



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

May 16, 2024 10:00 a.m.

1. **Call to Order & Introductions** - Susan Bowler, 2024 Committee Chair
2. **Approval of Agenda** - Bowler
3. **Approval of Minutes** - April 18, 2024 Meeting - Bowler
4. **Action Items**
 - A. None
5. **Discussion Items**
 - A. Presentation: Mutual Aid Awareness - Marv Bachmeier
 - B. COOP Planning: PSAP and Regional Level - Jacobson
 - C. SECB Training Grant - Jacobson
 - D. Verizon Misroutes - Tony Martin
 - E. Mental Health Call Processing Standard - Tony Martin
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup - Heidi Meyer
 - B. SECB NG9-1-1 Committee Report - Janelle Harris/Brent Anderson
 - C. 9-1-1 GIS and Data Report (attached) - Marcia Broman
 - D. 9-1-1 Network Report (attached) - Jacobson
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report - Bowler
 - F. IPAWS Report - Kari Morrissey
 - G. SECB NG9-1-1 Technical Operations Workgroup - Scott Petersen
 - H. SECB NG9-1-1 Operations Workgroup - Morrissey
7. **New Business - None**
8. **Announcements/Roundtable**
 - A. Next Meeting: Thursday, June 20, 2024, 10:00 am.
9. **Adjourn** – Bowler

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
April 18, 2024**

Committee Members Attendance:

Airport – Sara Boucher-Jackson
Allina EMS – **absent**
Anoka County – Kari Morrissey
Bloomington – Lavae Robinson
Carver County – **absent**
Chisago County – Mike Parker
Dakota County – Brent Anderson
Eden Prairie – Lisa Vik
Edina – Janelle Harris
Hennepin County – Tony Martin
Hennepin EMS – Dan Klawitter
Isanti County – Robert Shogren

M Health EMS – **absent**
Metro Transit – Carri Sampson
Minneapolis – Joni Hodne
North Memorial – **absent**
Ramsey County – Nancie Pass
Ridgeview EMS – John Scheuch
Scott County – Carrie Bauer
Sherburne County - Laura Anderson
St. Louis Park – **absent**
U of M – Robin Carter
Washington County - Darlene Pankonie

Alternates/Guests: Shaun Bergstrom, *MPLS*; Scott Haas, *Scott County*; Heidi Meyer, *Anoka County*; Scott Petersen, *MECC*; Lauren Petersen, *MSP Airport*; and Dave Taylor, *IES*.

MESB Staff: Marcia Broman; Greg Hayes; Jake Jacobson; Jacob Kallenbach; Pamela Oslin; and Jill Rohret

1. Call to Order

Laura Anderson called the meeting to order at 10:02 a.m.

2. Approval of Agenda

Motion made by Nancie Pass, seconded by Tony Martin to approve the April 18, 2024 9-1-1 TOC meeting agenda. Motion carried.

3. Approval of Minutes

Motion made by Martin, seconded by Sara Boucher-Jackson to approve the February 2024 9-1-1 TOC meeting minutes. Motion carried.

4. Actions Items

A. Regional Needs Document

Jake Jacobson stated that the Regional Needs Document is used to submit metro funding needs to the state of Minnesota. The new document is attached to the meeting materials and is similar to the 2023 submission.

Pass asked what the most important item for 9-1-1 funding is on the Regional Needs Document.

Jill Rohret responded by saying that CAD-to-CAD is the most important now. If the state of Minnesota creates their own version, then this would likely be removed in future years.

Motion made by Robert Shogren, seconded by Pass to approve the 2024 9-1-1 Regional Needs Document. Motion carried.

5. Discussion Items

A. Review/Address Questions: Incident Response Plan

Greg Hayes of the MESB gave a brief explanation of the new IRP, Incident Response Plan, passed within the EMS Technical Operations Committee.

Pass asked if St. Paul and Mapleton participate in the EMS TOC.

Hayes responded by saying both are represented in the EMS TOC.

B. COOP Planning: PSAP and Regional Level

Jacobson and Hayes stated that they are going to begin work on updating COOP plans, with a regional COOP plan creation being the ultimate goal. A workgroup could be useful in figuring out objectives and gaining valuable information.

Rohret stated that these updates and future planning processes come from the discussion had at the February 9-1-1 TOC meeting. A regional plan ensures that if a PSAP goes down, the same plan is conducted metro-wide no matter where it occurs. Practice and exercise to ensure familiarity with the process would be useful.

Shogren stated that the Covid plans could provide a solid starting basis and provide a split between the East and the West for backup center locations and facility options.

Tony Martin states that Hennepin County and Ramsey County have backup locations. The difficulty comes with having differing IT and operating systems. He stated that the Metro should aim to create a uniform structure with the same systems and equipment.

Pass stated that along with a uniform structure for equipment, standardizing language and processes on a Metro-wide, regional basis would also be needed.

Jacobson stated that a workgroup will be created at the May 9-1-1 TOC meeting. Please find your PSAP COOP plan and forward it to Jacobson or Hayes prior to that meeting.

C. SECB Grant

Jacobson stated that the TOC has a \$75,000 grant for training that needs to be spent. A few members of the region reached out with training recommendations, but the TOC needs to make some firm recommendations so the MESB can go out for RFP.

Rohret stated that the RFP needs to be finalized and posted by June 1, 2024. Feedback is needed to draft the RFP, or if the training is no longer needed, the grant can be returned.

Pass stated that the 'train-the-trainer' method has not worked in the past and is too inefficient. All training options should go in a different direction from that method.

Darlene Pankonie stated that multiple classes could be offered to provide numerous opportunities for PSAP members to attend.

Martin stated that PSAPs should commit to sending a minimum number of staff so the training can be fully attended.

Jacobson will continue to work on finding a solution. Please send him your class and training suggestions.

D. Presentation: Introduction to Current ESInet Network in the Metro Area

Jake presented several diagrams and walked through what the current ESInet Network looked like, outlining the basic foundation and subsequent changes through the years, and the multiple configuration approaches (single, shared, geo-diverse) that metro PSAPs have in their respective ESInet connection.

E. Verizon Misroutes

Martin stated that there have been no updates and no additional misrouted calls. Martin stated he will follow up with the FCC. If you are to get a misrouted call, make sure you take down as much of the information as possible and submit that information.

F. Mental Health Call Processing Standard

Martin stated that the group continues to work on the policy project charter. The group has finished the fact sheet and terms dictionary. Martin stated there is proposed legislation in the Minnesota Senate and House that would have language and definition changes, changes to Travis' Law, and adds civil liability if this new legislation is not followed.

6. Reports

A. PSAP Operations Roundtable Workgroup

The workgroup talked about concerns related to task force units utilizing channels and asking for dedicated dispatchers at the last minute of operations. Discussion analyzed the difficulties of covering these units at the last minute and how better planning is needed.

Pankonie stated that increased coordination and communication is needed in these incidents/events.

B. SECB NG9-1-1 Committee Report

The committee discussed location-based routing and its future in 9-1-1/PSAP communications. Membership policies and responsibilities, and ongoing RFPs were discussed. The denial-of-service awareness document is in revision and almost finished. The NG9-1-1 hub site has several glitches/issues of functionality and needs work.

C. 9-1-1 GIS and Data Report

Marcia Broman gave a brief overview of her report. The report is attached to the meeting materials.

D. 9-1-1 Network Report

The report is attached to the meeting materials.

E. MN Sheriff's Assoc. PSAP Subcommittee Report

The subcommittee met briefly in March and shared a staffing study.

F. IPAWS Report

There are no new updates.

G. SECB NG9-1-1 Technical Operations Workgroup

Cybersecurity was the main topic at the workgroup meeting in April and will continue to be a topic of importance.

H. SECB NG9-1-1 Operations Workgroup

There is no new report.

7. New Business – None

8. Announcements/Roundtable

A. Next Meeting: Thursday, May 16, 2024, 10:00 a.m.

9. Adjourn

The meeting was adjourned at 12:03 p.m.

Draft

Meeting Agenda: MESB PSAP Roundtable

Date & Time: Tuesday, April 9th, 2024 1000-1200

Location: Dakota County Communications
2860 160th St W
Rosemount, MN
-or-

Microsoft Teams Meeting ID: 267 811 820 980

Passcode: a5K7bG

Host contact: Tara Shoemaker 651-322-8643
tshoemaker@dakota911mn.gov

Committee Chair: Heidi Meyer O:763-324-4750 C:612-418-7283
Heidi.meyer@anokacountymn.gov

Agenda Items:

1. Introductions – **In-person attendees: Tara Shoemaker, Rachel Keeler, Adam Vnuk, Candy Capra, Ashley Sames, Tianna May, Phil Ozmun, Joe McCollow, Lindsay Stambaugh; Virtual attendees: Heidi Meyer, Dawn Kenyon, Erin Quinn**
2. Additions, changes to the agenda
3. Training (new employee and continuing ed.)
 1. Current in-service opportunities
 - i. **Ramsey Co is considering hosting a 40-hour APCO manager course, more details to follow.**
 - ii. **MAC maybe hosting an 8-hour Denise Amber Lee course on human trafficking. \$120-\$150 / person (approximately). Will forward any details.**
 2. CTO training / Roundtable **Discussed how to revitalize the CTO Round Table. Return to the basic intent as an avenue for CTOs could share training ideas, solutions to challenges, etc. while limiting involvement from management. (Supervisors and management have Metro Round Table and T-O-C). It was decided that we'd recruit a core team of enthusiastic CTOs from each agency (1 or 2 depending on agency size). These CTOs will form the foundation of the group with a vision towards the future. They'll be invited to our July 9th meeting so they can observe the flow of our meeting for the first hour or so and then break off for their own meeting. Their meetings will occur quarterly on the first Tuesday of the month. Please forward their information to Microsoft Teams admin (Sara & Adam at Airport) so they can be added to their own group.**
 3. General training questions, updates, etc. **Jake is requesting our feedback regarding a \$75K resiliency training grant awarded to the MESB region. Only half is available from January 1-June 30, 2024; the other half (and any unspent from the first half) will be available July 1,2024-June 30, 2025.** Online Systems mentioned were as follows:
 - [Lexipol Wellness Solution Overview - Lexipol \(wistia.com\)](#)
 - [Cordico Home - Cordico;](#)
 - [Course Category | Virtual Academy](#)
 - [Mindbase](#)
 - <https://www.breakthestigma.org/>
 - [Pathfinder Resilience \(b2cstudios.net\)](#)

4. Standards

1. In January, Rachel brought up the issue of outside agencies requesting PSAPs to manage radio channels if conducting details within a PSAPs area. It was briefly mentioned at February's TOC meeting but not fully discussed due to time constraints. The March TOC meeting was canceled, so this subject will be presented at the April 18th TOC meeting.
2. **At the April meeting, it was agreed that when units are planning events (ex. Search warrants, surveillance, etc.) that communication centers be included for center's awareness and staffing needs. Do our metro standards address this issue, like pursuits? Adam from Airport was going to investigate that. With the increase of special details, determining a metro wide guideline would be conducive for cooperative response.**

5. 2024 Metro Salary Study Update

1. Added to Microsoft Teams for better accessibility.
2. **Airport is the main administrator of Teams (Sara or Adam) so they are point of contact for adding / removing users, groups, etc.**

6. Events and exercises (plans, meetings, 205's, impact on operations)

1. **Airport: Crash Exercise 5/8; Active Shooter 9/10 & 9/11**
2. **Scott: Canterbury Events**
3. **Regular summer events with various agencies.**

7. PSAP technical updates and info (CAD, radio, phone, and other systems)

1. **Allina-Centra Square CAD updated, still examining CAD to CAD with St Croix Co as well as with Bloomington.**
2. **DCC- Phone issues with Motorola Saas Phone System**
3. **Ramsey Co-After being with Will be going with Frontline after being with Corti for 2 years, found it wasn't working for Law Enforcement**
4. **Scott – exploring CAD share with Hennepin.**

8. QA/QI – general updates, questions, etc.

1. **Discussion if anyone is using Denise Amber Lee QA or AI/language programs.**
2. **DCC – questions / discussion re: translation services / language line / utilizing staff that is native speaker of another language. How to QA? Ramsey Co does have PSTs fluent in Hmong, currently not QA'ed. ECN has been reviewing call times and contacting agencies who have longer processing times.**

9. PSAP operational updates and information (management, staffing, schedules, significant changes) – around-the-table updates from each agency

1. **Ramsey Co – Dan Palmer, new deputy director; Dave Reger, new operations director, -3 Fire PST, -8 LE PST, moving into remodeled center 4/22/24.**
2. **Airport – has a list of 6 applicants to fill the last 2 positions.**
3. **Scott Co – 14 in training, -4; 2 new supervisors, still down 1**
4. **U of M – recently added 11 block area near I35W/Oak from Mpls; questions / discussion regarding ESST and HR vs department policy**
5. **DCC – posted for training manager; have 10 in training; -8**
6. **Anoka Co – new classroom training model has proven successful; - 15; have 9 trainees in various stages of phone / radio training.**

10. Meeting calendar 2024

January 9th, 2024 – MSP

April 9th, 2024 – DCC

July 9th, 2024 – **Hennepin Co ** note change ****

October 8th, 2024 – Anoka County

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data/GIS Report
May 16, 2024 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 the **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and NG9-1-1 core services, as well as support many non-public safety uses important to counties and cities.
2. **New MESB GIS Support Staff Person:** MESB is pleased to announce a new member of the MESB team. Elizabeth Spracher-Moore joined MESB as a GIS Specialist on 5/6/2024. Elizabeth comes to MESB with five years of experience in mapping, spanning utilities, local government, and survey industries, as well as eight years of experience overall in customer service. She also holds a master’s degree in Geographic Information Systems from Arizona State University. Elizabeth will be jumping in to assist with various regional GIS work functions, including wireless 9-1-1 call routing and NG9-1-1 GIS data support. She also recently relocated to the Twin Cities and is looking forward to exploring life in Minnesota. Please join us in welcoming Elizabeth!
3. **GIS Regional GIS Dataset Aggregation and Validation:** The region has a **monthly cadence** for NG9-1-1 validations and submission to statewide datasets. The next full regional NG9-1-1 data validation run is planned for **5/13/24**.
4. **Regional Data QA/QC:** MESB continues to **analyze the region’s NG9-1-1 data errors** identified through MESB’s internal validation tools, GeoComm’s Data Hub (GDH), and 1Spatial’s platform. MESB also validates “live” 9-1-1 call locations against the regional GIS to identify missing or inaccurate GIS data. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If it is determined that MSAG and/or ALI updates are needed MESB will process them on behalf of its PSAPs. MESB is also working on a couple of process enhancements aimed at more efficiently creating ongoing County/PSAP-level reporting, as well as regional load files for statewide aggregation.
5. **Metro Regional GIS-derived MSAG transition:** All MESB PSAPs are stable with GIS-derived MSAGs. The initial transition, as well as at least one MSAG “refresh,” is complete for all PSAPs. Additional methods are used by MESB for monthly GIS-derived MSAG maintenance between full “refreshes.”
6. **Wireless Cell Sector Routing Audits:** MESB is currently engaging with the data entities for the three major wireless carriers to perform audits of the region’s cell sector routing and wireless ALI display information. Audit comparisons are currently underway with AT&T Mobility’s data from Intrado, as well as Verizon’s data from Comtech. MESB will be providing data corrections back to those entities for any non-conformances. MESB performs these types of audits periodically.
7. **Wireless Location Based Routing (LBR):** The three major wireless carriers have already implemented LBR in the MESB region (T-Mobile 2021, AT&T 2022, Verizon 2023.) Quarterly, MESB distributes updated PSAP boundaries to wireless carriers, MPCs, VPCs, TCCs, and other interested parties. The Q2 2024 distribution included boundary changes between the MECC and UMPD PSAPs. MESB has received confirmation that the PSAP boundary updates have been made in the systems supporting all carriers – AT&T Mobility, Dish Wireless, T Mobile, and Verizon.

8. **Verizon Wireless Misrouted Calls:** MESB PSAPs have not made MESB aware of any recent Verizon out-of-state misrouted calls. PSAPs should continue to notify MESB (Jake Jacobson and Marcia Broman) of any tickets opened with Comtech on Verizon out-of-state misrouted calls.
 - a. The most expedient method to report issues with wireless calls, such as misroutes, is to **open a ticket with the applicable wireless carrier** (not through Lumen repair or 911NET).
 - b. **Verizon out-of-state misrouted calls (or any other Verizon wireless issues) should be reported to the Comtech NOC 800-959-3749 or noc@comtech.com.**
 - i. **Email reporting** is recommended for tracking purposes.
 - ii. Comtech states call reports “must be **within the past 7 days, preferred within 3-5 days** for most accurate traces.”
 - iii. Providing a **screenshot** of the call, along with a **CDR** (if possible), and specifics about where the caller’s stated location are all extremely helpful to the investigation.
 - c. MESB will monitor the ticket and trends across the region, ask additional questions of Comtech/Verizon (as needed), and share information about the call with the FCC inquiry that is currently underway.

9. **PSAP Online PSAP Manual:** Jacob Kallenbach, MESB Senior Administrative Assistant, is in the process of updating various documents in MESB’s online PSAP Manual. PSAPs who do not have access to the secure portion of MESB’s website to access the PSAP manual should contact Jacob at jkallenbach@mn-mesb.org to establish access.

ONGOING ACTIVITIES

10. **PSAP Quarterly MSAGs:** Quarterly MSAGs were distributed in April to all PSAPs and GIS stakeholders.

11. **Wireless Cell Sector/Routing Data:** MESB continues to process wireless cell sector routing updates for all four wireless 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 and MESB staff will investigate.

12. **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 least 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.

13. **Regional Data Viewer:** PSAPs are encouraged to use the [regional 9-1-1 dataviewer](https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx) developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid and current for regional 9-1-1 use. This is the authoritative source of NG9-1-1 GIS data for the 10-county MESB region. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)

14. **GIS supporting RapidDeploy Radius ALI Mapping:** MESB continues regular monthly “refreshes” of the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping.

15. **Integration with State NG9-1-1 GIS Activities:**

- a. All MESB regional NG9-1-1 required datasets are included in the **statewide enterprise database**. These datasets include: the metro regional supplier boundary, road centerlines, address points, and Emergency Services Zones (resulting in PSAP, law enforcement, fire, and EMS boundaries.)
- b. **Metro Regional GIS datasets are shared publicly** on the MN Geospatial Commons. (See resources under the MetroGIS and MESB organizations on the Commons.)
- c. In addition, the regional data is also included as **part of the MN Road Centerline and MN Address Point datasets (Opt-In Open Data Counties)**.

16. **SECB NG9-1-1 GIS Workgroup:** The **SECB workgroup focused on NG9-1-1 GIS topics** meets monthly (virtually 2nd Thursday of each month 9:00-10:00 am.) MESB is participating on behalf of the region. Metro county GIS data producers are also encouraged to participate as their availability allows. The workgroup recently surveyed GIS stakeholders and identified several tasks for the workgroup to address, as well as items to refer to other groups better equipped to address them.

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April 17, 2024 Incident – Service Disruption of PSAP Transfers

PSAP-to-PSAP transfer issues were reported by Hennepin County and RCECC during a time of major service disruption experienced by South Dakota and Nebraska, which have an ESInet similar to Minnesota's. There were no 9-1-1 NOC tickets created with a specific case of a transfer unable to be specifically processed. This is understandable given the relatively low frequency of transfers and with PSTs successfully managing the primary receiving of the 9-1-1 call. Lumen was unable to research without having data specific to the issue. However, the timing with the major service disruptions of other states was too coincidental to ignore, so MESB requested an RFO.

The RFO mentioned the well-publicized nationwide story of a light pole installation in Missouri severing a fiber carrying 9-1-1 traffic. In this cut, two issues were uncovered: unsuccessful execution of the fiber's protected ring functionality, and an unsuccessful failing over to a diverse and redundant circuit.

In a further follow-up meeting, Lumen mentioned there was maintenance on the secondary redundant/diverse circuit simultaneously with the light pole incident severing the primary and thus was unavailable for receiving failed-over traffic. MESB has expressed its concerns about the April 17 incident to Lumen, though the metro PSAPs were minimally impacted.

February 8, 2024 Incident – Dakota County

MESB is continuing discussion with Motorola and Lumen over the Dakota County service disruption February 8, 2024. While there is continued discussions specific to the incident of why 9-1-1 and administrative calls were unable to be processed when one (Lumen) of the two circuits lost in the force majeure tornado incident, a greater question was raised on the nature of network management and ownership of the circuits connecting Motorola host sites to Motorola SaaS PSAPs, which is essentially a network internal to Motorola. The current arrangement for these circuits has ECN as the customer of record. MESB is exploring with ECN/MN.IT on having this ownership shift to Motorola in which they will have control of the network configurations and make needed changes as it deems fit to SaaS network needs, which includes more than the conventional 9-1-1 voice/text traffic involved with the ESInet circuits that Lumen oversees.

April 18, 2024 -- First Meeting for MESB Network Working Group

The first MESB network working group meeting with the focus on abandonment routing options that can be "pre=built" with Lumen, and how they are prioritized and selected when contacting the Lumen 9-1-1 NOC. Jake will work on the meeting notes, schedule, and topics for future sections.

PSAPs should expect ECN/Mission Critical Partners Survey for PSAP equipment readiness for NG9-1-1 Transition

At the time of this writing, which was mentioned at the SECB Public Safety Communications Conference. Sherri Griffith Powell will be sending a survey to each PSAP seeking what levels of software/hardware you have with the intent of ensuring your PSAP readiness to connect to the expected NG9-1-1 network. This survey was conducted as a pilot for the Southwest region and is comprised of a spreadsheet with a set of simple yes/no questions involving minimum required version levels of PSAP equipment involved in successfully processing NG9-1-1 i3 network traffic.

Expect to be asked on version levels for the following:

- CHE

- CAD
- Logger
- GIS system

If you have any questions, please feel free to include Jake in responding to Sherri Griffith Powell or ECN. Jake will be directly involved when the data is collected and summarized for the region to identify opportunities and upgrade needs at a regional level that could be eligible for additional funding.