



# **911 Technical Operations Committee**

## **Meeting Notice**

**Thursday  
May 21, 2015  
10:00 AM**

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

**Mark Your Calendars**

# Metropolitan Emergency Services Board

## 911 Technical Operations Committee

### Tentative Agenda

May 21, 2015

1. Call to Order
2. Approval of Minutes
3. Old Business
  - a. Wireless Issues
  - b. GIS Update
  - c. Data Update
  - d. Next Generation 911
    - i. State 911 Program 911 Services RFP Update
    - ii. GIS Role in NG911
    - iii. NG911 Subcommittee Report
      1. Hosted/Shared 911 Answering Application Implementation Status
  - e. SECB NG911 Committee
  - f. PSAP Operations Round Table Work Group
  - g. PSAP Abandonment (Condition 3) Routing – Metro Standard
4. New Business
  - a. ??
5. Adjourn

**Metropolitan Emergency Services Board**  
**911 Technical Operations Committee**  
**Draft Meeting Minutes**  
**February 19, 2015**

**Committee Members**

X	Nancie Pass, Ramsey (Chair)	X	Kathy Huges, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
	Linda Hanson, Anoka		Heather Hunt, Minneapolis
X	Mike Utecht, Bloomington PD		Marsha Pacolt, Ramsey
X	Susan Bowler, Carver		Ken Dvorak, Scott
	Bob Shoemaker, Chisago	X	Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota	X	Jon Eckel, Chisago

**Alternates**

X	Tim Walsh, Carver	X	Ashley Sames, Scott
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
X	Jeff Schlumpberger, Hennepin		Denise O'Leary, Ramsey
	Deb Paige, Carver		

**Others Attending**

Pete Eggimann, MESB  
 Martha Ziese, MESB  
 Kay Simons, MESB  
 Marcia Broman, MESB  
 Gordy Chinander, MESB  
 Martin Moody, MESB  
 Dawn Evangelist, CenturyLink  
 Dana Wahlberg

Lauren Peterson, MAC  
 Matthew Hoffer, CenturyLink  
 Frank Jarman, Airbus  
 Clif Giese, North  
 Dan Swiderski, CenturyLink  
 Jeff Lessard, U of M  
 Butch Gillam, Bloomington

## **1. Call to Order**

Nancie Pass called the meeting to order at 10:05

## **2. Approval of Minutes**

*Motion to approve the draft January 15, 2015 minutes. (Lind/Eckel) Approved.*

## **3. Old Business**

### **a. Wireless Issues – Gordy Chinander, GIS Manager**

Washington Co. experienced digitized audio when they tried to call four AT&T customers back. They have not experienced similar issues with wireline or any other wireless carrier. So far it has just happened these four times. A trouble ticket was started with both 911 Repair and with AT&T. No resolution is available yet.

Gordy reported that the FCC has raised an issue regarding wireless location accuracy and that the “uncertainty factor” as displayed in ALI is part of the discussion. Apparently, the uncertainty factor has been calculated in different ways by the carriers. Martin told the committee that ESIF has also been discussing this and that the carriers appear to be close to agreeing to all use the same standard when calculating the uncertainty. For the call taker, the smaller the uncertainty factor is, the more accurate the location information is believed to be, regardless of how it is calculated. Standardization, when it comes will be helpful.

The committee discussed whether there were enough inconsistencies and issues between the wireless carriers to justify a meeting with representatives from all four carriers. The consensus was that a meeting should be held. Dana said she would try to set something up, possibly in conjunction with the State 911 Conference.

### **b. GIS Update – Gordy Chinander**

Gordy reminded the group that the GIS data coordination is being done at the data creator level within each county to prevent errors from being reloaded whenever an update is made by the data creators. The ultimate goal is to create one data set that can be used for multiple purposes, including 911.

### **c. Data Update – Marcia Broman**

MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved. Joint efforts continue with several PSAPs/counties on street name standardization and resolution of ALI geocoding errors (to address points and centerline) in advance of their PSAP CAD transitions.

Marcia noted that while much progress has been made in the GIS synchronization project, the GIS data is not ready yet to generate a new MSAG based solely on the GIS data. The work here in the metro area will be coordinated with the State’s NG911 GIS efforts.

With some of the new reporting capabilities associated with Intrado’s handling of 911 call routing, the MESB staff are looking at what might be available to replace some of the traditional reports. For example, the 911 ALI Retrieval Analysis has traditionally been used as the source of how many 911 calls were received. The Intrado Clear View reports have actual 911 call counts, so we no longer have to interpret the ALI retrieval numbers and deal with issues like

multiple ALI retrievals on the same number during a single call counting as separate calls. The staff will continue to work with CenturyLink and Intrado on identifying new reports that are available to the PSAPs.

**d. Next Generation 911 - Pete Eggimann**

***i. State 911 Program 911 Services RFP – Dana Walhberg***

Dana reported that the RFP has been released and ECN is waiting for the responses to come back in.

***ii. GIS Role in NG911***

Dana told the committee that she was aware that the MESB Board had acted on the committee's recommendation to create a metro area GIS work group consisting of representatives from each of the metro counties and the MESB staff. The purpose of the work group is to reach consensus on how the local GIS data creators should format their data so that the data can be combined to make a single metro-wide GIS dataset for NG911. The work group will also identify best practices and processes needed to correct, update, and create local GIS data to be used in the metro NG911 data set. The GIS data created under this process is what will be shared with the State to be used for NG911. This will allow the State to deal with the metro area as a single entity in the same way it deals with individual counties in greater MN.

Dana thanked the committee for the feedback they provided at the last meeting regarding a proposed letter to the county GIS managers, elected officials, and PSAPs regarding the State's NG911 GIS project. She used the feedback to actually draft two letters, one at a high level for the policy makers, and a second letter with more detail for the GIS professionals and the PSAPs. Those letters have been sent out. Copies of both letters are in the meeting packet.

***iii. NG911 Subcommittee Report – Pete Eggimann***

***1. Hosted/Shared 911 Answering Application***

Jeff Schlumpberger, Hennepin PSAP Supervisor, reported that they are working on getting the final network elements in place in time to permit Minneapolis to come on the system yet this spring. IES and Airbus are making significant progress toward resolving the issues identified by the PSAPs on the system.

Susan Bowler, Carver Co. PSAP Manager, reported that Carver and Ridgeview expect to cutover to their new Airbus system in March.

**e. SECB NG911 Committee – Darlene Pankonie**

***i. Vendor/Contractor Background Update***

Dana went over the ECN Strategic Plan and the funding ECN was asking for at the legislature. This includes a potential 50% matching grant program for the ARMER system upgrades and Text-to-911 implementation.

**f. PSAP Operations Roundtable**

(No report)

**g. Shared /Hosted Logging Update**

Pete indicated that a joint Radio/911 TOC meeting was held in January to have Jeff Nelson, PSC Alliance, go over the information they obtained in a PSAP survey regarding logging. The participants provided an update on their current logging capabilities. Several PSAPs have logging systems that could be shared by other PSAPs and indicated they are willing to consider working with other PSAPs. Pete said that the MESB would be willing to help facilitate discussions and agreements between PSAPs that have an interest in sharing a logging application.

#### **h. Condition 3 Routing – Metro Standard? - Nancie Pass**

Nancie Pass had asked in November if two PSAPs agreed to Condition 3 routing, should there be an MOU? Nancy was not at the January meeting, so this item was carried over. The committee discussed various routing options and noted that when CenturyLink switched from using the local selective routers to using Intrado's selective routing, the different contingency routing options available and the naming conventions for the routing options had changed. For example what had been known as Condition 3 routing was now called PSAP Abandonment routing. The committee asked the MESB staff to work with CenturyLink to review what routing options were available and to let the PSAPs know what CenturyLink / Intrado currently had on file for each of them.

### **4. New Business**

#### **a. Text-to-911 – Pete Eggimann**

Pete reported that he and Martin have again been working with both Intrado and TCS on trying to set up a trial that would, 1) show what each provider's browser-based interface looked like, and 2) demonstrate how text messages could be moved between the two Text Control Centers (TCC). If successful, PSAPs would be able to get text messages from customers of all four major carriers without having to connect to both TCCs and use two different text interfaces depending on which carrier's customer sent the message.

#### **b. Legislation – Pete Eggimann**

The MESB staff has been meeting with legislators who are on committees that are expected to hear public safety communications related bills. The meetings have been primarily to make the legislators aware of the MESB's responsibilities and concerns. We have been supporting the ECN Strategic Plan and the associated changes to the surcharge amount. There are a couple of other bills that we are providing input on concerning "Blue Alerts" (basically an Amber Alert for situations in which a law enforcement office has been attacked and assistance is needed in finding the suspects) and a major regulatory re-write for VoIP telephony service providers.

*Call to adjourn*