



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

October 21, 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 – September 16, 2021 Meeting**
- 4. Action Items**
 - A. Approval of Final Draft of OSN After Action Report
- 5. Discussion Items**
 - A. ECN PSAP Cybersecurity Assessments and SOC Resources
 - B. ECN - Workgroup to Clarify/Rewrite Statute with Mental Health Community
 - C. Mental Health Call Processing Standard
 - D. 9-1-1 Dispatch Career Fair
 - E. 911 Authority PSAP Survey Recap
 - F. RapidSOS Emergency Data Exchange (EDX)
 - G. RFP for Workload Sharing / CAD2CAD
 - H. PSAP Impacts of METCOM Encryption
 - I. 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
- 7. Announcements**
- 8. Adjourn**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
September 16, 2021

Committee Members Present:

Carrie Bauer, Scott County
Sara Boucher-Jackson, Metro Airport
Susan Bowler, Carver County
Dan Klawitter, Hennepin EMS
Janelle Harris, City of Edina
Chad Loeffler, Metro Transit
Tony Martin, Hennepin County

Darlene Pankonie, Washington County
Nancie Pass, Ramsey County
Cheryl Pritzlaff, Dakota County
LaVae Robinson, City of Bloomington
John Scheuch, Ridgeview EMS
Val Sprynczynatyk, Anoka County
Jake Thompson, Chisago County

Guests: Josh Benesch, Hennepin EMS; Jack Cooper, Hennepin County; Greg Ehrsam, Motorola; Matthew Hoffer, Lumen; Dawn Kenyon, Hennepin County; Joel McCamley, 911 Authority-**Phone**; Jon Rasch, Ramsey County; Lauren Peterson, Metro Airport

MESB Staff: Marcia Broman, Jill Rohret, Martha Ziese

1. Call to Order

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

2. Approval of September 16,2021 Amended Agenda

Mike Mihelich asked that *Item E. Nuisance/Abusive 9-1-1 Calls* be added to the agenda.

Motion (Martin/Pankonie) to approve the September 16,2021 amended minutes.
Approved.

3. Approval of Minutes

Sara Boucher-Jackson asked that IDT be replaced with IMDT on page 2. Of August minutes.

Motion (Sprynczynatyk/Peterson) to approve the August 19,2021 TOC minutes as amended. Approved.

4. Action Items – None

5. Discussion Items

A. Grant Funding Priority List Update

Mihelich said the MESB approved the 2022 Grant Funding Priorities proposed by the 9-11 TOC. For any equipment asks there is a 50% match requirement. Mihelich will send out equipment match requirements to members.

Jill Rohret said that PSAP Cyber Security audits will be back on the grant priority list.

Sara Boucher-Jackson suggested lowering the priority for COML Train-the-Trainer training.

Darlene Pankonie said Nate Timm and Dan Anderson are trainers and are willing to do the training sponsored by Washington County.

Rohret said amending the funding list will require additional board approval. CTAP courses have to go through the state which means we cannot get a match for a dedicated course even though we could fill a course.

Rohret said it is possible that Timm and Anderson can teach both. Normally there is some type of a charge for teaching the class. Rohret said that the MESB would pay for COML instruction class out of the grant funds if approved by the state.

B. Mental Health Call Processing Standard

Tony Martin said meetings continue to discuss the standard. There have been meetings with other Minnesota Department of Health sub-groups. There are concerns at the MDH and within the 9-1-1 community that the system could be overloaded if PSAPS transfer all the mental health calls to MDH.

Martin said there will be a meeting with the NG9-1-1 group to discuss sequential intercept models, which provides the entire process beginning with sequential intercept 0; 9-1-1 law enforcement, then onto the court system and rehabilitation, etc., what is available state-wide and for individual PSAPs. There will be Dispatcher 101 education provided to NAMI.

Martin said Hennepin County has met with Citizens Against Police Brutality. They provided a 165-page document. A Webinar is in the works. There is a lot going on and going very quickly. The MN Chiefs and Sheriff's Associations are drafting a one pager for law enforcement.

Martin said if we are going to be referring calls to a crisis group even before it goes onto law enforcement there will need to be a standard for that. Virginia has a similar law. Minnesota has many resources, but more communication is needed to have everyone handle the process the same way.

Pankonie asked if there were any requests for caution notes to be put on some patient's addresses? Pankonie got a list from one PD for 87 people to have their addresses flagged as a potential mental health client.

Pankonie asked if there could be more discussion on a client marking their driver's license as a mental health client.

Martin said flagging addresses has been discussed by different groups. They are calling it a safety plan. A best practices plan needs to be developed.

Nancie Pass said that at Ramsey County they are really being pushed to move things forward. Its not that they are trying to act independently or secretively, but there are so many moving parts and so many agencies involved. House representative Hanson is part of the East Metro Alliance with Ramsey County.

Martin said the NG9-1-1 group meets every three weeks on this topic. ECN is providing support based on the information gathered in Safety Net.

C. PSAP Impacts of METCOM Encryption

Mike Mihelich said there was not much to update. The next meeting will be September 22, 2021. Mihelich said based on Operation Safety Net, it was determined encryption is very important for Law Enforcement, Fire and EMS. Only METAC 12 was encrypted previously. It was decided it was best to encrypt the current METCOM. A survey is needed to see what PSAPs had encryption capabilities.

Rohret said the next agenda item has survey information from 911 Authority which will include encryption questions.

Sara Boucher-Jackson said the reason METAC 12 was selected was because there are limited encrypted radios in the field.

Boucher-Jackson said she was told when it is METCOM console-to-console there is not a problem. Mihelich said there was a lengthy conversation about that. Just encrypting METCOM gets rid of the problem.

D. 911 Authority PSAP Survey

Mihelich said a lot of information is requested in this survey. This is not only for the NG9-1-1 RFP but also for future projects such as workload sharing and CAD-to-CAD type projects. It will be helpful to understand a bit more about each PSAP.

6. Nuisance/Abusive 9-1-1 Calls to PSAPs (added to agenda)

Mihelich said that Matthew Hoffer from Lumen will present some options for dealing with these types of call and answer questions.

After the presentation Mihelich said he will send an email after the meeting to PSAP Managers with Lumen contact information for nuisance/abusive calls that PSAPs may utilize when needed.

Pankonie said Washington County is experiencing many more calls since the start of the pandemic; more than 50 from one individual. Pass said they are experiencing a big uptick as well with frequent callers in the last 12-18 months.

7. Reports

A. PSAP Operations Roundtable Work Group

Val Sprynczynatyk said that Kari Morrisey reached out to Motivations and expressed the displeasure in their classes. They said they have a large library of training sessions and are offering them up for free. They are to reach out to participants in the next couple of weeks to see what they could improve upon. They are starting a mental health training video session due out in a couple of weeks.

Jon Rasch said those catalogs of training were not known or inquired about because it would have taken additional dollars from the PSAPs to access them and a web platform.

Sprynczynatyk said that the Virtual Academy has a large catalog of classes. There was a consensus from many members of the that they would and will use Virtual Academy over Motivations. There did not seem to be much guidance using the Train-the-Trainer course.

B. NG9-1-1 Committee Report

Chad Loeffler said there are travel plans in place that have prevented some members from attending. There is a GIS meeting later today and Monday. 403 updates and wearable tech was discussed. The secondary PSAPs will reach out to the ARMER side. Also discussed was Travis' Law, pension, and re-classification items.

Pankonie said there have been three meetings so far for the Pension workgroup. On that committee representing 9-1-1 is a dispatcher from Rice/Steele, a dispatcher from Itasca County, the Itasca County Manager, and Tim Boyer, Director from MN State Patrol. There are persons from League of MN Cities, Association of MN Counties, and Department of Corrections.

Pankonie said much data is collected to prove 9-1-1 should be moved into the pension fund. It appears that the League of MN Cities and the Association of MN Counties have a side agenda. There will be a survey sent out from the work group. An actuary would have to talk to every individual to determine accurate data and it would cost tens of thousands of dollars. Doug Anderson is the director of PERA, and a previous actuary. He has put together a table to determine what the cost would be. It is very important that telecommunicators participate in the survey and answer all of the questions. Another survey that will be sent out is regarding employee retention. This survey monkey will be sent to HR.

Pankonie said there is only Corrections and Coordinated funds under PERA. There are some sub-groups under the Coordinated Fund. One is for Fire Marshalls one is for pilots. Within those sub-groups the largest is 14 people. Telecommunicators would be 1,500, Corrections is 5,000, and there is also Police and Fire which is not healthy. PERA is sustainable.

Pankonie said dispatchers are on police and fire. Dan Klawitter said their dispatchers are street-ready and do a ride-along as a 3rd person. Pankonie said a letter of support would be helpful. Klawitter volunteered to write a letter.

LaVae Robinson said the Telecommunicators Work Group has met weekly for the last two weeks. The deadline is January 15 to get report to the legislature. There was to be a group of 16, it is a group of 25. There is resistance from AMC. They do not like that defining telecommunicator helps push them into re-classification. The work group is making the definition of telecommunicator broad enough to include what PSAPs call their dispatchers or call-takers. The re-certification effort will be built off of the already created metro standards and the state of Michigan's comprehensive program.

Jon Rasch said it was inevitable that AMC and the League of MN Cities would oppose this endeavor. It is strictly a financial opposition. There are a lot of representatives that are closely tied to PSAPs, but the real objective will be a discussion.

Pankonie asked why the League of MN Cities thinks re-classification means a higher wage? Rasch said his guess is that the statutory definition means there will be a cost that the PSAPs will not be responsible for, that cities and counties will need to pick up.

C. 9-1-1 Network Report

Mihelich said he would only add one item to the distributed report. The MESB is working with 911 Authority to create a considerations list for the PSAPs when they connect to the ESInet. There will be impacts operationally and financially. Impacts to voice, logging, CPEs, how ANI and ALI flow into CAD systems and CPEs. There is a need to talk to vendors sooner than later.

D. 9-1-1 Data Report

Marcia Broman said ECN has come out with two webinars. The one this afternoon is an overview of how the new tools for GIS validation. The webinar on Monday will discuss dataset submission. MESB will be taking the full GIS data and submitting it through this one spatial process.

E. MN Sheriff's Association

Susan Bowler said re-classification was discussed.

8. Announcements

Mihelich said there were no responses to the Workload Sharing RFP. The RFP we be re-released on Monday to various vendors.

Mihelich said he will be sending out a new series of meetings for calendars.

Sprynczynatyk reminded members of the October 6 job fair.

9. Adjournment



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:
Agenda Item:
Presenter:

October 21, 2021
4.A After-Action Review Report
Mihelich/Rohret

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommends acceptance by the Board of the Operation Safety Net Communications After-Action Report prepared jointly by members of the 9-1-1 and Radio TOCs in collaboration with DPS-ECN.

BACKGROUND

DPS-ECN worked in collaboration with the MESB to develop a formal, actionable communications-related After-Action Report for Operation Safety Net (OSN). An After-Action Report (AAR) is a consolidation of information gathered during post-event debriefings. This report provides feedback to participating entities and governing agencies to identify and guide future improvement actions that may be implemented to increase the community's preparedness, response, and recovery capabilities.

ISSUES & CONCERNS

Implementing all the recommendations contained in the report will require significant cooperation between the jurisdictions and agencies involved.

FINANCIAL IMPACT

There could be a financial impact to the MESB if all the recommendations in the report are implemented, but this will depend on the implementation plan adopted by the jurisdictions and agencies involved.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
October 14, 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. Inteliquent is establishing the point of interconnect (POI) locations across the state with two legacy telephone POIs in each LATA. This will make it easier for the legacy telephone companies to connect to the 9-1-1 system and reduce network costs. Inteliquent will also establish two SIP POIs for telecommunications service providers who have IP-based systems capable of delivering 9-1-1 calls to the system as SIP calls. Contract negotiations and design work with Lumen continue to take place to get the Inteliquent network connected to the Lumen peering points for the current 9-1-1 system on an interim basis, until the NG Core Services vendor is selected.

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. We expect to review a draft RFP this month (October).

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 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. RFP responses are due on October 15th and an evaluation team has been established from the workgroup assigned to the task to score the responses.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
October 21, 2021 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to continue to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.
2. **Wireless Location Based Routing:** T-Mobile's **location-based routing (LBR)** continues to be activated for all PSAPs in the MESB region. T-Mobile's results statistics for 60-days of full regional activation show similar results to those experienced during the metro area pilot. During that 60-day period, LBR calls were initially routed to the appropriate metro PSAP for the caller's device location 100% of the time. When combined with those calls that could not use LBR and fell back to cell-sector routing, 95% of the region's T-Mobile calls initially routed to the appropriate PSAP for the caller's device location. The overall goal of this implementation is to reduce delays introduced by PSAP-to-PSAP call transfers.
3. **Regional Data QA/QC:** The next submission of regional data to GeoComm for a **NG9-1-1 validation and GIS-derived MSAG run** will be later in October. Counties that have not yet submitted updates to the regional datasets in October have been asked to do so in the next week. Most recently, MESB has been assisting counties on QA/QC error resolution from this summer's validation run, as well as GIS/MSAG/ALI changes from several recent annexations. MESB has also provided counties centerline ESN attribute value adjustments based on validations to the ESZ boundary polygons, as well as appropriate attribution values for border centerline segments to replace the current use of *Out of Jurisdiction (OOJ)* values in several attributes.
4. **ECN 1Spatial Project:**
 - a. **Webinars:** ECN had an initial rollout of their 1Spatial solution in September with an overview session (on 9/16/21) and portal user training (on 9/21/21). Documentation on the validation tools available with the initial rollout, along with recording of the portal user training, is available on ECN's NG911 GIS Hub site ([Minnesota NG9-1-1 GIS Hub \(arcgis.com\)](https://arcgis.com)).
 - b. **Regional Data Submission for NG9-1-1 data validation:** On behalf of the region, MESB plans to submit the full 10-county regional datasets (centerline, address points, boundary polygons, MSAG, and ALI) for NG9-1-1 validations. MESB, ECN, and 1Spatial have had an initial meeting to discuss how that workflow could become more automated over time. As with existing QA/QC work, MESB will vet validation results/errors and provide county GIS partners targeted recommendations for needed data remediation. The 1Spatial platform will also allow metro counties that are interested to submit data individually and run specific validations on their own. MESB would be happy to work through this process with any county staff having a strong desire to do so. 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.
5. **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.

ONGOING ACTIVITIES

6. Regional NG9-1-1 Data QA/QC and GIS-derived MSAG activity:

- a. **NG9-1-1 QA/QC support:** MESB's error vetting and remediation support to the PSAP/counties continues to focus on areas that have not yet made a significant stride toward GIS-derived MSAG transition, as well as other data inconsistencies found through the GeoComm NG9-1-1 validations.
- b. **Current GIS-derived MSAG status:**
 - i. **Complete:** Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff (partial set of communities)
 - ii. **In preparation stage at MESB:** Carver County, Hennepin Sheriff (additional communities), Scott County (early-stage preparation)
- c. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. This process has been helpful in identifying needed VoIP service provider data remediations, as well as some address point additions.

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

- a. **Metro Regional GIS-derived MSAG Processes:** MESB staff is using GeoComm's Data Hub to perform supplement NG9-1-1 validations on the regional data. MESB reaches out to county GIS staff and PSAP data contacts as needed for dataset adjustments after reviewing the validation results.
- b. **Sherburne County:** GeoComm continues to edit Sherburne County's data for NG9-1-1 readiness under their grant project.

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 their county GIS departments consider for valid & current regional 9-1-1 use. (<https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx>.)