METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA
September 19, 2019, 10:00 a.m.

1. **Call to Order** – Committee Vice-Chair, Cheryl Pritzlaff

2. **Approval of Agenda** – Pritzlaff

3. **Approval of Minutes of May 16, 2019 Meeting** – Pritzlaff

4. **Action Items**
    A. Approval of 9-1-1 Grant Projects for 2020 Regional Funding Priorities – Rohret
    B. Election of New Committee Chair – Rohret

5. **Discussion Items**
    A. Winter Storm-Related Incident Coordination with State Patrol – Tabled
    B. Fraud / Identity Theft Procedure – Pankonie
    C. Review the Unassigned Future Issue list - Rohret

6. **Reports**
    A. PSAP Operations Round Table Work Group – Morrissey
    B. SECB NG9-1-1 Committee Report – Pass/Scanlon/Pankonie
        i. 9-1-1 System Outage – Community Notification Guidelines
        ii. New Classes of Service – Implementation
    C. 9-1-1 Network Report – Rohret
    D. 9-1-1 Data Report – Broman

7. **Adjourn**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Notes
July 18, 2019

Members Present:

Laura Anderson, Sherburne

Carrie Bauer, Scott

Bob Dowd, Isanti

Jon Eckel, Chisago

Heidi Hieserich, MAC

Christine McPherson, Minneapolis

Tony Martin, Edina

Darlene Pankonie, Washington

Nancie Pass, Ramsey

Cheryl Pritzlaff, Dakota

Jim Scanlon, Bloomington

Kevin Schwartz, Hennepin

Marv Solberg, St. Louis Park

Victoria Vadnais, Allina

Lisa Vik, Eden Prairie

Guests Present:

Susan Bowler, Carver

Marcia Broman, MESB

Pete Eggimann, MESB

Joe Fick, Motorola

Nolan Flike, Rave

Tom Folie, Dakota

Tracey Fredrick, MESB

Scott Haas, Scott

Matthew Hoffer, CenturyLink

Kathy Hughes, MECC

Jake Jacobson, CenturyLink

Tim Kleinpaste, Mobile Radio

Chad Loeffler, Metro Transit

Mike Malloy, North Ambulance

John Poganis, Rave

Deb Paige, Carver

Lauren Petersen, MAC

Jon Rasch, Ramsey

Jill Rohret, MESB

Leslie Sticht, ECN

Paula Thielen, DOC

Joe Vente, DOC

Alex Weichmann, Rave

Scott Wosje, Northland Business Systems

Martha Ziese, MESB

1. Call to Order:
Christine McPherson, 9-1-1 TOC Chair called the meeting to order at 10:05 a.m.

2. Approval of Agenda:
M/S/C – Nancie Pass moved to approve the July 18, 2019 agenda. Kevin Schwartz seconded. Motion carried.

3. Approval of Minutes
Darlene Pankonie asked for a correction to item 5G in the minutes from May 2019. She indicated that it was Cheryl Pritzlaff, not Christine McPherson, who had agreed that a shared backup facility would make sense.

M/S/C – Darlene Pankonie moved to approve corrected minutes for May 16, 2019. Kevin Schwartz seconded. Motion carried.

4. Action Items

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4A. MN Dept. of Corrections ARMER Project Plan – Regional Recommendation
Joe Vente of the Department of Corrections (DOC) asked members if they had any questions regarding the DOC's draft operational plan for maintaining radio communications between PSAPs and DOC Field Agents.

Pankonie said the plan was discussed yesterday at the NG9-1-1 meeting. It was met with mixed reviews. The committee members recognized the merit for DOC field agents to have radio access to the PSAPs but had operational concerns with what was proposed in the draft.

Jon Eckel told the DOC representatives that his Sheriff had voiced some frustration that the plan had been routed directly to the PSAP personnel rather than through him. This is a policy issue that will need to be resolved at the department head or county board level, and then work through the development of the procedures involved.

Vente told the committee that there was recognition that the proposal has gotten off to a rocky start with the PSAP community and the agency heads responsible for PSAP operations and said that DOC is open to starting over with more input from PSAPs.

Pankonie volunteered to work with DOC in developing a new draft procedure that can come back to the 9-1-1 TOC and the NG9-1-1 Committee for additional discussion.

4B. Dialable Routing Number Blocking
Pete Eggimann said that the dialable routing numbers associated with the PSAP 9-1-1 sessions are in the process of being blocked and password protected. CenturyLink will still have access through the use of passwords, but the password protection will prevent access to anyone using the public switch telephone network. This will lower the risk of the dialable numbers being used as part of a denial of service attack on the 9-1-1 system or a specific PSAP, as well as prevent robo calls from getting into the 9-1-1 system and ringing in on a PSAP's 9-1-1 sessions.

Eggimann wanted the PSAPs to be aware of this change, particularly along the border with Wisconsin. Some of the Wisconsin PSAP may be transferring 9-1-1 calls to the MN PSAPs using the dialable routing numbers. They will need to change how they transfer calls to use the 9-1-1 system if their 9-1-1 service provider can support that or send the calls to the MN PSAP's designated 24x7 10-digit emergency telephone number. Calls coming in on the 10-digit emergency number will be voice-only and not include location data. All transfers between MN PSAPs should be done on the 9-1-1 system to ensure the receiving PSAP has access to the caller's location data.

Eggimann asked members if there was a need to develop regional guidelines for transferring 9-1-1 calls. After a brief discussion there was consensus among the committee members that there was no need for any additional guidelines to be developed.

4C. Metro-wide PSAP Backup Facility – Business Plan Development
Nancie Pass said that Jill Rohret, Scott Haas, and she met on this subject. Pass said they believed there was a need for better PSAP backup capabilities than what are available to most of the metro PSAPs today. Pass, Rohret, and Haas recommend that grant funding be sought to fund a feasibility study to identify potential solutions that could be used to support backup operational capabilities for all the PSAPs in the metro region. Rohret suggested that one possible solution could utilize a regional cache of answering application resources that could be brought to a PSAP's designated back-up location when needed, or an answering application software cache that could be used to clone workstations as needed in a new location. The

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feasibility study would identify potential solutions and document some of the advantages and disadvantages associated with each solution.

M/S/C – Tony Martin moved to have Rohret, Pass and Haas gather information to be used in a grant application for a feasibility study for regional shared backup solutions or options. Kevin Schwartz seconded. Motion carried.

4D. 9-1-1 System Outage – Community Notification Guidelines
Eggimann said that there is a need to develop guidelines for PSAPs to use in determining when to send a notification to their communities regarding 9-1-1 outages. Notifications should be coordinated with the state to determine what and when the ECN Public Information Officer puts out a message to the public whether through social media or the news media. There is also a need to agree on the message content on exactly how the 9-1-1 system has been impacted. (e.g. a single carrier's 9-1-1 calls are intermittent v. the entire 9-1-1 system is down) There is also a need for the PSAPs to be given clear, concise, and consistent information from the service providers and CenturyLink in their role as the 9-1-1 service provider. The PSAPs must understand how the 9-1-1 system has been impacted in order to determine whether a message needs to go out to their community.

Pass asked why ECN was not taking this on. This is not just a metro concern.

Pankonie said that it was discussed at the SECB NG9-1-1 Committee meeting yesterday. ECN is on board and is talking about developing a statewide communication plan regarding 9-1-1 system issues. There was a tabletop exercise earlier this year which identified the need for a consistent procedure and consistent information when a notification goes to the PSAP managers. The table top participants also talked about what happens when one or two PSAPs put out a message to their communities, and how that information spreads throughout the state when social media picks it up. This can generate questions and 9-1-1 test calls at neighboring PSAPs.

Pass said that there are also the issues related to appropriate timing and verbiage when communicating with the media.

Christine McPherson asked if NENA addressing this issue.

Jon Eckel said that there are some very active police and sheriff departments on social media. Ultimately it is the Sheriff and Chiefs that make the decision what the outgoing public message is. Eckel stressed the importance of getting this addressed at the executive or policy maker level.

McPherson said that when the last outage occurred the PIOs were telling the public to call the ten-digit number, and that was the number that wasn't working.

Pass said that she would be interested in what the group pulls together in the next couple of months before it becomes an action item.

Heidi Hieserich clarified that what the message needed to say was 1: What is the impact of the outage for the dispatchers and 2: What is the message to go out to the public?

The committee members decided to wait to see how the NG9-1-1 Committee wants to proceed on this since it is not just a metro area issue.

5. Discussion Items
5A. Winter Storm-Related Incident Coordination with State Patrol – (remained tabled)

5B. Telecommunicator Resiliency Training/Support Grant
Eggimann said that no responses were received for the telecommunicator resiliency RFP. Eggimann told the committee members that Kari Morrissey is going to speak with a psychologist she knows that has interest in the project but apparently chose not to respond. Another vendor that found out about the RFP after the time to respond had closed expressed interest if a new RFP is released. Eggimann said that if the committee wants to include this project in next year's grant requests, we will need to resubmit the request.

5C. Fraud/Identity Theft Procedure
Pankonie reported to the committee that she had spoken with the Minnesota Sheriff's Association (MSA) legal counsel, Richard Hodsdon, and was very surprised to hear they were already working this issue. The MSA will be using https://cybercrimesupport.org/. Hodsdon indicated that cybercrimes would be reported to this organization and they would then reach out to the appropriate law enforcement agency to get the investigation going. Pankonie asked that this topic be kept on the agenda; more information forth coming.

5D. Real-Time Text Messaging
Eggimann said there was a presentation at the NENA conference on real-time text (RTT) messaging to 9-1-1. The PowerPoint file has been uploaded to the MESB website. Carriers are currently converting RTT-to-TTY. Most RTT messages will come in as a silent 9-1-1 call, and the 9-1-1 answering applications may not automatically detect the message as an incoming TTY call. Eggimann recommended that If a silent call is received part of the answering protocol should include a query with your TTY.

Rohret said in the future when the carriers begin delivering the calls directly to the 9-1-1 system using SIP and you get an RTT message, you will be able to hear background audio as the message will come in the same way a regular voice call is delivered.

Marcia Broman said this may require a configuration change in the PSAP's 9-1-1 answering application in the future, but the current RTT-to-TTY conversion should work with the existing version of answering applications at the PSAPs.

5E. Outgoing Text from 9-1-1
Eggimann said this capability has already been available on Solacom equipment. Viper is supposed to turn it up later this year. Eggimann said that he believes that this feature is under development for the VESTA answering application but has not heard a timeline on availability. This capability may change how telecommunicators handle abandoned 9-1-1 calls by sending a text message to the caller's phone rather than attempting to call the number back, or if the initial call back is not successful to then follow up with a text message.

5F. New Classes of Service - Implementation
Broman said the Intrado ALI system is now capable of handling the new class of service (COS) codes for wireless calls, but that configuration has not been implemented yet in MN in order to give PSAPs time to prepare. Wireless carriers have begun using the new codes and are starting to provide street addresses on some types of wireless calls depending on how the calls are originating. Prior to the ALI update these types of wireless calls, where address information is available, are identified as WPH2. The new COS codes may have an impact on how the

PSAP CAD and mapping applications function and may require an update in the application configuration to properly recognize the new codes. After the PSAPs are given time to get ready, the ALI configuration change for the new COS codes will be implemented statewide. The SECB NG9-1-1 Committee is putting information together for the PSAPs. A training video will be forthcoming from Pankonie, Broman, and Leslie Sticht.

5G. Edina's Experience – Rave Mobility
Tony Martin reported to the committee members that Edina had begun using the Rave Mobility application for sending community alert notification messages, as well as encouraging community members to subscribe to Rave Mobility's Smart911 service to provide additional subscriber information (e.g. home address, car license numbers, children photos, medical information, etc.) associated with their wireless phone number to the PSAP when they call 9-1-1. Rave Mobility representatives gave a brief presentation to the committee members and made themselves available after the meeting to answer questions.

5H. Review the Unassigned Future Issue List
(This item was skipped because of time)

6. Reports
6A. PSAP Operations Round Table Work Group
Written report posted to the MESB website.

6B. SECB NG9-1-1 Committee report
Pankonie told the committee members that the issues from the NG9-1-1 Committee had already been covered in the committee's action and discussion items earlier in the meeting.

6C. Legislation
Rohret said that the telephone CPR bill being pushed by the Heart Association did pass with the PSAP requirements becoming effective July 1, 2021.

6D. 9-1-1 Network Report
Written report included in meeting materials.

6E. 9-1-1 Data Report
Written report included in meeting materials.

Eggimann reminded members that the August meeting has been cancelled due to the APCO Conference.

7. Adjourn
Meeting adjourned at 11:40 am.

Agenda Number 4A. – Approval of 9-1-1 Grant Projects for 2020 Regional Funding Priorities

Recommendation:
The committee must approve possible 9-1-1 grant projects to be included on the MESB's 2020 Regional Funding Priorities. The projects should include possible dollar amounts and be prioritized by the committee to provide guidance to the Statewide Emergency Communications Board (SECB) if there is insufficient funding for all projects submitted.

Background:
The SECB grant is a bi-annual grant program for communications-related projects across the state. Regions are required to have a region-approved list of funding priorities, before submitting project funding requests for SECB consideration. State Standard 6.5.0 – Prioritizing Capital Spending provides guidance on how the SECB determines which projects will receive funding:

> *The proposal for determining spending is comprised of three main evaluations. The first evaluation, "Project Scope," is a series of questions regarding the effect on the overall system. In this step, a proposed project will receive a pass, fail, or deferred result. The second evaluation determines a priority consistent with the adopted Investment Hierarchy of the Grants Work Group and gives proposed projects a priority rating. The third evaluation is the feasibility of the project to meet funding timelines and vendor capabilities.*

Issues and Concerns:
Staff is aware of two items which will be on the list: resiliency training for telecommunicators and regional back-up PSAP equipment, which was discussed at the July 2019 9-1-1 TOC meeting. The 9-1-1 TOC needs to determine the priority of those possible grant projects, as well as any other possible projects

MESB intends to also include GIS-based MSAG transition on the priority list, so it is included and could be a project if additional funding opportunities arise.

The Board must vote on the 2020 Regional Funding Priorities at its November meeting; the 9-1-1 TOC must take action at its October 17, 2019 meeting at the latest.

Financial Impact:
Requests for the purchase of equipment have a 50% local match requirement.

Motion:

Allied Radio Matrix for Emergency Response
Standards, Protocols, Procedures

Document Section 6	**Financial Policies and Procedures**	**Status:** Complete
SECB Standard Number	**6.5.0**	
Standard Title	**Prioritizing Capital and Other Spending**	
Date Established	**05/28/2003**	**SECB Approval**: 01/04/2018
Replaces Document Dated	**07/10/2008**	
Date Revised/Reviewed	**12/20/2017**	

1. Purpose or Objective

The purpose of this standard is to establish a policy that will provide criteria and a process for determining how the Statewide Emergency Communications Board (SECB) allocates its funds and certain grants for interoperable communications. This standard will also detail how the Grants Work Group operates underneath the guidance of the SECB.

2. Technical Background

▪ **Capabilities**

Capabilities are based on the current version of interoperable systems that are being purchased through state funds and grant programs. These include but are not limited to ARMER, Next Generation 9-1-1 (NG9-1-1), IPAWS and the National Public Safety Broadband Network (NPSBN) managed by FirstNet.

▪ **Constraints**

Subject to the availability of funds, vendor products and services. ,

3. Operational Context

The SECB is empowered by statute to set its budget for capital improvements to the various strategic statewide interoperable systems for the public safety community.. Acting as the State Interoperability Executive Committee (SIEC), (MSA 403.36, subd. 1g), the SECB also makes recommendations on the allocation and use of various grant funds. This standard provides a methodology for the SECB Finance Committee along with the other Committees under the SECB, to make recommendations to the SECB in determining priorities and timing for such expenditures. The Grants Work Group works in conjunction with the SECB and Finance Committee to choose which projects to approve and make other grant related decisions. The Grants Work Group is represented by all regions in the State of Minnesota.

4. Recommended Protocol and Standard

The proposal for determining spending is comprised of three main evaluations. The first evaluation, "Project Scope," is a series of questions regarding the effect on the overall system. In this step, a proposed project will receive a pass, fail, or deferred result. The second evaluation determines a priority consistent with the adopted Investment Hierarchy of the Grants Work Group and gives proposed projects a priority rating. The third evaluation is the feasibility of the project to meet funding timelines and vendor capabilities.

All funding requests, whether from SECB allocated funds, grants, or other sources of funding the SECB has been asked to provide recommendations for shall be reviewed by the proper committee working underneath the SECB. The Committee Chairs shall determine the order of review. The committees will complete evaluations 1-3 on all projects.

The last committee to review the funding proposals and the other committee recommendations shall be charged with reporting the item to the SECB. Disagreements between the committees will be discussed by the committee Chairs and, if necessary, brought back through the process until a final consensus can be reached. If no consensus can be reached, the matter will be referred to the SECB for a final determination on the allocation of funds.

It should be understood that this procedure is a guide for allocating funding that is made available to the SECB for distribution to various units of government or eligible entities. Recommendations will be made with the emphasis that the funds made available to the SECB for allocation are dispersed in a manner that ensures the best possible use of funds to promote strategic interoperable communication initiatives intended to promote the improvement of public safety in the State of Minnesota.

5. Recommended Procedure

Evaluation #1 - Project Scope

In this first evaluation, a proposed project must receive a yes answer to at least one of the following questions. If no "yes" is received, the project will still be forwarded to the proper committee and listed as "Deferred". This committee may consider the project if it is anticipated that the project will receive at least one yes answer within the time constraints of the available funding or provide a reason to the Finance Committee as to why they think a project should have received a "yes" response.

> Questions:
>
> - Does the project support the current SECB strategic initiatives?
> - Does the project add needed capacity to the ARMER system?
> - Does the project add needed coverage to the ARMER system?
> -
> - Is the project a required system change (as required by the legislature or a vendor)?

- Does the project improve identified system degradation?
- Does the project provide improved system reliability?
- Does the project have an approved 9-1-1 or ARMER plan?
- Is the project an approved sub-system plan?
- Does the project provide needed interoperability?
- Has the project received a committee request?
- Does the project meet the funding criteria for the source of funds?

Evaluation #2 – Investment Hierarchy

For those instances in which the legislature has directed funding for a specific purpose, has imposed explicit restrictions, or the Commissioners of the Department of Public Safety (DPS) or Minnesota Department of Transportation (MnDOT) have direct spending authority, this Hierarchy will not apply. It is given that all investment decisions must be consistent with legislative direction.

In those cases where the SECB has explicit decision-making authority or broad discretion in establishing spending priorities, this Hierarchy should be used to provide direction and aid in decision making.

The Investment Hierarchy will change each grant period to better fit with the needs of the regional entities requesting the funds. It has been agreed upon by the Grants Work Group working underneath the SECB that training and exercises shall remain a high priority in order to strengthen knowledge and competence across all regions within the State of Minnesota.

Evaluation #3 – Feasibility

In this evaluation, a project must demonstrate that it can be accomplished within any time constraints imposed by either the funding source or the availability of technology. A project must receive a yes to all of the questions below:

- Is SECB funding available?
- Is the local funding available to support any grant match requirements?
- Does the vendor have the capability to provide the product or meet the deadline?
- Does the project fall within one of the SECB strategic initiatives?
- Are all prerequisites met? (i.e., software upgrades required, resources available, other standards or dependencies?)

6. Management

The Chair of the SECB shall manage the administration of this standard. In the case of projects selected for grant resources, the Grants Work Group will be tasked with making those decisions.

This policy shall be reviewed for possible revision or cancellation as required.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Action Sheet
September 19, 2019

Agenda Number 4B. – Election of 9-1-1 TOC Chair

Recommendation:
The committee members must elect either a new Chair to fill the vacant committee chair position for the remaining meetings in 2019 and then hold another election for 2020 Chair and Vice Chair in November or elect both a Chair and Vice Chair to serve through 2020. The MESB would vote to ratify the selections at its September meeting.

Background:
When a vacancy occurs in the committee chair or vice-chair positions, the committee may hold a special election to recommend to the Board a committee member to fill the vacancy and serve as the committee chair or vice-chair. The change in the designated committee representative for the City of Minneapolis has created a vacancy in the current committee chair position. If the current Vice-Chair is willing and the committee desires, the Vice-Chair could assume the role of committee Chair for the remainder of the 2019 meetings. Alternatively, the committee could choose to hold its 2020 elections early and submit recommendations to the Board for the Chair and Vice-Chair positions to serve the balance of 2019 and 2020.

Under normal circumstances the Chair and Vice-Chair positions are elected each year in November with MESB Board approval the following January.

The paragraph below describes the normal process for selecting a committee chair and vice-chair each year:

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

Issues and Concerns:
None identified.

Financial Impact:
None identified.

Motion:

Unassigned Future Issue List (not prioritized):

- Working with the MN Sheriff's Association to reach consensus on identity theft / fraud jurisdiction issues
- Leadership mentoring for staff
- Backup and work load sharing options for PSAPs
- Mental health call processing standard
- Cell phone location ping process standard
- 9-1-1 call routing and ALI data error reporting standard
- Telecommunicator licensing

Agenda Number 6C.

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.

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:
North Memorial is expected to turn-up a new Solacom 9-1-1 answering application the first week in October. That application will include text-to-911 capability.

Metro Transit is establishing their emergency coordination center as a PSAP on the 9-1-1 system. They expected to go live with a Solacom answering application in November. They will take a very limited number of emergency calls from their emergency phones on station platforms but are expected to take a significant number of transferred 9-1-1 calls from the primary PSAPs. Being on the 9-1-1 system will allow the Transit PSAP to receive and rebid for caller location as well as receive the ANI of the caller, provided the primary PSAP transfers the call to the Transit PSAP on the 9-1-1 system.

The U of M is moving the PSAP to their new location on campus in October.

4. NG9-1-1 ESInet:
The MESB is focusing on giving our PSAPs better continuity of operations (COOP) options as well as enabling work load 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.

Agenda Item 6D.

1. **Statewide GIS Data Standards:**
   a. The metro county GIS departments are targeting the end of 2019 to trial migrating the regional road centerline to the **Minnesota Centerline Data Standard v1.0** schema recently approved by the Minnesota Geospatial Advisory Council (GAC).
   b. The GAC Standards Committee will meet on 9/18/19 and discuss a proposed state **Emergency Service Provider Boundary Polygon Standard**. MnGeo also intends to send the standard through the SECB standards process**.**
   c. The SECB NG911 Committee has created a workgroup to develop **standardized statewide emergency service agency names** which MnGeo will then incorporate into domains for the emergency service provider boundary polygon dataset. The workgroup has not yet met.
   d. MESB encourages continued **communication and planning between PSAPs and County GIS Departments** for ongoing geospatial dataset maintenance (road centerline and address points) to be used in statewide NG9-1-1 core services. In most cases, the datasets also form the foundational data used in PSAP CAD and mapping systems. PSAP managers are encouraged to assist in communicating to key decisionmakers what a **vital role GIS has to their current and future PSAP operations**.

2. **Regional GIS Data Aggregation:**
   a. **Centerline (MRCC):** The MetroGIS/Met Council continues to process updates of the MRCC nightly to the MN Geospatial Commons website. Each metro county's most recent centerline data that has been uploaded to the portal and passed validations is included in the regional dataset. All ten metro counties are using this process for MRCC updates.
   b. **Address Points:** The MetroGIS/Met Council continues to process updates of the Regional Address Point dataset (in the statewide schema) nightly to the MN Geospatial Commons website. Each metro county's most recent address points that have been uploaded to the portal and passed validations are included in the regional dataset. Sherburne County's address points have been added to the regional dataset, so all ten metro counties are now using this process for submitting address point updates.
   c. A **MetroGIS project proposal** is under consideration to begin a dive into key **address and geospatial data lifecycle processes.** The goal would be to better understand and document the inter-agency data federation models, processes and roles to produce regional data suitable for ongoing NG9-1-1 system consumption. The project concept was initially presented at the MetroGIS Coordinating Committee meeting on 8/8/19. It generated good discussion and received positive feedback from the committee as a worthwhile project. The proposal would be considered among other potential MetroGIS projects for 2020.

3. **Regional PSAP/ESZ Boundaries:**
   a. MESB is now contributing geospatial data to the **Minnesota Geospatial Commons.** The 10-county regional PSAP and Emergency Service Zone boundaries with metadata are available for download via the Commons. The datasets will be updated there as boundaries change or at a minimum of quarterly.
   b. **Recent changes to regional PSAP/ESZ boundary polygons:** Boundary adjustments were made for annexations in Chisago and Scott Counties.

4. **Regional 911/GIS Data Synchronization:**
   a. MESB, County GIS departments, and PSAP data coordinators continue analysis and investigation of errors resulting from regional geocoding validations.

5. **Statewide NG9-1-1 GIS Project:**
    a. The State of Minnesota (DPS-ECN and MnGeo) are conducting an **informational meeting about the statewide NG9-1-1 GIS project** on 9/19/19 from 8-10 am in the MESB Boardroom. All metro PSAP managers and GIS contacts are encouraged to participate.
    b. The State's published project dates are:
        i. **Address validation** 9/27/2019
        ii. **Geospatial validation** 12/31/2019
        iii. **Edgematching** 3/2/2020
        iv. **ESZ validation** 6/1/2020
        v. **Statewide GIS data ready** September 2020
        vi. **Migration to statewide NG9-1-1 LVF/ECRF platforms** June 2021
    c. Reps from the **Association of MN Counties (AMC)/MN County IT leadership** have been in contact with the metro county GIS managers and MESB staff. They are gathering information on the GIS effort in support of NG9-1-1.

6. **Regional Data Viewer:**
    a. MESB and MetroGIS continue to work together on an early prototype of the **Regional Data Viewer** designed to facilitate communications and QA/QC of the regional geospatial datasets central to the business needs of E9-1-1 and NG9-1-1. The viewer will be helpful as a reference for PSAP Data Coordinators in MSAG maintenance work and for telecom service provider staff seeking to validate 9-1-1 addresses. The map can also display data of interest to users in the broader public safety community. When a refined prototype is ready, content overviews, demonstrations, and user testing/training are planned.

7. **Wireless Cell Sector/Routing Data:**
    a. MESB conducted an **audit of Sprint wireless ALI data** content after their VoLTE deployment. Approximately 15% of the sectors needed correction from what MESB had previously sent to Intrado. MESB provided corrections back to Intrado for processing, as well as details of the identified discrepancies. Intrado stated that they were directed by Sprint during the VoLTE deployment to input data without sending it to PSAPs first for routing. This caused many of the audit discrepancies. MESB made it clear that ALL routing/updates should be sent to MESB for PSAP routing and not implemented without approval. Intrado said it would comply and is also further investigating training, programmatic and process issues on their end.
    b. Recently, **T-Mobile began activating wireless ALI data updates** supplied by MESB to clean and standardize their data. It is anticipated that the testing process will be complete in September. Previously, MESB performed similar work with the cleanup of Verizon, AT&T Mobility, and Sprint data.
    c. MESB conducted an **audit of Verizon wireless ALI data content.** Approximately 5% of the sectors needed correction. MESB provided corrections back to Comtech for processing, as well as details of the identified discrepancies. Comtech stated that they were not sending all overlays to MESB for PSAP routing, causing many of the audit discrepancies. Comtech has implemented a change in their process to send all overlays and are doing further follow-up on the discrepancies.
    d. **MESB is processing wireless routing updates for all carriers on behalf of the metro PSAPs.** If PSAPs get wireless routing requests directly from T-Mobile, Comtech, or Intrado, please forward them to *mesbgis@mn-mesb.org.* MESB staff will handle the request and educate the employee on the correct process.
    e. 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.

8. **New Class of Service Codes (WDL2, WDL1, WCVC, and VNOM)** are ready in the CenturyLink/West ALI system to be activated in Minnesota. Per ECN, the SECB NG9-1-1 Committee will determine activation timing. The committee discussed it at their last meeting and is expected to take up the timing question at their September meeting. Based on our PSAP survey, MESB staff has communicated to CenturyLink and ECN that the metro PSAPs need a minimum of 60-days' notice prior to activation of the new codes so that those PSAPs needing to update their CAD/mapping system can do so. It is recommended that those PSAPs who will need modifications to their CAD or mapping systems to handle these new Class of Service Codes proceed with those updates.

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California Announces Statewide NG 9-1-1 Upgrade Project

Wednesday, August 21, 2019 | Comments

The California Governor's Office of Emergency Services (Cal OES) selected four contractors to help the office in upgrading California's outdated 9-1-1 system to a next-generation 9-1-1 (NG 9-1-1) platform. The effort to modernize the 9-1-1 system across the state will introduce proven state-of-the-art technology to ensure California is better prepared to assist those in need during emergencies and natural disasters.

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The contractors include Atos Public Safety, which won a five-year $198 million contract to serve as the NG 9-1-1 prime network service provider (PNSP) for the initiative, providing overall management of emergency call flow for the state and integration with the state's regional emergency services IP networks (ESInets) to replace 25-year-old technology.

Through this, California will have the ability to intelligently route, manage and deliver real-time information, including short messages service (SMS) and real time text (RTT) to 9-1-1. The infrastructure also allows California to upgrade to future technologies such as video and photo 9-1-1 responses at a later date.

Cal OES also contracted CenturyLink, NGA 911 and Synergem Technologies as part of the project.

"In a smartphone-connected world, it's essential that our public-safety capabilities keep pace with the technology people are using every day," said Cal OES Director Mark Ghilarducci. "Today marks a significant milestone in updating our 9-1-1 network to better support dispatchers, emergency responders and to ultimately save lives."

The 2019 budget act invested nearly $1 billion in funding for emergency preparedness and response, which included a new, permanent funding source to transform the state's 9-1-1 system to better interface with digital information systems and cell phones.

NG 9-1-1 technology will also increase resiliency by hardening the system to withstand natural and human-caused disasters, allow agencies to re-route 9-1-1 calls to each other during disasters, reduce 9-1-1 system outages and downtime, allow a statewide common delivery system for alerts and warnings, ensure emergency calls are quickly and accurately delivered, support text to 9-1-1 and deliver increased location accuracy for wireless calls.

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