



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
March 15, 2018
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

March 15, 2018

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Item
 - A. By-law Change Request
4. Unfinished Business
 - A. Next Generation 9-1-1
 1. Text-to-9-1-1 implementation
 - a) Greater MN
 - b) Metro Area
 2. Firewall implementation
 - B. PSAP Operations Round Table Work Group update
 - C. Emergency Communications Professionals Training Curriculum Development Project
 - D. CAD-to-CAD Interoperability Feasibility Study
5. Pending Business
 - A. Legislation
6. Reports
 - A. Data (Wireless, Wireline, VoIP, GIS) Issues (see attached)
 - B. RapidSOS Presentation (see attached outline)
7. Adjourn

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Draft Meeting Minutes

February 15, 2018

Committee Members

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

Alternates

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

Others Attending

Georgina Bohl, Airbus
Heidi Hieserich, Airport
Lauren Petersen, Airport
Victoria Vadnais, Allina Health EMS
Jim Soukup, Allina Health EMS
Dustin Leslie, ECN
Lisa Vik, Eden Prairie

Tony Martin, Edina
Matt Hoffer, CenturyLink
Jake Jacobson, CenturyLink
Wendy Lynch, Hennepin EMS
Chad Loeffler, Metro Transit
Scott Wosje, Northland Business Sys.
Jeff Lessard, U of M
Tom Klaban, Winbourne Consulting

MESB Staff

Pete Eggimann
Jill Rohret
Marcia Broman

1. Call to Order

Heather Hunt called the meeting to order at 10:00. Heather asked the committee and guests to pause for a moment of silence in remembrance of Jim Beutelspacher, who served as the State 911 Coordinator for 25 years and passed away on February 11th. The committee members and guests introduced themselves.

2. Approval of Minutes / Agenda

Heather asked for a motion to approve the agenda for the February 15, 2018 TOC and the minutes from January 25, 2018.

Motion (Dowd/Pritzlaff) to approve the February 15, 2018 TOC agenda and the TOC minutes from January 25, 2018. Approved.

3. Action Items

A. Election of SECB NG9-1-1 Committee Representatives

1. Primary Representative

Christine McPherson was reappointed by the committee to represent the metro area PSAPs at the SECB NG9-1-1 Committee meetings for 2018. (see below)

2. Alternate Representative

Susan Bowler was reappointed by the committee to be the alternate representative for the metro area PSAPs at the SECB NG9-1-1 Committee meetings for 2018. (see below)

Heather said that the current representative is Christine McPherson, and the alternate is Susan Bowler. Both have indicated to Heather that they are willing to accept those roles again.

Motion (Pritzlaff/Martin) to approve McPherson and Bowler to remain as SECB NG9-1-1 Representative and Alternate. Approved.

Dar Pankonie added that all are welcome to attend these meetings in person or by phone. Agendas and times are posted on the State of MN SECB website.

B. Election of SECB NG9-1-1 Committee Representatives

There was a request by Chris Kummer, the Airport PSAP Manager, at the January TOC for a language change to the 9-1-1 TOC by-laws to allow representation on the committee from all metro PSAPs. Chris felt this was important because the 9-1-1 TOC is now recognized by the SECB as the regional emergency communications board for the metro area, and he believes that all PSAPs should have a representative voice in setting regional policy. After some discussion the committee asked the board staff to prepare draft by-law language, so the committee better evaluate the impact the changes would make. Jon Eckel asked if the MESB board would have any issues because of the structure of the committee. Pete said the board would have to approve the recommendation. Jill said the representation

of the Radio TOC is broader than the 9-1-1 TOC. The Radio TOC allows for one representative from each county and an at-large seat for fire, police, a user, EMS, Met Council and the Airport. The EMS TOC has seats for providers from every all the counties, public health, and PSAs. The recommendation would have to be logical and explainable given the PSAPs currently in operation within the metro area.

Heather said once the language is available there will be further discussion.

4. Unfinished Business

A. Next Generation 9-1-1

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

Dustin Leslie; ECN gave a text-to-9-1-1 update. CenturyLink, West, and IES are working with Anoka and Isanti Counties to turn up their text capability. They were originally scheduled earlier in the month to connect to the TCC, but there were firewall issues. CenturyLink and West are working on that issue. Eden Prairie and Dakota County are scheduled for connection in March. Carver County will be connected after that.

Heather said that Minneapolis had their first data practices request for text. It went smoothly.

2. Firewall implementation

Dustin Leslie provided information from Dan Craige. The first device was installed at the Ramsey County back-up site February 6th. There were no issues and all text calls were completed successfully, but Element wants to keep the equipment in place for a period of time as part of the testing process. Airport, U of M and Dakota County have been identified as the next preliminary installation sites to identify any issues that did not come out at the Ramsey back-up site testing. If those installations go smoothly and no issues are identified, the general installation at the rest of the PSAPs statewide will get underway.

B. PSAP Operations Roundtable Work Group

Heidi said there were no action items.

C. Emergency Communications Professionals Training Curriculum Development Project

(No report)

D. CAD-to-CAD Interoperability Feasibility Study

Tom Klaban, from Winbourne Consulting, presented the final draft of the report and recommendations to the committee. He pointed out that there was broad support from the PSAPs and the responders that participated in the interviews for implementing a regional system. Klaban noted that the pricing models in the report showed the highest and lowest prices he received from the three vendors he asked to consider a regional CAD-to-CAD interoperability system enabling two-way communication between the participating agency CAD systems. He felt confident is predicting that the pricing submitted by the vendors in response to an RFP would be closer to the lower prices shown in the report. Klaban noted

that the pricing models in the report were there as examples so the PSAPs could grasp the financial resources required to implement a regional system and what each PSAPs share would be per answering position or by the number of responder units typically on duty in each PSAP jurisdiction. How the final project could be financed is likely to be different, and not rely totally on PSAPs paying for the system.

After some discussion the committee concluded that:

1. A CAD-to-CAD interoperability system should be installed with the intent of supporting all PSAPs in the metro area.
2. Individual PSAP shares of the system costs need to be affordable, and that expecting the PSAPs to absorb the entire cost of a regional system in their current budgets was not feasible.
3. Data interoperability between PSAPs, between PSAPs and responders, and between responders from different agencies should be identified as a priority in the SECB strategic plan.

The committee asked the staff to present the report to board and ask the board to accept the report, while acknowledging that the preparation of the report and recommendations is the first step in what would be a multi-step process if a regional CAD-to-CAD interoperability system were to be implemented.

The committee asked to keep the issue on the agenda.

5. Pending Business

A. Legislation

Jill said there have been no changes since the last meeting. The legislative session will start next week.

6. Reports

A. Wireless Issues – No Report

B. Data – Written Report Provided

PSAP Managers shared their Center's news.

Adjourn

BY- LAWS
OF THE
METROPOLITAN EMERGENCY SERVICES
BOARD

~~ARTICLE I.~~

9-1-1 TECHNICAL OPERATIONS COMMITTEE

SECTION 1: COMPOSITION

There shall be a 9-1-1 Technical Operations Committee composed of no more than ~~two one~~ representatives and ~~two one~~ designated alternate representatives from each primary and secondary county and one representative and one alternate from any city that is party to the Agreement ~~Public Safety Answering Point (PSAP) in the metropolitan region.~~ The governing body of each ~~party to the Agreement~~ PSAP, by resolution, shall appoint its representatives to the 9-1-1 Technical Operations Committee. The governing body may also choose to appoint an alternate representatives. If alternate representatives are appointed, they shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.

SECTION 2. CHAIR

The 9-1-1 Technical Operations Committee shall recommend to the Chair of the Board at the annual organizational meeting of the Board a Chair of the 9-1-1 Technical Operations Committee. The Chair of the Board shall appoint the Chair of the 9-1-1 Technical Operations Committee subject to the approval of the Board. The Chair shall preside at all meetings of the 911 Technical Operations Committee and perform the usual duties of a Chair.

SECTION 3. VICE CHAIR

The 9-1-1 Technical Operations Committee shall recommend to the Chair of the Board at the annual organizational meeting of the Board a Vice Chair of the Committee. The Chair of the Board shall appoint the Vice Chair of the 9-1-1 Technical Operations Committee, subject to the approval of the Board. The Vice Chair shall perform the duties of the Chair in the absence of the Chair or in the event of his or her inability or refusal to act.

SECTION 4. POWER AND DUTIES

The 9-1-1 Technical Operations Committee shall have the following powers and duties:

a. Present to the Board plans, operating standards, studies, and reports, prepared for the Board purposes and action and recommend to the Board, for adoption, such measures as are deemed necessary to enforce or carry out the powers and duties of the Board.

b. Monitor the installation and operations of the ~~Regional-regional~~ 9-1-1 System-system as required by the Board.

c. Prepare and submit to the Executive Director by ~~June~~May 1st of each year its recommendations for items to be included in the budget request to the Board for the following year.

d. Perform other such duties as may be prescribed by the Board.

SECTION 5. VOTING

Each member of the 9-1-1 Technical Operations Committee may cast one vote on any motion before the 9-1-1 Technical Operations Committee. A simple majority vote of the members present shall be required to pass any motion, provided there is a quorum. Voting can be either by voice or roll call provided that a roll call vote may be called for by any member of the 9-1-1 Technical Operations Committee. Absentee or ~~Proxy~~proxy voting is not permitted.

SECTION 6. MEETINGS

The 9-1-1 Technical Operations Committee may provide, by resolution, the time and place for holding regular meetings of the 9-1-1 Technical Operations Committee. Notice of regular meetings of the 9-1-1 Technical Operations Committee shall be given to each member of the 9-1-1 Technical Operations Committee at least five (5) days prior to such meeting, and, in all respects, shall comply with the provisions of the open meeting law. Special meetings of the 9-1-1 Technical Operations Committee may be called by the Chair provided that at least three (3) days notice be given to each member of the 9-1-1 Technical Operations Committee and otherwise comply with the provisions of open meeting law.

SECTION 7. QUORUM

The majority of the members designated by the appointing authorities shall constitute a quorum.

SECTION 8. ATTENDANCE

9-1-1 Technical Operations Committee members or their alternates are expected to regularly attend the meetings. In the event that either a regular member, or their designated alternate representative, fails to attend at least 75% of the regular committee meetings held in any calendar year, that member's appointing authority will be notified and given an opportunity to appoint a new member and/or designated alternate.

Technical Operations Committee

9-1-1 Data Update 03/15/2018

(Wireline, Wireless, VoIP, GIS)

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

1. Statewide GIS Standards:

- a. Minnesota Geospatial Advisory Council (MGAC) adopted the **Minnesota Address Point Data Standard** v1.0 on December 6, 2017. The metro area GIS managers have stated their intent to migrate to this schema for the aggregated metro region address points.
- b. At its meeting on February 26, 2018, the Minnesota Geospatial Advisory Council (MGAC) Standards Committee considered another **Minnesota Road Centerline Standard** (MRCS) proposal made by the State's NG911 GIS committee. The MGAC Standards Committee decided that, pending a final comparison of this MRCS proposal with the approved **Minnesota Address Point Data Standard** v1.0 schema, it would then work with its Outreach Committee to publish the MRCS v. 0.4 for public review and an initial 60-day comment period. Once the comment period is over, the MGAC Standards Committee will then convene again to review the comments and make decisions on its next action.
- a. As mentioned previously, in the interim period until the MRCS is approved, the metro area GIS managers are freezing the **Metro Road Centerline Collaborative** (MRCC) schema at version 1.7.
- b. On February 13, 2018, the MESB communicated to the MRCC build team the **MRCC domain changes** necessary to accommodate the inclusion of Isanti and Chisago Counties into the regional centerline, as well as the Minnetonka PSAP closure and miscellaneous ESN changes that have occurred recently.
- c. **SECB standards** for geospatial data are in draft mode by the DPS and MnGeo and work is continuing on them.

2. Regional GIS Data Aggregation:

- a. **Centerline:** Met Council has developed schema validation tools using the MRCC v1.7 schema and has made them available to the seven metro counties. This tool is being readied by Jon Hoekenga of the Met Council to be made available on the MN Geospatial Commons for use by Isanti, Chisago, and any other MN county who would like to use it.
- b. **Address Points:** The Met Council (Jon Hoekenga) is starting to work on modifying its MRCC validation tool for use for schema validation of address points against the Minnesota Address Point Data Standard. This tool will be shared with metro counties for potential use with the April metro region aggregation of address points.

3. Regional PSAP/ESZ Boundaries:

- a. The MESB updates the **regional PSAP/ESZ polygon boundaries** on an as-needed basis for changes in Text-to-911 PSAP designations, ESZ boundary changes, and PSAP closures throughout the metro area. Updated regional polygon boundaries are provided to the State NG911 portal, MnGeo, DPS-ECN, county GIS departments, VPC/MPC/ TCC providers, and wireless carrier reps on behalf of the metro area

4. SECB Grant Work:

- a. Isanti and Washington County initial address point datasets are being evaluated for compliance with the Minnesota Address Point Data Standard v1.0 schema and the data quality requirements specified in their grants.

5. White Bear Lake PSAP Closure:

- a. MESB has inquired about when CenturyLink will start the PSAP closure planning process for White Bear Lake PSAP.

6. Wireless Data:

- a. On March 2, 2018, MESB presented recommendations to DPS-ECN that it had prepared for necessary changes and enhancements to the WERM application. These recommendations focused on the goals of:
 - i. Gaining operational efficiencies
 - ii. Improving WERM and wireless data quality
 - iii. Minimizing impacts to wireless data service provider & Greater MN processes (as appropriate)
 - iv. Optimizing the State's investment in WERM
- b. DPS-ECN committed to taking the MESB recommendations forward in discussions with MNIT about the future of the WERM application.

7. Number Portability Administration Center/Integrated Voice Response (IVR)

- a. The organization administering the database that identifies the current service provider for ported telephone migrated their services for PSAPs (free toll-free number) and law enforcement (subscriber fee based) to a new vendor. The phone number and PIN codes for access to the IVR changed effective 3/4/18.
- b. PSAPs received an email from MESB on 3/6/18 with details about this change, including the new access information.

8. Regional 911/GIS Data Synchronization:

- a. New 911 ALI data extracts and a new MRCC centerline dataset were very recently obtained and will be used for updated metro-wide ALI geocoding once new address point datasets have been collected for all metro counties.
- b. Attached is a high-level summary of the data synchronization activity by PSAP.

RapidSOS MESB 9-1-1 TOC Presentation

Title

NG911, Now what? It's up to YOU to deliver on the promise!

Description

The industry has been talking about Next Generation 9-1-1 for over a decade now, and PSAPs and the general public have been promised major improvements: more **accurate location information, location-based call routing, multimedia to the PSAP** and much more. Citizens are used to smartphones and expect more and more innovation from public. While most of the country is still undergoing major upgrades to their network and telephony infrastructure, this session looks at the more practical aspects for PSAP managers, supervisors and Telecommunicators. It will focus on what you in the PSAP need to know, and more importantly, what you need to do.

Outline

- 1) NG911: Why are we still talking about this?

This section will give a brief history of NG911 and explain common definitions and clarify misunderstandings. It will also highlight what has been achieved so far, what's underway, and what's still missing.

- 2) Location Accuracy: It's 2017 and you're still looking at the ALI?

This section explains how you can get more accurate location information data, faster and at no cost from new services providers. It explains why device-based location from smartphones is different from network-based location, and what alternatives existing to what you're getting from the wireless carriers.

Case Study: State of TN Tennessee Clearinghouse Pilot Project

- 3) Location-based routing: If your phone knows where it is, why do we still use cell towers to determine which PSAP should handle the 9-1-1 call?

This section explains how call routing works today and why we're still using cell towers instead of handset location. It will translate the FCC's CSRIC V report into plain English and explain and what your 9-1-1 system can do to improve call routing.

Case Study: TBD (we're currently discussing pilots with a variety of jurisdictions and vendor partners)

- 4) Multimedia to the PSAP: Text-to-911 is yesterday's news (even if you don't have it yet)

This section explains what other pertinent additional data and emergency-related multimedia content is available to PSAPs in addition to voice and text. We'll discuss where the data will come from, how you'll get it from, how it'll be presented in your PSAP, and finally how you can use it to enhance emergency response.

Case Study: Waze Incident and Traffic Data.

5) Questions and Answers

Speaker Bio

Karin Marquez started her career in public safety communications as a dispatcher 20 years ago. She is currently the project manager at RapidSOS after recently transitioning out of the PSAP where she was a supervisor and project manager. Karin has been involved in many aspects in the PSAP from Operations to implementing CAD, 9-1-1 phone systems, logging recorder and other systems. She enjoys working with vendors and users to gather useful feedback to make products more efficient for dispatchers everywhere.