



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

May 20, 2021 10:00 a.m.

[WebEx Meeting Link](#)

(408) 418-9388

Meeting Access Code: 182 092 3102

Passcode: 9119

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – April 15, 2021 Meeting**
- 4. Action Items**
  - A. METCOM Encryption Work Group
  - B. Regional Emergency Communications Strategic Plan
- 5. Discussion Items**
  - A. Regional Workload Sharing / Situational Awareness Planning WG
  - B. Telecommunicator Resiliency Training
  - C. T-CPR Training Grant Requests
  - D. System Outage Notifications
  - E. Mental Health Call Processing Standard
  - F. Legislation Update
  - G. T-Mobile Location Based Routing
  - H. PSAP ESInet Connection Design and Funding
  - I. Event and Exercise Communications Planning Standard Feedback
- 6. Reports**
  - A. PSAP Operations Round Table Work Group
  - B. SECB NG9-1-1 Committee Report
  - C. 9-1-1 Network Report (Attached)
  - D. 9-1-1 Data Report (Attached)
- 7. Announcements**
- 8. Adjourn**

# Metropolitan Emergency Services Board

## 9-1-1 Technical Operations Committee April 15, 2021 Draft Meeting Minutes Meeting Held via WebEx

### Members Present

Allina EMS	<b>Absent</b>	MAC/Airport	Lauren Petersen
Anoka County	Val Sprynczynatyk	Metro Transit PD	<b>Absent</b>
Bloomington PD	Jim Scanlon	Minneapolis	LaVae Robinson
Carver County	Susan Bowler	North Memorial	<b>Absent</b>
Chisago County	Jake Thompson	Ridgeview EMS	<b>Absent</b>
Dakota County	Tom Folie	Ramsey County	Nancie Pass
Eden Prairie PD	Lisa Vic	Scott County	Carrie Bauer
Edina PD	Janelle Harris	Sherburne County	<b>Absent</b>
Hennepin County	Tony Martin	St. Louis Park PD	<b>Absent</b>
Hennepin EMS	Wade Johnson	University of Minnesota PD	Jeff Lessard
Isanti County	Bob Dowd	Washington County	Dar Pankonie

**Guests:** Matthew Hoffer, Lumen; Kari Morrissey, Anoka County; Jonathan Rasch, RCECC; Dawn Kenyon, Hennepin County; Marcus Brunning, ECN; John Drury, Lumen; Frank Jarmon, Motorola; Mike Melby, North Memorial; Michael Mihelich, RCECC; Gladys Ferguson, Allina

**MESB Staff:** Marcia Broman, Pete Eggimann, Jill Rohret, Martha Ziese

### 1. Call to Order

Valerie Sprynczynatyk (9-1-1 TOC Vice-Chair) called the meeting to order at 10:00 AM.

### 2. Approval of Agenda

Pete Eggimann asked that item 4.B be added to the agenda; Election of a Regional NG9-1-1 Representative to the SECB Committee.

*Motion made by Tony Martin to approve the amended agenda for April 15, 2021. Darlene Pankonie seconded. Motion carried.*

### Roll Call for Approval of Agenda

Agency	Member	Yes	No
Allina EMS	Absent		
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Dowd	X	
MAC/Airport	Petersen	X	

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Metro Transit	Absent		
Minneapolis	Robinson	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Absent		
St. Louis Park PD	Absent		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:16 Nay: 0 Motion passed**

### 3. Approval of Minutes

Dar Pankonie asked that the minutes from February 18, 2021 minutes be amended to reflect Pankonie was present and voted at the February 18, 2021 meeting.

*Motion made by Darlene Pankonie to approve the corrected minutes from February 18, 2021. Tom Folie seconded. Motion carried.*

### Roll Call for Approval of Minutes

Agency	Member	Yes	No
Allina EMS	Absent		
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Dowd	X	
MAC/Airport	Petersen	X	
Metro Transit	Absent		
Minneapolis	Robinson	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Absent		
St. Louis Park PD	Absent		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea: 16 Nay: 0 Motion passed**

### 4. Action Items

#### 4.A Election of Committee Chair

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*Valerie Sprynczynatyk nominated Susan Bowler to serve as the 9-1-1 TOC Committee Chair for the remainder of 2021. Nancie Pass seconded. Motion carried.*

### **Roll Call for Approval of 4.A.**

Agency	Member	Yes	No
Allina EMS	Absent		
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Dowd	X	
MAC/Airport	Petersen	X	
Metro Transit	Absent		
Minneapolis	Robinson	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Absent		
St. Louis Park PD	Absent		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:16 Nay: 0 Motion passed**

### **4.B Election of regional representative for the SECB NG9-1-1 Committee**

*Motion made by Valerie Sprynczynatyk to move Chad Loffler to primary position and appoint Janelle Harris as alternate representative to the SECB/NG9-1-1 Committee. Seconded by Dar Pankonie. Motion carried.*

### **Roll Call for Approval of 4.B.**

Agency	Member	Yes	No
Allina EMS	Absent		
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver County	Bowler	X	
Chisago County	Thompson	X	
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Dowd	X	

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MAC/Airport	Petersen	X	
Metro Transit	Absent		
Minneapolis	Robinson	X	
North Memorial	Absent		
Ramsey County	Pass	X	
Ridgeview EMS	Absent		
Scott County	Bauer	X	
Sherburne County	Absent		
St. Louis Park PD	Absent		
U of M PD	Lessard	X	
Washington County	Pankonie	X	

**Yea:16 Nay: 0 Motion passed**

### **5. Discussion Items**

#### **A. Regional Workload Sharing/Situational Awareness Planning**

Jon Rasch said it was discussed at the last meeting to divide some of the Winbourne CAD-to-CAD study topics into different areas. The group decided that there is not much tweaking that would need to be done to the study to define the needs of a regional connectivity solution for a pandemic situation and day-to-day connectivity.

Rasch said the group was asked to discuss how the structure, procurement, and management of a regional solution would work. There were four structures discussed:

- Option 1 is a CHS1 Type Agreement with MESB as contract manager.
- Option 2 is to modify the MESB JPA to allow MESB CAD interoperability coordination.
- Option 3 is to have one agency own the contract and other PSAPs would have an agreement with that PSAP.
- Option 4 is to involve a consultant to assist PSAPs with RFP and long-term management.

Rasch said there was also discussion of a hybrid option that combined some of the options above. At this time, the obstacles for the group are not knowing who is in and how it will be funded. It is hard to narrow down the cost to each agency. A survey will be sent to determine level of interest and participation of each agency.

Pete Eggimann said that the PSAP survey will ask if any of the four options are “unacceptable” for the responding PSAP and if there is still an interest by each of the PSAPs in participating. It is assumed there will be some costs at the local level but not self-funded entirely. There may also be some grant funds available. Long-term sustainable funding is the preference. The dollar amount is not insignificant but if spread out over the 10-county area it would not be insurmountable. Eggimann said he will be working on sending out the information and survey.

Eggimann said he wanted to stress that the system would support all the PSAPs in the metro. Which PSAP another PSAP chooses to partner and share data with would be controlled by those PSAPs.

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### **B. Regional Strategic Planning Meetings (2/22, 3/8, 3/15)**

Eggimann said the three regional strategic planning meetings have been completed. 15-20 people were involved in the calls. Feedback and approval will be sought at the next 9-1-1 TOC for the metro region state-wide planning contribution report.

### **C. Pandemic Response**

Michael Mihelich reported there was a tabletop exercise with the RapidDeploy system on March 26<sup>th</sup>. There were approximately 40 participants. RapidDeploy believed they had fixed the latency and stability issues identified in earlier testing. However, there were still issues that came up during the exercise which were new or had not been fixed, as well as some issues with the video on the call itself. The conclusion of the group after the exercise was stopped was that the system could not be relied on as it is currently configured to support a contingency plan during a pandemic related PSAP closure. The group recognizes that they were trying to use RapidDeploy with a non-standard configuration to support a regional contingency plan. This configuration would not be used by RapidDeploy for an individual PSAP who wanted to use the system for regular day-to-day CAD operations. The group's conclusion regarding the contingency plan should not be used as an evaluation of the RapidDeploy system for normal CAD operations.

### **D. Telecommunicator Resiliency Program RFP**

Kari Morrissey reported that a PSAP Roundtable workgroup has been meeting with Motivations. Morrissey identified that the goal of the program is to implement a training curriculum at each PSAP to increase the resiliency of the dispatch staff. The program includes individualized training curriculum options for each PSAP, online train-the-trainer sessions, and continued access to an on-line training library through the end of the year. Motivations will conduct an assessment with each PSAP that will be used to develop their individualized training curriculum. There are different options PSAPs may choose from based on their assessment.

### **E. T-CPR Training Grant Requests**

Eggimann said that all sub-grant agreements have been sent to metro PSAPs. They need to be returned to Tracey after they have been signed. All requested money has been approved.

### **F. System Outages Notification**

Tony Martin said there will be a final draft plan document presented at next month's 9-1-1 TOC meeting.

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

Martin said that Hennepin County is putting together a committee that will push out a Best Practices guide.

Morrissey said that a group from Denver PD in Colorado spoke to the Roundtable group last week. Their program has a crisis unit that handles mental health calls. The Roundtable feels that a crisis unit that handles those calls could be a good best practice that would enable a PSAP to transfer calls to the crisis unit.

Dar Pankonie said NAMI of Minnesota proposed legislation that would mandate PSAPs transfer mental health crisis calls to an appropriate mental health resource. The legislation does not define what an appropriate mental health resource is, or what to do if no resource is available at the time of the call. It will be difficult to have a standard when there are so many different crisis programs within

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our counties. Also 988 is coming next year. The 988 group is going to speak to the NG9-1-1 Committee next week. A consideration would be that the 988 group could be a secondary PSAP so they could have the caller's ANI/ALI.

Nancie Pass said it would be best if all mental health crisis calls in the metro could be handled the same way. Additional funding will be needed to implement coordination and transfer capabilities between the PSAPs and mental health crisis responses. Ramsey County has a 24-hour capability to transfer responses to social services, but it remains a challenge to initiate and coordinate a social service response.

Pass said there was a lessons-learned presentation by Arizona State University that had an in-bedded health care worker in Hennepin County that sat on the communications floor that increased their transfers by 100%.

Jill Rohret said she will try to get an update on the mental health bill and send it to the committee members.

### **H. Legislation Update**

Pankonie said the Telecommunicator Reclassification and Licensing bill made it into the Public Safety Omnibus bill for both the Senate and the House. There is an additional amendment on the Senate bill. Pankonie said she will send a copy of the Senate Omnibus bill to Rohret.

Rohret reported that the MESB bill that would change the definition of the metro region in Chapter 403 to include all ten MESB-represented counties was included in the House Public Safety Omnibus bill. There is no information yet on the status of the Senate bill.

Rohret said the AMC bill to keep the 9-1-1 fee at \$.95 is also included in the House Public Safety Omnibus bill. It appears to have strong bi-partisan support.

### **I. T-Mobile Location Based Routing**

Marcia Broman said the MESB received confirmation from T-Mobile that they had processed the data set audit corrections. Once those corrections are reviewed and verified, the MESB will proceed on to the former Sprint portion of the T-Mobile audit. Broman is optimistic a location-based routing trial can be in place this summer for those PSAPs that have expressed an interest.

### **J. PSAP ESInet Connection Design and Funding**

Eggimann reported that Washington County requested a 9-1-1 Plan change based on the ESInet connectivity design recommended by their consultants. That request has exposed some issues with the current process for requesting and implementing 9-1-1 Plan change requests. Eggimann noted that in the past, analog ESInet connections were very straight forward. Now with digital ESInet connectivity there is currently no standardized ESInet connection, particularly with geo-diverse or shared/hosted 9-1-1 answering application implementations. Until ESInet connections can be standardized there is a need for coordination and input from the consultants, the 9-1-1 service providers, the State 9-1-1 program, as well as the MESB before contracts are signed.

Pankonie said it is a matter of bringing things up to date. The remaining legacy analog equipment is connected differently than how new digital equipment will be connected to the ESInet. Currently, ECN has an unwritten policy to only pay for two connections per PSAP regardless of the design the PSAP

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chooses to adopt for their operations. Pankonie does not believe limiting a PSAP that wants to implement a geo-diverse NG9-1-1 capable solution to the two ESInet connections provided by the state is no longer a technically acceptable solution. The Washington County attorney will review and draft a letter to be presented to the MESB and then on to the SECB to start dialog about creating a new standard for ESInet connectivity that meets the PSAP needs.

### **K. Event and Exercise Communications Planning Standard Feedback**

Eggimann reported the Radio TOC has started a work group to look at the Event and Exercise Communications Planning Standard 3.17.4. They want to update the standard and would like PSAP Manager input. The work group requested that the PSAP managers provide their suggested edits and feedback to Tracey Fredrick or Eggimann. There may be a need to have a joint TOC group review.

Rohret said the standard is not just on the ARMER side. It is necessary to consider interoperability between PSAPs. Input before the next Radio TOC April 28<sup>th</sup> would be appreciated.

Pass said the standard has been sent to the RCECC staff for review.

## **6. Reports**

### **A. PSAP Operations Round Table Workgroup**

Morrissey said the workgroup has reviewed the metro telecommunicator training curriculum. The language in the ARMER chapter regarding some of the standards will be updated. The work group also believes some updates are needed in the technology section, particularly the partnership between Rapid SOS and "What Three Words".

### **B. SECB NG9-1-1 Committee Report**

Pankonie said the T-CPR Recognition course offered by IAD should be approved and available this week. The people working on implementing the 9-8-8 mental health resource line will be at the next committee meeting. There will be a GIS workgroup report also at the next meeting.

### **C. 9-1-1 Network Report (written report in the packet)**

Eggimann said the report is in the packet but highlighted that Scott and Washington counties will be the last two PSAPs in the metro area to implement text messaging as soon as they come on line with their new 9-1-1 answering applications.

Eggimann reported the 9-1-1 system ingress contract implementation is underway. Inteliquent has identified the POI locations across the state for the originating service providers to connect to for access to the NG9-1-1 core services once they are in place.

Eggimann said the MESB is continuing work with the state on RFP language for the NG9-1-1 Core Services and Egress Network contracts.

### **D. 9-1-1 Data Report (written report in the packet)**

Broman highlighted that the wireless carriers have been mandated by the FCC to provide vertical coordinates (Z axis) in addition to the horizontal X,Y coordinates. Verizon and T-Mobile are now providing all three axis coordinates in their ALI information. Isanti Co. is testing a new ALI format that will display all three coordinates.



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Broman said the Z-coordinate data is available in the ALI run log and has been provided to Ramsey County GIS for evaluation. The GIS workgroup report will be presented to the April SECB meeting. ECN has engaged with a vendor to automate the aggregation and validation process.

### **7. Announcements**

**Adjourn at 11:33**



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** May 20, 2021  
**Agenda Item:** 4.A Appointment of Members to METCOM  
**Encryption Workgroup**  
**Presenter:** Thompson

### **RECOMMENDATION**

The Radio Technical Operations Committee (TOC) recommends appointing 9-1-1 TOC members/PSAP managers to a newly formed workgroup to discuss METCOM encryption.

### **BACKGROUND**

At its April 28, 2021 meeting, the Radio TOC held a discussion about moving the METCOM talkgroup to an encrypted resource.

### **ISSUES & CONCERNS**

During the Radio TOC meeting, there was a desire to form a workgroup to begin the work for moving METCOM to being an encrypted resource. Curt Meyer from Hennepin County will be leading this workgroup. There are a few members from the Radio TOC that will be members of this workgroup.

As discussion continued, it was determined that PSAPs will have an interest in how this work would go forward and should be involved in decision making for this resource. It is recommended that at least two or three members from the 9-1-1 TOC would also sit on this workgroup. The thought is that the group would be a bit larger, but to begin with, it will be a smaller group. As more decisions are made, other members will be brought in if entities are affected.

### **FINANCIAL IMPACT**

None to the MESB.

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:** May 20, 2021  
**Agenda Item:** 4.B Regional Emergency Communications Strategic Plan  
**Presenter:** Eggimann

### **RECOMMENDATION**

MESB staff recommend that the committee review and accept the strategic planning recommendations for emergency communications made by the regional strategic planning work group. Once the committee approves the regional plan, the plan would then be submitted to ECN for incorporation into ECN's statewide strategic plan.

### **BACKGROUND**

Twenty-two representatives from emergency communications agencies across the metro area met three times in February and March to develop strategic planning priorities for inclusion in a metro region emergency communications strategic plan for the next three years. The meetings were facilitated by Judy Plante, a consultant provided by ECN. This is the third time that Judy has facilitated this type of strategic planning in the development of emergency communications strategic plans for the State of MN. The plans are a resource used in prioritizing emergency communications projects and budgeting.

### **ISSUES & CONCERNS**

(none identified)

### **FINANCIAL IMPACT**

(none identified)

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL

METRO	3-8-21
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Goal #	Goal	Objectives	Benefits
1	Expanded interoperability between PSAPS	<ul style="list-style-type: none"> <li>• Get CAD to CAD within region (* translation through hub/ or standardized codes)</li> <li>• Dedicated public safety IT network</li> <li>• Regional situational awareness map</li> <li>• Overflow routing capability</li> <li>• Expanded geospatial data support</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to help during disasters/large events</li> <li>• Faster response times</li> <li>• Tactical dispatch for cross border incidents</li> <li>• Improved safety for the responders</li> </ul>
2	Continuity of operations	<ul style="list-style-type: none"> <li>• Back up facility/ies</li> <li>• Access to consoles from remote location</li> <li>• Ability to sign in from another PSAP and log in, get access to their PSAP data</li> <li>• Access to geospatial data regardless of location</li> <li>• Dedicated IT network (also above in #1)</li> <li>• Explore ability to work from home or remotely (going to a hub rather than a more distant PSAP)</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping center functioning for citizens and responders</li> <li>• Increased reliability and redundancy*/resiliency</li> <li>• Meeting the public expectations of availability for 911 and emergency response</li> <li>• *Primary pathway has a back up</li> <li>• *Having planned back ups for open positions, retirements, illness, absences. Coverage.</li> <li>• *redundancy leads to resiliency</li> <li>• Fail safe</li> </ul>
3	Continue to invest, upgrade, and expand the ARMER system	<ul style="list-style-type: none"> <li>• Look at TDMA for increased local site capacity</li> <li>• Standardize/look ahead to AES encryption – get ready for it</li> <li>• LTE push to talk</li> <li>• Stabilize the funding (FCC 911 fee diversion impact) – several million per year</li> </ul>	<ul style="list-style-type: none"> <li>• Responder and Officer safety</li> <li>• Reliable communication</li> <li>• Lifeline to public safety responders</li> <li>• Better safety for the public – when responders can communicate more effectively and clearly</li> <li>• Built this and honor that investment</li> </ul>

			<ul style="list-style-type: none"> <li>• Coverage not based solely on population (unlike cellular)</li> <li>• Known commodity</li> <li>• Successful shared partnership and shared system</li> </ul>
4	Funding – stable, planned, and sufficient	<ul style="list-style-type: none"> <li>• Documenting GIS related business needs and determining true costs – data development, maintenance, and implementation. <i>(We produce the data to meet many focuses, of which public safety and NG911 are one; however, the data that is needed by public safety and NG911 is produced in such a way that it is not ready for this need. Ex: trail data built for park; might not meet public safety/911 needs. Hydrants, buildings, etc.)</i></li> <li>• Funding plan for the ongoing maintenance and support.</li> <li>• Having elected officials work with state officials to work through a proper funding agreement. Support/get our lobbyist to support this funding year after year.</li> <li>• Better defining those costs. <i>What are the hidden costs to the county? Ex: ARMER agreement with MNDOT and Motorola doesn't cover everything; all the other costs need to be part of this. If 911 funding is not available, how do we address this need?</i></li> <li>• Develop a coordinated, inclusive funding plan. <i>Grants are a bonus; they are not a plan. They are an incentive to get things going but you can't count on it going forward. ALSO.... difficult to keep funding going if feds/state jump into an area. Finally, grants can't be used to supplant other funding.</i></li> </ul>	<ul style="list-style-type: none"> <li>• No surprises</li> <li>• Interoperability</li> <li>• Realistic planning</li> <li>• Setting expectations</li> <li>• Set budgets</li> <li>• Gain ongoing commitments</li> <li>• Plan for ever changing technology</li> <li>• Reduces animosity regarding being expected to do things without having the resources to support it</li> <li>•</li> </ul>
5	Staff recruitment, development, and retention	<ul style="list-style-type: none"> <li>• Explore ability to work from home or remotely (going to a hub rather than a more distant PSAP)</li> <li>• Resiliency training; how to deal with stress, training in dealing with video/images,</li> <li>• Reclassification (way to advance career without going into supervision)</li> <li>• Standardized training and certification</li> <li>• Pay scales that are competitive</li> <li>• Current for work and up to standards for the industry</li> <li>• Continuing education for seasoned employees</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping knowledgeable and experienced staff</li> <li>• Staying current with technology and trends</li> <li>• Better experience for the public utilizing our services</li> <li>• Consistent experience when calling for help</li> <li>• Improving the lives of the telecommunicators</li> </ul>
6		<ul style="list-style-type: none"> <li>• Maintaining direct access from PSAPs to service provider</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a high-quality service level</li> </ul>

	Successfully transition to NG core services	<ul style="list-style-type: none"> <li>Operationalize all new data processes with the chosen vendor</li> <li>Documented transition plan with sequencing and schedule</li> <li>Develop dispute resolution process; way to keep vendors accountable</li> <li>Improved monitoring of all vendors and systems; data analytics</li> <li>ESInet connections to PSAPs will need to be re-homed (link to dedicated IT effort).</li> <li>Development of GIS MSAG maintenance process</li> <li>Improved geospatial data sharing and interoperability with neighbors outside our region</li> </ul>	<ul style="list-style-type: none"> <li>Fewer inter-PSAP transfers</li> <li>Shorter call processing times</li> <li>Not paying for third party location data bases</li> <li>Gain abilities for video and other future technology support</li> <li>Able to support the communications methods of the general public</li> <li>Maintaining/keeping up with technology so it's not obsolete and unsupported</li> <li>Reduce risk of dependency on end-of-life legacy infrastructure</li> <li></li> </ul>
7	On the cutting edge -research	<ul style="list-style-type: none"> <li>Elevation data research</li> <li>Participating in the national standard development bodies</li> <li>Getting locally produced data into commercial map services (so those uses are more accurate)</li> </ul>	<ul style="list-style-type: none"> <li>Makes jobs more interesting</li> <li>Playing a leadership role and helping drive the direction of the industry</li> <li>Avoiding stranded investment</li> </ul>
8	<ul style="list-style-type: none"> <li>Decision makers understand and support what we do This is behind the scenes work; hard to get attention while things are running smoothly. Maintenance is never as sexy as a new road/opening/etc.</li> </ul>	<ul style="list-style-type: none"> <li>Build regional relationships; find a Commissioner who is engaged. Find a space for engagement/smart ways to build relationships across the counties.</li> <li>Regional workshops: regional conversations – better understanding about region wide issues.</li> <li>Public education – what we do and our role in public safety</li> <li>Identifying the policy issues with some of these projects and bring decision makers into those discussions</li> <li>Perspective in the 911 community that we are all on the same team – but that has kept decision makers out of the conversation on issues</li> <li>Within individual jurisdictions, reach out to decision makers to visit the centers, help build understanding. Updates.</li> </ul>	<ul style="list-style-type: none"> <li>Improved governance</li> <li>Getting the resources/funding needed to do the job</li> <li>Improved legislative support</li> <li>Staff will perform better if recognized/know they are important</li> <li></li> </ul>

		<ul style="list-style-type: none"> <li>• Reeducate / inform newly elected.</li> <li>• Leverage the SECB board –</li> <li>• Get a better connection to local legislative officials directly from region (without a lobbying organization, how to make these connections)</li> <li>• Outreach from the region</li> <li>• Get active legislative effort on state APCO/NENA association</li> <li>•</li> </ul>	
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**REGIONAL DESIRED STATE**

- Significant ARMER presence
- Significant ARMER presence across the state; add-ons for administrative, investigative
- Under ARMER – looking at TDMA – increases local site capacity
- More encryption being used to protect communications
- LTE push to talk – more of a presence
- Dedicated public safety IT network that will handle 911 call traffic, CAD to CAD communications
- Any telecommunicator from any PSAP could sit down at a workstation in another PSAP, call in with their credentials, access their calls, see their applications, be able to do their business. Any PSAP asset would become part of continuity of operations planning for any other PSAP.
- As a way of getting there, shared purchasing of programs or software for continuity of operations aspects
- Regional backup center; shared facility; could house training potentially and be used by anyone.
- GIS: submit regional address point data to ESRI community maps for verifying addresses
- Leverage existing GIS resources to have high availability GIS map services available
- Research how to utilize elevation data from 911 calls...
- Implement a GIS based MSAG maintenance process
- Regional CAD to CAD solution is in place
- Staff supported through options such as telework/commuter hub/cross training/ additional equipment for surge/
- Joint purchasing of radio consoles across region; remote hub to log into for backup; bridge across 911 and radio.
- Remote accessibility to the system
- Want to see a real time regional map to display units and their statuses across the whole region
- Funding mechanisms are identified

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Network Report  
May 20, 2021**

**Agenda Number 6.C.**

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

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. Installation work is now underway at both locations.

**NG9-1-1 ESInet:**

The NG9-1-1 ingress system implementation is underway. Inteliquent has identified the point of interconnect (POI) locations across the state with two legacy telephone POIs in each LATA. This will make it easier for the legacy telephone companies to connect to the 9-1-1 system and reduce network costs. Inteliquent will also have two SIP POIs for telecommunications service providers who have IP-based systems capable of delivering 9-1-1 calls to the system as SIP calls. Contract negotiations and design work with Lumen is taking place to get the Inteliquent network connected to the Lumen peering points for the current 9-1-1 system on an interim basis until the NG Core Services vendor is selected.

Additional work remains for the MESB and ECN on the RFP(s) for NG9-1-1 core services and 9-1-1 system egress connectivity between the core services and the PSAP. ECN has contracted with Federal Engineering for professional and technical services to assist in the RFP process.

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. 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  
9-1-1 Technical Operations Committee  
9-1-1 Data Report  
May 20, 2021 Meeting**

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to continue 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 NG9-1-1 Data QA/QC and GIS-derived MSAG activity:**
  - a. **NG9-1-1 QA/QC support** has been focusing on PSAPs/Counties that have not yet made a significant stride toward GIS-derived MSAG transition and on resolution of certain data inconsistencies found through the GeoComm process.
  - b. **Current GIS-derived MSAG status:**
    - i. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County
    - ii. **In preparation stage at MESB:** Carver County, Hennepin Sheriff
  - c. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week 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. **ECN NG9-1-1 Federal Grant work:**
  - a. **Metro Regional GIS-derived MSAG Processes:** MESB is working with GeoComm on the regional GIS-derived MSAG project authorized under the NG9-1-1 federal grant. MESB and GeoComm are planning the next run of the regional data through the Data Hub around the end of May. MESB is using the results of some Data Hub validations to provide vetted resolution recommendations back to the county GIS departments. MESB will begin using the GeoComm GIS-derived MSAG for limited areas.
  - b. **Sherburne County:** GeoComm is actively editing Sherburne's data for NG9-1-1 readiness. The address point to road centerline synchronization has been completed.
4. **Statewide GIS Data Standards:**
  - a. Discussion about a **polygon standard for exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) has been restarted at a state level.
  - b. The statewide polygon standard also resurfaces statewide discussion about a domain of **normalized/standardized agency names** to be used in the GIS data. The NG9-1-1 Committee is coordinating the circulation of a list of proposed agency names to the various regions for feedback. 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.
5. **Vertical location on wireless 9-1-1 calls:**
  - a. The **new ALI format that transmits z-axis information** provided by wireless carriers to the PSAP has been created and installed successfully as a beta test at the Isanti County PSAP. Lumen, Jake Jacobson, will work with any PSAP that would like to transition to the z-axis ALI format. PSAPs will want to coordinate with their PSAP CPE and CAD/mapping vendors in advance of scheduling the change because the update will change the ALI data stream format interfacing into those systems.
  - b. MESB now receives daily **ALI logs reflecting z-axis information available on wireless calls** even if it is not yet being delivered to PSAPs via the new ALI format. This information can be made available to any PSAP that is interested.
  - c. Ramsey County is assisting with an initial evaluation of the potential **use of 911 call z-axis data at the PSAP dispatch centers**. Vic Barnett from RCECC has joined the NENA 3D

Geomatics workgroup as the region's representative to gather more information on an appropriate path forward on this topic.

6. **Wireless Location Based Routing:** T-Mobile and MESB have completed the audit of T-Mobile sector-based routing and wireless ALI data. The audit of legacy Sprint data is currently on hold pending resolution of issues related to unique cell site/sector identifiers. Details are being worked with T-Mobile for the start of the metro area **pilot of T-Mobile's location-based routing (LBR) capabilities**. The MESB PSAPs that previously volunteered to participate are the Airport, Washington, Ramsey, and Sherburne Counties. T-Mobile expects that their new location-based routing capabilities, which plot the caller's device-based hybrid location in PSAP boundary polygons to determine call routing, should help PSAPs reduce the number of transferred 9-1-1 calls.
7. **SECB NG9-1-1 GIS Workgroup:** The workgroup's **report and its recommendations for the statewide NG9-1-1 GIS project** were presented to the SECB NG911 Committee at its April meeting. The report will also be presented to the SECB board at its May meeting.
8. **Statewide NG9-1-1 GIS Project:** ECN is currently working with MnGeo to migrate the State of Minnesota's NG9-1-1 data aggregation and validation processes from MnGeo to **ECN's 1Spatial platform**. MESB staff and Todd Lusk from Dakota County GIS have participated in two validation workshops held by ECN and 1Spatial. These were focused on new validations not currently a part of 1Spatial's NENA validations. MESB will continue to monitor the evolution of ECN's plans and any impacts to the metro regional data and processes.
9. **Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:** This pilot is currently on hold while the MESB Regional Workload Sharing/Situational Awareness Workgroup continues to evaluate the region's desire to move to a CAD-to-CAD solution.

## ONGOING ACTIVITIES

10. **Wireless Cell Sector/Routing Data:** MESB continues to process 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 continues to process 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 continues to maintain 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:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource for geospatial data their county GIS departments consider valid and current for regional 9-1-1 use.