



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

October 20, 2022 10:00 a.m.

1. **Call to Order** – Susan Bowler, 2022 Committee Chair
2. **Approval of Agenda** – Susan Bowler
3. **Approval of Minutes** – August 18, 2022 Meeting – Susan Bowler
4. **Action Items**
 - A. MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023 – Mike Mihelich
 - B. SECB Committee 2023 Appointments – Mike Mihelich
5. **Discussion Items**
 - A. Text-to-911 Transfers to Entire State and Secondary PSAPs – Mike Mihelich
 - B. Anoka RapidDeploy RadiusPlus Map Experience and Policies – Kari Morrissey
 - C. Blue Peak Consulting Resiliency Training/Workgroup Update – Heidi Meyer
 - D. Metro Training Curriculum Review – Heidi Meyer / LaVae Robinson
 - E. MESB PSAP Salary Study – Heidi Meyer / LaVae Robinson
 - F. Mental Health Call Processing Standard – Tony Martin
 - G. Draft 988-911 Policy Academy Report and Recommendations – Susan Bowler
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup – Heidi Meyer
 - B. SECB NG9-1-1 Committee Report – Janelle Harris
 - C. 9-1-1 Network Report (Attached) – Mike Mihelich
 - D. 9-1-1 Data Report (Attached) – Marcia Broman
 - E. MN Sheriff's Assoc. PSAP Subcommittee Report – Susan Bowler
 - F. IPAWS Report – Scott Haas
 - G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
 - H. SECB NG9-1-1 Operations Workgroup – Kari Morrissey
7. **New Business**
8. **Announcements**
 - A. Marcia Broman has officially received the NICE 2022 PSAPs' Finest Lifetime Achievement Award.
9. **Adjourn** – Susan Bowler

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes (In-person)
August 18, 2022

Committee Members Attendance

Airport - Sara Boucher-Jackson
Anoka County – Val Sprynczynatyk
Bloomington – LaVae Robinson
Carver County – Susan Bowler
Chisago County – Jake Thompson
Dakota County – Brent Anderson
Eden Prairie – Lisa Vik
Edina – **absent**
Hennepin County -Tony Martin
Hennepin EMS – Dan Klawitter
Isanti County – **absent**

Metro Region EMS – Victoria Vadnais
Metro Transit - **absent**
Minneapolis – Joni Hodne
North Memorial – **absent**
Ramsey County – Nancie Pass
Ridgeview EMS – Doug Kayser
Scott County – Scott Haas
Sherburne County - **absent**
St. Louis Park – Eric Lammler
Washington County – Darlene Pankonie
U of M – **absent**

Guests: Greg Ehram, *Motorola*; Dr. Margaret Gavian; Matthew Hoffer, *Lumen*; Frank Jarmon, *Motorola*; Heidi Meyer, *Anoka County*; Kari Morrissey, *Anoka County*; Dan Palmer, Ramsey County; Lauren Petersen, *MAC/Airport*; Scott Petersen, *Minneapolis*; Scott Wosje, *Northland Business Systems*

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

1. Call to Order

Susan Bowler called the meeting to order at 10:03.

2. Approval of August 18, 2022, Agenda

Bowler asked that replacement of vacated primary NG9-1-1 committee seat be added to New Business.

Jake Thompson asked that weather event notification be added to Discussion Items.

Motion (Pankonie/Martin) to approve the August 18, 2022, 9-1-1 TOC amended meeting agenda. Approved.

3. Approval of July 21, 2022, Minutes

Dar Pankonie asked these corrections are made to the July 2022 minutes:

Page 2, Item D – it was Tony Martin not Scott Petersen that spoke of the Hub option and it taking two years.

Item E- under Mental Health Call Processing Standard, please add there is a new procedure that will be introduced August 18 by Washington County.

Page 7 – Under Announcements – ADT has paired up with Intrado to do alarm call processing and text-to-911 should be restated as “ADT has paired up with Intrado to do alarm call processing over text-to-911”.

Motion (Pankonie/Sprynczynatyk) to approve amended minutes for July 2022. Approved.

4. Action Items

A. Nomination(s)

Jake Thompson said two nominations are needed for operational seats on the LMR Committee Change Management Workgroup. There are also two seats for Technical and two for System Managers or Owners.

Jake Thompson nominated Scott Haas. Pankonie seconded.

Nancie Pass nominated Jon Rasch. Val Sprynczynatyk seconded.

Motion (Pankonie/Robinson) to elect Haas and Rasch to the LMR Committee Change Management Workgroup. Approved.

B. MESB 9-1-1 TOC Regional Funding Priorities for Grants 2023

Mike Mihelich asked members to review and prioritize grant priorities from the 2022 list. The prioritized 2022 grant priority list was:

1. Workload Sharing and Regional Situational Awareness System Implementation
2. COM-L Train-the-Trainer Training
3. Mental Health Call Handling Statutory Compliance – Training, Resource Identification, Policy/Procedure Development
4. PSAP Abandonment – Emergency Communications Equipment Cache
5. Telecommunicator Resiliency Training / Program Development Cost Reimbursement

Jill Rohret said ECN has the final say on the priorities. It is important that PSAPs put their individual needs on the list. Equipment still remains as a 50% match for the PSAPs.

Pankonie said Washington County is in the process of creating a back-up center. Still needed are the radios and a CAD solution.

Jill mentioned that grant money reserved for mental health call handling statutory compliance will not be able to be used this year, since no such program exists. Nancie Pass suggested moving the \$150,000.00 to the Resiliency Training.

Jill Rohret said the MESB has a particular interest in having GIS software services on the list. It is unknown what core services will be. Rohret asked if anyone is interested in doing indoor mapping.

After a lengthy discussion the 2023 prioritized list was created and listed as:

1. CAD2CAD
2. PSAP Abandonment – to be renamed PSAP Continuity of Operations
3. Telecommunicator Training for Public Mental Health Awareness Crisis and Response- title to be word-smithed
4. Recruitment campaign for the regions
5. GIS software services (separate from indoor mapping)

Motion made by (Pankonie/ Petersen) to finalize and approve the 9-1-1 TOC 2023 Regional Funding Grant Priorities at the 9-1-1 TOC meeting in September. Approved.

C. MESB Regional Data Hub RFP for Workload Sharing

A handout was distributed for the MESB Statement of Work RFP. Jon Rasch recommended a work group be formed to develop an RFP and ask the MESB to put on the website.

Rasch said the hub would be hosted in the cloud. C2C will added to definitions.

Pass asked how media requests would be handled?

Rasch said the response document handles the technical infrastructure and the governance document defines who maintains the ownership of the data. Media requests would be determined by the vendor.

Pankonie asked if Winbourne or the MESB could draw up a one-page FAQ.

Rohret said the document could be a PSAP Manager document.

Mihelich said a package could be put together to distribute to all leaders to help make their decisions on whether or not to participate. Once a vendor is selected then we would come up with a governance and finance and system administration document. PSAPs will have to contribute something toward the system. Maybe we could take over what Hennepin County has already built.

Motion (Pass/Haas) to bring an approved Statement of Work to the MESB for approval and to post. Approved.

5. Discussion Items

A. Blue Peak Consulting Resiliency Training Workgroup

Presentation by Dr. Margaret Gavian.

B. Mental Health Call Processing Standard

Tony Martin said that are plans to integrate internal training and the NENA standard into a loving document.

Dar Pankonie said the SAMHSA policy academy draft document is coming out and will be distributed to everyone. Please return with your comments to Janelle Harris and she will send on to Tony Martin.

Martin said there is some disconnect on the 988 side. Please pass on any 988 issues you have experienced.

Pankonie said if the 988 center calls and tasks the PSAP to find address of caller from IP then they should be told PSAPs do not have the resources or time to do that and it should be on them at 988.

Martin said the liability has not been determined yet.

C. SECB Committee 2022/2023 Appointments

Motion (Pankonie/Martin) to elect Janelle Harris as primary to the NG9-1-1 Committee for the remainder of 2022. Approved.

Motion (Robinson / Sprynczynatyk) to elect Brent Anderson as alternate to the NG9-1-1 Committee for the remainder of 2022. Approved.

Rohret said these candidates will need the approval of the MESB at the September meeting to be official.

Mihelich said the 2022-2023 appointments item will be on the September 9-1-1 TOC agenda.

Motion (Morrissey / Haas) to elect Morrissey-Haas as Primary and Alternate to the IPAWS Committee (Previously Haas was Primary and Morrissey was Alternate). This will be also be an action item for the September 9-1-1 TOC meeting.

D. NGCS ESInet, and 9-1-1 Control Center RFP Released

Mihelich said the RFP was released on August 5, 2022. There was a mandatory pre-bid meeting held on August 17, 2022. The RFP closes November 4, 2022. Mihelich and Rohret are on the Evaluation Committee. It is estimated that a contract will be signed as of April 2023.

E. Weather Event Discussion

Jake Thompson said that MnDOT will give more notifications during weather events through the radio system administrator. Thompson will send out an email to TOC members on an up-to-date list of contacts.

Haas said there used to be an active group that was doing storm planning. Winter is coming and there is no group working on this now. Crashes were cleared much faster when State Patrol just took care of it.

LaVae suggested using the same system that was used during Operation Safety Net.

Mihelich suggested a notice on status Board. This topic will be on the September agenda.

6. Reports- Due to lack of time there were no oral reports given.

A. PSAP Operations Roundtable Workgroup

B. SECB NG9-1-1 Committee Report

C. 9-1-1 Network Report – Report included in packet

D. 9-1-1 Data Report – Report included in packet

E. MN Sheriff's Association PSAP Subcommittee Report

F. IPAWS Report

G. SECB NG9-1-1 Technical Operations Workgroup

I. SECB NG9-1-1 Operations Workgroup

7. Announcements

Pankonie had nominated Marcia Broman for the Public Safety Lifetime Achievement Award. Broman will be recognized this fall by DPS.

Rohret asked members if there were any thoughts on celebrating the 40th anniversary December 1st of the first 9-1-1 call.

8. Adjournment @ 12:02 pm

DRAFT



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 20, 2022
Agenda Item: 4A. Approval of 2023 Regional Funding Priorities
Presenter: Mihelich/Fredrick

RECOMMENDATION

The 9-1-1 TOC recommended the following items as regional funding priorities for grants available in 2022 (in priority order):

1. Workload Sharing and Regional Situational Awareness System Implementation
2. COM-L Train-the-Trainer Training
3. Mental Health Call Handling Statutory Compliance – Training, Resource Identification, Policy/Procedure Development
4. PSAP Abandonment – Emergency Communications Equipment Cache
5. Telecommunicator Resiliency Training / Program Development Cost Reimbursement

The regional funding priorities for grants available in 2023 (in priority order):

1. Workload Sharing and Regional Situational Awareness System Implementation
2. PSAP Continuity of Operations
3. Telecommunicator Training for Public Mental Health Awareness Crisis and Response
4. PSAP Staff Recruitment Campaign for the MESB Region
5. GIS Software Services (separate from indoor mapping)

BACKGROUND

Emergency Communication Networks (ECN) Division and the Statewide Emergency Communications Board (SECB) require regions to annually approve regional funding priorities. These priorities are to include projects/items/concepts for which regions can apply for grant funds through the SECB process. In the past, grants were only open to radio projects.

ISSUES & CONCERNS

9-1-1 projects are now eligible for grant funding. Due to this, both the 9-1-1 TOC and the Radio TOC develop their lists of regional funding priorities. Grants are structured so that both 9-1-1 and radio projects apply for the same grant funds and are included in the same competitive structure.

State grant objectives and SECB funding hierarchy will determine which projects MESB staff will include in the grant applications. Generally, staff applies for the highest priority project from both areas.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 20, 2022
Agenda Item: 4A. Approval of 2023 Regional
Funding Priorities
Presenter: Mihelich/Fredrick

FINANCIAL IMPACT

None to the MESB other than staff time to apply for and process grants. Equipment will likely require a 50% match from the awarded agency.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 20, 2022
Agenda Item: 4B. Recommend 2023 SECB Appointments
Presenter: Mihelich

RECOMMENDATION

The 9-1-1 TOC recommends that the following people be appointed to the Statewide Emergency Communications Board (SECB) and its committees representing the MESB in 2023:

SECB NG9-1-1

Primary: Janelle Harris (Edina)
Alternate: Brent Anderson (Dakota Co.)

SECB IPAWS

Primary: Kari Morrissey (Anoka Co.)
Alternate: Scott Haas (Scott Co.)

BACKGROUND

The Metropolitan Emergency Services Board, per Minnesota Statute Chapter 403, has a seat on the SECB, and has maintained seats on all SECB committees since the SECB's inception. The 9-1-1 TOC will make a recommendation to the Board for 2023 for SECB NG9-1-1 Committee members and SECB IPAWS Committee members.

ISSUES & CONCERNS

All members above have volunteered to remain representatives in 2023. Final approval will come from the MESB Board at their January meeting.

FINANCIAL IMPACT

None to the MESB

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

988 and 911 Policy Academy

REPORT AND RECOMMENDATIONS

988 and 911 Policy Academy Report and Recommendations

Minnesota Department of Health
Suicide Prevention Unit
PO Box 64882
St. Paul, MN 55164
emily.a.lindeman@state.mn.us
www.health.state.mn.us

To obtain this information in a different format, call: 651-201-4249.

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Background

On July 16, 2020, the Federal Communications Commission (FCC) adopted rules to establish 988 as the new nationwide dialing code to connect callers with suicide and mental health crisis support. The FCC ruling required telecommunication service providers to direct all 988 calls to the existing Suicide and Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) by July 16, 2022. On October 17, 2020, Congress passed the National Suicide Hotline Designation Act of 2020, incorporating 988 into federal statute as the new Lifeline and Veterans Crisis Line phone number. Further, on November 18, 2021, the FCC adopted a Second Ruling to expand access to the Lifeline by establishing the ability to text 988 to directly reach the Lifeline.

Across the country, each state is tasked with ensuring collaboration, coordination, and support to handle 988 calls, chats, and texts. The Substance Abuse and Mental Health Services Administration (SAMHSA), a federal agency within the U.S. Department of Health and Human Services provides federal oversight of the 988 Suicide and Crisis Lifeline. They have been working with states across the U.S. to prepare for this transformative transition.

988 was established to improve access to crisis services in a way that meets the growing suicide and mental health-related crisis care needs. The primary goal of the Lifeline is to provide support for people in the moments they most need it and in a manner that is person-centered. The vast majority of those seeking help from the Lifeline do not require any additional intervention at that moment. Nationally, fewer than 2% of Lifeline calls require a connection to emergency services like 911.

SAMHSA has stated that the 988 and 911 systems will need to be closely coordinated to allow referral of callers for appropriate care or response that address the unique circumstances with each crisis encounter.

Minnesota Department of Health

The Suicide Prevention Unit, within the Injury and Violence Prevention Section at the Minnesota Department of Health (MDH) provides oversight of 988 planning activities. MDH works directly with 988 Lifeline Centers that handles calls, chats, and texts.

Minnesota Department of Public Safety

The Emergency Communications Networks within the Department of Public Safety provides primary oversight of the design and maintenance of the 911 system in Minnesota. They work collaboratively with Public Safety Answering Points (PSAP) across the state.

Purpose

Together, MDH and DPS are working to identify opportunities for 988 and 911 integration. The recommendations presented in this document were identified through a collective effort from the 988/911 Core Policy Team.

988/911 Policy Academy

In response to this critical coordination between 988 and 911, SAMHSA announced a national policy academy initiative *Ensuring Successful 988/911 Coordination Through the Development of Guidance and Local Implementation Strategies to Support Statewide Rollout Efforts*.

For this initiative, SAMHSA selected five states whom they felt were ready to engage in a meaningful and action-orientated process geared towards addressing 988 and 911 collaboration. The purpose of the policy academy was to develop, disseminate, and implement a state plan for collaboration that would include recommendations for local counties and municipalities.

Minnesota accepted the invitation to participate in the Policy Academy and convened a Core Policy Academy Team to help draft a state-level action plan.

The five states that participated in the policy academy included: California, Colorado, Georgia, Maine, and Minnesota.

Minnesota Core Policy Team Members

Team Leads

Emily Lindeman
Suicide Prevention Coordinator/988 Lead
Department of Health

Sandi Stroud
911 Program Manager
Department of Public Safety
Emergency Communications Network

Core Members

Sara Boucher-Jackson
Manager – Emergency Communications Center
Metropolitan Airport Commission

Jeff Potts
Executive Director
Minnesota Chiefs of Police Association

Amanda Calmbacher
Crisis Team Supervisor
Department of Human Services
Behavioral Health (BHDH) Division

Terry Stier
Chief of Police
Belle Plaine

Tanya Carter
Suicide Prevention Unit Supervisor
Department of Health

James Tadman
Sheriff
Polk County

Kristi Charles
Suicide Prevention Coordinator
MN Department of Veterans Affairs

Luther Talks
Tribal Suicide Prevention Coordinator
Department of Health

Brian Edwards
EMS Chief
Northfield Hospital

Emily Warnygora
Emergency Communications Center Supervisor
St. Louis County Sheriff's Office

Cre Larson
Executive Director
First Call

Youa Yang
Crisis Services Lead
Department of Human Services
Behavioral Health (BHDH) Division

Pre-Policy Academy

On May 12, 2022, SAMHSA GAINS' Center hosted a Pre-Policy Academy with the Minnesota Core Team and additional stakeholders. The Pre-policy academy was a one-day virtual facilitated discussion and listening session to prepare for the Policy Academy.

The process included gleaning feedback from the stakeholders in attendance through scenario analysis of potential 988/911 calls and corresponding interaction potential Using a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis framework, the Minnesota team identified key issues that needed to be addressed as it related to 988 and 911 interaction. The information gathered from this evaluation analysis formed the basis for the Policy Academy Action Plan.

Policy Academy

The Policy Academy was held virtually on June 22 – 23, 2022. All five states participated along with subject matter experts who were available for consultation. The two-day academy comprised of plenary sessions and individual team working sessions. The goal of the Policy Academy was to develop an action plan based on the key issues identified during the Pre-Policy Academy, and how to support 988 and 911 collaboration at the state and local level.

Focus Areas

The result of the policy academy was the identification of four priority areas and corresponding action item recommendations for the impacted stakeholders to focus operationalizing. The development of a strategy for how each action item will be operationalized will need to be led by the assigned person(s) responsible in coordination with stakeholder groups. These groups will be detailed in the strategies developed.

Policy and Legislation

Minnesota is in a unique position related to the rollout of 988 and the need to address 911/988 interactions. Laws passed in the 2021 legislative session has impact the use of force by law enforcement and 911 systems requirement to make mental health crisis referrals. It was important for the MN core policy team to identify opportunities to align 988/911 interaction recommendation based on these legislative changes.

Lifeline Center and PSAP Operations

This priority area focuses on two areas: data/information sharing and training/education. Data collection and information sharing between Lifeline Centers and PSAPs is vital and will ensure efficient collaboration. Much of this work is already under development with a statewide 988/911 stakeholder workgroup that has been meeting since March 2022.

Tribal Partnership

11 federally recognized Tribal Nations share geography with Minnesota. The State of Minnesota recognizes the importance of partnership and inclusion of tribal communities for 988/911 interaction. This priority area focuses on building formal communication and partnership with tribal nations.

Multi-Sector Partnerships

The partnership between 988 Lifeline Centers and 911 PSAPs represents one partnership of many that are involved in the crisis care continuum. Priority Area Four is focused on multi-sector partnerships that span health, human service, public safety, and veterans affairs. This area will focus on a broad range of entities and services that are involved in crisis care. This includes broader partnerships with mobile crisis, certified community behavioral health clinics, law enforcement agencies, emergency medical services, secondary PSAPs, and veterans services.

988/911 Interaction Priority Areas and Recommendations Matrix

Priority Area 1: Policy and Legislation			
Objectives	Action Steps	Person(s) Responsible	Frequency / Timeline
Integrate current 911 protocols for Travis' Law into practices for 988 by March 31, 2023.	Enhance current practice of 911 PSAPs referrals to Mental Health services to include use of 988.	PSAP Supervisors, MSA - Sheriffs' Association, MCPA – Chiefs Association	Ongoing, Quarterly Collaborative Meetings 8/1/22 – 3/31/23
	Integrate 988 as a tool/resource into the 9-1-1 Best Approach Guide and Policy Consideration Document Mental Health or Crisis Referral Guide.	Sandi, Sara	
	Identify potential for companion document for the Best Practices in Law Enforcement Responses to MH Crises.	Sandi, Jeff	
Implement standardized screening instrument/protocols across PSAPs and Lifeline Centers.	Continue use of the Columbia Suicide Severity Rating Scale (C-SSRS) at 988 Lifeline Centers.	Lifeline Centers	Ongoing
	988 will develop protocol for working with law enforcement on support protocol during a non-emergency response.	988/911 Workgroup	Monthly 8/1/22 – 6/30/23
	Train Telecommunicators on C-SSRS tool (a template will be provided as a EBP to 911).	Trainers (ECN/Sandi)	7/1/23 – 6/30/24
Seek sustainable funding sources for 988 operations.	Utilize 988/911 Work Group to monitor: <ul style="list-style-type: none"> 1. Legislative agenda items (SECB) 2. Funding opportunities (ECN) 	988/911 Workgroup Legislative updates: Sandi for ECN	Monthly workgroup
	Improve linkages between 988 and 911 and develop a crisis network team with resources.	988/911 Workgroup	11/1/22 – 4/30/23

988 AND 911 POLICY ACADEMY RECOMMENDATIONS

	Collaborate with advocacy partners (NAMI MN, Mental Health MN, Mental Health Legislative Network) across the state to provide education and outreach around 988 legislation.	Emily and Sandi	8/1/22 – 12/31/23
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988 AND 911 POLICY ACADEMY RECOMMENDATIONS

Priority Area 2: Lifeline Center and PSAP Operations			
Objectives	Action Steps	Person(s) Responsible	Frequency / Timeline
Establish and implement a process for data collection.	Identify data metrics for collection (e.g. Number of contacts transferred between 988 and 911, Number of requests for services that were not supported by emergency response).	988/911 Workgroup for data metrics	8/1/22 – 12/31/22
	Identify technology mechanism to collect data from PSAPs and Lifeline Centers.		
	Identify how and when data may need to be shared between Lifeline Centers, PSAPs, and state agencies.		
Develop standardized training & education for staff/911/988/ Mobile Crisis/ First Responders/ communities.	988/911 workgroup to develop training recommendations.	Sandi for 911	8/1/22 - 6/30/23
	Develop a general flowchart to illustrate how calls are routed for 988 and 911.	Emily for 988	
	Educate the community on the role of 988.		
	Develop a standardized slide deck as a resource to explain/educate others about differences between 988 and 911.		
Provide training and education to Lifeline Centers and PSAPs based on standardized trainings and education developed.	Training recommendations and educational resources will be shared statewide to Lifeline Centers, PSAPs, Mobile Crisis, First Responders, other state agencies (MDVA, MDA), and communities.	ECN for 911 Emily for 988 PSAPs, Lifeline Centers	Ongoing as training is needed 7/1/23 – 6/30/24

988 AND 911 POLICY ACADEMY RECOMMENDATIONS

Priority Area 3: Tribal Partnership			
Objectives	Action Steps	Person(s) Responsible	Frequency / Timeline
Engage members of the Tribal Community into the 988/911 integration process.	Engage with Dept. of Public Safety Tribal Liaison to explore developing a formal relationship between tribal nations and 911 system.	Sandi	9/1/22 – 10/31/22
	Reach out for partnership with tribal public safety and behavioral health with state partners.	MDH (Emily, Tanya, Tribal Liaison) DPS (Sandi, Tribal Liaison)	11/1/22 – 6/30/23
Co-create culturally informed crisis response with tribal communities across Minnesota. <i>This objective will depend on the ability to form a more formal partnership with tribal nations.</i>	Reach out to Leech Lake Band of Ojibwe for planning meeting.	Cre Larson Luther Talks	Completed 6/24/22
	Present for Behavioral health Directors and American Indian Mental Health Advisory Council.	Luther Talks	Ongoing, as needed
	Develop a culturally informed response for tribal communities.		

988 AND 911 POLICY ACADEMY RECOMMENDATIONS

Priority Area 4: Multi-Sector Partnership			
Objectives	Action Steps	Person(s) Responsible	Frequency / Timeline
Increase knowledge and awareness of behavioral health response options in the state.	Complete an inventory of crisis intervention services/resources like LinkVet and 211.	Amanda Emily	Ongoing 10/1/22 – 4/30/23
	Develop a process for cross-system training with 988, 911, and Mobile Crisis (e.g. shadow PSAP, Mobile Crisis Team, Lifeline Center).	DHS MDH DPS	
Increase collaboration between 988 Lifeline Centers, 911 PSAPs, Mobile Crisis, First Responders, Tribal Communities, and other crisis service providers (e.g. CCBHCs).	Create a map of 988, mobile crisis, and PSAP coverage.	DPS, MDH, DHS	Complete by 9/30/2022
	Develop a protocol for rapid warm hand off for PSAPs.	ECN (DPS), SECB	10/1/22 – 6/30/23
Leverage existing technology for resource, information sharing, and call tracking between Lifeline Centers and PSAPs.	Develop a common referral/deposition code to track 911 and 988 calls.	ECN	1/1/23 – 6/30/23
	Explore existing technologies that can integrate with current 988 capabilities.		
	Enhance the information and referral database, 211, to include comprehensive information like traditional health, core tribal resources, and local behavioral health resources.		
	Identify EMS organizations/groups to engage.		

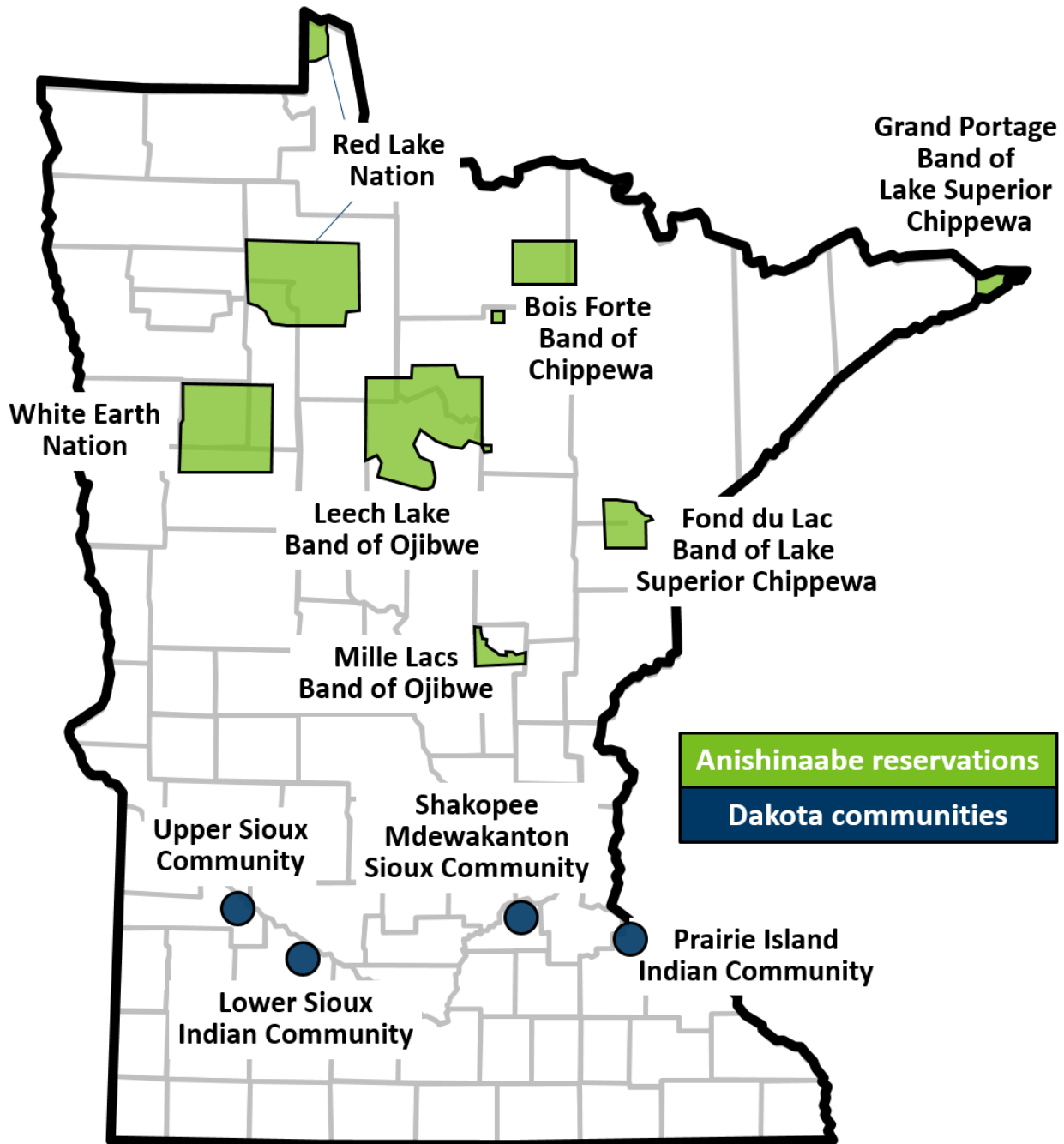
988 AND 911 POLICY ACADEMY RECOMMENDATIONS

Ensure continuity of 988/911 interactions and operational coordination between EMS secondary PSAPs.	Classify relationship between Primary PSAPs and EMS and Secondary PSAPs to see how each PSAP interacts with secondary PSAPS and EMS.	Sandi, Sheriff Tadman, Kent	11/1/22 – 2/28/23
	Develop recommendations for inventory of different PSAP/EMS relationships.	Sandi – ECN, MSA 911 Committee	3/1/23 – 6/30/23
	Develop a mechanism for PSAPs to interact with all secondary PSAPs.	Sandi – ECN, MSA 911 Committee	7/1/23 – 12/31/23

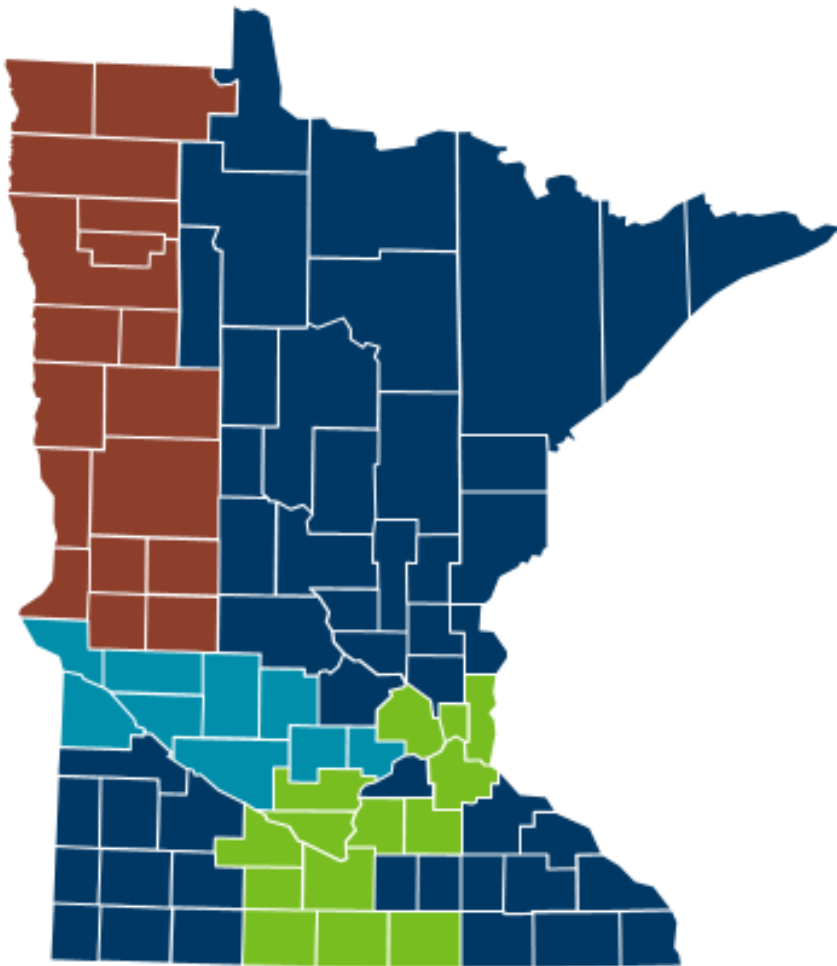
Tribal Nation and 988 Lifeline Coverage



Tribal nations sharing geography with Minnesota



Local Lifeline Centers



- **First Call – Grand Rapids, MN**
 - In-State Backup Center (Statewide)
- **Greater Twin Cities United Way – Minneapolis, MN**
- **Carver County Health and Human Services**
- **FirstLink – Fargo, ND**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Network Report
October 20, 2022**

Agenda Number 6C.

NG9-1-1 ESInet:

The NG9-1-1 ingress system implementation is underway. T-Mobile, AT&T Mobility, and Verizon Wireless connections are now connected to the new ingress network. Work continues to connect wireline and VoIP providers. The RFP(s) for NG9-1-1 core services, 9-1-1 system egress connectivity between the core services and the PSAP, and a 9-1-1 Control Center have been released for bid. Responses are due on November 4th.

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. The September MESB Board meeting did not meet a quorum, so approval to create a RFP based on the statement of work that has been created in collaboration with Winbourne will be decided at the November MESB Board meeting.

9-1-1 Network Highlights- Lumen (Sep-Oct)

- Sep 6th- A failed terminal server at St. Patrol- Roseville disrupted the B side router at 19:45. Network diversity continues as the connections are meshed to each router. A new terminal server is enroute for the PSAP, and will be installed when on site.
- Sep 23rd- The diverse LNG connection from the St. Paul- Market selective router to 511 Building is incrementing excessive bit errors. Trouble isolated to a yellow alarm on an access rail in the central office feeding a Titan 1990 multiplexor. Techs are still working on the issue at this time with no ETR. St. Paul- SR is still in full production over the diverse connection to Atomic Data Center, and through it's meshed connection through the Minneapolis- SR.
- Sep 29th- Bloomington PD was abandoned to Dakota Co between 12:11-14:48 to support CPE work being performed by their vendor.
- Oct 6th- Wright Co abandoned traffic to Sherburne Co between 14:32-14:33 to support a PAD test.

End of report.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
October 20, 2022 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. Since that last TOC meeting in August, PSAP managers and GIS stakeholders received an email from MESB summarizing their current **NG9-1-1 data validation** results. The next regional validation run is planned in late October.
 - b. MESB continues to **analyze the region's errors** identified through MESB's internal validation tools, GeoComm's Data Hub, and 1Spatial's platform. These reviews result in outreach to county GIS contacts for recommended data remediations or in some cases the need for MESB to process MSAG and/or ALI updates.
 - c. **Proactive 9-1-1 call location audits** continue for the 10-county region using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. The primary focus of these audits is to identify missing or inaccurate GIS data. It has also highlighted the lack of data standardization of some call location data provided by the VoIP Positioning Centers.
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, MAC Airport, Fort Snelling, Scott County
 - b. **In preparation stage at MESB:** Washington County; Sherburne County; Carver County; Transition of the "live" Washington and Sherburne County MSAGs to ones derived from the GIS is expected to occur in late October/early November.
 - c. MESB's RFP for GIS services to continue its GIS-derived MSAG related work closed 9/2/22.
4. **Statewide GIS Data Standards: The Geospatial Advisory Council (GAC) Emergency Service Zone (ESZ) Data Standard** recently approved the GAC. The standard is intended to be used for transferring and aggregating ESZ boundary data in Minnesota, primarily for 9-1-1 and NG9-1-1 purposes. MESB currently uses its regional schema to post ESZ boundary data to the Minnesota Geospatial Commons. Now that the GAC standard has been approved, MEB will review its current processes and identify adjustments necessary to allow posting of an additional version in the GAC standard.
5. **RapidDeploy RadiusPlus mapping system:**
 - a. MESB recently refreshed the region's data in the map services hosted by GeoComm for the statewide RadiusPlus ALI Mapping product. The update process worked well.
 - b. RapidDeploy is working to make the NENA Enhanced PSAP Registry and Census data layer more usable for PSAPs.
 - c. Mike Mihelich (MESB), Wendy Chretien (ECN) and Kelsey Jindra (RapidDeploy) are coordinating project deployment and "go live" areas with MESB PSAPs (e.g. as equipment installation, network connectivity, training, and operational use planning).
 - d. A RapidDeploy user group meeting is planned for 10/27/22 at 10:00-11:30 am. Interested parties can contact Steve Tait at ECN for further information.

6. **Indoor Mapping:** Ramsey County Emergency Communications Center (RCECC) has started a pilot project of GeoComm's indoor mapping solution, as well as an early adopter view of GeoComm's vertical location services. Several locations within Ramsey County will be involved in the indoor mapping aspect, including St. Paul Public Schools, Rosedale Center Mall and MN Capitol Security. Those entities are currently gathering their indoor map information for loading into GeoComm's platform. RCECC had previously chosen to upgrade their ALI format to include z-axis information. This will be useful as GeoComm's vertical location services will use the x, y, and z coordinates to plot the location of wireless calls in 3-dimensions. Upon completion of the pilot, RCECC will share their lessons learned to help inform other PSAPs in the region.
7. **PSAP 9-1-1 Data Coordinator Training:** In the past year, due to PSAP personnel changes, there have been several new staff members assigned as the 9-1-1 data coordinator for their PSAP. MESB has conducted 911NET and related training with these representatives virtually as needed. MESB, however, is targeting November for an on-site training to provide an overview of 9-1-1/NG9-1-1 data generally, the PSAP data coordinator role, and a 911NET training refresher. This would give the PSAP data coordinators a chance to better interact with their peers. More details to come as plans are finalized.
8. **Verizon Location Based Routing:** Verizon has confirmed that it will roll out location-based routing that uses the more precise location of the cell phone, rather than cell ID/sector, to identify the PSAP for call routing. Verizon plans to make an announcement once their implementation is formally complete, including information on the point of contact and process for PSAPs to request and implement the capability. It is estimated that this may be in the Q1 2023 timeframe. MESB has expressed to Comtech/Verizon the region's interest in these capabilities.
9. **Quarterly MSAGs** were recently emailed out to PSAPs and GIS stakeholders early in October.

ONGOING ACTIVITIES

10. **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.
11. **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.
12. **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>.)