



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

March 19, 2020, 10:00 a.m.

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – February 20, 2020 Meeting**
- 4. Action Items**
 - A. EMD Protocol Update – Coronavirus
- 5. Discussion Items**
 - A. Winter Storm-Related Incident Coordination with State Patrol
 - B. Fraud / Identity Theft Procedure
 - C. SECB Grant Proposals
 - D. System Outage Notifications
 - E. 9-1-1 System Security
 - F. Mental Health Call Processing Standard
 - G. Cell Phone Location Request Process Standard
 - H. Telecommunicator Reclassification and Licensing Legislation
- 6. Reports**
 - A. PSAP Operations Round Table Work Group
 - B. SECB NG9-1-1 Committee Report
 - C. 9-1-1 Network Report
 - D. 9-1-1 Data Report
- 7. Announcements**
- 8. Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Notes
February 20, 2020**

Members Present:

Susan Bowler, Carver
Jon Eckel, Chisago
Janelle Harris, Edina
Heidi Hieserich, Airport
Kathy Hughes, Minneapolis
Jeff Lessard, U of M
Chad Loeffler, Metro Transit

Tony Martin, Hennepin
Darlene Pankonie, Washington
Nancie Pass, Ramsey
Cheryl Pritzlaff, Dakota
Val Sprynczynatyk, Anoka
Victoria Vadnais, Allina

Alternates / Guests Present:

Lauren Petersen, MAC
Jon Rasch, Ramsey
LaVae Robinson, Minneapolis
Marv Bachmeier, HEMS Consultant
Marcia Broman, MESB
Jack Cooper, Hennepin
Dan Craigie, ECN
Pete Eggimann, MESB
Joe Fick, Motorola
Tracey Fredrick, MESB

Matthew Hoffer, CenturyLink
Frank Jarman, Motorola
Dan Klawitter, HEMS
Dawn Kenyon, Hennepin
Dan Placer, Motorola
Scott Peterson, Minneapolis
Jill Rohret, MESB
Scott Wosje, Northland Business Systems
Martha Ziese, MESB

1. Call to Order:

Heidi Hieserich, 9-1-1 TOC Chair called the meeting to order at 10:00 a.m.

2. Approval of Agenda:

Pete Eggimann asked that one item 4. D. Interstate Interoperability Workgroup Representative be added to the agenda.

M/S/C Jon Eckel moved to approve the February 20, 2020 agenda. Darlene Pankonie seconded. Motion carried.

3. Approval of Minutes:

M/S/C Tony Martin moved to approve minutes from January 16, 2020. Cheryl Pritzlaff seconded. Motion carried.

4. Action Items:

A. Public Safety Communications Conference Awards

Tracey Fredrick reported to the committee that ECN gave this award for the first-time last year at the Public Safety Communications Conference. ECN is planning to continue the tradition this year and is asking each region to submit two nominees. 9-1-1 TOC Committee members are

asked to submit nominations by February 28th for one elected official and one non-elected individual.

Nancie Pass asked Fredrick to clarify what the criteria is for the Outstanding Leadership Award. Fredrick said that it really is just whatever leadership means to you.

Cheryl Pritzlaff and Nancie Pass volunteered to assist MESB staff in the review of the nominations in order to determine the two nominees that would be submitted from the metro region.

M/S/C Motion made by Val Sprynczynatyk to nominate Pritzlaff and Pass to review the Leadership Award nominees. Seconded by Victoria Vadnais. Motion carried.

B. NG9-1-1 Interoperability Oversight Commission

Pete Eggimann recommended that the committee nominate one of the metro region PSAP managers to serve as the representative for regional 9-1-1 authorities on the national NG9-1-1 Interoperability Oversight Commission. Eggimann said that NENA is organizing and establishing a national NG9-1-1 Interoperability Oversight Commission as the independent governance structure to oversee and manage two NG9-1-1 interoperability initiatives. Those initiatives are the PSAP Credentialing Agency and the Forest Guide. The credentialing agency will establish and manage the security certificate process that will support the 9-1-1 system interoperability, and the Forest Guide is the function that will enable NG9-1-1 systems to route calls between systems across the U.S. and Canada.

The Commission members may have to travel occasionally for a face-to-face Commission meeting, but most meetings will be conducted electronically beginning in March. Travel expense is expected to be covered by the Commission.

The nominee will need to provide a resume, and a short statement describing their qualifications to the MESB by Monday, Feb. 24. Jill Rohret will coordinate the submission with NENA staff to ensure the requirements are met and the information gets to the appropriate people within NENA.

Pankonie asked what will be the capabilities of enforcing this oversight? Eggimann said the standard requires it. The structure of the governance board is designed to get representatives from the 9-1-1 industry, elected officials, and the different agencies involved in the management and delivery of 9-1-1 services. The intent is that all segments of the 9-1-1 service and industry that could be impacted by the Commission's actions will be given a voice in how it is governed. The National 9-1-1 Office has a seat on the Commission but neither that office or NENA will be in control of the Commission, ensuring that the Commission acts independently and in the best interest of 9-1-1 system security and interoperability.

Dar Pankonie and Nancie Pass volunteered to be nominees for the NG9-1-1 Interoperability Oversight Commission.

M/S/C Motion made by Susan Bowler to nominate Pankonie and Pass to the NG9-1-1 Interoperability Oversight Commission. Seconded by Pritzlaff. Motion carried.

C. EMD Protocol Update - Coronavirus

Eggimann said that the CDC has posted guidelines for 9-1-1 and EMS response to the current coronavirus outbreak. Eggimann asked that the committee recommend that all PSAPs providing

EMD pre-arrival instructions in the metro area review their protocols to determine if the protocols are consistent with the Center for Disease Control recommendations for EMS and 9-1-1 systems in response to the coronavirus outbreak.

Susan Bowler said that a conversation is necessary on these responses because the CDC guidelines recommendation is to follow the lead of the state Department of Health. At this point the MN DPH is not recommending adding questions to the EMD protocol. Ridgeview Ambulance has adopted the CDC protocol.

Pankonie said that Washington County's Medical Director leaned on Regions EMS to add questions, but they have limited them to fever and cough questions only.

Dan Klawitter of Hennepin EMS said under the direction of Dr. Hick two questions were added: Have you traveled to China in the last twenty-one days and is there any known exposure to the coronavirus?

Kathy Hughes said that Minneapolis is working with MN DPH on their questions.

M/S/C Motion made by Pankonie to move 4.C. to Discussion Items for the next meeting. Seconded by Pritzlaff. Motion carried.

D. Interstate Interoperability Workgroup Representative

Fredrick said she received an email last week from Jim Stromberg was starting a work group to review and finalize two draft documents related to interstate interoperability. The first draft document is tentatively titled, "Minnesota Land Mobile Radio Interstate Interoperability Crosswalk Plan". The second document is titled, "Minnesota Land Mobile Radio Interstate Best Practice Guide". The work group will be made up of two representatives from each region – a radio technical representative and an emergency communications and response coordination representative. Fredrick reported that the Radio TOC had identified a radio technical representative (Nate Timm – Washington Co.) and would like the 911 TOC to identify an operations representative to serve on the workgroup. Stromberg indicates that the workgroup will meet electronically by conference call with screen sharing.

Heidi Hieserich has a supervisor from the Airport PSAP she will nominate for the Dispatch representative.

M/S/C Motion made by Martin to support Hieserich's nominee. Seconded by Pass. Motion carried.

5. Discussion Items:

A. Winter Storm-Related Coordination with State Patrol

Martin said there was no update other than the group continues to work on the draft plan. He hopes to have the draft ready by the March meeting.

B. Fraud / Identity Theft Procedure

Pankonie reported to the committee that work continues to establish a national fraud and identity theft clearing house to act as a one-stop shop for reporting these types of crime. The MSA is still lobbying in this state for the utilization of a national resource. Pankonie said that some states have utilized the 2-1-1 universal number for community resources as the means for

victims to contact the national clearing house. Pankonie will continue to monitor this and keep the 9-1-1 TOC updated.

C. SECB Grant Proposals

Fredrick said that the CPE and GIS grants are still in the re-application process. The due date is April 3rd. The SECB grant is in the application phase as well.

Dan Craigie said the federal 9-1-1 grant applications are being reviewed, but that all the grant applications need to be in before any awards can be made.

D. 9-1-1 System Outage Notifications

Eggimann said that for years NENA has had a PSAP Registry that was a resource designed to put PSAPs across the country in touch with each other, and something the carriers could use to try to identify and contact a PSAP. Recently, the Alliance for Telecommunications Solutions (ATIS) recommended that a national repository for PSAP information be created to assist telecommunication service providers in meeting the FCC outage notification requirements. NENA is upgrading their existing PSAP Registry to meet the recommended ATIS requirements.

NENA has contracted with GEOCOM to manage this enhanced registry. they have updated the information fields in the database, and eventually the intent is to upload the PSAP service area GIS data. NENA has created an online portal to collect the PSAP information. A printed copy of the form was included in the meeting packet.

In the past, the MESB maintained the information on behalf of the PSAPs in the registry but quit trying to make updates once NENA decided to work on the site. Eggimann is asking the PSAP managers to assist in entering and maintaining the data for their PSAPs. The MESB has much of the information that needs to be added in the web portal and can provide that information to the PSAP managers to ensure there is consistency between the information in the new registry and the information that the MESB has been providing to the wireless carriers. If the information in the enhanced registry is accurate, the carriers and VPCs will find it easier to get the PSAP data from the registry compared to the constant reaching out to the PSAPs for contact information verification that is going on now.

Pankonie said that she felt this was also an effort on NENA's part to get an accurate count of the PSAPs in this country. Eggimann said the MESB will put together the information that they have on each PSAP for the managers to use to enter the data on the web portal in the next couple of weeks.

Hieserich asked if there were any updates on the ECN's Crisis Plan. Craigie said ECN is in the process of looking for a consultant for this project.

E. 9-1-1 System Security

Jon Eckel brought two documents on cyber security and passed them out to committee members. Eckel believes the key for PSAP managers is doing an audit and knowing that you do not have a fully secure network. He believes a security inventory needs to be done on your network, including a detailed diagram.

Eckel said the ARMER Metro Owners Group is working on a security policy. He is impressed with NIST framework that is used by the Department of Homeland Security. He is recommending the 9-1-1 TOC begin the process of drafting a security policy as a group.

Hennepin, Ramsey and Allina volunteered to work with Chisago in a work group to start this process. All were encouraged to email Eckel with interested parties.

Pass asked if anyone had an MOU or MOA with another PSAP?

Eggimann will send the Cooperative and Ancillary agreements as examples. Eckel said most counties have an MOU with Hennepin County from the time Hennepin was first taking text to 9-1-1 calls for other counties that could also be adapted to this type of project.

Dan Craigie reminded the committee members that ECN had contracted with Mission Critical Partners to do some PSAP network assessments. Not all the available slots have been filled if any of the committee members would like to participate, they should contact Dan directly.

F. Back-up and Workload Sharing

Eggimann said that the MESB Counsel advised that a closed-door meeting of enough of the committee members to establish a quorum to discuss back-up options, agreements, etc. might be a violation of the open meeting laws since there may be some question on whether that information is public or not. Eggimann said he did send the PSAP Managers the abandonment routing that West has on file as of today for each of them. Eggimann suggested that the PSAP managers that are already or have an interest in working together meet in smaller groups to discuss.

G. Mental Health Call Processing Standard

Martin said that Hennepin County has been working with a mental health professional/social worker to review the mental health calls the dispatchers receive. The review is expected to provide better decision-making criteria for the TCs to determine whether a first responder is needed on a call or if another social services or mental health response would be more appropriate. Martin noted that information sharing across the agency databases is very restrictive. Martin said the pilot project was presented at the Hennepin County Police Chiefs meetings this month. The next step is to meet with the four cities that have the most mental health calls; Brooklyn Center, Brooklyn Park, Plymouth and Minnetonka.

Pankonie said Washington County set up a social services division a year ago. It is being considered to possibly hand off some of the incoming calls to them. Likewise, if law enforcement or fire determines, once on the scene that social services are needed, they call them in.

Martin said that their pilot project has that responder piece.

Jon Rasch said that Children's Crisis Response is starting to accept transfers. Also, Ramsey County is beginning to place child protection workers in joint or co-responder positions. Bowler said that Carver County has been using crisis co-responders for about four months now, and it is working well.

Hieserich said this will remain on the 9-1-1 TOC agendas.

H. Cell Phone Location Request Process Standard

Marcia Broman said that at the last 9-1-1 TOC meeting, Leslie Sticht said she would engage with wireless carriers to document their current processes and make an official ask to begin the first step toward making a standard. Then there will be an outreach on a national scale to determine if there is an effort to standardize processes. That work continues.

I. Telecommunicator Reclassification and Licensing Legislation

Pankonie has finished a letter containing a bullet-point structure to the main points in the proposed legislation. Pankonie and a representative from the Sheriff's Association will meet this afternoon with Representatives Dettmer and Layman. Randy Willis will likely be the Sheriff's Association representative. Ryan Peters from the Minnesota Police and Peace Officers Association and Mark Milak from Itasca County will also be attending.

Pankonie said Representatives Dettmer and Layman are very interested in helping achieve some goals in elevating 9-1-1 telecommunicator in Minnesota legislation. Pankonie will report back the outcome of that meeting.

Pankonie said there are four goals in the draft legislation:

1. Definition of MN 9-1-1 Public Safety Telecommunicator
2. Require Minimum Training Standards
3. Telecommunicator Certification
4. Provide the same level of benefits to Telecommunicators as other public Safety occupations receive

Pankonie said that Statute 403 will be reviewed because it is the most relevant statute dealing with 9-1-1, however there are other statutes that should be reviewed because public safety occupations are addressed many different ways in other statutes.

Pankonie clarified that she has permission to represent the Washington County Sheriff, the MSA, and the MN APCO/NENA chapter, but not the SECB NG9-1-1 Committee. Pass said that she felt Pankonie would be representing the metro area PSAPs also.

M/S/C Pass moved to support legislation advancing these four goals. Seconded by Bowler. Motion carried.

6. Reports:

A. PSAP Roundtable – (No Report Provided)

Sprynczynatyk said that Leadership Mentoring for Staff is on the agenda for the April meeting. 9-1-1 call routing and data error issues are being reviewed and group is working with Marcia Broman on this.

B. SECB NG9-1-1 Committee

Pankonie said the NG9-1-1 committee met yesterday. Discussions included the telephone CPR legislation, GIS standards, and grant update.

Pankonie said the representatives in the region were advised that an SECB standard was being created to outline what the PSAP requirements would be for the Telephone CPR requirement.

Legislation states that all PSAPs must comply with this legislation by July 2021.

C. 9-1-1 Network Report – (Written Report Provided)

D. 9-1-1 Data Report – (Written Report Provided)

7. Adjourn

The meeting adjourned at 12:02



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

February 20, 2020

Agenda Item:

4.A EMD Protocol Update - Coronavirus

Presenter:

Robinson

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommend that all PSAPs in the metro area review their call handling processes and protocols to determine where adjustments may become necessary in the event the coronavirus pandemic forces EMS and hospitals to limit services. Some discussion should also be given to planning for PSAP operations with reduced staff in the event TCs, or their family members, become ill.

BACKGROUND

On February 12, 2020 the CDC posted guidelines for 9-1-1 and EMS response during the current coronavirus outbreak. These guidelines were updated on March 10. Here is the link to that post:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

Ron Robinson, the MESB EMS Coordinator, has been meeting regularly with state health officials and the metro area medical directors to discuss the criteria and procedures that would be followed in the event the coronavirus pandemic victims begin to overwhelm the medical resources in the state. If medical resources become unavailable because they are overwhelmed or services are reduced in an effort to triage patients, 9-1-1 center operations will be impacted, and call handling processes and procedures will need to be adjusted accordingly. Robinson would like to go over the potential pandemic scenarios with the metro PSAP managers.

ISSUES & CONCERNS

None identified.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

WORKING DRAFT: Incident Coordination with State Patrol

Purpose: To define a process for the exchange of information between Metro PSAPs and the Minnesota State Patrol Communications.

Scope: This standard defines the recommended protocol to follow for processing incidents on the highways, interstates, and exchanges relevant to incident response with State Patrol under routine daily conditions and for non-routine escalated conditions, such as winter storms.

Background: Not sure we need, but might be nice to provide some context and lay out the need for this standard/protocol.

Constraints:

Recommended Protocol

A) General: The following call taking formula is recommended for incidents on the state highways, interstates, and ramps.

1. What: spin out, crash without Injury (hit and run), injury crash (hit and run), disabled vehicle, pedestrian on freeway, driving complaint, debris, medical, etc.
2. Location of incident
 - a. Highway or interstate name/number
 - b. Direction of travel
 - c. Cross street or mile marker;
 - d. Proximity to cross street (i.e. east of, south of, over or at, etc.)
 - e. Median, shoulder, ditch, exit ramp, entrance ramp, under pass, over pass
3. Vehicle Description
 - f. Number of vehicles involved
 - g. Type (passenger car, pick up, SUV, semi)
 - h. Additional type info (4 door, 2 door, topper, trailer)
 - i. Color
 - j. License (if obtained)
 - k. Direction of travel (if pertinent)
4. Injuries
 - a. Number of injuries
 - b. Severity
 - c. Entrapment
5. Driver/suspect/occupants
 - a. Name
 - b. Description
 - c. Other information obtained
 - d. Weapons involved/officer safety considerations
6. Hazard Information
 - a. Blocking traffic
 - i. Is the vehicle drivable? Are tows needed?
 - b. General debris
 - c. Hazardous materials
 - d. Power lines

7. Caller Info

- l. Caller name (first and last)
- m. Caller phone number
- n. Involved, witness, or passerby
- o. Location of caller now

B) Routine Conditions: State will take any call where it is related to an incident on state highways and interstates.

1. Initial call

a. Received by State PSAP (State being the primary agency):

- i. If the call is within State's jurisdiction and no additional resources are needed, State handles the call;
- ii. If local law, fire or EMS response is necessary, State will hail the local law enforcement PSAP via METCOM (local law PSAP is responsible for fire and EMS response);
- iii. State may, at their discretion, inform the local PSAP of incidents (driving complaints, delayed response, etc.)

b. Received by local PSAP: Warm transferred to State whenever possible.

2. Subsequent calls accepted by the local PSAP will be transferred to state if the caller is involved, witnessed the incident, or has pertinent information.

3. Subsequent calls that are not transferred should be documented at the local PSAP (name, phone number, and info reported).

4. Incident coordination between the local PSAP and State should be conducted on METCOM.

5. Tows: State is responsible for ordering tow service unless directed otherwise.

C) Non-routine Conditions (i.e. winter storms, large scale vehicle accidents, State resources are overwhelmed, etc.)

1. Call taking adaptations: subsequent call taking is primarily focused on the following:

- a. Location (Use caution when screening subsequent calls for multiple incidents)
- b. Caller involved, witness, passerby (does caller have new information to share?)
- c. Vehicle description
- d. Injuries
- e. Blocking

2. Initial call

a. Received by State PSAP: If local law, fire or EMS response is necessary, State will hail the local law enforcement PSAP via METCOM (local law PSAP is responsible for fire and EMS response)

i. Driving complaint, informing the local PSAP

ii. Delayed response, looking for assistance from local PSAP

- b. Received by local PSAP: Process call as normal (in local CAD) and notify State on METCOM or identified talkgroup of required **CORE** information.
 - i. Incident type
 - ii. Location
 - iii.
- 3. Subsequent calls accepted by the local PSAP will be transferred to state if the caller is involved, witnessed the incident, or has pertinent information.
- 4. Subsequent calls that are not transferred should be documented at the local PSAP (name, phone number, and info reported).
- 5. Incident coordination between the local PSAP and State should be conducted on METCOM.
 - a. During periods of high call volume related to non-routine conditions, State can elect to move radio communications to a METAC in lieu of using METCOM.
- 6. Tows: State is responsible for ordering tow service unless directed otherwise.

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
March 16, 2020**

Agenda Number 6.C.

1. Text-to-9-1-1:

The Metro Transit and North Memorial PSAPs are now live on the system with text-to-911, but still completing some final testing. An announcement will be sent out when these PSAPs are ready to receive transferred text messages.

Washington and Scott Co. are the only remaining primary PSAPs in the metro area that have not yet implemented text capabilities on their answering applications. Both PSAPs are planning to implement text messaging concurrent with their next 9-1-1 answering application upgrade later this year.

2. Firewall Implementation:

The team working on the ESInet firewall implementation project is now focusing on turning up some of the greater MN PSAPs. It is not known at this time when the team will come back to the metro area. The MESB will pass on additional firewall implementation dates as they become available.

3. Other PSAP Activity:

The MESB is working with ECN to connect the Health East communications center to the 9-1-1 system, which would enable them to receive transferred 9-1-1 calls on the 9-1-1 system with ALI. Ramsey Co. has also begun planning to make their VESTA 9-1-1 call answering application geo-diverse. This will require a change in the ESInet to serve the second application server location. Ramsey believes the change will enhance their system redundancy and provide more COOP options.

4. NG9-1-1 ESInet:

The MESB is focusing 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. We want to ensure that our ESInet infrastructure can support shared/hosted and cloud-based applications and not limit the use of the ESInet to just handling 9-1-1 traffic. We are working now with ECN to consider ESInet options that would rehome our PSAP ESInet connections to redundant, diverse datacenters that can become the hubs for delivery of shared/hosted and cloud-based applications to all the metro PSAPs such as CAD, CAD-to-CAD interoperability, logging, as well as 9-1-1 answering applications.

In April 2018, NENA published a new NG9-1-1 ESInet Design document that outlines new modifications to the existing ESInets in use today. The new design focuses on increasing reliability and resiliency by incorporating multiple network service providers using different network protocols (e.g. MPLS, Ethernet, cable broadband Internet, wireless carrier broadband Internet). The MESB will continue to work with ECN to develop an implementation strategy to bring the metro area ESInet configuration into compliance with the NENA design recommendations.



METROPOLITAN
EMERGENCY SERVICES BOARD

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March 11, 2020

VIA ELECTRONIC MAIL

Dana Wahlberg, Director
DPS – Emergency Communication Networks
445 Minnesota Street, Suite 1725
St. Paul, MN 55101

Dear Ms. Wahlberg:

Emergency Communication Networks (ECN) requested each region submit two nominations for an Outstanding Leadership Award to be presented at the 2020 Public Safety Communications Conference. The purpose of this letter is to submit the Metropolitan Region's nominations for the awards.

For the elected recipient, the Metropolitan Region nominates **Commissioner Jim Ische** of Carver County. [Commissioner Ische](#) was elected in 1996 and was appointed to the then Metropolitan 9-1-1 Board in 2001; he has served continuously on the board since 2001. He is the Metropolitan Emergency Services Board's (MESB) longest serving Board Member. Throughout his 20 years on the MESB Board, he has actively engaged in and provided leadership on 9-1-1 and ARMER-related issues. Commissioner Ische served as an officer of the MESB 2008-2011, serving as Chair of the Board in 2011. In addition to his service on the MESB, Commissioner Ische served as alternate to the Statewide Radio Board (SRB) representing both the MESB and the Association of Minnesota Counties from 2009-2011 and served on the SRB Finance Committee during that timeframe as well. Commissioner Ische is [retiring at the end of 2020](#) and his presence will be sorely missed by the MESB.

For the non-elected recipient, the Metropolitan Region nominates **John Anderson** of MnDOT. John has been a key MnDOT employee for the ARMER system for over 20 years, serving as ARMER system administrator since 1999. John developed code for the ARMER system as-built documentation, a feat which even impressed Motorola engineers. He has been the brains behind the ARMER system since it began beneficial use; ARMER would not be as successful a system without John's hard work and dedication. He is immensely helpful to everyone that works on or in accordance with the ARMER system and his ARMER knowledge is unparalleled.

Thank you for considering the award nominees from the Metropolitan Region.

Sincerely,

Jill Rohret
Executive Director

Enclosure