



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

November 19, 2020 10:00 a.m.

[Webex Meeting Link](#)

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Approval of Minutes – October 15, 2020 Meeting**
- 4. Action Items**
  - A. Telecommunicator Resiliency Program RFP
  - B. Regional Workload Sharing and Situational Awareness Application Implementation Workgroup Formation
- 5. Discussion Items**
  - A. Pandemic Response
    1. Metro PSAP Consolidation Planning
    2. PSAP Consolidation Plan System Evaluation Team
  - B. Winter Storm-Related Incident Coordination with State Patrol
  - C. SECB Grant Proposals
  - D. System Outage Notifications
    1. Outage Notification Process
  - E. Mental Health Call Processing Standard
  - F. Telecommunicator Reclassification and Licensing Legislation
- 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**

**October 15, 2020**

### **Draft Meeting Minutes**

**Meeting Held via WebEx**

#### **Members Present**

Laura Anderson, Sherburne County  
Carrie Bauer, Scott County  
Susan Bowler, Carver County  
Bob Dowd, Isanti County  
Janelle Harris, Edina PD  
Wade Johnson, Hennepin EMS  
Jeff Lessard, U of Minnesota PD  
Chad Loeffler, Metro Transit PD  
Tony Martin, Hennepin County  
Melissa Carpenter, North Memorial  
Darlene Pankonie, Washington County

Nancie Pass, Ramsey County  
Heidi Hieserich, MSP Airport  
Cheryl Pritzlaff, Dakota County  
Kathy Hughes, Minneapolis  
Jim Scanlon, Bloomington PD  
Greg Weigel, St. Louis Park PD  
Val Sprynczynatyk, Anoka County  
Jake Thompson, Chisago County  
Victoria Vadnais, Allina EMS  
Lisa Vik, Eden Prairie PD

**Guests:** Vic Barnett; RCECC, Kari Morrissey; Anoka County, Jon Rasch; RCECC

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

#### **1. Call to Order**

Heidi Hieserich (9-1-1 TOC Chair) called the meeting to order at 10:00 AM.

#### **2. Approval of Agenda**

*M/S/C Cheryl Pritzlaff moved to approve the agenda for October 15, 2020. Victoria Vadnais seconded. Motion carried.*

#### **Roll Call for Approval of Agenda**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina	Vadnais	X	
Anoka	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver	Bowler	X	
Chisago	Thompson	X	
Dakota	Pritzlaff	X	
Eden Prairie	Vik	X	
Edina PD	Harris	X	
Hennepin	Martin	X	
Hennepin EMS	Johnson	X	
Isanti	Dowd	X	
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey	Pass	X	
Scott	Bauer	X	
Sherburne	Anderson	X	

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St Louis Park	Weigel	X	
U of M	Lessard	X	
Washington	Pankonie	X	

**Yea: 21 Nay: 0 Motion passes**

### **3. Approval of Minutes**

*M/S/C Bob Dowd moved to approve the minutes from September 17, 2020. Kathy Hughes seconded. Motion carried.*

### **Roll Call for Approval of Minutes**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina	Vadnais	X	
Anoka	Spryncynatyk	X	
Bloomington PD	Scanlon	X	
Carver	Bowler	X	
Chisago	Thompson	X	
Dakota	Pritzlaff	X	
Eden Prairie	Vik	X	
Edina PD	Harris	X	
Hennepin	Martin	X	
Hennepin EMS	Johnson	X	
Isanti	Dowd	X	
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey	Pass	X	
Scott	Bauer	X	
Sherburne	Anderson	X	
St Louis Park	Weigel	X	
U of M	Lessard	X	
Washington	Pankonie	X	

**Yea: 21 Nay: 0 Motion passes**

### **4. Action Items**

#### **A. After Action Review Report**

Pete Eggimann said the action item, if approved, states the 9-1-1 Technical Operations Committee (TOC) recommends acceptance by the Board of the After-Action Report / Improvement Plan prepared jointly by members of the 9-1-1 and Radio TOCs.

Jon Rasch said paragraph #1 in the 9-1-1 issues section references the extreme spikes in call volume could be further detailed. Eggimann said it will be confusing without context. This statistic was pulled from Intrado for the board as a snapshot of call activity and the impact of the event on call centers, and only documents 9-1-1 calls that the 9-1-1 system identified as not being answered within the 9-1-1 system. The statistic does not identify calls that overflowed from the 9-1-1 system to administrative lines at the ECCs that were then answered or called back by telecommunicators.

After suggestions and comments from several of the committee members, the following wording was

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adopted by the committee paragraph 1 under the 9-1-1 System Issues section:

- 1) Extreme Spikes in 9-1-1 Call Volume – While the 9-1-1 system continued to deliver extremely high volumes of calls to the emergency communications centers (ECC) across the region, there were times when the number of calls coming in exceeded the number of calls the ECC telecommunicators on-duty could effectively answer. It should be noted that it is not feasible to design systems or staffing plans at the levels required to handle an extreme increase in 911 traffic resulting from an unexpected, critical incident.

The committee members did not make any other recommended changes to the draft.

*Motion made by Pass to accept this after-action report with the changes made today. Spryncynatyk seconded. Motion carried.*

### **4.A. Roll Call for Approval of After-Action Review Report**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina	Vadnais	X	
Anoka	Spryncynatyk	X	
Bloomington PD	Scanlon	X	
Carver	Bowler	X	
Chisago	Thompson	X	
Dakota	Pritzlaff	X	
Eden Prairie	Vik	X	
Edina PD	Harris	X	
Hennepin	Martin	X	
Hennepin EMS	Johnson	X	
Isanti	Dowd	X	
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter	X	
Ramsey	Pass	X	
Scott	Bauer	X	
Sherburne	Anderson	X	
St Louis Park	Weigel	X	
U of M	Lessard	X	
Washington	Pankonie	X	

**Yea: 21 Nay: 0 Motion passes**

### **4.B. Regional Workload Sharing and Situational Awareness Application Implementation Recommendation**

Eggimann said the After-Action Report/Improvement Plan that the committee just acted on listed Regional CAD-to-CAD interoperability, including a regional situational awareness capability, as the highest priority recommendation.

Eggimann reminded the committee that a study was done in 2018 regarding CAD-to-CAD with grant money. That 2018 study is an attachment to this recommendation. The only difference between the 2018 and this current recommendation for CAD-to-CAD interoperability is the recognition by the After-

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Action group of the need for a regional awareness application. The group noted that if the Incident Command structure had been adhered to and a communications team had been at the IC location, a multi-jurisdictional view of events in progress and the capability to provide tactical dispatch of the multi-agency response teams that were formed and assigned to the incident would have improved the response coordination between the IC and the ECCs.

Tony Martin said Hennepin County has used a CAD-to-CAD interoperability system since 2013. Hennepin County is looking at upgrading their CAD-to-CAD system with the EMS ECCs.

Dar Pankonie said she felt the priority for Washington County is to have CAD-to-CAD interoperability with the other metro region ECCs for daily operations to enable sending calls directly to Dakota County, Ramsey County and Allina instead of transferring callers or verbally relaying calls. The second priority for her would be to use CAD-to-CAD to create a back-up CAD, and third, the situational awareness for large scale incidents.

Kathy Hughes said she has been asked by council if her call handling capacity could be increased, but increased capacity could mean multiple things depending on the circumstances. Her Council may want the ECC perhaps to be even over staffed, but, Minneapolis does not operate as just as a civil unrest ECC. CAD-to-CAD interoperability for daily operations would be beneficial to Minneapolis, as probably with most ECCs.

Rasch said Ramsey County has a strong interest with direct contact with their surrounding PSAPs. Civil unrest, understaffing at any one PSAP, and the Metro PSAP pandemic consolidation plan dovetails into the CAD-to-CAD issue. This would involve a group of call takers that are working remotely- not using a separate CAD system which would remedy some of those issues.

Tracey Fredrick said this TOC put CAD-to-CAD interoperability as a grant priority for next year. Having this RFP going would give some rough costs to start planning.

Hieserich asked members what type of team would be working on this RFP?

Jill Rohret said defining expectations is important before the RFP is issued. Funding and use of CAD-to-CAD interoperability should be discussed and identified. Rohret recommended that a work group be formed and that their recommendation be brought back to the committee.

Eggimann recommends that the MESB and staff be tasked with funding procurement but that a specific request needs to be brought forth for them to do that.

*Motion made by Martin to move to notify the board an RFP work group would be formed by the 9-1-TOC and the recommendations be brought to the MESB. Pass seconded. Motion carried.*

### **4.B. Roll Call for Approval of Regional Workload Sharing and Situational Awareness Application Implementation**

<b>Agency</b>	<b>Member</b>	<b>Yes</b>	<b>No</b>
Allina	Vadnais	X	
Anoka	Spryncynatyk	X	
Bloomington PD	Scanlon	X	
Carver	Bowler	X	
Chisago	Thompson	X	

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Dakota	Pritzlaff	X	
Eden Prairie	Vik	X	
Edina PD	Harris	X	
Hennepin	Martin	X	
Hennepin EMS	Johnson	X	
Isanti	Dowd	X	
MAC/Airport	Hieserich	X	
Metro Transit	Loeffler	X	
Minneapolis	Hughes	X	
North Memorial	Carpenter		<b>Abstain</b>
Ramsey	Pass	X	
Scott	Bauer	X	
Sherburne	Anderson	X	
St Louis Park	Weigel	X	
U of M	Lessard	X	
Washington	Pankonie	X	

**Yea: 20 Nay: 0 Abstain: 1 Motion passes**

### **5. Discussion Items**

#### **A. Pandemic Response**

Eggimann said RapidDeploy is investigating some issues the RapidDeploy evaluation team has identified. That has pushed back the table top exercises till the first week of December.

#### **B. Winter Storm-Related Incident Coordination with State Patrol**

Martin said the committee will meet and have an update for the November 9-1-1TOC.

#### **C. SECB Grant Proposals**

Fredrick said it is expected that the amount of the SECB grant will be lower than anticipated. Fredrick asked if any members that had attended the resiliency training would contact her so she could reach out for more availability by that vendor.

#### **D. System Outage Notifications**

##### **1. Outage Notification Process**

Martin said there has been progress on the notification process. The major steps have been identified, including terminology and shared messages between PSAPs, timeline and language of public notifications. There is a check list being created for responding to outage notifications.

#### **E. Mental Health Call Processing Standard - no update**

#### **F. Telecommunicator Reclassification and Licensing Legislation – no update**

### **6. Reports**

#### **A. PSAP Operations Round Table Work Group**

Kari Morrissey said the group had composed the 9-1-1 Error Reporting document and it will be added to the Training Curriculum.

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

Pankonie said the October meeting was cancelled. Data is still being gathered across the state for the Telephone CPR bill. Hughes raised the concern that the language in the statute may not accurately

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reflect the intent of the legislative authors. Pankonie said the SECB had asked the NG9-1-1 Committee to draft a standard to ensure compliance with the T-CPR statute. When the final draft is complete, a legal opinion or review will be completed on the draft standard language on what is necessary to comply with the statute to address Hughes' concern.

Pankonie is looking for specific telecommunicator job titles per HR for PSAP staff, and provided a spreadsheet that could be filled out to gather the information she needs. Hieserich added that the ECC managers could use Dar's spreadsheet and save the updates to the PSAP Roundtable Basecamp site.

### **C. 9-1-1 Network Report**

Eggimann said his written report is in the meeting packet and highlighted that the Ramsey County Participation plan will be addressed by the full board next month.

### **D. 9-1-1 Data Report**

In addition to her written report in the packet, Marcia Broman said the GIS-based MSAG for Ramsey County was completed. Isanti County will be next. The vendor selection for the Federal 9-1-1/GIS grants awarded to the MESB and Sherburne County will be wrapping up shortly. All PSAPs have been notified of their dates for the new class of service codes activation.

### **7. Announcements**

Chad Loeffler said Metro Transit can now handle text-to-9-1-1 calls.

Pass said that Ramsey County is scheduled to go live with ASAP to PSAP on October 19.

**Adjourn at 12:10.**



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**  
**Agenda Item:**  
**Presenter:**

**November 19, 2020**  
**4.A TC Resiliency Program RFP**  
**Eggimann**

### **RECOMMENDATION**

This action item requests that the 9-1-1 Technical Operations Committee (TOC) recommend the MESB issue an RFP for proposals to assist the metro regional ECCs in the development of sustainable telecommunicator resiliency programs using SECB grant funding.

### **BACKGROUND**

Tracey Fredrick, who acts as the grant administrator for the MESB, believes that sufficient grant funds will be available this year to fund this grant request.

In 2018 an RFP was issued for a similar project but only one response was received by the deadline. That response has expired, so a new RFP will need to be issued. In 2019 a draft RFP was written, but never issued because of uncertainty at the time about whether sufficient grant funding would be available. (copy in the packet) The new RFP is expected to closely resemble the 2019 draft RFP but will include contactless options to address any COVID 19 pandemic concerns that may exist at the time of implementation.

It is expected that some committee members will be needed to assist in the review and scoring of responses to the RFP.

### **ISSUES & CONCERNS**

(none identified)

### **FINANCIAL IMPACT**

(grant funded)

MOTION BY:  
SECONDED BY:  
MOTION:

PASS/FAIL





METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

**Comprehensive Stress Management Program Development to  
Increase 9-1-1 Telecommunicator Mental and Emotional  
Resiliency**

DUE DATE:  
May 31, 2019

ISSUED BY:  
METROPOLITAN EMERGENCY SERVICES BOARD

The Metropolitan Emergency Services Board (MESB) is soliciting proposals from qualified independent contractors to research and develop a Comprehensive Stress Management Program (CSMP) that can be implemented by 9-1-1 emergency communications centers (ECC) within the 10-county Minneapolis/St. Paul metropolitan region to reduce the impact of acute, traumatic, and chronic stress on the 9-1-1 telecommunicators. Implementation of the CSMP developed under this RFP may become the basis for additional request for proposals in future years, contingent on grant fund availability and 9-1-1 ECC participation.

Additional information about the MESB and the metro region 9-1-1 system may be found at [www.mn-mesb.org](http://www.mn-mesb.org)

### **Scope of work:**

Proposals should include the resources necessary to prepare the following deliverables, and may include additional deliverables you feel are necessary to the success of the project:

1. A white paper explaining the project methodology and benefits of an intentional and comprehensive approach to dealing with the impacts of stress in the 9-1-1 ECC work environment. The intended audience for this paper is elected officials, policy makers, and 9-1-1 ECC managers.
2. Conducting a train-the-trainer course<sup>1</sup> for 9-1-1 ECC training staff that includes, but is not limited to:
  - a. The nature of stress, stress disorders (acute, traumatic, and chronic), and the mental and physical health impacts of unmanaged stress
  - b. Exposure to the above stress types specifically within the 9-1-1 ECC work environment
  - c. Examples of the negative impacts of traditional military denial of traumatic stress on personal health and work performance and the importance of supporting and personally embracing proactive stress management
  - d. Education on coping skills and strategies including therapeutic lifestyle changes
  - e. Utilization of the specific skills activating the relaxation response including progressive muscle relaxation, diaphragmatic and coherence breathing, and imagery/ visualization
  - f. Benefits of utilizing other elements of a CMSP cited below
  - g. Principles and skills for management of emotion and thinking under duress
  - h. Principles and skills for effective communication and conflict resolution within the 9-1-1 ECC work environment
3. Identification of or development of on-site 9-1-1 ECC educational materials and resources about stress related risks, information about available local and online resources to manage stress including traumatic stress disorders, chronic stress and related health problems. Information on role of nutrition, exercise and sleep in prevention of stress disorders and stress-related diseases.
4. Development of sample 9-1-1 ECC policy establishing procedures assuring participation of 9-1-1 ECC personnel in Critical Incident Stress Management (CISM) activities including debriefing sessions when involved in traumatic call events.

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<sup>1</sup> National Emergency Number Association (NENA) Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management, NENA-STA-002.1-2013

5. Identify local therapists specializing in treatment of stress and traumatic stress disorders who utilize evidence-based therapies recognized by the Department of Defense and the Veterans Administration to be effective in the treatment of PTSD.
6. Provide guidance on how to establish local or regional 9-1-1 ECC peer support programs utilizing ECC staff who are trained to provide confidential emotional support upon request of a telecommunicator without administering advice or solutions. The MESB recognizes that peer support is not a substitute for professional counseling but serves to defuse stress and staff conflicts while encouraging people to move toward responsible solutions and professional therapy assistance as needed.
7. Implementation timeline and identifiable milestones for the proposed CSMP development and training.
  - a. A breakdown of development costs per CSMP component sufficient to allow the MESB to prioritize component development dependent on available grant funding.
  - b. Identify your expectations for the MESB and the metro 9-1-1 ECC staff in the preparation and completion of the proposed CSMP and resource material.

### **Submission Requirements:**

1. Experience of you or your organization in relation to other acute, traumatic, and/or chronic stress management programs in a workplace environment.
2. Identity and qualifications of the person, or persons, your organization would assign to the project.
3. A project timeline from the contract award to the presentation to the MESB of your draft CSMP, as well as an estimate on conducting the 9-1-1 ECC train-the-trainer in the use of the CSMP. The entire project must be completed, including submitting invoices to the MESB, by October 31, 2019.
4. A list of three references from similar projects.
5. Known potential conflicts, if any.
6. Submissions shall be on standard 8.5x11 paper, not to exceed 10 pages.
7. Project pricing
  - a. Pricing options for portions of the project, in case the total project cost proposed exceeds the amount of grant money available.
  - b. Pricing information should be submitted separately in a sealed envelope

## **Selection Process:**

The final decision of the selection of the person or organization to prepare the specified CSMP deliverables will be made by the Metropolitan Emergency Services Board, with recommendations from the MESB 9-1-1 Technical Operations Committee. The final agreement will be in the form of a written contract between the person or successful organization and the MESB. The MESB reserves the right to reject any, or all, proposals, and to request additional information from all proposers.

All questions and correspondence should be directed to Jill Rohret, Executive Director, in writing at 2099 University Ave. W., St. Paul, MN 55104 or via telephone at (651) 643-8394. Contact with MESB personnel other than Jill Rohret regarding this RFP may be grounds for elimination from the selection process.

**Proposals are due by 4:00 p.m. on Friday, May 31, 2019, delivered to: Jill Rohret, Executive Director, 2099 University Ave W, St. Paul, MN 55104.**

## **PUBLIC DATA**

Proposals submitted become a matter of public record. Information supplied by any proposer is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Sections 13.01 et seq.

Public Record: Under Minnesota law, data submitted by a business to a government entity in response to a request for proposal are private and nonpublic until the responses are opened. Once the responses are opened, the name of the proposer becomes public. All other data in a proposer's response to a request for proposal are private or nonpublic data until completion of the evaluation process. Completion of the evaluation process means that the government entity has completed negotiating the contract with the selected proposer. After a government entity has completed the evaluation process, all remaining data submitted by all proposers are public with the exception of trade secret data as defined and classified in Minn. Stat. Section 13.37. A statement by a proposer that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response if such data does not qualify as trade secret data.



## **METROPOLITAN EMERGENCY SERVICES BOARD**

**Meeting Date:**

**November 19, 2020**

**Agenda Item:**

**4.B Workload Sharing Implementation  
Planning Workgroup Formation**

**Presenter:**

**Eggimann**

### **RECOMMENDATION**

Request that the 9-1-1 Technical Operations Committee (TOC) identify workgroup members to assist the MESB staff in developing an implementation, participation, and funding plan for a regional CAD-to-CAD interoperability system, including support for regional situational awareness and tactical dispatch capabilities.

### **BACKGROUND**

At the October committee meeting, members recommended to the Board that an implementation plan be developed for a region-wide CAD-to-CAD interoperability capability that also included regional situational awareness and tactical dispatch capabilities. The Board approved that recommendation at the Oct. 29, 2020 meeting and requested that the 9-1-1 TOC identify a representative workgroup to assist the MESB staff in the development of the plan.

The plan must include, but is not limited to, recommendations on system capability requirements, a system governance structure, system ownership, system management, system maintenance/monitoring, data ownership, data access, cooperative agreements, funding sources, and cost sharing formulas.

### **ISSUES & CONCERNS**

(none identified)

### **FINANCIAL IMPACT**

(none identified)

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Network Report  
November 19, 2020**

**Agenda Number 6.C.**

**1. 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 later this year.

**2. Firewall Implementation:**

The team working on the ESInet firewall implementation project is now focusing on turning up some of the greater MN PSAPs. It is not known at this time when the team will come back to the metro area. The MESB will pass on additional firewall implementation dates as they become available.

**3. Other PSAP Activity:**

Work continues on the Ramsey Co. 9-1-1 VESTA answering application geo-diversity project involving moving one of the VESTA servers to their Arden Hills back-up PSAP site and adding more diversity and redundancy to the ESInet connections to the VESTA system. The project also addresses ESInet reliability concerns during wet weather and ground conditions with current copper facilities connecting to the St. Paul site. The project will also provide better COOP options for not only Ramsey Co., but also the neighboring metro PSAPs that do not have an identified back-up location.

**4. NG9-1-1 ESInet:**

A three-way contract between ECN, the MESB, and Inteliquent covering the 9-1-1 system ingress from the telecommunications service providers to the NG9-1-1 core services has been finalized. Implementation meetings have begun and will continue on a weekly basis as the project progresses. 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.

The existing 9-1-1 services contract with CenturyLink will be extended until November 2021. This is the third extension of that contract and the last one permitted under the State's purchasing guidelines. The NG9-1-1 core services and ESInet egress connectivity RFP work mentioned above are intended to replace the current 9-1-1 services contract. It is anticipated that there will be a transition period as services are moved from the existing 9-1-1 service system to the new NG9-1-1 core services.

The MESB is focusing 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  
November 19, 2020 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 NG911/GIS Data Synchronization and Preparation:**
  - a. Metro county GIS departments and the Met Council completed their transition to an **updated regional address point aggregation and schema validation process tool**. The regional address point dataset has resumed updating nightly to the MN Geospatial Commons. The efforts of the counties to resolve any address points with duplicate addresses through use of sub-address information was greatly appreciated.
  - b. The authoritative regional road centerline data, submitted on behalf of the counties by MetroGIS, is now active in basemap services that utilize **ESRI Community Map data** (rather than strictly HERE data). County GIS managers are also working through NSGIC to get similar movement toward the use of authoritative data by Google.
3. **Regional GIS-derived MSAG activity:** The transition of PSAP MSAGs to ones derived from each county's GIS data continues. The Ramsey County **GIS-derived MSAG** is in the process of being transitioned. The Isanti County GIS-derived MSAG is in final preparation stages at MESB. Once transitioned, the GIS-derived MSAGs will be maintained manually through 911NET until future methods and processes are put in place.
4. **ECN NG9-1-1 Federal Grant:** Both Sherburne County and the MESB have selected GeoComm to perform the **GIS work authorized under the NG9-1-1 federal grant**. Sherburne County's grant is for GIS development work and the regional grant is for GIS-derived MSAG processes.
5. **Statewide GIS Data Standards:** On 11/4/20, the Minnesota Geospatial Advisory Council (GAC) Standards Committee reviewed public comments on proposed changes to the **GAC road centerline and address point schemas**. The committee will be making its final recommendations to the GAC prior to its meeting in December. The changes under consideration include the addition of legacy street name elements, as defined per NENA, to both schemas. Should these revisions become approved, the metro regional partners will consider how to accommodate the updates for future metro area datasets.
6. **New Class of Service Codes (WDL2, WDL1, WCVL, and VNOM):** All MESB have been successfully activated by Comtech/Verizon for the **new enhanced location class of service codes**. The activation process involved the PSAP's confirmation that the new class of service code was received correctly, the wireless ALI displayed the dispatchable address location (rather than cell site/sector information), and that the caller coordinates received with the call could map in the PSAP's CAD/mapping system. Huge thanks to all the PSAPs for their involvement in this activation process.
7. **Wireless callback number in ALI:** Lumen is coordinating with Intrado, as well as CPE techs from Lumen and IES, to schedule the remaining PSAPs to have **wireless callback numbers moved to the traditional phone number fields** (as is done with wireline and VoIP). CPE tech availability is proving to be a challenge; however, Jake Jacobson will be in contact with each affected PSAP once their target cutover date is established. This change will avoid a conflict



between the callback number and supplemental location information received as part of a wireless dispatchable location.

8. **T-Mobile/Sprint Merger:** T-Mobile recently sent an update to PSAPs about their merger with Sprint, including appropriate contact numbers for **trouble reporting and exigent circumstances**. The MESB online PSAP manual has been updated with this contact information. As previously reported to the 9-1-1 TOC, 9- the former Sprint LTE network has been merged with T-Mobile and those 9-1-1 calls will identify as **TMOB** on wireless ALI displays; The former Sprint CDMA network remains separate and continue to identify as **SPPCS** on ALI displays.
9. **Proactive Data Audits:**
  - a. MESB has completed a full data audit with Comtech for **Verizon's wireless cell site/sector call routing and ALI data**. A similar audit of the region's **AT&T wireless data** is in progress between MESB and Intrado.
  - b. MESB is trialing a new audit process that, one day/week, validates **all wireline and VoIP ALI retrievals in the 10-county region against metro regional road centerline, address point and MSAG data**. The process includes feedback to county GIS partners and PSAPs on GIS adjustments that may be necessary, as well as feedback to telecom service providers on their use of non-MSAG-valid and/or non-GIS-valid addressing. Given success with this process, it may be expanded in the future. The process also helps focus remediation efforts in areas with the potential of frequent 9-1-1 call activity.

## ONGOING ACTIVITIES

10. **Statewide NG9-1-1 GIS Project:** The SECB NG911 GIS workgroup, under the leadership of Geoff Maas, meets regularly to discuss the statewide NG911 GIS effort.
11. **Regional GIS data support for Pandemic Response Planning/RapidDeploy Pilot:** The metro regional road centerline, address point, and boundary polygon datasets are being used for map, feature, and geocoding services for the RapidDeploy pilot and Pandemic Response PSAP Consolidation Plan. These services are being hosted by GeoComm. Rather than a custom basemap, an ESRI community basemap is being used for the RapidDeploy Nimbus environment.
12. **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.
13. **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. All ten metro counties are using this process. These datasets are in the MN GAC schemas.
  - b. **Boundary Polygons:** MESB uploads the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers to the Minnesota Geospatial Commons. The 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 Commons for downloads of metro's PSAP boundary polygons.
14. **Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (Access link is: <https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource to reference the geospatial data their county GIS departments consider valid for regional 9-1-1 use.

# 9-1-1 Call Issue 24/7 Trouble Reporting

## 9-1-1 Service Provider Repair/Trouble Reporting

9-1-1 Service Provider	Contact
CenturyLink (primary contact)	800-357-0911
IES	320-234-3911, 800-909-8148 (after hours)
Intrado	800-514-1851
Comtech	800-959-3749
Bandwidth	855-864-7776
Inteliquent	866-388-7258

## Wireless Call Exigent Circumstances

e.g. cell phone ping and legal demand center requests

Wireless Carrier	Contact
AT&T (ATTMO)	800-635-6840, option 4
Sprint (SPPCS)	800-877-7330, option 1
TMobile (TMOB)	973-292-8911, option 2
Verizon (VZW)	800-451-5242, option 9

## Wireless Call Non-Exigent Circumstances

e.g. 9-1-1 network issues; call quality, processing/connectivity issues; call misroutes; carrier NOC

Wireless Carrier	Contact
AT&T (ATTMO)	800-635-6840, option 4
Sprint (SPPCS)	877-611-5868
TMobile (TMOB)	877-611-5868
Verizon (VZW)	800-959-3749 (Comtech)

# SearchUnifiedCommunications.com

## Zoom Phone to get spam blocking, 911 services

By Maxim Tamarov

Over the next few months, Zoom plans to roll out several features to its softphone for mobile devices and the desktop.

The video conferencing provider said that by early next year, Zoom Phone users will have the ability to block spam calls, message multiple people at once, and use in-office [digital signage](#) to locate people following a 911 call.

Specifically, the [spam filter feature](#) and improved messaging will be generally available by early 2021. Zoom plans to release the 911 capability in beta by the end of the year.

Zoom's two-year focus on Phone is an attempt to meet the telephony needs of people using its popular video conferencing service.

"I think Zoom saw an opportunity there to solidify their customer base more," IDC analyst Richard Costello said.

Early this year, Zoom [merged its phone and video capabilities](#) to widen its reach in the UC market. The company [entered the IP phone market](#) in 2018, a move that started its separation from partner RingCentral.

However, Zoom is mostly playing catch-up to competitors. Many of the features added to Zoom Phone are already in products from RingCentral, 8x8, Cisco and Google.

Zoom's spam blocking allows users to filter out unwanted calls by routing them to voicemail or blocking them outright. The latest 911 feature would let IT use in-office digital signage to direct first responders following an emergency call.

According to Frost & Sullivan analyst Elka Popova, spam and emergency capabilities are "super important" features that telephony companies provide.

Nevertheless, Zoom does not plan to offer every possible telephony feature in Zoom Phone. "They have identified a customer segment in which Zoom's collaboration-centric solutions have a great appeal," Popova said.

Zoom introduced the Zoom Phone enhancements at [its annual Zoomtopia conference](#). Other announcements included Zoom opening its marketplace to software developers and online event hosts. The company wants the former to make apps that run on Zoom and the latter to conduct classes or performances over Zoom.

The third-party software, which Zoom calls Zapps, will run entirely within Zoom. The company named nearly three dozen applications available by the end of the year, and it plans to open its marketplace to all preapproved developers in 2021.

OnZoom, the name Zoom gave to its event-hosting feature, will be widely available later this year. On it, users will offer classes, concerts and tutoring for a cost or for free. The feature is currently free for hosts, but Zoom plans to reevaluate pricing next year.

Also, at Zoomtopia, Zoom announced enhancements to [SDKs](#) that developers use to embed video conferencing into websites or apps. The company improved its custom background features by letting hosts set a theme or place participants in a common background, such as a classroom or courtroom.

*30 Oct 2020*

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