



911 Technical Operations Committee

Meeting Notice

**Thursday
September 17, 2015
10:00 AM**

**MESB Office
2099 University Ave
St. Paul, MN**

Mark Your Calendars

Metropolitan Emergency Services Board

911 Technical Operations Committee

**Tentative Agenda
September 17, 2015**

1. Call to Order

2. Approval of Minutes

3. Old Business

- a. Wireless Issues
- b. GIS Update
- c. Data Update
- d. Next Generation 911
 - i. State 911 Program 911 Services RFP Update
- e. SECB NG911 Committee
- f. PSAP Operations Round Table Work Group
- g. Legislation – PSAP Manager Concerns / Needs?
- h. PSAP Abandonment Routing (Condition 3)

4. New Business

- a. Metro Area 911 Strategic Planning Initiative
- b. Committee Member Round Table

5. Adjourn

Metropolitan Emergency Services Board

911 Technical Operations Committee

Draft Meeting Minutes

July 16, 2015

Committee Members

X	Nancie Pass, Ramsey (Chair)	X	Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Linda Hanson, Anoka	X	Heather Hunt, Minneapolis
X	Mike Utecht, Bloomington PD		Marsha Pacolt, Ramsey
	Susan Bowler, Carver		Ken Dvorak, Scott
	Bob Shoemaker, Chisago		Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota		Jon Eckel, Chisago

Alternates

	Tim Walsh, Carver		Ashley Sames, Scott
	Troy Ruby, Dakota		Christine McPherson, Minneapolis
	Jeff Schlumpberger, Hennepin		Denise O'Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti

Others Attending

Pete Eggimann, MESB
Martha Ziese, MESB
Gordy Chinander, MESB
Marcia Broman, MESB
Jill Rohret, MESB
Adam Iten, MN Geo

Chris Kummer, MAC
Matthew Hoffer, CenturyLink
Rick Juth, ECN
Heidi Hieserich, MAC
Dawn Evangelist, CenturyLink
Tony Martin, Edina

1. Call to Order

Nancie Pass called the meeting to order at 10:03

2. Approval of Minutes

Motion to approve the draft May 21, 2015 minutes. (Hanson/Dowd) Approved.

3. Old Business

a. Wireless Issues – Gordy Chinander, GIS Manager (see written report)

AT&T and Sprint are still involved in a frequent level of testing as both companies make changes to their 4G LTE network. The MESB will continue to coordinate the testing between the carriers and the PSAPs.

The MESB GIS staff members continue working with the carriers to update any tower sector routing that contains “provisional” information. “Provisional” in an ALI record indicates that the carrier did not receive confirmation from the MESB, or the PSAP, that the carrier assigned PSAP was the correct one for that sector to be sent to. The State wants all of the provisional routing removed before the routing information gets loaded into the Wireless Emergency Routing Management (WERM) web application. With the WERM operational, the need for provisional routing should go away, and PSAPs should be able to view, approve, or change sector routing online.

b. GIS Update – Gordy Chinander (see written report)

A metro area collaborative of local GIS managers and consultants called the Metro Road Centerline Collaborative (MRCC) has created a shared GIS data schema that is being used to provision a shared road centerline for the metro area. The MSAG / GIS synchronization work that has been ongoing with the PSAPs and the MESB staff is being included in the MRCC work. December 7, 2015 has been set as the target date for completion of the first build of the shared road centerline.

The MESB 911 TOC GIS Workgroup has been meeting by conference call. They have agreed to the following issue list and timeline:

- Counties complete data inventories (7/10/15)
- Develop a high level strategic plan (7/10/15)
- All workgroup members review, edit, and approve the high level strategic plan (7/17)
- Appoint representatives for a 911 data workgroup (7/10/15)

The new data workgroup will address the technical aspects of the NG911 data development and resolve any data issues that may arise. The workgroup will review and try to resolve the following items by their 8/12/15 meeting:

- Agree on layer definition in the data inventories
- Identify interdependencies among the layers
- Identify the next level of detail for data inventories (e.g. authoritative source, frequency of update, accuracy, etc.)
- MnGeo/ECN request for data (MESB will work with MnGeo/ECN to accommodate the immediate need for data necessary to meet a FirstNet request)

c. Data Update – Marcia Broman (see written report)

MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved. Highlights include:

- Carver Co., City of Minnetonka, and Scott Co. are all now actively working on ALI geocoding error resolution
- HCSO just completed the first review of its street name discrepancies; Hennepin Co. GIS is becoming engaged to assist the PSAP with updating the county centerline and address points
- MESB has been asked by Hennepin Co. GIS to provide documentation on various aspects of the data efforts involving all PSAPs within the county. HC GIS recently kicked off their internal project related to NG911. Warren Fong has been assigned as the liaison with public safety

If there are specific areas where PSAPs and County GIS staff feel they need help resolving GIS discrepancies, updating GIS datasets, etc.; they should contact Gordy so he can coordinate those efforts with the State (MnGeo and ECN)

Marcia noted that the ALI Audit Trail reports and Quarterly MSAGs have been sent to the PSAPs recently.

On or about 7/27/15, Sherburne Tel (company ID = STS), WHLink (company ID = WHLNK), and Lakedale Telephone (company ID = LKDTL) will be converted in the ALI database to the Company ID = WIN. Windstream (WIN) has acquired these companies.

All of the metro areas CLECs, with the exception of Windstream, McLeod, and CenturyTel Acquisition, have scheduled their 2015 data reconciliation. This involves a comparison between the company customer records and the customer information in the ALI database. Dawn Evangelist, CenturyLink's 911 System Integration Representative, and the MESB will follow up with the unscheduled companies to ensure compliance with the metro area database standards.

PSAP 911Net Coordinators are reminded to check 911Net at least weekly for pending MSAG change requests that are waiting for PSAP response. In a related matter, the MESB has submitted a service enhancement request with CenturyLink to establish an email notification system that would alert coordinators as a reminder when a change request was submitted.

d. Next Generation 911 - Pete Eggimann

i. State 911 Program 911 Services RFP – Dar Pankonie

The evaluation group met and came together with some rough scores and would like more clarification on some items. They sent vendors the questions and they have till mid-month to respond. They will be asked to give their presentation in person before the end of July.

ii. GIS Role in NG911

Adam Iten, working with the State 911 Program on statewide 911 GIS efforts, reported to the committee that the survey results were being compiled. He hopes to have a report based on the survey results available to the PSAPs by mid-August. MnGeo has begun work on defining the various stakeholder GIS dataset needs. Their intent is to develop a single GIS standard so that data creators will only have to prepare one dataset that can meet multiple stakeholder needs.

iii. NG911 Subcommittee Report – Pete Eggimann
1. Hosted/Shared 911 Answering Application

Edina came on the 5-PSAP shared/hosted system yesterday (July 20). The cutover went smoothly with very few issues identified. Tony Martin, Edina's PSAP Manager, will take over responsibility chairing the 5-PSAP System Owner's Group.

e. SECB NG911 Committee – No Report

f. PSAP Operations Roundtable - Heidi Hieserich

Minutes provided in this meeting packet. Minutes are also posted on the MESB website. Plans are being laid to provide a SharePoint venue for the posting of the minutes, calendar and interactive capabilities. The next meeting is planned for October 13 hosted by Carver County.

g. PSAP Abandonment (Condition 3 Routing) – Metro Standard? - Nancie Pass

Nancie told the committee that she didn't have anything specific on this item today, but that discussions with CenturyLink on how call overflow and abandonment options were affected by conversion to the SIP interface were still going on. She asked that the item be kept on the agenda for our next meeting.

iv. New Business

a. (??)

(Information Sharing)

Pete told committee members that 911 call traffic information was available now online for PSAPs to look at using 911Net ClearView Reports. Access to these reports does require a new authorization from Intrado. Dawn Evangelist is the contact person to get someone from your PSAP signed up.

Pete also distributed a spreadsheet last week that contained PSAP contact information and asked the PSAP Managers to verify that the information was correct. The MESB maintains this spreadsheet for distribution to the VoIP Positioning Centers (VPC), who default route calls to national 911 call centers where operators directly question the VoIP 911 caller to try to determine where the caller is located and to which PSAP the call should be sent to. This same document will now also be used to provide service providers with the correct contact information they need to make the 911 service outage notifications recently mandated by the FCC.

Call to adjourn

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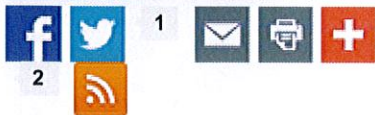
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Wheeler Urges Congressional Action on NG 9-1-1, Public Safety to Embrace New Technology

By Kristen Beckman, Managing Editor

Thursday, August 20, 2015 | Comments

FCC Chairman Tom Wheeler urged the public-safety community to embrace technology advances and urged Congress to pass legislation that will accelerate the pace of next-generation 9-1-1 (NG 9-1-1) deployments. Wheeler made his remarks to a packed ballroom Aug. 19 at the Association of Public-Safety Communications Officials (APCO) International conference in Washington, D.C.



Wheeler detailed several FCC initiatives during the past year that have focused on improving public-safety communications, including passing rules to enhance 9-1-1 continuity earlier this month. Wheeler also highlighted the FCC's role in bringing text-to-9-1-1 service to the market, and its rules establishing expectations for indoor location accuracy, which he called a floor and not a ceiling.

"To say this is a time of great technological change is to engage in understatement," said Wheeler. "These technology changes are creating new opportunities to enhance public safety. At the same time, the march of technological progress raises new challenges."

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Should Congress Hit the Reboot Button on FirstNet?

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The move to digital networks is changing the provision of 9-1-1 services, but network outages caused by 'growing pains' associated with new technologies is unacceptable. More than \$40 million in fines for outages that disrupted 9-1-1 services have been issued in the past four months, he said.

"I cannot imagine a more harrowing experience than desperately needing to call 9-1-1 because a loved one needs medical attention, only to pick up the phone and hear ... nothing," said Wheeler. "We won't stand for it."

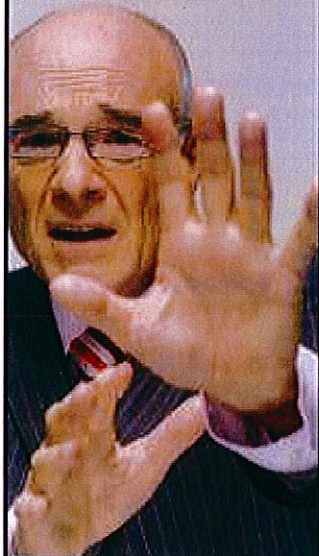
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Wheeler focused many of his remarks on NG 9-1-1 and what he believes should happen next.

“Done right, the move to NG 9-1-1 should dramatically improve emergency response,” said Wheeler. “Some state and local 9-1-1 decision-makers have made important strides to migrate their public-safety answering points (PSAPs) to NG 9-1-1. This is gratifying to see, but I think everyone would agree we are not where we need to be.”

Wheeler said efforts to transition to NG 9-1-1 to date have been too slow and ragged and that there are understandable reasons for the sluggish move to NG 9-1-1, including the need to maintain legacy capabilities during the transition, which is both costly and complex.

“But this isn’t a unique experience; throughout our communications infrastructure, this is being done — and done successfully,” he said. “Just because the slow implementation of NG 9-1-1 is understandable doesn’t make it excusable. Today’s fractured implementation of 9-1-1 and NG 9-1-1 capabilities leaves Americans confused and at greater risk.”

Wheeler said the FCC has formed an expert advisory panel to help tackle the issue. The Task Force on Optimal Public Safety Answering Point Architecture is working to determine how PSAPs can better integrate NG 9-1-1 functionality into their operations. Focuses of the group include NG 9-1-1 architectures, allocation of resources and

cybersecurity. A final report and recommendations are expected before the end of the year, Wheeler said.

Wheeler urged Congress to get involved by enacting legislation that will help NG 9-1-1 move forward.

“While Congress has enacted important 9-1-1 legislation over the last 20 years, the legislative framework largely adopted in 1999 has been outstripped by changes in technology, the marketplace and consumer behavior in the 21st century. To effectively implement NG 9-1-1, we need to amend our laws in a way that reflects the changing realities on the ground.”

Specifically, Wheeler urged Congress to authorize establishment of a national maps database to ensure every PSAP has access to current maps that may help overcome issues of 9-1-1 calls being misrouted near PSAP boundaries. Wheeler also addressed the issue of funding and the problem of 9-1-1 fees being raided for non-9-1-1 purposes by local and state governments.

“Congress could direct the FCC to assist states in developing effective audit tools to ensure appropriate collection and expenditure of 9-1-1 funds and prevent diversion of funds to other purposes. Bottom line: Localities need to have access to appropriate resources to ensure that 9-1-1

services meet the needs of their communities, and funding collected for 9-1-1 should only be used for 9-1-1,” said Wheeler to loud applause from the crowd.

Wheeler called for additional federal grants to help pay for capital expenses associated with implementing NG 9-1-1 above and beyond the \$115 million Congress authorized as part of the Next Generation 911 Advancement Act of 2012. That funding likely won’t be available until the end of 2016.

“That’s a good start, but more can be done,” said Wheeler. “Congress could authorize matching funds to help PSAPs migrate to efficient NG 9-1-1 ESInets and shared platforms. It could condition existing and future grants on the use of best practice architectures identified by our task force’s recommendations for optimal NG 9-1-1 implementation.”

Finally, Wheeler asked Congress to provide incentives for the development and use of shared security operations centers supporting multiple PSAPs. His comments were echoed in other in cybersecurity discussions during sessions at the show, where several speakers said individual PSAPs will have difficulty facing cyber risks alone and will need to band together, share resources and form public-private partnerships in order to successfully fend off growing cybersecurity threats.

“The simple truth is that PSAPs — particularly smaller PSAPs — are not well resourced to address this fight and in many cases cannot afford to face it alone,” said Wheeler. “We need to think creatively about coordinating our cyber defenses to leverage expertise as broadly as possible so that all our PSAPs have access to tools to protect themselves.”

Wheeler closed his comments by quoting Silicon Valley executive Aaron Levie, who joked that a common attitude toward change among CEOs and government officials is “I’m pro innovation as long as everything stays EXACTLY the same.”

Wheeler said the public-safety community can’t afford to take that attitude.

“Technology is changing our world, and those of us charged with promoting and protecting public safety need to change with it. The disruption will be difficult and the temptation to stick with the status quo will be great. But embracing next-generation technologies will be worth it.”

Wheeler joked that public-safety professionals must be a bold group to travel to hot and humid Washington in August.

“It was only a few years ago that foreign governments quit paying tropical duty bonuses for being stationed in Washington for the summer,” Wheeler quipped to a laughing audience.

Overwhelmed With Work, Nation's 911 Dispatchers Under Scrutiny - NBC News

AUG 7 2015, 10:14 AM ET

Article by nbcnightlynews

Calls to 911 are often a matter of life and death.

And that's why emergency dispatchers across the country are coming under scrutiny after several troubling incidents.

But a former dispatcher in Florida says there are more calls than dispatchers can handle, overworking those left to take critical lifesaving calls.

"I think that every, every law enforcement agency is facing limited resources and balancing the supply and demands between serving their community and living within the budget of tax payer money," said Brooklyn Stabile.

Police in Massachusetts recently discovered that a dispatcher [hung up on a caller for speaking Spanish](#). And just a few weeks ago in Albuquerque, New Mexico, a dispatcher [hung up on a distraught woman](#) who was trying to help a 17-year-old, who later died.

Frustrated with the caller, that dispatcher, Matthew Sanchez, who had been with the Albuquerque Fire Department for 10 years, told her, "OK, you know what, ma'am? You can deal

with yourself, I'm not going to deal with this."

Related: [Albuquerque Dispatcher Who Hung Up on 911 Caller Resigns](#)

The toll the job takes on even the most seasoned of veterans can be more than they can emotionally handle.

"You can only hear someone pull the trigger on the other side of that phone so many times before it affects you," said the former dispatcher Stabile. "I don't care who you are or what your experience is."

[When a police officer was shot and killed in Memphis last weekend](#), some 911 callers heard the generic answer machine saying, "All operators are busy, so please remain on the line."

Callers reporting the incident waited on hold for an average of more than two minutes.

Every year, there are an estimated 240 million calls to 911 across the U.S., according to the National Emergency Number Association, and the suggested standard to answer calls is 10 seconds — three rings.

"You got to remember every single person now carries a personal

communications device," said Raymond Chiozza, director of the Shelby County 911 District, in Memphis, Tennessee.

"With large incidents or something that happened, you're never gonna be able to answer every call."

The use of 911 calls for non-emergency situations is also credited with wearing down operators.

Stabile says the answer to solving the issue of overworked dispatchers may be

to invest in their mental health and well-being.

"Emergency responders need to practice better self care," she said. "And I think that law enforcement agencies and our communities need to invest in that in order to retain healthy emergency responders. That would reduce turnover and increase the psychological health overall of people that are giving their lives to this career on a daily basis."