3,000</b>	<b>3,000</b>		
<b>TOTAL</b> Miscellaneous unbudgeted expenses	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>	3,000	3,000	0%	0

<b>Audit</b>				<b>22,000</b>	<b>22,000</b>		
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<b>TOTAL</b>	<b>6,000</b>	<b>6,000</b>	<b>10,000</b>	22,000	22,000	0%	0
<hr/>							
<b>Board Meeting Expenses</b>						<b>7,850</b>	
Board Mileage & Per Diem	1,700	1,000	1,000	3,700	3,900		
Executive Committee Meeting Mileage & Per Diem	1,200	600	600	2,400	2,800		
911 & Radio TOC, GIS Advisory Committee		250	200	450	450		
Miscellaneous Meeting Expense	200	300	200	700	700		
<b>TOTAL</b>	<b>3,100</b>	<b>2,150</b>	<b>2,000</b>		<b>7,250</b>	-8%	-600
<hr/>							
<b>Contingency</b>	1,000	1,000	10,000		<b>12,000</b>	<b>12,000</b>	
<b>TOTAL</b>	<b>1,000</b>	<b>1,000</b>	<b>10,000</b>	12,000	12,000	0%	0
<hr/>							
<b>Totals</b>	<b>663,598</b>	<b>621,180</b>	<b>2,028,340</b>		<b>3,313,118</b>	<b>3,094,787</b>	7% 218,331

MESB BOARD ASSESSMENT SCHEDULE 2023 BUDGET - DRAFT

METROPOLITAN EMERGENCY SERVICES BOARD --- ASSESSMENT TO MEMBERS

	2019	% of 2019	DRAFT 2023 DUES	2019	% of 2019	DRAFT 2023 DUES	DRAFT		Difference from 2022 assessment
COUNTY	Population for Radio Admin.	Population for Radio Admin	Radio. Admin	Population for Operational Admin.	Population for Oper. Admin	Oper. Admin	2023 ASSESSMENT TOTAL	2022 ASSESSMENT TOTAL	
Anoka	362,648	10.83%	\$28,649	362,648	10.83%	\$131,637	\$160,287	\$140,739	\$19,548
Carver	107,179	3.20%	\$8,467	107,179	3.20%	\$38,905	\$47,372	\$41,595	\$5,777
Chisago	56,613	1.69%	\$4,472	56,613	1.69%	\$20,550	\$25,022	\$21,971	\$3,052
Dakota	433,302	12.94%	\$34,231	433,302	12.94%	\$157,284	\$191,515	\$168,158	\$23,356
Hennepin	844,096	25.22%	\$66,684	1,279,981	38.24%	\$464,620	\$531,303	\$469,565	\$61,739
Isanti	40,566	1.21%	\$3,205	40,566	1.21%	\$14,725	\$17,930	\$15,743	\$2,187
Ramsey	558,248	16.68%	\$44,102	558,248	16.68%	\$202,638	\$246,740	\$216,648	\$30,091
Scott	148,458	4.44%	\$11,728	148,458	4.44%	\$53,889	\$65,617	\$57,614	\$8,002
Sherburne	97,520	2.91%	\$7,704	97,520	2.91%	\$35,399	\$43,103	\$37,846	\$5,257
Washington	262,748	7.85%	\$20,757	262,748	7.85%	\$95,375	\$116,132	\$101,969	\$14,163
Minneapolis	435,885	13.02%	\$34,435	-	0.00%	\$0	\$34,435	\$27,178	\$7,257
TOTAL	3,347,263	100.00%	\$264,434	3,347,263	100.00%	\$1,215,021	\$1,479,455	\$1,299,026	
									\$180,429
									increase/decrease in assessments from 2022
									12.20%





## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**July 13, 2022**

**Agenda Item:**

**7B. Approval of the 2023-2027**

**Capital Budget**

**Presenter:**

**Rohret**

### **RECOMMENDATION**

The Executive Committee recommends approval of 2023 – 2027 Capital Budget.

### **BACKGROUND**

Per the MESB Joint Powers Agreement, the Board must annually approve a budget and maximum assessments by August 1. In order to notify members of their maximum assessment for the following year, the Board must approve a budget, with a maximum assessment amount, at its July Board meeting.

In the past, the Board approved a preliminary budget in July, to meet the assessment notification requirements, and then approve a final budget by the end of the year. The final budget amount could not create an increase in the noticed assessments.

### **ISSUES & CONCERNS**

For a number of years, the MESB did not have a capital budget. Starting in 2016, a capital budget was reintroduced into the budgeting process. The capital budget does not affect assessment levels, as capital projects are funded from the Hennepin County Investment Fund.

### **FINANCIAL IMPACT**

The 2023-2027 Capital Budget uses less investment funds than the capital budget approved in 2021. Several projects were eliminated due to changing priorities for PSAPs and the state's RFP process for NG9-1-1 core services.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

## **Metropolitan Emergency Services Board**

### **2023 - 2027 Capital Budget Considerations**

- For 2023, there are no planned capital needs for administrative needs.
- In the 9-1-1 area, several lines were zeroed out for this capital budget due to changing needs.
- Three items were included for 9-1-1 needs. The first priority is to use capital funds to pay for a portion of the GIS software services needs. This budget includes \$33,000 in each of four years, though the Executive Committee may recommend gradually including the entire contract amount in the operational budget over these four years. (This item will be discussed in the Executive Committee meeting prior to the budget.)
- The second priority is the contract with 911 Authority to assist MESB staff, as needed, for the complex transition to NG9-1-1 for metro region PSAPs. (This item will be discussed in the Executive Committee meeting prior to the budget.)
- The third priority is for the board to plan to pay for some cloud-based mapping services. At this time, it is unknown what, if any, sort of these services may be included by the selected NG9-1-1 Core Services vendor. It is possible this will not need to be an MESB purchase/expense.
- The remaining lines under 9-1-1 are zeroed out lines to show you that these were in the 2022 - 2026 capital budget but have since been removed going forward.
- The radio area includes funds to replace the last half of the cache radio equipment. The first half of the replacements will be made in 2022.
- This 2023 – 2027 capital budget plans to use less funds from the Hennepin County Investment fund than previous years. As always, staff works to minimize the amount of funds transferred from the investment fund each year.

**Metropolitan Emergency Services Board  
Capital Budget Forecast  
Five Year 2023 - 2027**

<b>Project</b>	<b>Project Rank</b>	<b>Current Year (2022) Budget*</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>Total Est. Cost</b>
<i>Administrative</i>								
IT Upgrades (Network)	1	10,000	0					0
AV Equipment	2	35,000	0					0
<b>Total</b>		<b>45,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<i>NG 9-1-1</i>								
Network Transition Plan Management*	2		143,720					<b>143,720</b>
Integrated GIS/MSAG Maintenance/Transition**	1	30,000	33,000	33,000	33,000	33,000		<b>132,000</b>
Cloud-based Mapping App./ESRI Features/Services***	3		33,000	33,000	33,000	33,000	33,000	<b>165,000</b>
Quality Assurance Tool for 9-1-1 Data		5,000	0	0	0	0	0	0
Independent System Integration (SD-WAN)		35,000	0	0	0	0	0	0
ESInet WAN Equipment for PSAPs		308,600	0	0	0	0	0	0
Wireless Routing Database		25,000	0	0	0	0	0	0
CAD-to-CAD Interoperability Funding/Gov. Plan		75,000	0	0	0	0	0	0
<b>Total</b>		<b>478,600</b>	<b>209,720</b>	<b>66,000</b>	<b>66,000</b>	<b>66,000</b>	<b>33,000</b>	<b>440,720</b>
<i>Radio</i>								
Cache Radio Replacement	1	52,500	52,500	0				52,500
<b>Total</b>		<b>52,500</b>	<b>52,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52,500</b>
<b>Total Cost of Capital Projects</b>		<b>576,100</b>	<b>262,220</b>	<b>66,000</b>	<b>66,000</b>	<b>66,000</b>	<b>33,000</b>	<b>493,220</b>

<b>Funding Source</b>		<b>Current Year Budget</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>Total Est. Cost</b>
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Hennepin County Investment Fund		448,600	262,220	66,000	66,000	66,000	33,000	493,220

\*One time contract to get the metro PSAPs through NG9-1-1 transition.

\*\*This could an expense for a couple of years or longer; it will depend on what services the NG9-1-1 core services vendor will provide.

\*\*\*Uncertain if this will be needed as part of ECN's RapidDeploy Mapping project or the metro PSAPs' CAD-to-CAD interoperabilty project; MESB may not be the agency to pay for this?



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 7C. Approval of the 2023-2024  
Lease with MMCD for Office Space  
**Presenter:** Rohret

### **RECOMMENDATION**

The Executive Committee recommends approval of the 2023 – 2024 lease with Metropolitan Mosquito Control District (MMCD) for office and storage space.

### **BACKGROUND**

MMCD owns and manages the Metro Counties Government Center building, from which the MESB leases office and storage space, as well as meeting rooms. The current lease is January 1, 2021 through December 31, 2022.

### **ISSUES & CONCERNS**

The term of the proposed renewal agreement is January 1, 2023 through December 31, 2024. The agreement includes a three percent (3%) rent increase over the lease term, which will increase our monthly rent payment by \$66.00, to \$2,267.00 per month. The rent includes utilities, security, cleaning services and parking.

MESB Counsel has reviewed the lease agreement.

### **FINANCIAL IMPACT**

The rent increase is included in the 2023 Operational Budget.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

## LEASE

This lease, entered into as of the first day of January, 1, 2023, between Metropolitan Mosquito Control District; a government corporation (hereinafter called "Lessor") having an address of 2099 University Avenue West, St. Paul, Minnesota 55104-3431 and the Metropolitan Emergency Services Board, a Minnesota joint powers organization (hereinafter called "Lessee"). 2099 University Avenue West, St. Paul, Minnesota 55104.

1. DEMISE: Lessor leases to Lessee and Lessee leases from Lessor the following: the office space described in the attached document marked as Exhibit "A" and made a part hereof (the "Office Space"), located at 2099 University Avenue West, St. Paul, Minnesota. In addition, Lessee shall have the right, in common with Lessor and those lawfully claiming under Lessor, to use the driveways, sidewalks, parking areas, entryways, staircases, elevators, lavatories, and other common facilities on the Land and the Building (the "Common Areas"). See (Exhibit "B").

2. TERM: To have and hold said Office Space together with all rights, easements, privileges and appurtenances thereunto belonging (all of which are hereinafter collectively referred to as the "Premises") unto Lessee for a term commencing January 1, 2023, the date that the Lessee takes possession of the Premises (the "Commencement Date") and ending on the last day of December 2024.

3. OPTION TO RENEW: It is agreed that Lessee is granted the option to renew this lease under the same terms and conditions, or modified terms and conditions as the Lessee and Lessor may mutually agree to, for additional periods agreed to.

To exercise said option Lessee must notify Lessor in writing no later than thirty (30) days before the expiration of this lease.

4. USE OF PREMISES: The Premises shall be used and occupied by Lessee for general office and for public meetings. Lessee shall be entitled to use the Board room in the Building, at no additional cost and shall have priority over non-tenants for scheduling use of the Board room. The Board room (room 205) may be used when an event occurred that interrupted or overwhelmed regional response capabilities as described in a Memorandum of Agreement between the Lessor and Lessee (Exhibit "C").

5. RENT: Lessee covenants to pay Lessor, without demand, rent for the Premises in monthly payments of: \$2,267.00, for the period from January 1, 2023 through December 31, 2024. Lessee and Lessor agree that they may, from time to time, share resources for their mutual benefit, and that any charges that they agree to for any items shared will not be part of this lease, but may be added to or subtracted from lease invoices for purposes of simplified payment.

6. BUILDING SERVICES: Lessor shall furnish Lessee the following services:

A. Maintenance, repair, cleaning/custodial/janitorial services including trash removal and snow and ice removal for Building and Land, (Exhibit C) including, but not limited to, the Common Areas and the Premises;

B. Heat and air conditioning service throughout the year for the Building and the Premises to the extent required to maintain comfortable interior temperatures, proper humidity and ventilation;

C. Public toilet facilities on each floor of the Building;

D. Gas, electricity and water (In the event gas, electricity or water rates are increased during the terms of this lease or its renewal, Lessee agrees to pay its proportionate share of any increase), which shall be payable as additional Rent.

Lessor shall make such repairs or replacements to Building utility distribution lines and other facilities as may be required to restore any such service interrupted or suspended. In the event of an interruption or suspension of, or fluctuation in, any Lessor provided building service which continues for a period of five (5) or more consecutive days of Lessee's normal business operation and which, in the opinion of Lessee deprives Lessee of beneficial occupancy of the Premises, Lessee shall have the right to provide such substitute service at the sole cost, risk, and liability of Lessor, but such cost, risk, and liability not to exceed the rents payable for the applicable period, and deduct the actual cost thereof from the next payment(s) of rent.

7. LOSS OR DAMAGE TO PROPERTY: All personal property belonging to Lessee or any other person located in or about the Premises or the Building shall be there at the sole risk of Lessee or such other person, and neither Lessor nor Lessor's agents or employees shall be liable for the theft or misappropriation thereof, or

for any damage or injury thereto, or for the death or injury of Lessee or any other persons or damage to property caused by water, snow, frost, steam, heat, cold, dampness, falling plaster, explosions, sewers or sewage, gas, odors, noise, the bursting or leaking of pipes, plumbing, electrical wiring, and equipment and fixtures of all kinds, or by any act or neglect of other tenants or occupants of the Building, or of any other person, or caused in any other manner whatsoever, unless the same shall proximately result from the negligence of Lessor or Lessor's agents or employees or from failure of Lessor to perform its obligations hereunder.

8. HOLDING OVER: Should Lessee remain in possession of the Premises after the expiration of the term of this lease as the same may have been extended, then, unless a new agreement in writing shall have been entered into between the parties hereto, Lessee shall be a tenant from month to month. Lessee shall be required to give a sixty (60) day notice before vacating the Premises. Such tenancy shall otherwise be subject to all of the covenants and agreements of this lease, at a monthly rental equal to the last monthly installment of rent payable hereunder.

9. ASSIGNMENT AND SUBLETTING: Lessee shall not assign, mortgage, hypothecate or convey this lease or any interest therein, or sublet the Premises or any part thereof, without in each case the prior written consent of Lessor which shall not be unreasonably withheld or delayed. Lessor hereby consents to the transfer of Lessee's interests hereunder to a successor organization; provided, however, that such transferee shall assume the duties and obligations of Lessee hereunder, and provided, further, that Lessee shall not be relieved of liability therefore.

10. SURRENDER: At the expiration of the term hereof, Lessee shall quit and surrender the Premises, together with all installations, improvements, and alterations (including partitions) which may have been installed by Lessor or Lessee (except Lessee's property as provided for in Paragraph 12 below), broom clean and in as good condition as when possession was accepted by Lessee; reasonable use, wear and tear, loss or damage by fire, the elements or other casualty and taking by eminent domain excepted. If Lessee fails to remove Lessee's equipment that it has a right to remove from the Premises within thirty (30) days of the date Lessee is required to surrender the Premises, Lessee shall be conclusively presumed to have abandoned the same, and ownership thereof shall forthwith vest in Lessor without payment or credit to Lessee. If Lessee fails to remove said equipment at the expiration of the term hereof, Lessee shall be responsible for payment of rent on a per diem basis for so long as said equipment remains on the Premises, for up to thirty (30) days.

11. USE OF PREMISES BY LESSEE: Subject to the obligations of Lessor set forth in Paragraph 6 above, Lessee shall take good care of the Premises and the fixtures and improvements therein and will not sell or store therein any spirituous, malt or vinous liquors, or any narcotic drugs; will not make or permit any use of the Premises which is forbidden by ordinance, statute or government regulation or which may increase the premium cost of, or invalidate, any policy of insurance carried on the Building or covering its operation, and will comply with, the Rules and Regulations, if any. Lessee shall give prompt notice to Lessor in case of fire or accident in the Premises or of any defects, damage or injury therein or to any fixtures or equipment.

12. LESSEE'S PROPERTY: Lessee shall have the right to place in the Premises at such locations therein as Lessee may from time to time determine, Lessee's furniture, trade fixtures and business office machines and equipment. Such personal property shall be and remain the property of Lessee, and may be removed, replaced or supplemented by Lessee, at any time during the lease term, upon its expiration or upon its earlier termination in any manner; Lessee, however, agreeing to repair at Lessee's expense any damage to the Premises and the Building caused by such placement or removal.

13. UNTENANTABILITY: If the Premises shall be partially damaged by fire or other casualty, acts of God or other cause, and such damage can reasonably be repaired within sixty (60) days after such damage occurs, then this lease shall remain in full force and effect and the damage to the Premises shall be promptly repaired by the Lessor within such period. Rent shall be abated until such repairs are completed and full possession of the Premises is restored to Lessee on a per diem basis proportionate to the extent and for the period that the Premises are unfit for occupancy. Provided Lessor commences promptly and proceeds diligently with such repair, Lessor shall incur no liability on account of any delay in the completion of such repairs which may arise by reason of labor difficulties or any other cause beyond Lessor's control. If the Premises or the Building are made unfit for occupancy by fire or other casualty, acts of God or other cause, to the extent to which such cannot reasonably be repaired within sixty (60) days after such casualty, Lessor and Lessee shall each have the right to elect to terminate this lease as of the date when the Premises or the Building are so made unfit for occupancy, by written notice to the other within fifteen (15) days after that date. If this lease is not so terminated, Lessor shall repair, restore, or rehabilitate the Premises and the Building at Lessor's expense within ninety (90) days after the damage, and rent shall be abated on a per diem basis proportionate to the extent and for the period that the Premises or the Building are unfit for occupancy. In the event Lessor shall not substantially complete the work within said 90-day period, Lessee shall again have the right to elect to terminate this lease, as of the date of such damage, by written notice to Lessor not later than ten (10) days after the

expiration of said 90-day period. Rent shall continue to be abated on a per diem basis to the extent and for the period that the Premises or the Building are unfit for occupancy. In the event of termination of this lease pursuant to this paragraph, rent shall be apportioned on a per diem basis to and including the date Lessee surrenders possession of the Premises.

14. EMINENT DOMAIN: If the whole or any part of the Premises, the Building or the Land shall be appropriated, condemned, taken or otherwise acquired by any public or quasi-public authority under the power of eminent domain, condemnation or other proceedings (a "Taking"), and, in the opinion of Lessee, such Taking makes it impractical for Lessee to continue beneficial occupancy of the Premises, then Lessee shall have the right and option to terminate this lease by giving written notice to Lessor within sixty (60) days next following notice for such Taking, in which event this lease and the estate hereby created shall terminate and wholly expire on the earlier of the date legal title shall vest in the appropriator, or, condemnor or the date following Lessee's notice of termination on which Lessee surrenders possession of the Premises, and all rent shall be prorated and adjusted as of said date. In no event shall Lessee have any claim against Lessor by reason of any Taking; provided, however, that Lessee hereby reserves the right to any award or compensation separately recoverable for loss of business, moving, and relocation expenses or otherwise.

15. DEFAULT: If the rent or any part thereof shall at any time be in arrears and unpaid, and shall so remain for twenty (20) days following written notice by Lessor to Lessee, or if Lessee shall fail to keep and perform any of the other covenants, agreements or conditions of this lease on its part to be performed within thirty (30) days following written notice of such default, except that Lessee shall not be in default hereunder if such performance shall require more than thirty (30) days to complete and Lessee undertakes such performance within such period and proceeds with completion of such performance or if Lessee shall abandon or vacate the Premises during the term hereof, or if the interest of Lessee in the Premises shall be sold under execution or other legal process; then, in any such event, Lessor may enter in and upon the Premises and again have and repossess and enjoy the same as if this lease had not been made, and thereupon this lease and every obligation herein contained on the part of Lessee to be kept and performed shall cease, terminate and be utterly void; without prejudice, however, to the right of Lessor to recover from Lessee or its successors or assigns all rent due up to the time of such entry. The commencement of a proceeding or suit in forcible entry and detainer or in ejectment or otherwise, after any default by Lessee, shall be equivalent in every respect to actual entry by the Lessor. In case of any such default by Lessee and entry by Lessor, Lessor shall use best efforts to relet the Premises for the remainder of said term for the highest rent obtainable and may recover from Lessee any deficiency between the amount so obtained and the amount of rent hereinbefore reserved.

16. QUIET ENJOYMENT: Lessor and heirs, personal representatives, successors and assigns do hereby warrant that it/he/she/they have good and marketable fee simple title to the Land and Building and have the lawful authority to make this lease, and shall defend the Lessee in the quiet enjoyment and peaceable possession of the Premises during the term of this lease and any extension thereof against the claims of all persons whatsoever.

17. SIGNS: Lessor, at its expense, shall provide a sign in the parking lot and a sign at the front entrance of the Premises identifying the Building as the offices of the Metropolitan Emergency Services Board. Lessor, at its expense, shall install signs on the doors or walls outside of any rooms which are included in the Premises, identifying the Premises as the offices of the Metropolitan Emergency Services Board. Lessee may place meeting notices on the bulletin board in the lobby area of the Building. Lessee may also place temporary signs near the Board room on those days the Board room is used by Lessee.

18. LIABILITY: Lessor and Lessee agree that each will be responsible for its own acts and the results thereof, to the extent authorized by law, and shall not be responsible for the acts of the other and the results thereof. The liability of each shall be governed by the provisions of Minnesota Statutes Chapter 466.

19. WAIVER OF SUBROGATION: Lessor and Lessee each hereby release the other and their respective agents and employees, from any claim for damage or destruction to the Premises, the Building or the contents thereof belonging to either, or for business interruption of either, caused by fire or other peril usually covered by fire, extended coverage vandalism and malicious mischief insurance in the amount of the full replacement cost thereof, whether or not such insurance is maintained and in effect, and whether or not any proceeds of insurance are recoverable thereon, whether the loss shall be due to the negligence of either of them or otherwise. It is further agreed that this release or consent thereto shall be included (to the extent same is permitted by the chosen carrier and/or is legally effective) in any insurance coverage carried by either party on the Premises, the Building or property situated therein so that this release shall be binding upon the respective companies carrying such insurance on the Premises, the Building or the contents thereof.

20. INDEPENDENT CONTRACTOR: It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of a joint venture or partnership between the



parties hereto or as constituting the Lessor as the agent, representative or employee of the Lessee for any purpose or in any manner whatsoever. Lessor is to be and shall remain an independent contractor under this Agreement.

21. RECORDING: If either of the parties hereto desire to record this lease, Lessor and Lessee agree to execute a Memorandum of this lease, which Memorandum of Lease may then be recorded in the Office of the County Recorder of the county in which the Land and Building are located, at the expense of the party desiring recordation.

22. PARAGRAPH HEADINGS: The paragraph headings appearing in this lease are inserted only as a matter of convenience and for reference purposes, and in no way define, limit or describe the scope and intent of this lease, or any paragraph hereof, nor in any way affect it.

23. NOTICES: All notices which may be necessary or proper for either party to serve upon the other shall be effectively served if sent by certified mail, return receipt requested, to the parties hereto at the address set forth in the caption of this lease or at such other address of which one party may so notify in writing the other from time to time.

24. ENTIRE AGREEMENT: This lease contains the entire agreement between the parties hereto and shall not be modified in any manner except by an instrument in writing executed by said parties or their respective successors or assigns in interest.

IN WITNESS WHEREOF, Lessee and Lessor have executed triplicate counterparts of this lease on the day, month and year first above shown.

Lessor: METROPOLITAN MOSQUITO  
CONTROL DISTRICT

Lessee: METROPOLITAN EMERGENCY  
SERVICES BOARD

By: \_\_\_\_\_  
Chair

By: \_\_\_\_\_  
Chair

\_\_\_\_\_  
Business Administrator

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to form:

Approved as to form:

\_\_\_\_\_  
MMCD Counsel

\_\_\_\_\_  
MESB Counsel

Date: \_\_\_\_\_

Date: \_\_\_\_\_

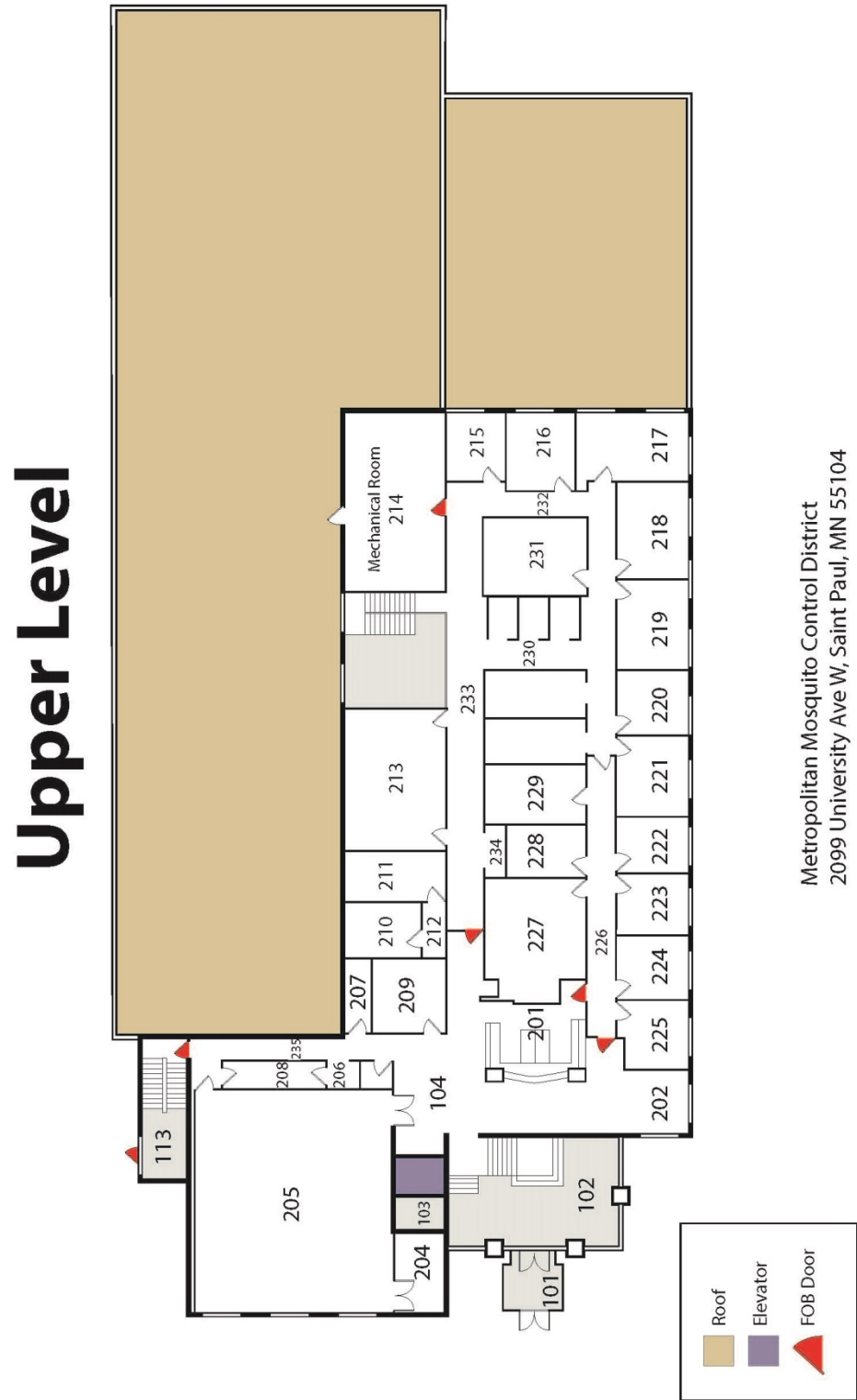
EXHIBIT "A"

Four (4) offices, #'s 222, 223, 224 & 225.	864 sq. ft.
Rm 227 conference room	334 sq. ft.
Rm 228 break/work room	140 sq. ft.
Rm 229	198 sq. ft.
Rm 208 Admin Asst. area	144 sq. ft.
Rm 221	200 sq. ft.
Rm 220	153 sq. ft.
Rm 230 Two (2) Cubicle (48sq. ft. each)	98 sq. ft.
GIS Technician (Rm 233)	120 sq. ft.
Rm 117 Garage Storage 254*.5	127 sq. ft.
Rm 119 Garage Storage 265*.5	132.5 sq. ft.
Rm 115 Pallet shelving 135*.75*.5	50.625 sq. ft.
Rm 115 Garage space (storage for trailers)	630 sq. ft.
Total	3,191.125 sq. ft.

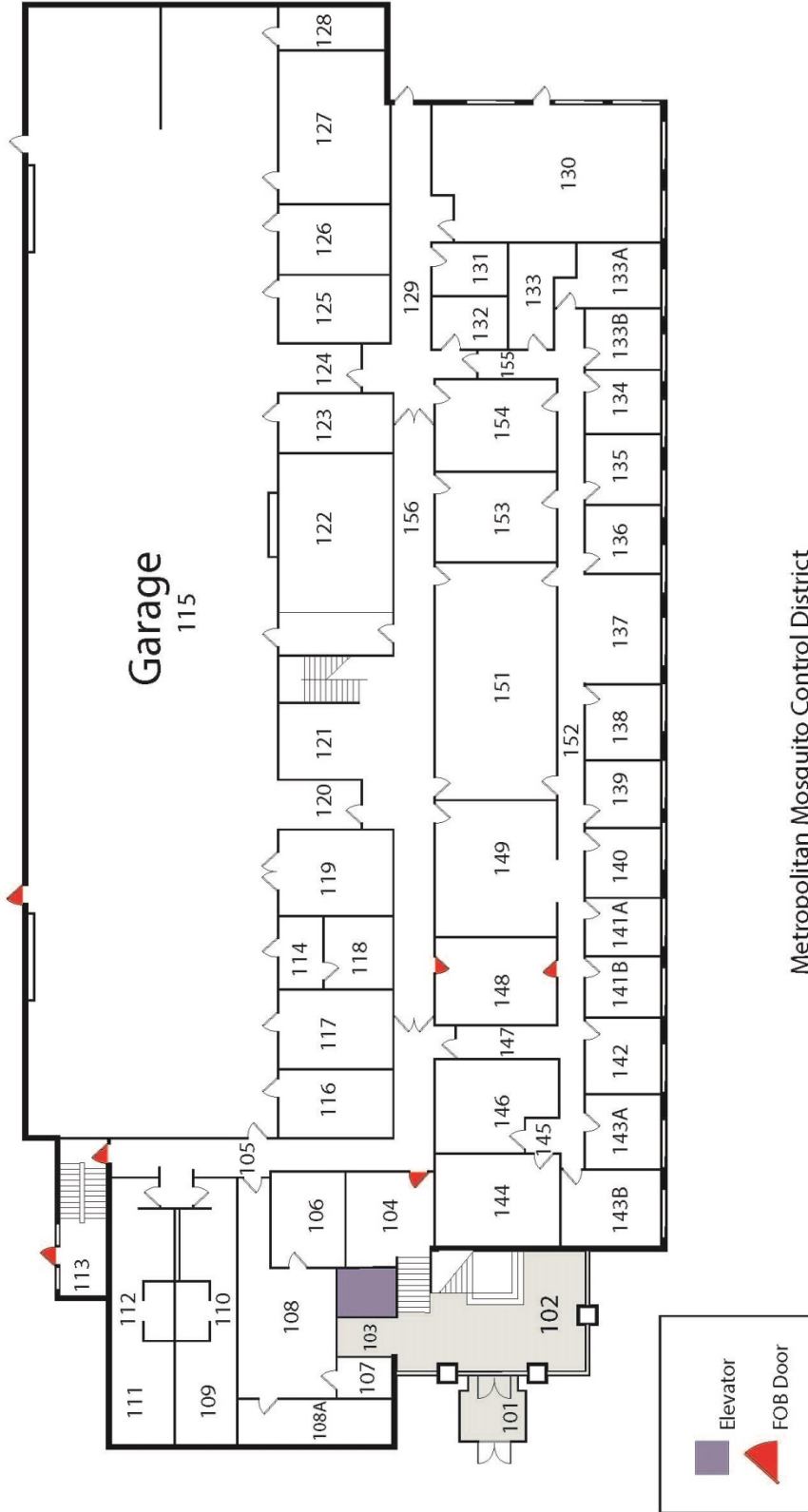
Note: See Exhibit "B" for room locations in St. Paul Building.

EXHIBIT "B"

Building plan (room layout): 2099 University Avenue West, St. Paul, MN 55104



# Lower Level



Metropolitan Mosquito Control District  
2099 University Ave W, Saint Paul, MN 55104



Website: [www.mmcd.org](http://www.mmcd.org)

Metro Counties Government Center  
2099 University Avenue West  
Saint Paul, MN 55104-3431

Phone: 651-645-9149  
FAX: 651-645-3246  
TTY use Minnesota Relay Service

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## EXHIBIT "C"

### **Memorandum of Agreement between the Metropolitan Mosquito Control District (MMCD) and the Metropolitan Emergency Services Board (MESB)**

#### **I. Basis of Agreement.**

- A. The Metropolitan Emergency Services Board (MESB) has proposed using the board room (205) at the Metro Counties Government Center as a Multi-Agency Coordination Center (MACC). This room would be used when an event occurred that interrupted or overwhelmed regional response capabilities. The MACC would be the location used to assemble top representatives from multiple agencies and disciplines to coordinate the sustained response to an event or incident.

Examples of when a MACC may be needed:

- When an emergency extends beyond two or more jurisdictions and exceeds the local agency or hospital capacities, such as a large or multiple tornadoes, floods, or terrorist attacks.
- When a national, state-wide, or region-wide emergency occurs, such as an influenza pandemic.
- When multiagency coordination is needed to facilitate policy coordination, such as the 2008 Republican National Convention where the EMS entity of the MESB assembled, staffed, and operated an EMS specific MACC and deployed strike teams from the Metropolitan Counties Government Center.

#### **II. Board room upgrades.**

- A. The board room can seat up to 50 individuals in a classroom setting and with a number of upgrades could provide state-of-the-art interoperable communications including data voice, radio access and video conferencing. The upgrades would be accomplished using Homeland Security and Emergency Management grant funds.

The proposed upgrades for the board room:

- SMART Board technology with HD projector
- HD projector for the existing big screen
- Technology podium and "Symposium" technology for the SMART board
- Integrated sound/recording system
- Videoconferencing capability -interoperable with other systems in region; (portable -could be used in other conference rooms)
- Flat screen monitors for videoconferencing system;
- Additional 20-30 phone lines;
- Additional fiber optic data link; and
- Ancillary IT hardware/backup.

In addition, a backup power (automatically switched) station would be installed.

### **III. Guidelines for MACC use.**

A. MMCD and MESB agree that the following guidelines shall apply in operating the board room as a MACC.

1. The Executive Directors of both MMCD and MESB after consultation with their respective board chairs must agree that an event or incident rises to the level of need to implement the board room to MACC status.
2. MMCD maintains ultimate control of who is authorized to enter its property at 2099 University Avenue West. MESB will provide MMCD a list of people who require access to the building and at what times for any particular event or incident. MMCD would also require those individuals to wear a badge or other visible identification. MMCD and MESB will work together to facilitate access to the building while maintaining a safe secure workplace for their employees and the public.
3. The MESB will be responsible for any maintenance or repair costs associated with operating the board room as a MACC.
4. If other meetings scheduled for the board room are impacted due to MACC status MMCD's Administrative Secretary will contact the appropriate groups.
5. Any other expanded use of the board room would have to be mutually agreed upon by the governing boards of MMCD and MESB.

### **IV. Review of Memorandum of Agreement**

- A. This memorandum of agreement shall become effective as soon as it is signed by both parties and will remain in force until revised unless terminated by mutual consent or by either party after 30 days advance written notice to the other party.
- B. This agreement may be modified at any time by mutual agreement. MMCD and MESB will review this agreement annually beginning December 1 and will be completed no later than January 31.



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** July 13, 2022  
**Agenda Item:** 10A. Informational: ECN Complaint  
Filed with Public Utilities Commission  
**Presenter:** Rohret

### **RECOMMENDATION**

None – this item is informational only.

### **BACKGROUND**

In 2020, Department of Public Safety – Emergency Communication Networks Division, the MESB, and Inteliquent (now named Sinch) executed a contract for Inteliquent to serve as the ingress provider for the state's NG9-1-1 network.

### **ISSUES & CONCERNS**

The plan for Inteliquent was to work with originating service providers (OSPs) to make connection to the Inteliquent network, requiring connections at two aggregation points, rather than connecting to all 12 selective routers in the current network. This plan should save OSPs money by reducing the number of connections required to the state's 9-1-1 network.

There is a group of OSPs, primarily in Greater Minnesota, that have stated they will not migrate to the new network unless they are paid tariff rates for 9-1-1. It should be noted that the tariffed rates have not changed in many years and refer to technology which will no longer be in use. Again, the OSPs will save money by making the change.

MESB staff has drafted comments to file with the Public Utilities Commission on this matter (the comments should be filed on Wednesday, July 6, 2022. They will be sent to the Board once filed; this packet is being prepared prior to the filing). Though one of the OSPs named in the complaint has some service area in Scott County, the MESB comments focus on the need to move forward technologically so the public has the 9-1-1 network it needs and expects, as well as that if these OSPs refuse to migrate to the new network, Minnesotans will be forced to pay for two 9-1-1 networks.

### **FINANCIAL IMPACT**

None to the MESB specifically.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

**MINNESOTA PUBLIC UTILITIES COMMISSION  
SUITE 350  
121 SEVENTH PLACE EAST  
ST. PAUL, MINNESOTA 55101-2147**

Katie Sieben	Chair
Joseph Sullivan	Vice Chair
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
John Tuma	Commissioner

Minnesota Department of Public Safety,

Complainant,

Docket No. \_\_\_\_\_

vs.

**VERIFIED COMPLAINT**

Christensen Communication Company;  
Johnson Telephone Company; KMTelecom;  
Park Region Telephone Charitable Trust, Inc.,  
d/b/a Park Region Telephone Co.; Valley  
Telephone Company; Rothsay Telephone  
Company, Inc; Otter Tail Telecom, LLC;  
Wikstrom Telephone Company, Incorporated;  
Gardenville Cooperative Telephone  
Association; and Bevcomm Inc.,

Respondents.

The Minnesota Department of Public Safety (“DPS”), for its Verified Complaint, pursuant to Minn. R. 7829.1700-.1800 (2021), against the Respondents, states as follows:

**SUMMARY OF THE CASE**

1. DPS is responsible for operating Minnesota’s 911 emergency communications network. The agency is currently transitioning the network from aging, legacy systems to next-generation technology that will ensure Minnesotans continue to have reliable 911 service while also adding new functionalities at reduced costs. This transition requires that Local Exchange



Carriers (“LECs”) modify how and where they interconnect with the 911 network. In connection with implementing the updated system, DPS has contacted LECs to discuss arrangements for migrating to new points of interconnection (“POIs”). Most LECs have cooperated with that effort and DPS has agreed to pay individual case-based rates that reasonably compensate those LECs for their costs of delivering 911 calls to the new POIs. The Respondents, however, have conditioned their willingness to interconnect at the DPS-designated POIs on DPS’s agreement to pay charges based on tariffs that are outdated because they no longer reflect the way that they provide their customers with access to the 911 network or that are otherwise not applicable to 911 service. Accordingly, DPS has brought this Verified Complaint to remedy the unreasonable conditions and rates that the Respondents seek to impose on their provision of 911 interconnectivity for their customers.

### **THE PARTIES**

2. The Department of Public Safety is the state agency that is responsible for managing and maintaining the 911 system. DPS is located at 445 Minnesota Street, St. Paul, MN 55101.

3. Each of the respondents is a Minnesota company authorized by the Minnesota Public Utilities Commission to provide local exchange service, including basic local service, to Minnesota retail customers.

- a. Christensen Communications Company (“Christensen”) is located in Madelia and provides service to customers in Watonwan county. Christensen’s address on file with the Minnesota Secretary of State is 104 W. Main St., Madelia, MN 56062.

- b. Johnson Telephone Company (“Johnson”) is located in Remer and provides service to customers in Cass county. Johnson’s address on file with the Minnesota Secretary of State is 205 1<sup>st</sup> Ave. NE, P.O. Box 39, Remer, MN 56672.
- c. KMTelecom is located in Kasson and provides service to customers in Blue Earth, Faribault, Fillmore, Houston, Le Sueur, Martin, Nicollet, and Dodge counties. KMTelecom’s address on file with the Minnesota Secretary of State is 18 2<sup>nd</sup> Ave NW, Kasson, MN 55944.
- d. Park Region Telephone Charitable Trust, Inc., d/b/a Park Region Telephone Co. (“Park Region”), is located in Underwood and provides service to customers in Douglas, Grant, Otter Tail, Pope, Stevens, Todd, and Traverse counties. Park Region’s address on file with the Minnesota Secretary of State is 100 Main St. N., P.O. Box 277, Underwood, MN 56586.
- e. Valley Telephone Company (“Valley”) is located in Underwood. Valley does not have its own account with DPS; rather, DPS works with Valley through its affiliate, Park Region . Valley’s address on file with the Minnesota Secretary of State is 100 Main St. N., P.O. Box 277, Underwood, MN 56586.
- f. Rothsay Telephone Company (“Rothsay”) is located in Underwood and provides service to customers in Otter Tail and Wilkin counties. Rothsay’s address on file with the Minnesota Secretary of State is 100 Main N., P.O. Box 277, Underwood, MN 56586.
- g. Otter Tail Telecom, LLC (“Otter Tail”) is located in Fergus Falls and provides service to customers in Otter Tail and Wilkin counties. Otter Tail’s address on file with the Minnesota Secretary of State is 230 W. Lincoln Ave., Fergus Falls, MN 56537.
- h. Wikstrom Telephone Company, Incorporated (“Wikstrom”) is located in Karlstad and provides services to Kittson, Lake of the Woods, Marshall, Roseau, and Polk counties.

Wikstrom's address on file with the Minnesota Secretary of State is 225 S. Main St., P.O. Box 217, Karlstad, MN 56732-5673.

- i. Gardenville Cooperative Telephone Association ("Gardenville") is located in Brandon and provides service to customers in Douglas and Todd counties. Gardenville's address on file with the Minnesota Secretary of State is 800 Central Ave. N., Brandon, MN 56315.
- j. Bevcomm Inc. ("Bevcomm") is located in Blue Earth and provides service to customers in Faribault, Freeborn, Goodhue, Martin, Olmstead, Rice, Steele, and Scott counties. Bevcomm's address on file with the Minnesota Secretary of State is 123 W. 7<sup>th</sup>, Blue Earth, MN 56315.

## **FACTS**

4. The ability of Minnesota residents to contact first responders in case of an emergency by dialing 911 is critically important for protecting public health and safety.

5. Telecommunications service providers must provide access to the 911 network as part of their basic local service offering. Minn. R. 7811.0600, subp. 1(B), 7812.0600, subp. 1(B) (2021). All telephone providers are required to "design and maintain" the system that enables their customers to dial 911 without charge. Minn. Stat. § 403.025, subd. 3 (2020).

6. LECs collect a per line 911 fee from their subscribers and remit those fees to DPS. DPS uses the fees to pay the costs of maintaining the 911 system and to compensate LECs for their costs associated with maintaining and operating the 911 network. Compensation to be paid the LECs must be established by tariff or price list filed with the Commission or as agreed to between the parties. Minn. Stat. § 403.025, subd. 7(b).

### ***The Legacy 911 System***

7. Historically, LECs carried 911 calls from their subscribers to a Public Safety Answering Point (“PSAP”), which was responsible for dispatching the appropriate emergency services to the caller’s location. Under the legacy 911 system, LECs transported 911 calls via dedicated 911 trunks from the LEC central office to the selective router. The selective router then directed the call to the proper PSAP, based on the caller’s location. Depending on the geographic area served, the LEC would often need to connect to multiple selective routers, in some cases as many as twelve. After the selective router determined the correct PSAP destination, the LEC would transport the call to that PSAP, via dedicated trunks, using either its own network or the network of another carrier. Attached to this Complaint as **Exhibit A** is a diagram that generally depicts the legacy 911 system.

### ***The Transition to Next Generation 911 – Phase 1***

8. In 2011, DPS began implementing a Next Generation 911 network architecture. To that end, DPS contracted with a third party to provide a dedicated 911 network (referred to as an “Emergency Services Internet Protocol Network” or “ESInet”). The ESInet is a private, secure IP-based network that offers increased functionality, including the ability of PSAPs to receive text messages, photos, and video in addition to voice calls.

9. In Phase 1 of this project, the LECs continue to transport 911 calls on dedicated trunks to the selective router, as under the legacy network. However, instead of the LEC carrying the call from the selective router to the PSAP, the selective router functions as a point of interconnection (i.e., meet point or POI) for the transfer of calls from the LEC network to the ESInet and the ESInet carries 911 calls from the selective router to the PSAPs. Attached to this

Complaint as **Exhibit B** is a diagram that generally depicts Phase 1 of the Next Generation 911 system.

10. This migration to the ESInet represents a significant change in the role of the LECs. They no longer have any responsibility or liability to provide a network that delivers calls directly to the PSAPs. The role of the 911 service provider and the associated service level agreements were awarded to a single vendor who has the responsibility and liability for routing all 911 calls (wireless, wireline, text, and VoIP) and for the continuous monitoring and management of the ESInet.

11. Since 2011, the state has been in transition to a full Next Generation 911 network architecture and the role of the LECs has been limited to providing 911 network access for calls placed by their subscribers.

#### ***Next Generation 911 – Phase 2***

12. In 2019, to begin Phase 2 of the Next Generation 911 network, DPS contracted with a company to update technology at the POIs/legacy selective routers. In connection with this effort, DPS will begin phasing out the legacy selective routers, which are obsolete and present reliability concerns, which will modify the way that the LECs interconnect with the ESInet.

13. To implement Phase 2, each LEC will interconnect to the ESInet at two POIs (one primary path and one redundant path) instead of at multiple (up to twelve) legacy selective routers. In Phase 2, the POIs are located on the edge of the ESInet and will serve not only as a point of interconnection between the LEC network and the ESInet, but will also convert the call to an IP signal and provide default routing instructions, when necessary. Rather than there being a hand-off of 911 calls from the POI to the ESInet, the POI will be a part of the ESInet that DPS's contracted 911 network provider will be responsible for operating and maintaining.

14. This Phase 2 upgrade will substantially reduce the LEC facilities that are needed to provide their customers with 911 access (thus greatly reducing the cost) and is consistent with best practices in the 911 field. Attached to this Complaint as **Exhibit C** is a diagram that generally depicts Phase 2 of the Next Generation 911 system.

***The Dispute with Respondent LECs***

15. In connection with implementing Phase 2, DPS has contacted LECs to facilitate the cutover from the legacy selective routers to the ESInet POIs and, for purposes of establishing compensation, determining what, if any, additional costs the LECs will incur in order to deliver 911 calls from their subscribers to the new POIs.

16. Most LECs have cooperated with this effort and DPS has agreed with those LECs to pay individual case-based rates that reasonably compensate the LECs for their costs of delivering 911 traffic.

17. Respondents, however, have conditioned their willingness to deliver traffic to the designated POIs on DPS's willingness to pay charges under tariffs that do not reflect how 911 service will be provided under the Next Generation 911 network. These tariffed rates reflect the legacy system where LECs were responsible and liable for delivering 911 calls all the way to the PSAP. In other words, Respondents insist that DPS pay tariffed rates that no longer reflect how 911 calls are routed or the Respondents' responsibility for delivering 911 calls placed by their customers.

18. Although DPS is willing to compensate the LECs for any additional costs that they must incur to deliver traffic to the DPS-designated POIs, the LECs are not entitled to recover from DPS costs that the LECs do not incur to provision the 911 network.

## **VIOLATIONS OF LAW**

19. DPS incorporates the above paragraphs 1-18 by reference.

20. The Commission is authorized to conduct an investigation “whenever it believes that a service is inadequate or cannot be obtained or that an investigation of any matter relating to any telephone service should for any reason be made . . . .” Minn. Stat. § 237.081, subd.1 (2020).

21. If, following an investigation, the Commission finds that any tariff, charge, practice, act, or omission affecting telephone service is in any respect unreasonable, insufficient, or unjustly discriminatory or that service is inadequate, the Commission shall make an order respecting the unreasonable tariff, charge, practice, act, or omission, or service that is just and reasonable. Minn. Stat. § 237.081, subd. 4.

22. Respondents’ demand that DPS pay out-dated, inflated, and inapplicable tariff rates in order to interconnect to the 911 network at the DPS-designated POI is impeding DPS’s ability to implement the state-of-the-art Next Generation 911 system and is otherwise unreasonable and inadequate.

23. If permitted to charge inappropriate and inapplicable tariff rates to interconnect with the 911 system, the Respondents will receive an unreasonable and undeserved windfall at public expense.

## **REQUEST FOR EXPEDITED PROCEEDING**

24. DPS is currently in the process of scheduling cutovers from the legacy POIs to the new POIs located within the ESInet. It is expected that this process will be completed within ten months.

25. The Respondents' continued refusal to interconnect at the ESInet POIs unless DPS agrees to pay inapplicable and outdated tariff charges to deliver their customers 911 calls to the ESInet POIs is delaying the transition to full Next Generation 911.

26. This delay will not only force DPS to incur unnecessary expense associated with having to maintain two parallel 911 networks, but it will delay the complete adoption of new technology that will replace obsolete technology at the legacy selective routers/POIs.

27. Unnecessary delay in transitioning away from the existing obsolete technology selective routers to the ESInet POIs will create a potential risk to the reliability of the 911 system.

28. To assure the continued reliability of the 911 system and Respondents' customers' access to the 911 network, the Commission should conduct an expedited proceeding, pursuant to Minn. R. 7829.1200, to address and establish the obligation of LECs to deliver 911 calls of their customers to the POIs designated by DPS.

29. In order to avoid disrupting the implementation of Phase 2 of the Next Generation 911 transition, DPS needs a decision from the Commission not later than August 2022.

### **REQUEST FOR RELIEF**

WHEREFORE, the Department of Public Safety, requests that the Commission:

1. Open an investigation of the matters alleged in this complaint, including an expedited investigation regarding the Respondent's obligation to deliver 911 calls from their customers to the POIs designated by DPS;

2. Require Respondents to deliver 911 calls to the 911 network points of interconnection designated by DPS;

3. Prohibit Respondents from charging DPS rates that exceed the Respondents' costs of delivering 911 calls to the designed points of interconnection by requiring the Respondents to



demonstrate their costs in connection with contract negotiations with DPS, rather than demanding tariff rates that do not reflect how LECs interface with the 911 network;

4. Grant to DPS such other relief as the Commission may find appropriate.

Dated: May 27, 2022

Respectfully submitted,

KEITH ELLISON  
Attorney General  
State of Minnesota

/s/ Greg Merz

GREG MERZ  
Assistant Attorney General  
Atty. Reg. No. 0185942

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ATTORNEY FOR MINNESOTA  
DEPARTMENT OF PUBLIC SAFETY

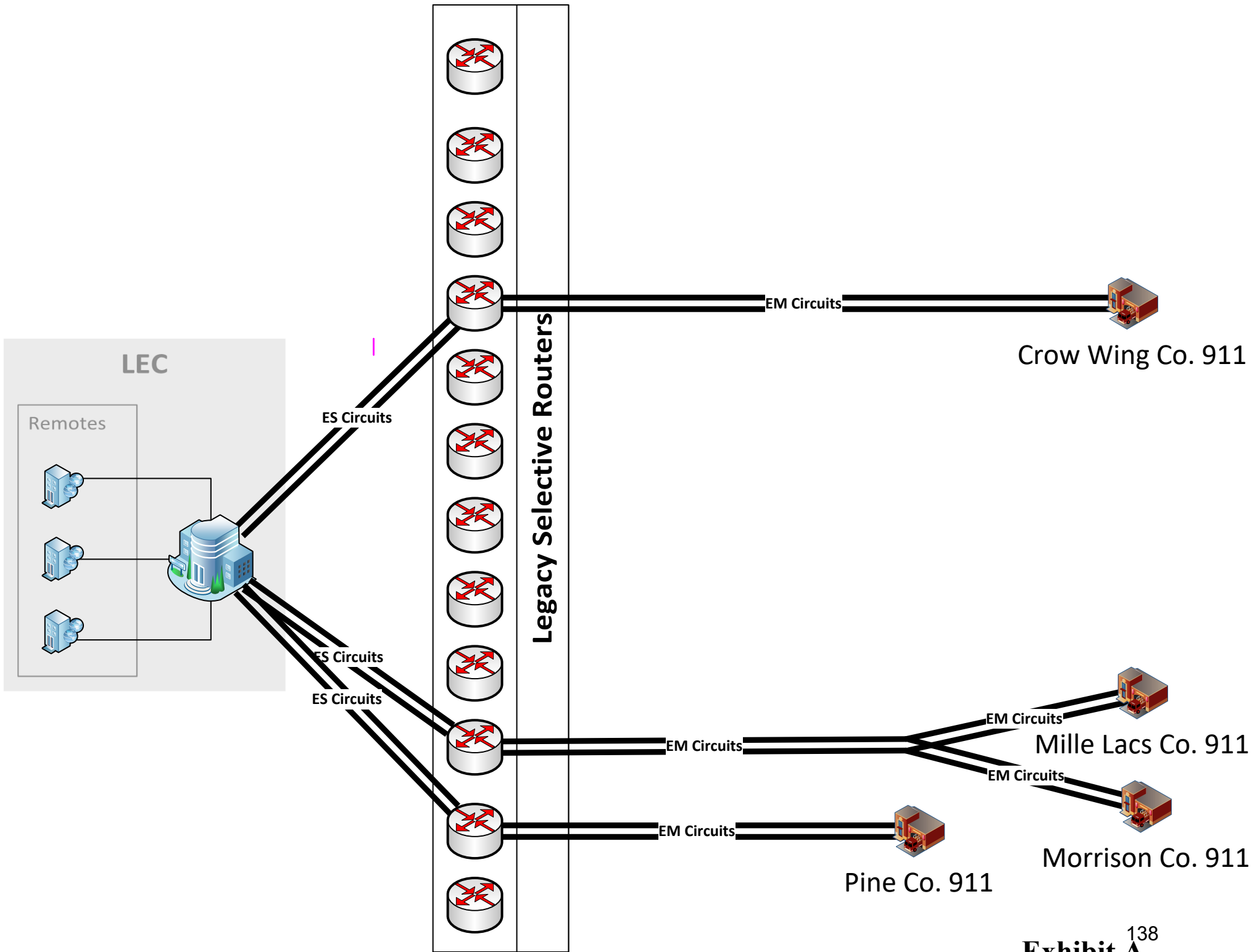
### VERIFICATION

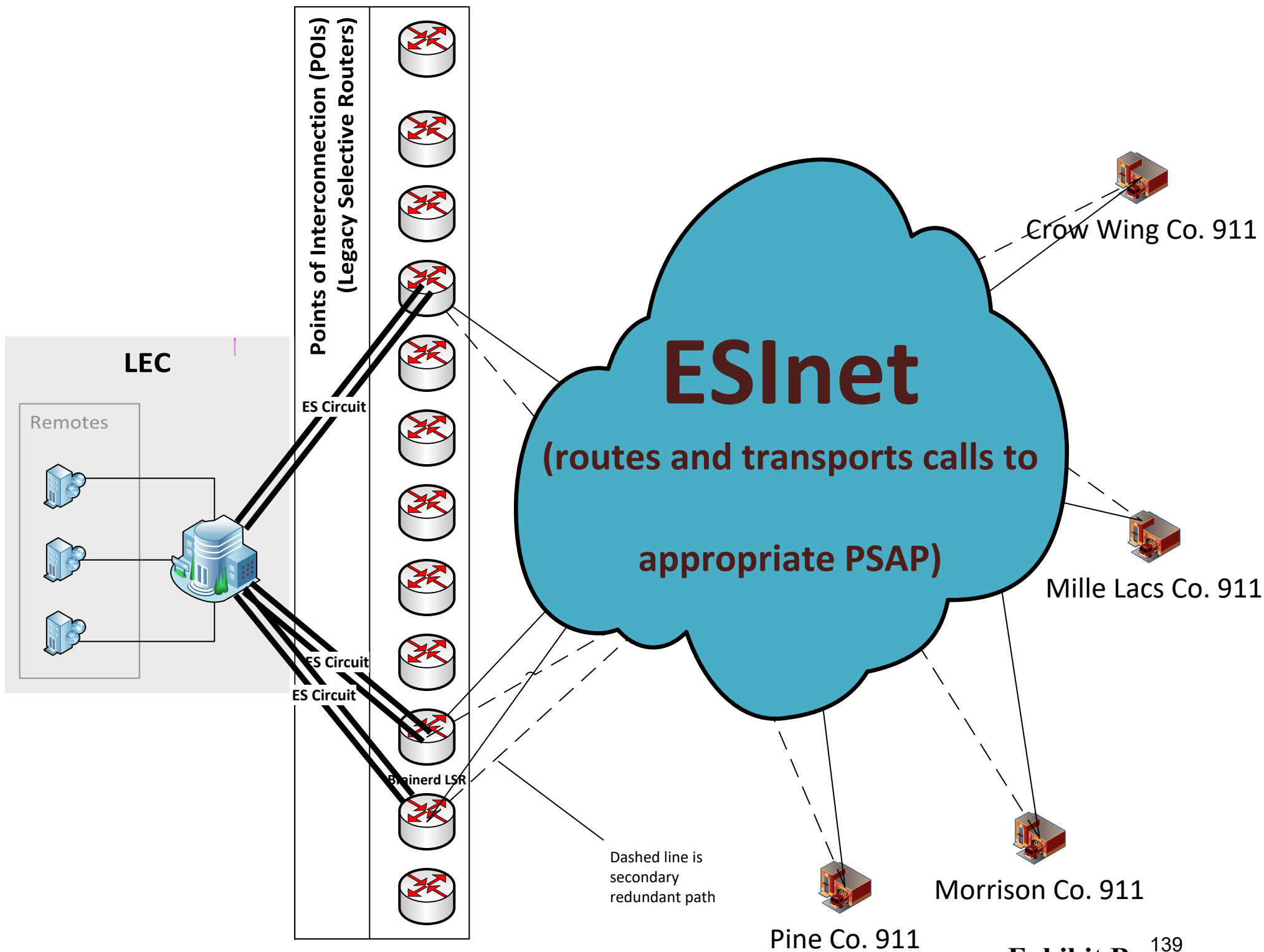
I, Dana Wahlberg, am employed as director of the Department of Public Safety, Emergency Communications Network Division, and state under penalty of perjury that the facts set forth in this attached Complaint are true to the best of my knowledge.

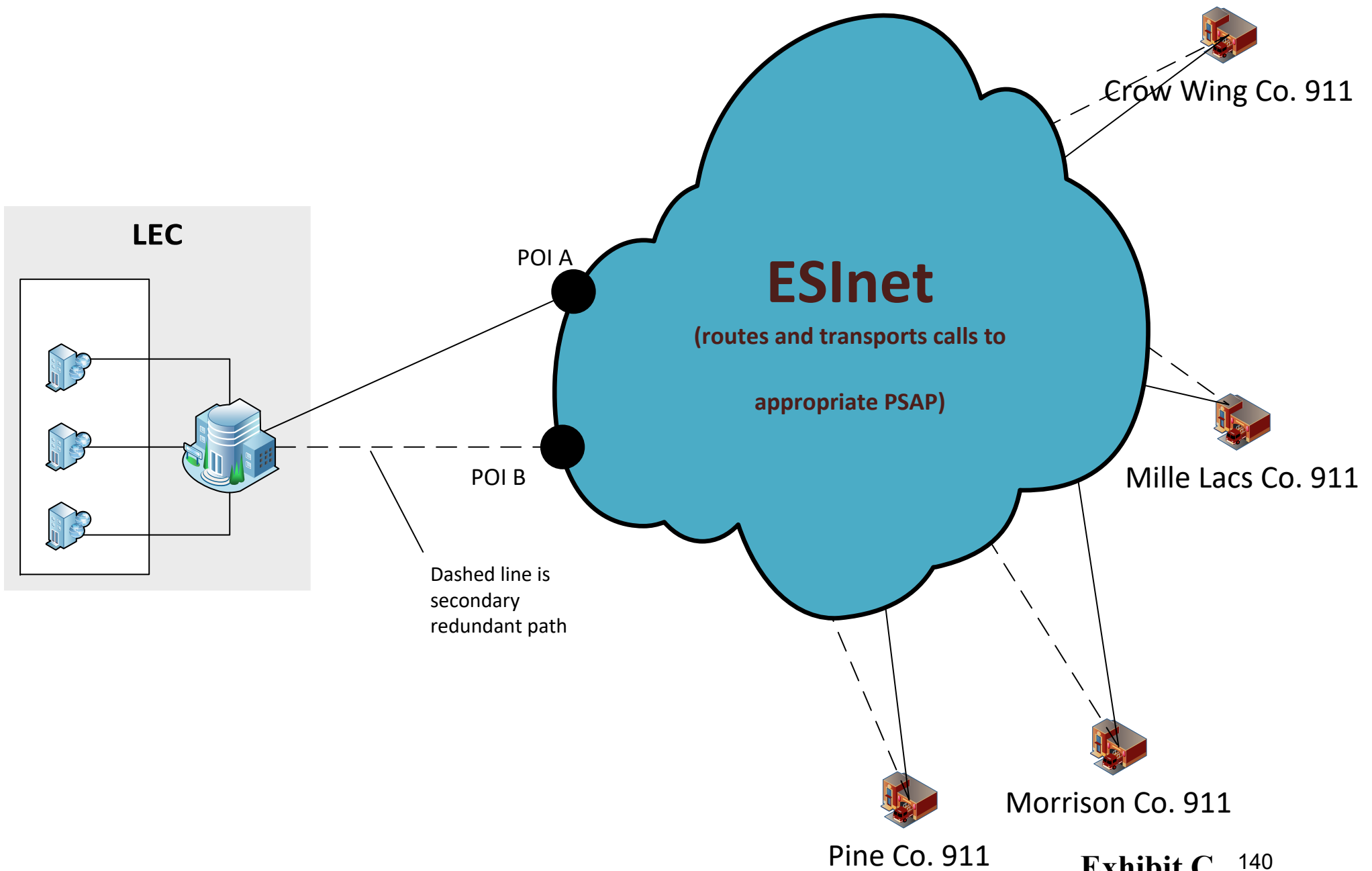


Dated: 05/25/2022

\_\_\_\_\_  
DANA WAHLBERG







## NOTICE OF COMMENT PERIOD

Issued: June 6, 2022

**In the Matter of a Formal Complaint and Request for Expedited Relief Initiated by the Minnesota Department of Public Safety (DPS) Regarding the Delivery and the Compensation Related to the 911 Network by Christensen Communications Company, Johnson Telephone Company, KMTelecom, Park Region Telephone Co., Valley Telephone Company, Rothsay Telephone Company, Otter Tail Telecom, LLC, Wikstrom Telephone Company, Gardenville Cooperative Telephone Association, and Bevcomm Inc.**

**PUC Docket Number(s):** P5903, P432, P560, P567, P422, P539, P537, P545, P527, P5446/C-22-245

**Comment Period:** Initial comment period closes July 8, 2022 at 4:30pm  
Reply comment period closes July 29, 2022 at 4:30pm

*Comments received after the close of the comment period may or may not be considered by the Commission.*

**Issue:** Should the Commission open an investigation of the matters alleged in the DPS complaint?

### Topic(s) Open for Comment:

- Does the Commission have jurisdiction over the matters alleged in the complaint?
- Are there reasonable grounds to investigate the allegation?
- If the Commission opens an investigation, should a contested case, informal, expedited, or some other proceeding be used and why?
- Are there other issues or concerns related to this matter?

### Background

On May 27, 2022, Minnesota Department of Public Safety (DPS) filed a Verified Complaint pursuant to [Minn. R. 7829.1700-.1800](#), against Christensen Communications Company, Johnson Telephone Company, KMTelecom, Park Region Telephone Co., Valley Telephone Company, Rothsay Telephone Company, Otter Tail Telecom, LLC, Wikstrom Telephone Company, Gardenville Cooperative Telephone Association, and Bevcomm Inc. (Respondents). In connection with implementing the next-generation 911 system, DPS contacted local exchange carriers (LECs) to discuss arrangements for migrating to new points of interconnection ("POIs"). The DPS indicated most LECs have cooperated with the effort and DPS has agreed to pay individual case-based rates that reasonably compensate those LECs for their costs of delivering 911 calls to the new POIs.

In its complaint the DPS alleges the Respondents have conditioned their willingness to interconnect at the DPS-designated POIs on DPS's agreement to pay charges based on tariffs that DPS alleges are outdated and no longer reflect how customers access the 911 network or that are otherwise not applicable to 911 service. As such, DPS brought the Verified Complaint to remedy what it considered to be the unreasonable conditions and rates that the Respondents sought to impose on their provision of 911 interconnectivity. DPS requests a Commission decision not later than August 2022 to avoid disruption to Phase 2 implementation of the Next Generation 911 transition.

**Filing Requirements:** Utilities, telecommunications carriers, official parties, and state agencies are **required** to efile documents using the Commission's electronic filing system (eFiling). All parties, participants, and interested persons are encouraged to use eFiling at:  
<https://www.edockets.state.mn.us/EFiling>

**Full Case Record:** See all documents filed in this matter on the Commission's website at:  
[mn.gov/puc/edockets](https://mn.gov/puc/edockets), select *Go to eDockets Project Database*, enter the year (22) and the docket number (245), and select *Search*.

**Subscribe:** To receive email notification when new documents are filed in this matter visit:  
<https://www.edockets.state.mn.us/EFiling> and select *Subscribe to Dockets*.

**Questions about this docket or Commission process and procedure?** Contact Commission staff, Marc Fournier, at [marc.fournier@state.mn.us](mailto:marc.fournier@state.mn.us) or 651-201-2214 or Sally Anne McShane, at [sally.anne.mcshane@state.mn.us](mailto:sally.anne.mcshane@state.mn.us) or 651-201-2224.

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## **CERTIFICATE OF SERVICE**

I, Chrishna Beard, hereby certify that I have this day, served a true and correct copy of the following document to all persons at the addresses indicated below or on the attached list by electronic filing, electronic mail, courier, interoffice mail or by depositing the same enveloped with postage paid in the United States mail at St. Paul, Minnesota.

### **Minnesota Public Utilities Commission NOTICE OF COMMENT PERIOD**

Docket Number **P5903, P432, P560, P567, P422, P539, P537, P545, P527, P5446/C-22-245**

Dated this 6th day of June, 2022

/s/ Chrishna Beard

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Richard	Anderson	randerson@gardonville.net	Gardonville Cooperative Telephone Assn.	800 Central Ave N Brandon, MN 56315	Electronic Service	No	OFF_SL_22-245_C-22-245
David	Bickett	N/A	Valley Telephone Co.	PO Box 277 100 Main Street Underwood, MN 56586	Paper Service	No	OFF_SL_22-245_C-22-245
Mary	Biegler	maryjo.biegler@parkregion.com	Park Region Telephone Company	P O Box 277 Underwood, MN 56586	Electronic Service	No	OFF_SL_22-245_C-22-245
Sybil	Christensen	sybilc@chriscomco.net	Christensen Communications Company	104 West Main Street Madelia, MN 56062	Electronic Service	No	OFF_SL_22-245_C-22-245
Brent J	Christensen	brentc@chriscomco.net	Christensen Communications Company	104 W Main St Madelia, MN 56062	Electronic Service	No	OFF_SL_22-245_C-22-245
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	No	OFF_SL_22-245_C-22-245
Daryl	Ecker	N/A	Otter Tail Telcom, LLC	230 W Lincoln Ave Fergus Falls, MN 56537	Paper Service	No	OFF_SL_22-245_C-22-245
William	Eckles	beckles@bevcomm.com	BEVCOMM, Inc.	123 West 7th Street Blue Earth, MN 560131309	Electronic Service	No	OFF_SL_22-245_C-22-245
Eric	Engler	marketing@parkregion.com	Park Region Telephone	100 Main St. N PO Box 277 Underwood, MN 56586	Electronic Service	No	OFF_SL_22-245_C-22-245
Sarah	Fering	sfering@bevcomm.com	BEVCOMM	123 W 7th St Blue Earth, MN 56013-1309	Electronic Service	No	OFF_SL_22-245_C-22-245



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Donna	Guetter	dguetter@gardonville.net	Gardonville Cooperative Telephone Association	800 Central Ave N Brandon, MN 56315	Electronic Service	No	OFF_SL_22-245_C-22-245
Donna	Gunderson	N/A	Johnson Telephone Company	205 1st Ave NE PO Box 39 Remer, MN 56672	Paper Service	No	OFF_SL_22-245_C-22-245
Robert L.	Hammond, Jr.	N/A	BEVCOMM, Inc.	123 W 7th St  Blue Earth, MN 56013-1309	Paper Service	No	OFF_SL_22-245_C-22-245
Stacy	Hansel	shansel@gardonville.net	Gardonville Cooperative Telephone Assn	800 Central Ave N  Brandon, Minnesota 56315	Electronic Service	No	OFF_SL_22-245_C-22-245
Sue	Jensen	sue.jensen@parkregion.com	Park Region Telephone/Otter Tail Telcom	PO Box 277  Underwood, MN 56586	Electronic Service	No	OFF_SL_22-245_C-22-245
Conrad	Johnson	jtcconrad@jtc-co.net	Johnson Telephone Company	205 1st Ave NE PO Box 39 Remer, MN 56672-0039	Electronic Service	No	OFF_SL_22-245_C-22-245
Nathan	Kalepp	nathankalepp@baumancpa.com	Gardonville Cooperative Telephone Association	4229 Southtowne Drive  Eau Claire, WI 54702	Electronic Service	No	OFF_SL_22-245_C-22-245
Brad	Kirckof	bkirckof@gardonville.net	Gardonville Cooperative Telephone	800 Central Ave N  Brandon, MN 56315	Electronic Service	No	OFF_SL_22-245_C-22-245
Deb	Manitz	dmanitz@kmtel.com	KMTelecom	18 2nd Ave NW  Kasson, MN 55944	Electronic Service	No	OFF_SL_22-245_C-22-245
Jeffrey R.	Naig	jrnaig@kiesling.com	Rothsay Telephone Company	2303 Main Street  Emmetsburg, IA 50536	Electronic Service	No	OFF_SL_22-245_C-22-245

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Pawlowski	david.pawlowski@parkregion.com	Park Region Telephone	100 Main St.  Underwood, MN 56586	Electronic Service	No	OFF_SL_22-245_C-22-245
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	OFF_SL_22-245_C-22-245
Richard A.	Scholtes	rscholtes@bevcomm.com	BEVCOMM	123 West 7th St  Blue Earth, MN 56013	Electronic Service	No	OFF_SL_22-245_C-22-245
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	No	OFF_SL_22-245_C-22-245
Natalie	Shellum	natalies@chriscomco.net	Christensen Communications Company	104 W Main St  Madelia, MN 56062	Electronic Service	No	OFF_SL_22-245_C-22-245
Natalie	Shellum	kathyb@chriscomco.net	Christensen Communications Company	104 W Main St  Madelia, MN 56062-1440	Electronic Service	No	OFF_SL_22-245_C-22-245
Paul	Stowman	paul@rothsay.us	Rothsay Telephone Company	PO Box 158 137 1st St NW Rothsay, MN 56579-0158	Electronic Service	No	OFF_SL_22-245_C-22-245
Curtiss	Wikstrom	curtw@wiktel.com	Wikstrom Telephone Company	PO Box 217 212 South Main St Karlstad, MN 56732-0217	Electronic Service	No	OFF_SL_22-245_C-22-245
David	Wolf	dwolf@gardonville.net	Gardonville Cooperative Telephone Association	800 Central Ave N  Brandon, MN 56315	Electronic Service	No	OFF_SL_22-245_C-22-245