



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

November 18, 2021 10:00 a.m.

(Masks are Required)

MESB Office

2099 University Ave W

St. Paul, MN

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – October 21, 2021 Meeting**
- 4. Action Items**
 - A. Nomination and Election of Chair and Vice-Chair of the 9-1-1 TOC for 2022.
 - B. 2022 Committee Appointments
 1. NG9-1-1 Committee
 2. IPAWS
 - C. Nomination and Election of MESB Representative to NG911 Technical Group
- 5. Discussion Items**
 - A. 9-1-1 Dispatch Career Fair
 - B. 911 Authority PSAP Survey Recap / NG9-1-1 Strategy Document
 - C. RFP for Workload Sharing / CAD2CAD
 - D. Mental Health Call Processing Standard
 - E. Upcoming Trial Planning
- 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)
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report
 - F. IPAWS Report
- 7. Announcements**
 - A. MECC Backup Center
- 8. Adjourn**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
October 21, 2021

Committee Members Present:

Laura Anderson, Sherburne County
Carrie Bauer, Scott County
Sara Boucher-Jackson, Metro Airport
Susan Bowler, Carver County
John Elder, Isanti County
Dan Klawitter, Hennepin EMS
Janelle Harris, City of Edina
Joni Hodne, City of Minneapolis

Tony Martin, Hennepin County
Cheryl Pritzlaff, Dakota County
LaVae Robinson, City of Bloomington
Marv Solberg, St. Louis Park
Val Sprynczynatyk, Anoka County
Jake Thompson, Chisago County
Lisa Vik, Eden Prairie

Guests: Rick Burkholz, IES; Jack Cooper, Hennepin County; Greg Ehram, Motorola; Scott Haas, Scott County; Jake Jacobson, Lumen; Stacy Kaiser, MNIT-online; Robert Madich, IES; Kari Morrissey, Anoka County; Lauren Petersen, Metro Airport, Scott Petersen Minneapolis PD; Sandi Stroud, ECN-online; Dave Taylor, IES

MESB Staff: Marcia Broman, Tracey Fredrick, Mike Mihelich, Jill Rohret, Martha Ziese

1. Call to Order

Susan Bowler called the meeting to order at 10:00.

2. Approval of October 21, 2021 Agenda

Motion (Elder/Martin) to approve the October 21, 2021 Agenda. Approved.

3. Approval of Minutes

Motion (Sprynczynatyk/Pritzlaff) to approve the September 16, 2021 revised TOC minutes. Approved.

4. Action Items

A. Approval of Final Draft of OSN After Action Report

Jill Rohret said a group including PSAP, Radio TOC, and emergency management representatives met multiple times over the summer to create a draft of the OSN After Action Report. This group also coordinated with ECN and the State-wide Emergency Communications Board. The draft includes Land Mobile Radio (LMR), Public Safety Answering Point (PSAP) operations, interoperability, call handling, Integrated Public Alert and Warning System (IPAWS), and wireless broadband. Strengths and opportunities for each area are discussed. The draft is not for public consumption. Two typos were found in the final version, which have been corrected. There was also a suggestion to remove the reference to the specific encrypted talkgroup and replace with "regional encrypted resource".

Motion (Martin/Elder) to approve final draft of OSN After Action Report with the correction of the two typos and change to replace reference to specific encrypted talkgroup with regional encrypted resource. Approved.

5. Discussion Items

A. ECN PSAP Cybersecurity Assessments and SOC Resources

Sandi Stroud and Stacy Kaiser made an online presentation.

Jake Thompson asked how this would be accomplished without hurting the integrity of the 9-1-1 network?

Kaiser said they would work with that pilot group and ensure the 9-1-1 endpoint would be a part of that pilot group. It would be in monitoring mode only. The PSAPs will be running their current in-house anti-virus software. CrowdStrike software will often catch what the anti-virus software does not. CrowdStrike is being used in over 19 counties and over 45,000 endpoints at the state. CrowdStrike is also used by a lot of federal partners and larger cities like New York and their police department. It is installed on the pilot PSAP servers as well.

Rohret said assessments for the cost to PSAPs has not been addressed.

Kaiser said a very large initial survey will be done. The cyber security group will make a visit to each site.

Stroud said the counties that are part of the CrowdStrike pilot will use that tool to provide inventory of the environment.

Thompson asked what 9-1-1 systems will be assessed?

Kaiser said they will not be looking into individual CAD systems. 100% of the southwest PSAPs have signed up to participate. The assessments will be done region by region. There will be a kick-off meeting when closer to the metro timeframe. All PSAPs that are connected through the ESInet are eligible to participate.

Martin asked if the intention was to cut off a PSAP to others if in fact a threat was found from CrowdStrike?

Stroud said yes, and this master control PSAP Center will make isolating the problem much easier. The new federal grant that will hopefully make it through the infrastructure bill is heavily geared toward cyber security. Conversations are also beginning on cyber security for the ARMER System.

B. ECN – Workgroup to Clarify/Rewrite Statute with Mental Health Community

Stroud said there has been discussion about ECN developing a document that might provide some guidance on how to interpret Travis' Law and the mental health legislation. After meeting with ECN's legislative liaison for DPS, ECN was given explicit instructions that they are not able to do that because the legislation was not presented by ECN and there were so many undefined terms.

Stroud said ECN was encouraged to reach out to NAMI and the Mental Health Legislative Network (MHLN) about some of the issues regarding how the law is being interpreted. ECN did meet with the MHLN at the state level, and the MHLN was surprised about some of the very high-level feedback they were given by ECN, such as confusion about the term "referral", which is not part of the 9-1-1 workflow right now. This made the MHLN recognize the spirit of what they were trying to do was not operationally being implemented. They realized they would need help from the 9-1-1 community to better flesh out the legislation. The MHLN is looking for a few key volunteers to work on this legislation to then bring back to ECN and onto the SECB to get a volunteer to set up a work group to submit to the legislature the session after next. Part of the reason for that is there may be a fiscal impact. This gives Martin's group time to work out some guidance for operationalizing.

Tony Martin said he thought the NG9-1-1 group which is already in place would be utilized and would bring in NAMI and a legislative group. Understanding that ECN cannot make recommendations to any legislation, doesn't mean other counties and cities can't be on board to help with that legislation.

Stroud said she agreed and that since ECN can only shape what the law will look like but not dictate how PSAPs function operationally, the work group could be extended out to include other stakeholders. ECN can be involved in re-defining legislation. ECN can recommend changes, but because ECN is part of the executive branch, those changes would go up to the commissioners, and then to the governor's office to become part of the governor's initiative. Any group has the ability to propose changes and show support.

C. Mental Health Call Processing Standard

Tony Martin said the group is still meeting. The frequency will most likely increase. The group has met with the MN Sheriffs and Police Chief's groups. Next week there will be a meeting with the MN Department of Human Services Crisis Group. They will also meet with the state NG9-1-1 group. It is hoped a good best practices draft will be ready by the end of the year. A visit is planned in December to view the Denver Star model.

D. 9-1-1 Dispatch Career Fair

Susan Bowler said it was very well attended. The group agreed the best time to have the next career fair would be in February. Lisa Vik will check on space in Eden Prairie. The group would also like to hold this event at least once per year and move around the metro area.

E. 911 Authority PSAP Survey Recap

Mike Mihelich said 22 responses were received. 911 Authority is now compiling and analyzing the data from the surveys. The survey monkey is closed, but if there is additional input email Mihelich.

F. RapidSOS Emergency Data Exchange (EDX)

Mihelich said that the new RapidSOS EDX product is a CAD-to-CAD platform in the gov cloud. It is to be a very low cost platform. A consultant will be helping with this initiative. It is anticipated it will be available in the first quarter of 2022.

G. RFP for Workload Sharing/CAD2CAD

Mihelich said there were 2 responses. A recommendation for a vendor will be made to the MESB at the November 10th meeting.

H. PSAP Impacts of METCOM Encryption

Mihelich said that the Radio TOC decided to put off discussion on this topic until the states change management and encryption discussions. A lot of data has been gathered from the PSAPs surveys.

I. Upcoming Trial Planning

Tony Martin said the Potter trial is scheduled to begin November 30th. The Executive Committee of Operation Safety Net has begun meetings for this event. Those attending meetings for the communications component are Minneapolis, Hennepin County, National Guard and Ramsey County, Mike Mihelich, and others. The core planning team for radio is Leticia Cardenas from Minneapolis, Curt Meyer from Hennepin County, and Nate Timm from Washington County. The initial communications plan will be presented to the Executive Committee on November 4th. There will be a meeting with all the metro PSAPs before the trial begins.

Martin said there would be a one-page instruction sheet provided in case there is a need to assist other PSAPs with calls. This will be an updated version of what was used this past spring.

6. Reports

A. PSAP Operations Roundtable Work Group

Kari Morrissey said there are recorded training options available.

B. NG9-1-1 Committee Report

Janelle Harris said discussed at the last meeting were the state's webinars, upcoming webinars, the regional stakeholders meeting, the after-action report, the 9-1-1 fee diversion and 9-1-1 PSAP data.

Harris said there was a recommendation to form a technical workgroup to help manage and analyze the 9-1-1 PSAP data. After the other region's surveys are compiled and analyzed, it is hoped that all regions will nominate a representatives to form this

workgroup at their next meeting; presented to the NG9-1-1 committee for approval at the December 15th meeting.

Statute 403, allowable use of 9-1-1 fees
750 responses to the pension survey

Lavae Robinson said the re-classification training/standards work group has been meeting weekly. Points to be covered: definition, training curriculum standards, grandfathering in current dispatchers, drafting the letter to the legislature. The deadline for the letter is January 15th, 2022.

C. 9-1-1 Network Report

Mihelich said work continues with 911 Authority to draft the NG9-1-1 RFP. Now that all the PSAP data is in there will be a deep dive into the data to see how the NG9-1-1 RFP will affect the PSAPs financially and from an equipment standpoint. A strategy document will be written to share with the PSAPs.

D. 9-1-1 Data Report

Marcia Broman said T-Mobile has been asked to supply data for 60 days surrounding their location based routing initiative to confirm that their routing to correct PSAPs was still on track. Results were very similar to the Phase II trial. 72% of T-Mobile's wireless calls are utilizing location-based routing. Similar improvement in PSAP call transfers; 5-40% improvement.

E. MN Sheriff's Association

Tony Martin said the last couple of meetings there have been discussions on telecommunicator re-classification and pension, and how the group can help support those initiatives. The focus was on the 9-1-1 Saves Act and providing and gathering talking points PSAPs can bring to their elected officials. There was discussion on creating a one-pager for PSAPs to use for the FLSA exemption. Also discussed was dispatcher recognition and the strike force report.

7. Announcements

LaVae Robinson said the MSA/APCO/NENA Conference begins next Tuesday in Alexandria.

8. Adjournment

Motion (Robinson/Martin) to adjourn. Approved.

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
November 12, 2021**

Agenda Number 6.C.

Text-to-9-1-1:

Washington Co. is the only remaining primary PSAP in the metro area that has not yet implemented text capabilities on their answering applications. Washington plans to implement text messaging concurrent with their 9-1-1 answering application upgrade. The new system is tentatively scheduled to be implemented December 7th.

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. Work continues 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 has contracted with 911 Authority for professional and technical services to also assist in the core services and egress RFP process. The RFP will be posted in late December or January of 2022.

Workload Sharing/CAD2CAD

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. An RFP was posted for a consultant to provide us with a CAD2CAD study that describes available solutions, outlines a governance structure for participating PSAPs, provides costs of the solution, and gives financial strategies to implement the solution. Two responses were received for the RFP and the workgroup evaluation team scored Winbourne Consulting, LLC as the winning proposal.

Lumen Central Office Condition 4 Routing Yearly Update

Lumen will be sending out an email asking each of you who have Lumen central offices within your PSAP service area to review the routing information they have on file to use if one of their central offices becomes isolated from the 911 network or the rest of the public switched telephone network. Here are the scenarios that describe the isolation situations that could require Condition 4 (Central Office Isolation) routing (C4R):

- **In a Remote/ Host Central Office environment Scenario #1**
In the event that the host's central office ES trunks and the public switched network fail, calls could be re-routed to a ten-digit telephone number which resides inside the boundaries of (1) the remote CO, (2) the host CO, or (3) other remote CO's served by the host central office. *
Note: The C4R number must be a Lumen analog (POTS) telephone number in this scenario and cannot be a ported number to another provider or SIP.
- **In a Remote/ Host Central Office environment Scenario #2**
In the event that the host's central office ES trunks fail, while the public switch network remains intact, calls can be re-routed to a ten-digit telephone number which resides inside, or outside, of the boundaries of the host central office experiencing the ES trunk failure

- **In a Remote/ Host Central Office environment Scenario #3**

A 911 call can be re-routed to a ten-digit telephone number that resides within the boundaries of the remote central office, which is experiencing a failure of its host's umbilical. * Note: The C4R number must be a Lumen analog (POTS) telephone number in this scenario and cannot be a ported number to another provider or SIP. * Note: In this scenario Remote Central Office 911 re-routes are automatically activated by the Remote Central Office when it experiences any failure of its Host umbilical.

PSAPs that have had upgrades in the past year, will especially want to ensure the C4R numbers on-file are updated. For instance, RCECC has moved most of their POTS lines to SIP, so Scenario 1 & 3 numbers should be verified and/or updated.

End of report.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
November 18, 2021 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 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 Data QA/QC:**
 - a. MESB is beginning to review results from the November submission of metro regional data for **NG9-1-1 data validations**, internally at MESB and through GeoComm's Data Hub. This review will result in outreach to the county GIS contacts for recommended data remediations. Post-pandemic construction has resulted in a noticeable increase in the metro address data, so continued cooperation from county GIS staff on making these data edits and keeping their address points and road centerline data synchronized with each other is greatly appreciated.
 - b. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week using ALL 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. **Metro Regional GIS-derived MSAG transition:**
 - a. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff (majority of communities)
 - b. **In preparation stage at MESB:** Carver County, Hennepin Sheriff (a few remaining communities), Scott County (early-stage preparation)
4. **ECN 1Spatial Project:**
 - a. **Regional Data Submission for NG9-1-1 data validation:** Some initial issues were experienced with MESB submissions to the 1Spatial platform. MnGeo/ECN/1Spatial have been finetuning the platform to support the submission datasets the size of metro 10-county region. As the 1Spatial rollout continues to evolve, the MESB team will evaluate how the 1Spatial data validation tools can best complement existing metro regional NG9-1-1 data preparation and QA/QC processes. ECN has stated that all remaining MnGeo NG9-1-1 validations will have been migrated over to the 1Spatial platform in November.
5. **Regional Dataset Aggregation Portal Methodology:** MetroGIS partners are currently evaluating alternative methods for metro county dataset submission for regional aggregation/validation. The CKAN portal currently used by MetroGIS for regional aggregation is being sunset. MnGeo has stated it does not intend to pick up ongoing financial support of the CKAN portal as ECN transitions to 1Spatial's 1DataGateway method.

6. Statewide GIS Data Standards:

- a. Discussions on a **polygon standard for the exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) continue at a state level with the desire to submit a draft standard to the GAC standards committee prior to the end of the year.
- b. The NG9-1-1 Committee will be coordinating the circulation of a proposed domain list of **normalized/standardized response agency names** to be used in the GIS data. This is needed for the statewide polygon standard. 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. A similar domain list of PSAP names will also need to be finalized.

7. ECN NG9-1-1 Federal Grant work:

- a. **Metro Regional GIS-derived MSAG Processes:** MESB staff continues to use GeoComm's Data Hub for supplemental NG9-1-1 validations, as well as GeoComm's GIS-derived MSAG output for the transition of PSAP MSAGs. Based on their experience with NG9-1-1 deployments nationwide, GeoComm is also currently preparing a report for MESB identifying the minimum required NG9-1-1 data validations/thresholds (for both GIS-derived MSAG and for spatial routing) as used in the various NG9-1-1 implementations in which GeoComm has been involved.
- b. **Sherburne County:** GeoComm continues to edit Sherburne County's data for NG9-1-1 readiness. Address point placement on structures is currently underway.

ONGOING ACTIVITIES

8. **Wireless Cell Sector/Routing Data:** MESB processes 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 and MESB staff will investigate.
9. **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 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.
10. **Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)
11. **Q4 2021 MSAGs** have been distributed to PSAP Data Coordinators and GIS partners.