



911 Technical Operations Committee

Meeting Notice

**Thursday
January 15, 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 January 15, 2015

1. Call to Order

2. Approval of Minutes

3. Old Business

- a. Wireless Issues
- b. GIS Update
- c. Data Update
 - i. Reliance on ALI Record Response Agency List (ELT)
- 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
 - 2. SIP Enablement Fee
 - iv. 911 System Alternate Routing Instructions
- e. SECB NG911 Committee
 - i. Vendor/Contractor Background update
- f. PSAP Operations Round Table Meeting
- g. Shared/Hosted Logging Update
- h. Condition 3 Routing – Metro Standard

4. New Business

- a. (?)

5. Adjourn

Metropolitan Emergency Services Board

911 Technical Operations Committee

Draft Meeting Minutes

November 20, 2014

Committee Members

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

Alternates

	Peter Sauter, Carver		Lynette Ancel, Scott
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
X	Jeff Schlumpberger, Hennepin		Denise O'Leary, Ramsey

Others Attending

Pete Eggimann, MESB
Martha Ziese, MESB
Kay Simons, MESB
Gordy Chinander, MESB
Marcia Broman, MESB
Lauren Peterson, MAC
Martin Moody, MESB
Joe Boncher, USAF

Wendy Lynch, HEMS
Matthew Hoffer, CenturyLink
Chris Kummer, MAC
Clif Giese, North
Larry Schmidt, CenturyLink
Dan Swiderski, CenturyLink
Robert Doyle, USAF
Deb Paige, Carver
Jeff Lessard, U of M

1. Call to Order

Nancie Pass called the meeting to order at 10:03

2. Approval of Minutes

Motion to approve the draft October 16, 2014 Minutes as posted. (Lind/Eckel) Approved.

3. Old Business

a. Wireless Issues – Gordy Chinander, GIS Manager

Information was shared with the committee regarding the recently announced voluntary agreement between the four major wireless carriers, NENA, and APCO regarding increased location accuracy targets in the future. The first milestone in the agreement calls for 40% of all wireless calls to provide a “dispatchable address/location” within two years, including wireless 911 calls placed from within buildings. There are three other milestones of increased accuracy ending with 80% or all VoLTE calls arriving at 911 with dispatchable addresses within six years. Considering that none of the wireless calls currently received by 911 has a dispatchable address/location associated with it, the agreement calls for an aggressive timeline for increased location accuracy on wireless calls. How the FCC will react to the voluntary agreement is not clear at this time.

The wireless carriers continue to convert their networks to support 4G LTE technology, with some Voice over LTE (VoLTE) also taking place.

The airport, Ft. Snelling, river bottom wireless call routing review work is continuing. Gordy is currently waiting for answers about some discrepancies in the Wireless Metrics Report related to the towers in this area. In the report some tower sectors have two different PSAPs listed as the primary PSAP to receive calls from that sector. Some sectors are receiving calls from locations that logically should not be covered by the sector. Once the actual tower routing is verified, the review work should be able to be completed.

Washington County reported receiving AT&T wireless calls with no tower or sector descriptions in the ALI. Gordy has contacted AT&T to follow up on this, but it has not been resolved yet.

Samsung is coming out to test some Wi-Fi calling issues related to call routing that the MESB has discovered. There appears to be issues with some of the Samsung products (e.g. Galaxy Note 3) that prevent the phone from using the wireless network to complete 911 calls when Wi-Fi calling is enabled. This can lead to misroutes when the call is sent to the PSAP serving the caller’s registered Wi-Fi service address rather than the PSAP serving the area where the caller is actually located.

b. GIS Update – Gordy Chinander

Metro Road Centerline Collaboration (MRCC) has sent out its Centerline Data Model for review to its stakeholders. This data model contains the common core GIS data attributes that all of the metro counties have in common. The review period is over Jan 8, 2015.

This data model meets the NG9-1-1 requirements for NG9-1-1 call routing and location validation. This data model will provide a baseline for GIS data file content, and is not meant to meet every need. Some additional attributes maybe needed for use in NG9-1-1 CAD system and/or other business uses.

c. Data Update – Marcia Broman

MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved. Efforts have been focused on preparing for the postalization of several MSAGs and resolving ALI geocoding errors (to address points and centerline) in advance of PSAP CAD transitions. Anoka County recently completed postalization of their MSAG, with Ramsey County planned for the week of January 5, 2015.

More content has been added to the online PSAP Manual.

i. Reliance on ALI Record Response Agency List (ELT)

The committee members and others who were attending the meeting were asked how much they relied on the list of response agencies that is found at the bottom of wireline ALI records. Some of the responses included:

- Valuable for Condition 3 calls and misrouted calls
- Our PSAP ALI window isn't configured to display the information anymore. We never use it.
- Mostly not needed, but it could help along the border between the metro area and Greater MN PSAPs
- May be more valuable in Greater MN
- The information is kind of a safety net if our CAD isn't working

The need for the information in ALI will make the GIS data maintenance more labor intensive in the future, requiring the response agency service area boundary lines to be perfectly aligned. This GIS line alignment process is not an insignificant commitment. More discussion will be needed as to whether the need for the information in ALI, as opposed to getting the information from CAD or mapping, justifies the GIS expense of maintaining perfect alignment.

A PSAP 9-1-1NET/Database coordinator meeting is being planned for the beginning of 2015. Agenda item requests can be sent to Marcia Broman at mbroman@mn-mesb.org.

d. Next Generation 911 - Pete Eggimann

i. State 911 Program ESInet Implementation - Dana Wahlberg

The State's RFP for 911 services has still not been released. They are still having trouble getting the RFP into the State's online procurement process. The Department of Administration is in the final review process and has been verifying Internet web links within the RFP. When that work is complete, it is hoped the RFP will be published.

Dana reported that the State has posted a job announcement for a GIS Project Manager to work specifically on NG9-1-1 GIS needs. They hope to have the person starting by the first of the year

ii. NG911 Subcommittee Report - Pete Eggimann

1. Hosted/Shared 911 Answering Application

Pete reported that HCSO and Allina are now on the 5-PSAP Shared/Hosted system. Hennepin's cut did not go smoothly. The issues are being resolved, but not as quickly as hoped. Hennepin Co. will be moving from Golden Valley to their new facility in Plymouth on December 16.

2. SIP Enablement Fee

Pete also wanted to give the PSAPs a heads up that the MESB was pushing back on CenturyLink on a "SIP Enablement Fee". CenturyLink says the fee is necessary to offset the costs associated with converting a PSAP from the current configuration that utilizes a SIP to CAMA conversion gateway to a configuration without the gateway so the PSAP answering equipment utilizes the SIP protocol directly. The fee was originally proposed to be \$10,000, but has now been revised to about \$7500. The MESB believes there should not be a fee for removing the conversion gateway. Negotiations are still ongoing with CenturyLink at this time. Dar reported that she is negotiation with Washington Co.'s CPE vendor over a proposed charge of \$7000 to enable her VIPER to utilize the SIP protocol directly. She believes that capability was included in the purchase agreement for the new VIPER.

e. SECB NG911 Committee - Darlene Pankonie

i. Vendor/Contractor Background Update

The BCA has approved an agreement for PSAPs to share background checks. They also may do more detailed checks if they care to. BCA will check for security background checks on the next PSAP CJIS audit. The committee asked for a PSAP to be identified (volunteer) to represent each region in the state for backgrounding the 911 Service Provider technicians. This will be on the agenda for the next SECB NG911 Committee meeting.

f. PSAP Operations Roundtable - Chris Kummer / Christine McPherson

The PSAP Roundtable group met recently and decided the group will meet quarterly. Attendance has declined from the participation levels of the first couple of meetings. Minutes were distributed to the committee from the last meeting. The committee discussed making the Roundtable group a work group under the 911 TOC. Information regarding these roundtables could be made accessible on the MN-mesb.org website.

Motion made to make the PSAP Roundtable a formal 911 TOC work group. (Eckel/Lind).

Friendly amendment by Lind to task them at their first meeting to elect a chair and secretary and report back to this TOC committee with minutes from each meeting. Motion Carried.

g. Shared /Hosted Logging Update – (No Report)

h. CDC Ebola Dispatch Protocol Recommendation – Cynthia Hickman

Mali now listed to the Travel screening question country list. Ron Robinson the MESB EMS Coordinator is a great resource for PSAPs if there are questions about protocols or EMS response activity.

4. New Business

a. Condition 3 Routing – Metro Standard? - Nancie Pass

Ramsey is the Condition 3 routing for Dakota and vice versa.

We were asked by Allina to be their Condition 3 route in the case the entire network went down. We agreed to that and are putting standards in place. We don't currently have an MOU or MOA .

For instance, do we want a metro standard for what our emergency responders should do if a PSAP could not make any notification that they no longer have the ability to process calls? Should the participating PSAPs who will automatically start receiving their 911 calls, or become responsible for the other PSAP's radio traffic, have written agreements in advance? Should there be a standard for responders if they cannot talk to their PSAP? The committee asked that this be carried over for more discussion at the next meeting.

b. Election of Officers for 2015

The committee members voted unanimously to have Nancie Pass remain as Chair and Bob Dowd to remain as Vice Chair.

Call to adjourn (Pankonie/Lind)

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January 7, 2015

To: Metropolitan Emergency Services Board PSAP Managers
Metropolitan Emergency Services Board County/City Administrators

From: Dana Wahlberg, dana.wahlberg@state.mn.us
9-1-1 Program Manager, State of Minnesota DPS/ECN

Dana Wahlberg

RE: GIS Role in Next Generation 9-1-1

The Minnesota Department of Public Safety, Emergency Communication Networks (DPS/ECN) division is responsible for oversight of the 9-1-1 system in the State of Minnesota. This oversight is done in partnership with Minnesota counties that have the responsibility to operate and maintain the 9-1-1 system in their respective counties per MN State Statue §403.025 Subdivision 1. As 9-1-1 Program Manager for the State of Minnesota, I am writing to you to convey some important changes that will affect the 9-1-1 systems you operate and maintain in your counties.

In recent years, upgrades to 9-1-1 network components have occurred in the metropolitan area, as well as throughout the state, to prepare for the industry's transition from Enhanced 9-1-1 (E9-1-1) to Next Generation 9-1-1 (NG9-1-1). At this point, all 104 Minnesota Public Safety Answering Points (PSAPs) are connected to the State of Minnesota's Emergency Services IP Network (ESInet), a state-of-the-art shared backbone network component. This connectivity is the prerequisite to enable Minnesota PSAPs to begin to implement added features and functionality toward end-state NG9-1-1 deployment.

With the ESInet initiative successfully behind us, the MN Department of Public Safety, Emergency Communication Networks (DPS/ECN) division is launching our next phase, the development of statewide geospatial datasets for 9-1-1 use. Today's E9-1-1 system is based on a *phone number*. The phone number flows through the 9-1-1 network and is used by the PSAP call handling equipment to perform a query into a static location database to obtain location information pre-associated with the calling device phone number. With NG9-1-1, however, the current *location of the calling device* becomes part of the initial call flow through the network. The location of the calling device can be a civic street address or a latitude/longitude coordinate. Location validation and call routing determination in the NG9-1-1 environment will be done using geospatial data deployed in new NG9-1-1 network elements rather than today's database models.

Today, counties and PSAPs, in partnership with their cities and emergency agencies, maintain the address, emergency response, and PSAP boundary data needed for the E9-1-1 system to route calls and provide Automatic Location Identification (ALI). This is done through the PSAP's maintenance of their Master Street Address Guide (MSAG) and Emergency Service Zones/Numbers (ESZs/ESNs). The role of maintaining the data essential to operating the 9-1-1 system in your county will continue as the 9-1-1 system changes, but the role will be accomplished through the maintenance of geospatial datasets rather than tabular "flat-files" such as the MSAG.

To assure that Minnesota counties remain prepared to meet their legislative requirements, it is essential to begin the development of a statewide geospatial data repository to support NG9-1-1 use in Minnesota with the same level of accuracy, timeliness, and integrity we do today using the Master Street Address Guide (MSAG). The NG9-1-1 geospatial data requirements for your county's 9-1-1 call routing and location validation will include:

- 1) Road centerline (*mandatory*)
- 2) Address points (*highly recommended*)
- 3) PSAP boundary polygon(s) (*mandatory*)
- 4) Emergency response (law enforcement, fire, EMS) boundary polygon(s) (*mandatory*)
- 5) Authoritative boundary polygon(s) (*mandatory*) (Defines the GIS data authority for a given area)
- 6) Validation of the above datasets with the legacy E9-1-1 data (*mandatory*)
- 7) Integration of your county's data into a seamless statewide dataset, initially and on an ongoing basis (*mandatory*)
- 8) Adherence to common NG9-1-1 data model schemas (*mandatory*) (NG9-1-1 allows seamless interoperability between PSAPs and emergency responders across the region, the state, and eventually the entire country. To allow this level of interoperability will require the adherence to common data model schemas.)
- 9) Although timeframes have not been completely finalized, it is currently anticipated that your county's geospatial data will need to be ready for NG9-1-1 deployment in 2017.

DPS/ECN, in conjunction with the State's MNGeo organization, is pleased to announce the addition of Adam Iten to our team. On January 14, 2015 Adam will begin his duties as Project Manager to coordinate and lead this GIS project for 9-1-1 in Minnesota. Adam is a St. Thomas University graduate with a degree in GIS. His work experience includes GIS for 9-1-1 project manager positions with both GeoComm and Intrado. He has worked extensively with two other states in developing 9-1-1 related GIS projects. In his new role with the State of Minnesota, Adam will actively engage PSAPs, federal, tribal, state, regional, county, and local jurisdictions in Minnesota in the collection, standardization, updating, aggregation, and maintenance of geospatial data required for NG9-1-1 call routing and location validation, as well related PSAP and emergency responder needs.

On a regional level, the Metropolitan Emergency Services Board (MESB) has anticipated this initiative and has already begun preliminary efforts with the nine metropolitan counties through the leadership of Gordon Chinander, MESB GIS Manager. Gordy and the MESB GIS support team have been assisting many of the metro area PSAPs and counties in validating and synchronizing data. He also has been participating with the county GIS managers in paving the way for shared-use geospatial datasets that will benefit not only 9-1-1, but many other county and address validation uses as well. Because of the metro counties' GIS leadership and experience with this effort, the State of Minnesota DPS/ECN and MNGeo will look to you for key input in the development of our statewide plan for geospatial data to support NG9-1-1.

Until now, GIS has served a supporting role in Minnesota PSAPs, being used as part of a Computer Aided Dispatch (CAD) system or a mapping system, for example. In the future, GIS will become the heart and soul of call routing, location validation, and emergency responder identification for all types of requests for emergency assistance. As we embark on this next important initiative in the transition to NG9-1-1, DPS/ECN looks forward to the same level of local government commitment and support that, in the past, has sustained Minnesota as one of the best statewide 9-1-1 programs in the nation.

If you have any questions, please don't hesitate to contact me. When our new GIS Project Manager joins our team, we will meet with the metropolitan area GIS group to understand the progress you have already made toward achieving this goal. Thank you.