



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

March 17, 2022 10:00 a.m.

WebEx Meeting: [Meeting Link](#)

Phone Number: (408) 418-9388

Access Code: 255 361 49084

Password: mUMg3KcNm35 (68643526 from phones and video systems)

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – January 20, 2022 Meeting**
- 4. Action Items**
  - A. ECN RapidDeploy RadiusPlus Mapping Pilot Project Approval for Region
  - B. Selection of MESB PSAP Representative to the ECN NG911 RFP Evaluation Team
- 5. Discussion Items**
  - A. 9-1-1 Robocalls to the PSAPs
  - B. Microsoft Teams Voice PBX Service and 9-1-1
  - C. Redefining the PSAP Roundtable Workgroup
  - D. Public Safety Telecommunicator Career Fair
  - E. TC Recruit, Training and Retention
  - F. Future of 9-1-1, Nation-Wide CAD?
  - G. Workload Sharing / CAD2CAD Workgroup Update
  - H. Mental Health Call Processing Standard
- 6. Reports**
  - A. PSAP Operations Roundtable Workgroup
  - B. SECB NG9-1-1 Committee Report
  - C. 9-1-1 Network Report (Attached)
  - D. 9-1-1 Data Report (Attached)
  - E. MN Sheriff's Assoc. PSAP Subcommittee Report
  - F. IPAWS Report
  - G. SECB Pension Workgroup
  - H. SECB Classification/Training/Certification
- 7. Announcements - None**
- 8. Adjourn**

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**Meeting Minutes (Virtual only)**  
**January 20, 2022**

**Committee Members Present:**

Laura Anderson, Sherburne County-absent	Chad Loeffler, Metro Transit
Marv Bachmeier, Hennepin EMS	Tony Martin, Hennepin County
Susan Bowler, Carver County	Mike Melby, North Memorial Ambulance-absent
Sara Boucher-Jackson, MAC/Airport	Darlene Pankonie, Washington County
Robin Carter, U of M	Nancie Pass, Ramsey County
John Elder, Isanti County	LaVae Robinson, City of Bloomington
Tom Folie, Dakota County	Val Sprynczynatyk, Anoka County
Doug Kayser, Ridgeview EMS	Jake Thompson, Chisago County
Scott Haas, Scott County	Vicki Vadnais, Allina EMS
Janelle Harris, City of Edina	Greg Weigel, St. Louis Park
Joni Hodne, City of Minneapolis	

**Guests:** Lynn Anderson, *Minneapolis*; Joel Angerame, *Rapid Deploy*; Vic Barnett, *Ramsey County*; Laura Barton, *911 Authority*; Jackie Biederman, *Washington County*; Tim Boyer, *MN State Patrol*; Kyle Dille *Hennepin County*; Mike Guadan, *Rapid Deploy*; Kim Hegg, *Intrado*; Frank Jarmon, *Motorola*; Joel McCamley, *911 Authority*; Jon Rasch, *Ramsey County*; Jon Samuelson, *Rapid Deploy*; Jim Scanlon, *Bloomington PD*; Marv Solberg, *St. Louis Park*; Sheri Stevens, *MN State Patrol*; Sandi Stroud, *ECN*

**MESB Staff:** Marcia Broman, Tracey Fredrick, Mike Mihelich, Jill Rohret, Martha Ziese

**1. Call to Order**

Susan Bowler called the meeting to order at 10:02.

**2. Approval of January 20, 2022 Agenda**

**3. Approval of Minutes**

LaVae Robinson asked for a correction to reflect that it was Robinson that said there was a re-classification work group in #7 Announcements.

*Motion (Elder/Martin) to approve the January 20,2022 agenda and the November 18, 2021 9-1-1 TOC amended minutes. Approved.*

**Roll call for items 2 and 3**

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Folie	X	
Eden Prairie PD	Vik	X	

Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Bachmeier	X	
Isanti County	Elder	X	
MAC/Airport	Boucher-Jackson	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Melby		
Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
St. Louis Park	Weigel	X	
Scott County	Haas	X	
Sherburne	Anderson		
U of M PD	Carter	X	
Washington County	Pankonie		

Yea: 19 Nay: 0 Motion passes

#### 4. Action Items

##### A. ECN PSAP Cybersecurity Assessments

Mike Mihelich said ECN has contracted with Federal Engineering to complete PSAP cybersecurity assessments for all Minnesota PSAPs. They started in the southwest. The assessments are taking longer than anticipated due to the extensive workbooks to assess each of the systems. ECN will be contracting a consultant to assist PSAPs in filling out these workbooks to ensure there is good data to work with.

Mihelich said the metro region will be done sometime in the second half of 2022. The 9-1-1 TOC is asked to vote as a region whether to participate in the region as a whole. Each PSAP can individually participate as well.

*Motion (Sprynczynatyk/Elder) to approve participating in the ECN PSAP Cybersecurity assessments. Motion carried.*

##### Roll call for item 4.A

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Folie	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Bachmeier	X	
Isanti County	Elder	X	
MAC/Airport	Boucher-Jackson	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	Melby		

Ramsey County	Pass	X	
Ridgeview EMS	Kayser	X	
St. Louis Park	Weigel	X	
Scott County	Haas	X	
Sherburne	Anderson		
U of M PD	Carter	X	
Washington County	Pankonie		

Yea:19 Nay: 0 Motion passes

## 5. Discussion Items

### A. RapidDeploy RadiusPlus Mapping Pilot Project from ECN

Jon Samuelson introduced the RapidDeploy team and said the RadiusPlus deployment will be rolled out in phases. The analytics portion will come later.

Mike Guadan explained the RadiusPlus mapping application.

Lisa Vik asked if RadiusPlus displayed both the 911 and admin calls on the map?

Vic Barnett asked if there was a way to spill the RapidDeploy address into the Central Square CAD?

Samuelson said the admin calls are usually not presented since they don't come across in the CAD spill, but its dependent on the CPE configuration for pushing that information to the CAD Spill. If it is in the Spill from the call handling platform yes, but ultimately depends on the CPE.

Samuelson said it is possible to push that information but that would require some integration on the central square side. It would be just as efficient to validate what the civic address is. The CAD should have the same address as the accessing data.

Tony Martin asked if SMS is in the call itself, where is that conversation saved? Since it would be a 911 "call", that conversation would need to be legally saved. In analytics, if a 911 call is transferred, will the entire caller experience be recorded or displayed or just for your PSAP.

Samuelson said it is a murky answer because depending on the CPE you transfer the call to; it doesn't always come through on the destination system. There is not always information about the call.

Jon Rasch asked if RapidDeploy was looking at any incident data; response info, units assigned spilled from CAD?

Samuelson said probably not mostly because of data sharing challenges.

Sara Boucher-Jackson asked if there were specs for the EDG equipment?

Kyle Dille said they are basically about the size of a banana bread loaf or the DigiPort.

Samuelson said the roll out in April 2022 is going to focus on RadiusPlus for approximately 50 PSAPs. The other components include the EDG device install and connection, GIS Data Hosting, indoor mapping and 2-way texting, language translation and video.

Samuelson said the state-wide roll out April 2022 – December 2022 includes GIS mapping and indoor mapping, and Eclipse analytics for the MESB.

Samuelson said the other options for PSAPs include additional GIS layers that would be provided by ESRI, supplemental data enabled from OnStar and Rave, and streaming traffic camera video also supplied by ESRI.

Samuelson said the most important piece is having RadiusPlus installed in the PSAPs. It is not necessary to have the EDG device installed to do this.

Samuelson responded to Kyle Dille, that yes if anyone has a CAD spill today that is pushing ANI/ALI to your CAD, the feed would be split so that there is no interruption of data.

Samuelson responded to Scott Haas and Jackie Biederman regarding data requests, ownership and information to share with PSAPs IT departments. Samuelson said that there is a self-service capability to set the retention schedule for data at however many months, the standard being 36 months. Concerning documentation, it would include connection information for the EDG device, requirements to access the applications for the consoles and some hardware requirements. Information will be sent out to the group. Your data is your data. There may be more options going forward but today it would be treated as a support request for data.

#### **B. 911 Authority NG9-1-1 System Assessment Report**

Joel McCamley presented the NG9-1-1 Assessment report.

Dar Pankonie (She joined after roll calls) asked if the term “Dispatcher” in the report could be changed to Telecommunicator or even Public Safety Telecommunicator since the term “Dispatcher” is going to be retired.

#### **C. Public Safety Telecommunicators Job Fair**

Val Sprynczynatyk said there will be 13 agencies participating at the February 26<sup>th</sup> job fair in Eden Prairie.

#### **D. Workload Sharing/CAD2CAD Workgroup Update**

Jon Rasch said Winbourne Consulting is working on some items before the workgroup starts meeting again.

#### **E. SECB Grant Dollars for Mental Health Response Training**

Tracey Fredrick said there was no update but asked member to email Fredrick with thoughts on the Southwest region hosting a training for the mental health statutory response.

Boucher- Jackson said she was on that planning group and will reach out to Fredrick with that information.

#### **F. Metro-Wide Peer Support Team**

Sprynczynatyk said there have been discussions about making up a separate group aside from the PSAP peer group for privacy reasons. The PSAP Roundtable is discussing this topic and will come back to the 9-1-1 TOC with recommendations.

Lavae Robinson said Blue Peak did a presentation at the last PSAP Roundtable meeting.

Lisa Vik said Eden Prairie has participated with other PSAPs in the area in a training and have downloaded apps on their phones. They have not put them into practice yet. Robinson said she thought it would be a good metro-wide practice. Joni Hodne agreed.

#### **G. Mental Health Call Processing Standard**

Tony Martin said yesterday a Best Practices draft was presented at the NG9-1-1 committee. It is available on the SECB website under the NG9-1-1 calendar item. There is a group from the committee that will assist with the 988.

#### **H. Potter Trial/Federal Trial Communications Plan**

Martin said it was the consensus that all went well for that trial. There will be after Action reports.

#### **I. PSAP Roundtable Members List**

Lavae Robinson said it is important that all metro PSAPs have representation at the PSAP Roundtable. There has been good participation. Robinson will send out the member list for review.

**6. Reports - there were no reports at this meeting due to time constraints.**

**7. Announcements - None**

**8. Adjournment 12:00 p.m.  
(Robinson/Elder) Withdrawn- and adjourned without motion.**



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** March 17, 2022  
**Agenda Item:** 4.A ECN RapidDeploy RadiusPlus Pilot  
**Project**  
**Presenter:** Mihelich

### **RECOMMENDATION**

MESB region to participate in ECN RapidDeploy RadiusPlus Pilot Project with each PSAP choosing individual participation. List of participating PSAPs will be provided to ECN.

### **BACKGROUND**

ECN has contracted with RapidDeploy to provide their RadiusPlus ALI mapping product to all participating PSAPs throughout the State of Minnesota. Participating PSAPs will be provided Emergency Data Gateway (EDG) devices to connect to their CPE ALI spills and feed that information to RapidDeploy to be displayed in each PSAPs dedicated web based environment.

### **ISSUES & CONCERNS**

We are awaiting a document from ECN that clearly defines the roles and responsibilities both operationally and financially for all participants.

### **FINANCIAL IMPACT**

No financial impact to the MESB directly, but MESB staff would like the possible financial impacts to PSAPs defined in a written document from ECN.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** March 17, 2022  
**Agenda Item:** 4.B Selection of MESB PSAP Representative  
to the ECN NG911 RFP Evaluation Team  
**Presenter:** Mihelich

### **RECOMMENDATION**

MESB staff recommend the 9-1-1 TOC select a Metro PSAP representative to serve on the ECN NG9-1-1 RFP Evaluation Team.

### **BACKGROUND**

ECN will soon be posting a Request for Proposal (RFP) for a statewide transition from E9-1-1 to NG9-1-1 that is broken into multiple components; NG Core Services, ESInet Egress, and a 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—NG9-1-1 Ingress is already contracted to Inteliquent and the new vendor(s) must work with them.

### **ISSUES & CONCERNS**

Serving on the evaluation team will require a working knowledge of 9-1-1 network/systems/technology and PSAP operations and entails a significant time commitment from the selected representative (though the exact time required is not yet known). The evaluation team will make decisions that will affect every PSAP in the state and will shape 9-1-1 technology and operations in Minnesota for the foreseeable future.

### **FINANCIAL IMPACT**

No financial impact to the MESB.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL



**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Network Report  
March 11, 2022**

**Agenda Number 6.C.**

**Text-to-9-1-1:**

Washington Co. is now live with Text-to-9-1-1 as of late February 2022. Map of current Minnesota Text-to-9-1-1 as of February 9, 2022 follows this report.

**NG9-1-1 ESInet:**

The NG9-1-1 ingress system implementation is underway. Work continues for the MESB and ECN on the RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center. The RFP will be posted in late March or April of 2022.

**Workload Sharing/CAD2CAD**

The MESB continues to focus on giving our PSAPs better continuity-of-operations (COOP) options as well as enabling workload sharing for the PSAPs that are interested in working together. Winbourne is working on updated governance, technical requirements, statement of work, and investment summary documents. These documents were shared with the workgroup at a March 11th meeting and the workgroup will give their comments back to Winbourne at next meeting scheduled for March 25th.

**9-1-1 Network Highlights - Lumen**

- Mar 4<sup>th</sup> - Completed additions to the abandonment lists for Dakota Co. All 3 zones are now set with Ramsey ECC- Backup as primary abandonment.
- Feb 25<sup>th</sup> - Txt-2-911 issues for Washington Co resolved
- Feb 19<sup>th</sup>- We monitored incrementing SES (Severely Errored Seconds) on the CUG B (Government Center) circuit for CHS-1 between 08:40-03:45 the following morning. Trouble isolated to a degraded interface card across the street in the C.O. and switched to a protect path to eliminate errors. We are planning to replace the primary card before switching back.
- Feb 16<sup>th</sup>- The CUG A circuit at Sherburne Co transmitted a transient ping failure at 19:38. Tech dispatch returned CBI (Cleared Before Isolation).
- Feb 13<sup>th</sup>- Washington Co abandoned Txt-2-911 traffic to Chisago at 16:18. Trouble shooting on the new CPE at the PSAP has continued to be unsuccessful.

End of report.

# MN NG911 Regional/Jurisdictional Coverage February 9, 2022

Covered by Beltrami  
Clearwater\*  
Hubbard  
Kittson\*  
Lake of the Woods\*  
Marshall  
Red Lake\*  
Red Lake Nation  
Roseau

Covered by St. Louis  
Aitkin  
Koochiching  
Pine

Shared System Lyon/Nobles  
Chippewa\*  
Lac Qui Parle  
Lincoln\*  
Renville  
Yellow Medicine\*

Covered by Mille Lacs  
Swift\*

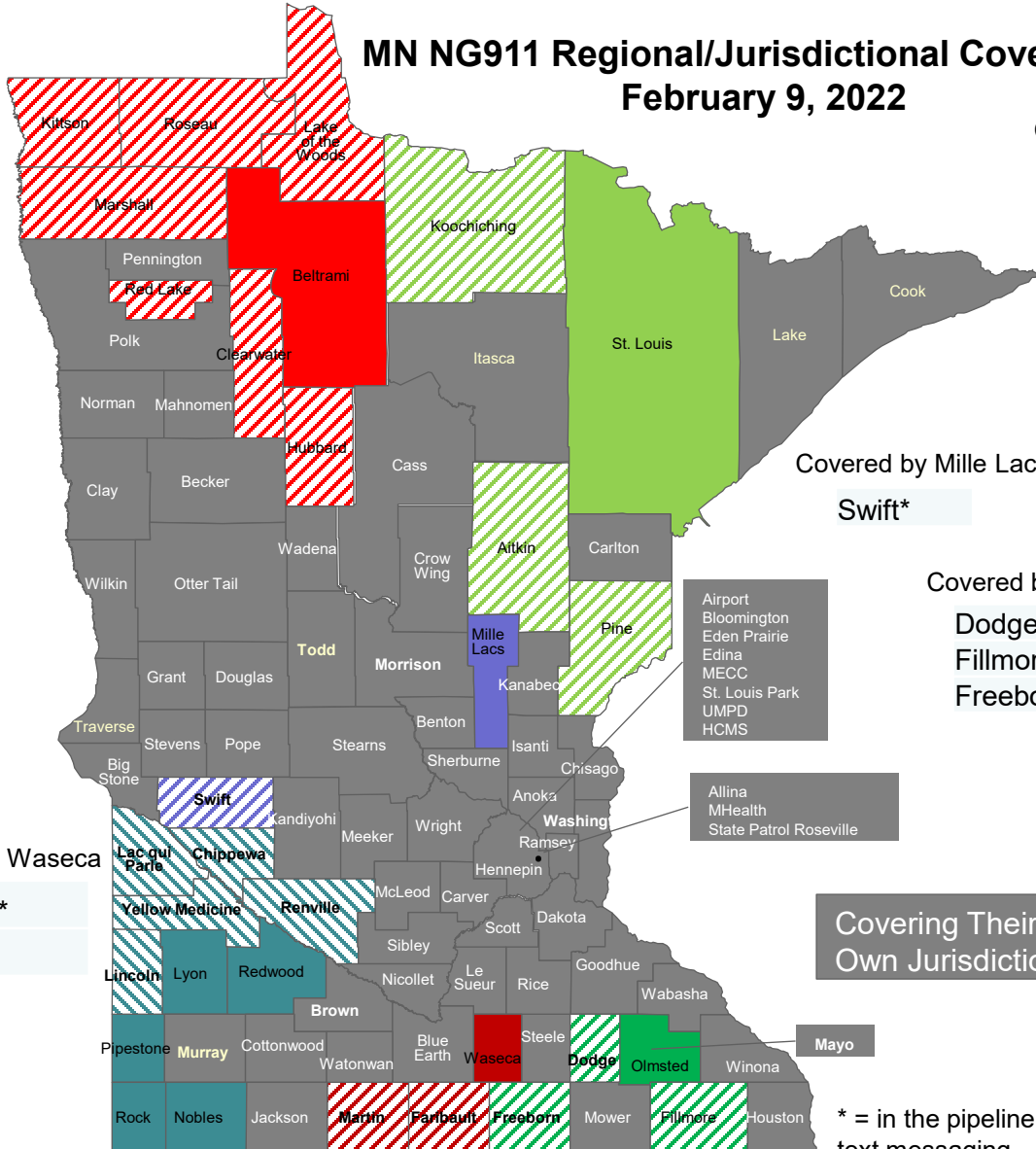
Covered by Olmsted  
Dodge  
Fillmore  
Freeborn\*

Covered by Waseca  
Faribault\*  
Martin\*

Airport  
Bloomington  
Eden Prairie  
Edina  
MECC  
St. Louis Park  
UMPD  
HCMS

Allina  
MHealth  
State Patrol Roseville

Covering Their  
Own Jurisdiction



\* = in the pipeline to implement text messaging

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**9-1-1 Data Report**  
**March 17, 2022 Meeting**

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Regional Data QA/QC:**
  - a. MESB continues reviewing results from the metro regional data for **NG9-1-1 data validations** conducted internally at MESB and through GeoComm's Data Hub. These reviews result in outreach to the county GIS contacts for recommended data remediations.
  - b. **Proactive 9-1-1 call location audits** continue for the 10-county region using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. This process has been helpful in identifying needed VoIP service provider data remediations, as well as some address point additions.
3. **Metro Regional GIS-derived MSAG transition:**
  - a. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff
  - b. **In preparation stage at MESB:** MAC Airport and FTSN PSAPs; Carver County and Scott County (early-stage preparation)
4. **Regional Dataset Aggregation Portal Methodology:** All the MetroGIS partners are now using the new MetroGIS portal method (rather than CKAN) for county submission of road centerlines and address points for regional aggregation/validation. The CKAN portal is being sunset by the state. The final two counties are working through switching over their parcel submissions and then all transition work will be complete.
5. **Statewide GIS Data Standards:**
  - a. A **polygon standard for the exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) was discussed at the GAC Standards Committee meeting in February. As a result of that meeting, a workgroup met to update the draft standard based on feedback from the committee. The standard is ready for the committee is to consider sending the standard out for public review.
  - b. The NG9-1-1 Committee will be coordinating the circulation of a proposed domain list of **normalized/standardized response agency names** to be used in the GIS data. This is needed for the statewide polygon standard. PSAPs will be asked to review that list and confirm that all agencies they dispatch for are included and there are no significant concerns with the proposed naming that would be used in the GIS data. A similar domain list of PSAP names will also need to be finalized.

6. **ECN 1Spatial Project:** ECN and MnGeo have rolled out polygon-related validations on the 1Spatial platform. They have work underway to allow data to be submitted to the statewide enterprise database.
7. **ECN NG9-1-1 Federal Grant work:** Final paperwork is being prepared for closure of the *Metro Regional GIS-derived MSAG* and the *Sherburne County GIS data preparation* grant projects with the state.
8. **Supplemental PSAP mapping system:** ECN's contract for a statewide pilot of RapidDeploy's cloud-based Radius Plus ALI Mapping product includes ESRI services hosted through GeoComm based on local authoritative GIS data. For the metro area, the ESRI map/feature/geocoding services will be based on the metro regional centerline, address points, and emergency response (ESZ, law, fire, EMS) polygon datasets that have been created in anticipation of NG9-1-1 Core Services. The Radius Plus mapping system will also integrate device-based hybrid (DBH) location and tracking of wireless 9-1-1 callers, obtained directly from Apple or Google.
9. **Greater Fort Snelling area:** MESB will be assisting the PSAPs and stakeholders involved in the greater Fort Snelling area with refining a GIS polygon layer for CAD that visually represents the response coverage information previously carried in their master Response Jurisdiction spreadsheet. Lauren Petersen from the Airport PSAP and Peggy Scott from the Hennepin Sheriff PSAP are assisting with this project. The polygon layer will be fully standardized and built out to include any additional data elements useful to the stakeholders. When complete, MESB will make an ESRI file geodatabase of the data available as a resource. Any stakeholder who wishes to use the polygon layer in their CAD or mapping system as a dispatch aid may do so. MESB will not be involved in actual implementation of the data in CAD. The data will also be able to be used as a communication tool among stakeholders.

## ONGOING ACTIVITIES

10. **Wireless Cell Sector/ Routing Data:** MESB processes wireless routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email [mesbgis@mn-mesb.org](mailto:mesbgis@mn-mesb.org) and MESB staff will investigate.
11. **Regional GIS Data Aggregation:**
  - a. **Road Centerline and Address Points:** The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
  - b. **Boundary Polygons:** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at a minimum of quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.

**12. Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)