



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

November 15, 2018, 10:00 a.m.

1. **Call to Order** – Committee Chair, Valerie Sprynczynatyk
2. **Approval of Agenda** – Sprynczynatyk
3. **Approval of Minutes of October 18, 2018 Meeting** – Sprynczynatyk
4. **Action Items**
 - A. Election of 2019 9-1-1 TOC Chair/Vice Chair – Sprynczynatyk
 - B. Appointment of 2019 MESB Representative and Alternate Representative to SECB NG9-1-1 Committee – Sprynczynatyk
5. **Discussion Items**
 - A. Winter Storm-Related Incident Coordination with State Patrol - Boyer
6. **Reports**
 - A. PSAP Operations Round Table Work Group – Morrissey
 - B. SECB NG9-1-1 Committee Report – McPherson/Eggimann/Pankonie
 - C. Legislation – Eggimann/Rohret
 - D. 9-1-1 Network Report – Eggimann
 - E. 9-1-1 Data Report – Broman
7. **Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Notes
October 18, 2018**

Members Present:

Jon Eckel, Chisago
Tony Martin, Edina
Nancie Pass, Ramsey
Darlene Pankonie, Washington
Cheryl Pritzlaff, Dakota
Carrie Bauer, Scott

Jim Scanlon, Bloomington PD
Kevin Schwartz, Hennepin
Val Sprynczynatyk, Anoka
Tim Walsh, Carver
Vicki Vadnais, Allina

Guests Present:

Tim Boyer, Minnesota State Patrol
Marcia Broman, MESB
Dan Craige, ECN
Pete Eggimann, MESB
Mary Ehram, Solacom
Joe Fick, Motorola
Scott Haas, Scott
Matthew Hoffer, CenturyLink
Jake Jacobsen, CenturyLink

Dustin Leslie, ECN
Christine McPherson, Minneapolis
John Olsen, FES
Lauren Petersen, MAC
Jennifer Radde, Edina
Jon Rasch, Ramsey
Jill Rohret, MESB
Sheri Stevens, State Patrol
Scott Wosje, Northland Business Systems
Martha Ziese, MESB

1. Call to Order:

Val Sprynczynatyk called the meeting to order at 10:05 a.m.

2.A. Approval of Agenda:

M/S/C – Nancie Pass moved to approve agenda. Kevin Schwartz seconded. Motion carried.

2.B. Approval of Minutes

Jon Eckel said the September minutes should reflect the Go Live date for Chisago Text-to-9-1-1 implementation as December 30, not September. Pankonie said September minutes should reflect that Bob Dowd was at the meeting,

M/S/C - Schwartz moved to approve amended minutes. McPherson seconded. Motion carried.

3. Action Items

3.A. Approve 2019 Regional Grant Funding Priorities

Pete Eggimann said there were two items identified by the workgroup as worthy of discussion. One recommendation was the CAD-to-CAD interoperability project and to continue to work with ECN for implementation. It was suggested there be development of a business plan and a management structure.

The other recommendation was a project related to hiring and retention of staff. This could possibly be an RFP to find consultants to prepare recommendations based on what the metro PSAPs are doing now, what's working, and what isn't. Eckel asked how would you scope a project on this? What would the deliverables be?

The committee members discussed several ideas related to staffing and reached consensus on trying to get funding for two staffing-related projects. Their highest priority was to develop a shared pre-employment telecommunicator testing and screening center that would utilize standardized tools agreed to by the participating PSAPs that would allow multiple PSAPs access to a candidate's scores. This would also benefit candidates by allowing them to complete the screening process once and apply with multiple PSAPs who have openings.

The second staff-related project the committee members considered was to study the impact of post traumatic stress disorder (PTSD) on our current telecommunicators and recommendations on how to mitigate that impact. A second approach would be to seek grant funding for training the telecommunicators on what to do to mitigate the impact of traumatic events.

Rohret said there needs to be a definition of the milestones and goals for a study and then to build a plan.

A fourth project was identified by the committee that involved creating a cache of 911 answering application workstations that could be utilized by any of the metro PSAPs in the event they had to abandon their PSAP or suffered some sort of catastrophic equipment or power failure that prevented them from handling their 911 calls. Rohret said it was a good idea, but it would require a 50% match from the PSAPs.

Eckel asked are you more likely to get a grant if you just settle on one priority? Dustin Leslie, ECN, said it didn't matter. Rohret said the projects should be prioritized though.

Sprynczynatyk asked what was the will of the group in prioritization?

M/S/C - Motion made by Rasch to prioritize as follows, McPherson seconded. Motion carried. Pass restated the motion as primary member. Eckel seconded. Motion carried.

1. Explore pooling testing resources; screening standardization
2. PTSD Training
3. Cad -to-CAD Interoperability
4. Back-up 9-1-1 answering application workstation cache

3.B. Recommended Change to the Training Curriculum

The PSAP Roundtable presented a recommended change to the telecommunicator training curriculum. Sprynczynatyk said the recommended change was in the Stress Management section. The committee reviewed the proposed change language.

M/S/C - Motion made by Pass, seconded by Martin to make the change to the Training Curriculum. Motion carried.

4. Unfinished Business

4.A. Next Generation 9-1-1

Dustin Leslie said that twenty PSAPs so far have completed Text-to-9-1-1 implementation. Dakota County will go next; then Eden Prairie, and Chisago County. There has been a 20% decrease since implementation. The CenturyLink/West 9-1-1 service is expected to support a new feature soon that will enable dispatchers to send outbound texts. The feature will require that the PSAP answering application support MSRP protocol. No timeline for implementation of the outbound text feature has been established yet.

4.A.1. Text-to-9-1-1 Regional Sunset Agreements

Eggimann reminded committee members that agreements need to be in place for who the PSAPs want their text messages handled by if they will not have text-capable answering applications in place by the end of the year. He asked that the PSAPs try to complete the agreements by November 15.

4.A.2 Firewall Implementation

Leslie told the committee members that a second attempt to turnup the firewalls at the Airport PSAP was made on October 2. This attempt was unsuccessful. The implementation vendor and the firewall manufacturer are now meeting to test new configurations they believe will address the issues that have been identified in the two install attempts. Both organizations also agreed to have engineers onsite during the next turnup attempt.

4.A.3. Wireless Handset Location

Craige reported that in collaboration with Marcia Broman a letter has been drafted to the wireless carriers encouraging them to start utilizing and sending the device-based hybrid location. ECN and the MESB included the offer to work with the carriers on trialing or pilot projects involving the implementation of the enhanced location technology. The letter also stressed the need to identify in the ALI record when the reported location was determined by using the device-based hybrid location data and suggested the use of the TLMA class of service. The letter asks the carriers to respond within 30 days outlining their implementation timeline and interest in accepting the ECN / MESB offer to test and conduct trials or pilot projects to assist the carriers with the implementation.

Dar Pankonie is working on getting a meeting scheduled in December with West, GeoComm, and RapidSOS to review what location display options will be available to PSAPs when the enhanced location information becomes available from the carriers. This meeting will be done in conjunction with the MN APCO/NENA Chapter meeting in St. Cloud.

4.B. Foreign Language Text message

Eggimann reminded the committee members that the foreign language translations had been sent out to the metro PSAPs, and that it was up to the PSAP whether or not they chose to build the messages into their 9-1-1 answering application.

4.C. August 1 9-1-1 Service Disruption Notification Process

Eggimann went over the spreadsheet that was in the meeting packet which outlines the issues identified surrounding the 9-1-1 call delivery partial system failure at West Safety Systems and the action items that have been proposed to prevent a similar event in the future. Some of the issues have been dealt with and some of the mitigation actions will take longer to implement. Eggimann told the committee that the MESB and ECN will continue to work with CenturyLink and West to ensure the mitigation actions are completed.

Eggimann asked the committee members to provide a short list of the questions that they as PSAP managers would want answers to if another event occurs that impacts 9-1-1 call delivery to their PSAP. This information will be used by the MESB and ECN in their ongoing discussions with CenturyLink regarding making the PSAP notification process mandated by the FCC to be more effective and useful to the PSAP managers. Craigie told the committee that as part of the notification process review the Public Safety Commissioner had instructed ECN to call and verify the 24x7 numbers at every PSAP in the state.

4.D. Apple Watch Accidental Calling

Eggimann directed the committee members attention to an article included in the packet that identified a new issue with the latest generation of the Apple watch. The newest watches have their own telephone number assigned and can connect to 9-1-1 using a Wi-Fi connection even when they are not linked to the customers iPhone. The watch's telephone number that displays in ANI will not work as a callback number in the event a customer accidentally manipulates the emergency calling feature on the watch.

5. Pending Business

5.A. Continuity of Operations Plans (COOP)

Eggimann asked members who have not completed their COOP document yet to please get their agency's plan to ECN as soon as possible.

5.B. Election of 2019 chair & Vice Chair

Elections for the 2019 Chair and Vice chair will be at the next meeting November 15. Kari Morrissey from Anoka County has indicated interest in serving as Chair of the 9-1-1 TOC for 2019.

5.C. SECB NG9-1-1 Committee Representative Appointment

A representative for the metro region to serve on the SECB NG9-1-1 Committee will need to be appointed for 2019. Sprynczynatyk told the committee she wanted them to choose the representative at the November meeting in conjunction with the election of officers for the TOC.

6. Reports

6.A. 9-1-1 Data Update Report

Broman called the committee's attention to the written report included in the meeting packet and asked if there were any questions or comments. There were none.

6.B. PSAP Operations Round Table Work Group Report

Eggimann reported that Heidi Hieserich emailed him before the meeting and reported that the work group had discussed staffing issues at their meeting on October 9. The group has asked Kari Morrissey to take over chairing the group and they identified their expected quarterly meeting dates in 2019.

6.C. SECB NG9-1-1 Committee Report

Dar Pankonie told the committee that there was nothing to report from the NG9-1-1 Committee that had not already been covered.

7. Adjourn

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Action Sheet
November 15, 2018**

Agenda Number 4.A. – Election of 2019 9-1-1 TOC Chair / Vice-Chair

Recommendation:

The committee members nominate and elect the Chair and Vice-Chair for 2019.

Background:

Each year in November the committee chooses a Chair and Vice-Chair to lead the committee activities and meetings in the coming year. There is no limitation in the by-laws on the number of times that a committee member can serve as the Chair or Vice-Chair. The primary responsibility of the committee chair is to preside over the committee meetings, with the Vice-Chair presiding if the Chair is absent. In addition, the Chair and Vice-Chair assist the MESB staff in preparation of the meeting agendas. The committee Chair may also present the committee recommendations to the MESB Board when board action is warranted.

Issues and Concerns:

None identified.

Financial Impact:

None identified.

Motion:

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Action Sheet
November 15, 2018**

Agenda Number 4.B. – Appointment of the Metro Region Representative and Alternate Representative to the SECB NG9-1-1 Committee for 2019

Recommendation:

The committee members nominate and elect the representative and alternate representative to represent the metro area on the SECB NG9-1-1 Committee in 2019.

Background:

Each year in November the committee chooses committee members as their representative and alternate representative to represent the metro area regarding 9-1-1 issues on the SECB NG9-1-1 Committee in the coming year. The representative is expected to communicate the positions or actions taken by the 9-1-1 TOC to the SECB NG9-1-1 Committee and keep the 9-1-1 TOC informed about positions or actions taken by the SECB NG9-1-1 Committee.

Issues and Concerns:

None identified.

Financial Impact:

None identified.

Motion:

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Action Sheet
November 15, 2018**

Agenda Number 5.A. – Winter Storm-Related Incident Coordination with State Patrol

Recommendation:

The committee is asked to consider drafting and adopting a communications standard or procedure defining how winter storm-related incidents that are called into the metro-area primary 9-1-1 communications centers, but that are occurring on interstates or major highways where the MN State Patrol is the primary response agency, should be reported to the State Patrol communications center. The standard or procedure should also include any specific reporting criteria that should be utilized to determine which events get reported to the State Patrol.

Background:

During the winter months road conditions throughout the metro area can deteriorate rapidly depending on the type of precipitation, the temperature, and traffic volume. When the road conditions become treacherous multiple vehicle-related crashes, stalls, and spinouts can occur. As these events are reported the 9-1-1 and radio systems become congested, making communications between PSAPs difficult. Adopting uniform procedures on how to establish communications between PSAPs, and between the metro area primary PSAPs and the State Patrol in particular, regarding weather-related vehicle incidents on interstates and major highways could allow for a quicker, more accurate emergency response.

Issues and Concerns:

None identified.

Financial Impact:

None identified. It is expected the standard or procedure will utilize existing communication resources currently available at the metro-area primary 9-1-1 communications centers and also at the State Patrol communications center.

Motion:

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
November 15, 2018**

Agenda Number 6.D.

Text-to-9-1-1:

DCC went turned up their text capability on their VESTA system in October and has been taking their own text messages since that time. Eden Prairie is scheduled to turn up their text capability on their VESTA on November 15, so they can take their own messages. Chisago Co. is scheduled to turn up on December 13. Bloomington is currently scheduled for January 29. Sherburne Co. is not on the calendar yet but is expected to turn up in 1Q19.

Firewall Implementation:

The team working on the ESInet firewall implementation project continue to meet regularly. Element, the vendor chosen to manage the installations, and WatchGuard, the firewall manufacturer, have been meeting together to address the configuration issues identified in the two failed attempts to turn up the new firewalls at the Airport PSAP. They believe the issues have been addressed and are ready to schedule the next installation attempt. We believe this will be at Carver Co and Ridgeview, which share a VESTA 9-1-1 answering application after Thanksgiving.

Device-based Hybrid Location (DBH location):

ECN, in collaboration with the MESB, sent a letter to the wireless carriers asking for the carrier timeline on when the enhanced location accuracy available using DBH location technology would be available to our PSAPs directly through the 9-1-1 system. A response was requested by December 1. In addition, an offer was made to trial or participate in any pilot project that would assist the wireless carriers in the use of the DBH location data for locating callers, but also the use of DBH location data in 9-1-1 call routing.

Dar is working on lining up representatives from some of the vendors involved to provide an update at the December MN APCO/NENA Chapter Meeting in St. Cloud in December

August 1 9-1-1 Service Disruption:

CenturyLink and West report that they are having internal meetings related to the disruption mitigation plan that was shared with the committee last month. ECN and the MESB will continue to monitor their progress in implementing the mitigation plan. The questions that the committee members submitted dealing with what information they want to know as PSAP managers when a service disruption occurs was shared with CenturyLink and West on October 24.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report – Agenda Item 6.E
November 15, 2018

1. Statewide GIS Data Standards:

- a. The Minnesota Geospatial Advisory Council (GAC) Standards Committee met on 10/25/18 to continue its review of the comments received during the initial 60-day public review and comment period for the proposed **Minnesota Road Centerline Standard** (MRCS) schema. Additional sessions are planned for 11/27/18 and 1/10/19 to continue the review.
- b. The State MnGeo office has prepared an **NG9-1-1 Geospatial Data Validation** document in draft form that it is circulating for input. The document outlines a series of tests that the State is proposing to perform on county/regional address point, road centerline, and Emergency Service Zone geospatial feature classes prior to making them a part of the statewide datasets. MESB has provided feedback on the document. In addition, several metro county GIS reps are part of the State NG911 GIS Subcommittee and GIS standards workgroups that are also providing feedback.

2. Regional GIS Data Aggregation:

- a. **Centerline:** The MetroGIS/Met Council continues to process updates of the MRCC nightly to the MN Geospatial Commons website. Each metro county's most recent centerline data that has been uploaded to the portal and passed validations is included in the regional dataset. The seven metro counties are using this process for MRCC updates. Chisago and Isanti Counties are working on pre-validation of their datasets for ultimate inclusion in the MRCC nightly processes. On 10/25/18, MESB requested the MRCC Build Team to consider moving to a minimum of monthly updates of their MRCC data, particularly due to its upcoming visibility and use of the data via the MetroGIS Regional Data Viewer.
- b. **Address Points:** The MetroGIS/Met Council now also processes updates of the Regional Address Point dataset (in the statewide schema) nightly to the MN Geospatial Commons website. Each metro county's most recent address points that have been uploaded to the portal and passed validations are included in the regional dataset. The seven metro counties plus Chisago are using this process for submitting address point dataset updates. Isanti County is working on pre-validation of their dataset for inclusion in the Regional Address Point dataset process in January 2019.
- c. The **Regional Data Viewer** project proposed by MESB has now been confirmed to be the top priority project in the MetroGIS 2019 Workplan. MESB and MetroGIS staff have begun to meet to outline how the Regional Data Viewer would allow visibility to the most current versions of the regional geospatial datasets central to the business needs of E9-1-1 and NG9-1-1. The application would be used for viewing the data and enhancing communications and interactions between the GIS-enabled and non-GIS enabled professionals engaged in the work of validating and maintaining 911 related data. User testing with PSAP/public safety is anticipated.

3. Regional PSAP/ESZ Boundaries:

- a. **Regional PSAP/ESZ polygon boundary dataset recent changes:** Updates made to reflect Eden Prairie PSAP taking its own text-to-911 calls effective 11/15/2018.

4. Verizon Data Transition from West Mobility to Comtech

- a. Comtech has told MESB that the **Verizon CDMA cutover** from West Safety Services for Minnesota will likely occur the second week of December 2018. The exact timeframe is still in flux and is dependent on the transition in other states that are scheduled prior to Minnesota. The Comtech stated they will provide final testing dates to Pete in adequate time for PSAP notifications.

5. Wireless Data:

- a. **Wireless routing updates** for all carriers are being handled between Comtech (VZW LTE), West Mobility (ATTMO, SPPCS, VZW CDMA), T-Mobile and the MESB (on behalf of all metro PSAPs) using routing spreadsheets exchanged via email. MESB is sending routing directly back, rather than sending it through the PSAP for final review. MESB PSAPs can always email mesbgis@mn-mesb.org and request that MESB review the routing for a specific sector or call.
- b. The effort to **clean up wireless ALI data screen content** and **streamline wireless data maintenance processes** continues.
 - i. Additional **wireless data clean up activity** has been processed with both Comtech and West. Based on constraints, the transitions for each of the carriers will be multi-staged.
 - ii. MESB has coordinated further **wireless ALI screen testing** with Ramsey County Emergency Communications Center, Comtech and West.
 - iii. An example of the **targeted simplified wireless ALI screen display** for metro PSAPs will be shared at the TOC meeting.
- c. MESB is continuing to build out a **geospatial dataset of cell towers** across all carriers that will be used in the next phases of wireless ALI clean-up.
- d. In response to the recent **CTIA announcement**, the MN SECB used MESB's draft letter as the basis for the state's request to all wireless carriers doing business in Minnesota for details about their plans to integrate **device-based hybrid location technology** solutions to improve the accuracy of call routing and location identification. Responses from the carriers were requested in December 2018.

6. New 911 Data Coordinators responsible for MSAG, addressing, and 911NET:

- a. The West 911 Data Analyst for the MESB area will be changing from Stephanie Rossi to Melissa Alexander during November. The contact methods remain the same: analyst_mn@west.com, 1-800-347-5799 Option 2.
- b. Peggylynn Scott replaced Pat Kuchera as Hennepin County Sheriff's Office PSAP 911 Data Coordinator.
- c. Erin Domine replaced Bobbi Rindfleisch as Washington County PSAP 911 Data Coordinator.

7. Regional 911/GIS Data Synchronization:

- a. Efforts to identify and correct errors, synchronize legacy 911 MSAG and ALI data with GIS centerline, address points, and ESZ/PSAP polygons continues with MESB, county GIS departments, and PSAPs.