METROPOLITAN EMERGENCY SERVICES BOARD
BOARD MEETING AGENDA

September 14, 2022, 10:00 a.m.

1. **Call to Order** – Commissioner Irene Fernando, 2022 Board Chair

2. **Approval of Agenda** – Commissioner Fernando

3. **Consent Agenda** – Rohret **(page 3)**
   A. Approval: July 13, 2022 Meeting Minutes
   B. Approval: June 2022 Treasurer's Report
   C. Approval: July 2022 Treasurer's Report
   D. Approval: New Appointments to SECB NG9-1-1 Committee
   E. Approval: Appointments to SECB LMR Change Management Workgroup
   F. Correspondence

4. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
   A. Approval of City of Edina ARMER Participation Plan Amendment (**page 27**)

5. **9-1-1 Items** – Mike Mihelich, 9-1-1 Manager
   A. Approval and Acceptance of MESB NG9-1-1 Transition Plan **(page 33)**
   B. Approval of Amendment 1 to Blue Peak Consulting Contract (**page 69**)
   C. Approval to Issue RFP for CAD-to-CAD Interoperability Project (**page 73**)
   D. Approval of Amendment 2 to Winbourne Consulting Contract (**page 95**)

6. **EMS Items** – Greg Hayes, EMS Coordinator
   A. Approval of 2022 Letter of Agreement for Metro Health & Medical Preparedness Coalition (**page 99**)

7. **Administrative Items** – Jill Rohret, Executive Director
   A. Discussion & Feedback for Draft Amendments to MS 403.39 (**page 101**)

8. **Reports**
   A. Legislative Report – Margaret Vesel/Matthew Bergeron
   B. Statewide Emergency Communications Board (SECB) Reports:
      1) Finance – Wolf/Fredrick
      2) Legislative – Rohret/Atkins
      3) Steering – Fernando/Rohret – July meeting cancelled
      4) Other SECB Committees – Fredrick/Mihelich
      5) Board – Matascastillo/Rohret

9. **Old Business** – None

10. **New Business**

11. **Adjourn**

METROPOLITAN EMERGENCY SERVICES BOARD
BOARD MEETING AGENDA

September 14, 2022, 10:00 a.m.

Metropolitan Emergency Services Board Members

Anoka County
- Commissioner Mike Gamache*
- Commissioner Mandy Meisner

Carver County
- Commissioner Gayle Degler* (2022 Treasurer)
- Commissioner John Fahey

Chisago County
- Commissioner Rick Greene*

City of Minneapolis
- Council Member Andrew Johnson*

Dakota County
- Commissioner Joe Atkins*
- Commissioner Mary Hamann-Roland

Hennepin County
- Commissioner Irene Fernando* (2022 Chair)
- Commissioner Chris LaTondresse

Isanti County
- Commissioner Greg Anderson* (2022 Vice Chair)

Ramsey County
- Commissioner Trista Matascastillo* (2022 Secretary)
- Commissioner Jim McDonough

Scott County
- Commissioner Dave Beer
- Commissioner Tom Wolf*

Sherburne County
- Commissioner Barbara Burandt*

Washington County
- Commissioner Stan Karwoski
- Commissioner Fran Miron*

*Denotes Executive Committee member

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **September 14, 2022**
Agenda Item: **3. Consent Agenda**
Presenter: **Rohret**

A. **Minutes** – The minutes of the July 13, 2022 meeting of the Board are attached for review and approval.

B. **June 2022 Treasurer's Report** – The Treasurer has reviewed the June 2022 financial statements and has given his approval of the report.

C. **July 2022 Treasurer's Report** – The Treasurer has reviewed the July 2022 financial statements and has given his approval of the report.

D. **Approval of New Appointments to SECB NG9-1-1 Committee** – The former primary representative vacated his seat; the new primary representative will be Janelle Harris, from the City of Edina, and the alternate will be Brent Anderson, from Dakota 9-1-1.

E. **Approval of Appointments to SECB LMR Change Management Workgroup** – The 9-1-1 TOC recommends appointing Captain Scott Haas, Scott Co. Sheriff's Office, and Jonathan Rasch, Ramsey Co. Emergency Communications Center to the workgroup as operational representatives. The Radio TOC recommends appointing Peter Sauter, Carver Co. Sheriff's Office, and Dave Theis, University of Minnesota to the workgroup as technical representatives.

F. **Correspondence** – Correspondence includes the 2023 budget maximum assessment notice which was sent out to all MESB members (only one included in the packet).

G. **Informational Only** – The updated tracking sheet for the AAR recommendations resulting from the 2020 civil unrest.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

BOARD MEETING MINUTES
July 13, 2022

Commissioners Present:

Greg Anderson, Isanti County
Joe Atkins, Dakota County - **absent**
Dave Beer, Scott County
Barbara Burandt, Sherburne County **- absent**
Gayle Degler, Carver County
John Fahey, Carver County**- absent**
Irene Fernando, Hennepin County
Mike Gamache, Anoka County **- absent**
Richard Greene, Chisago County
Mary Hamann-Roland, Dakota County
Andrew Johnson, City of Minneapolis
Stan Karwoski, Washington County
Chris LaTondresse, Hennepin County
Trista Matascastillo, Ramsey County
Jim McDonough, Ramsey County **- absent**
Mandy Meisner, Anoka County
Fran Miron, Washington County
Tom Wolf, Scott County

Staff Present: Tracey Fredrick; Greg Hayes; Kelli Jackson; Mike Mihelich; Jill Rohret; and Martha Ziese.

Others Present: Brandon Strickland, *Larkin Hoffman*; and Margaret Vesel, *Larkin Hoffman.*

1. Call to Order
The meeting was called to order at 10:02 a.m. by the 2022 MESB Chair, Commissioner Irene Fernando.

2. Approval of the Agenda
Motion by Commissioner Hamann-Roland, seconded by Commissioner Wolf to approve the July 13, 2022 agenda. Motion carried

3. Approval of Consent Agenda
Motion made by Commissioner Miron, seconded by Commissioner Wolf to approve the July 13, 2022 consent agenda. Motion carried.

4. Radio Items
A. Approval of Waiver Request for Hennepin EMS Regarding Metro ARMER Standard 3.14.0
Tracey Fredrick said Hennepin EMS seeks permanent permissions to program METAC 11E and 12E, both encrypted talkgroups, into its six standard consoles and two Motorola MCC7500e consoles. The addition of these talkgroups will assist during events where encrypted interoperability is needed.

Fredrick said Radio TOC had no concerns; Allina had been granted a similar waiver previously.

Motion made by Commissioner Matascastillo, seconded by Commissioner Hamann-Roland to approve the waiver request for Hennepin EMS regarding Metro ARMER Standard 3.14.0. Motion carried.

B. Approval of University of Minnesota's ARMER Participation Plan
Fredrick said the University of Minnesota requests approval of an amendment to its ARMER participation plan to add an MCC7500E proxy server and an additional T1 connection. The addition of the MCC7500E proxy server will increase capacity for concurrent console connections from 10 to 20 and allow for redundancy in the event one server should fail.

DRAFT

Motion made by Commissioner Degler, seconded by Commissioner Wolf to approve the amendment to the University of Minnesota's ARMER participation plan. Motion carried.

C. Approval of MnDOT Microwave Loop Partitioning Plan
Fredrick said the Radio TOC recommends approval of the Minnesota Department of Transportation (MnDOT) plan for microwave loop partitioning in the metro region during its Ethernet backhaul project. The current project proposes two T1 links, one for the north loop and one for the south loop for the simulcast sites only to bring them up to 50 MB; no dispatch or prime sites will be affected by this project. MnDOT will work on this intermittently over the next few years.

Motion made by Commissioner Wolf, seconded by Council Member Johnson to approve the MnDOT microwave loop partitioning plan. Motion carried.

5. 9-1-1 Items
A. Informational Discussion – Draft MESB NG9-1-1 Transition Plan
Mike Mihelich said this transition plan is the third and final deliverable from 911 Authority. This plan has been reviewed extensively by MESB staff and the 9-1-1 TOC. The final draft of this document will be on the July 2022 9-1-1 TOC agenda for review and recommendation for approval. The plan is complex and lengthy, with an estimated transition time of 24-48 months.

Commissioner Hamann-Roland asked if the transition would occur in phases.

Mihelich said there is not an actual transition plan from the State of Minnesota yet. The current E9-1-1 system will run in tandem with the NG9-1-1 system for a time. This transition plan is specific to the MESB region.

Jill Rohret said this plan provides the Metro PSAPs with as much information as possible to plan for the NG9-1-1 transition.

Commissioner Fernando asked what the level of concern is that the state has not provided a plan.

Mihelich said the concern is the cost of running E9-1-1 and the NG9-1-1 systems concurrently for a long period of time.

Commissioner Meisner asked what 9-1-1 callers will experience during the transition, and what will be the cost of running two different 9-1-1 systems.

Mihelich said there could be a 7-8 second delay in calls utilizing a legacy E9-1-1 gateway to NG911 for PSAPs that do not have equipment capable of NG911 connections. Running two systems for an extended period of time will be very expensive to the state.

Commissioner Fernando asked if there would be a value of the MESB writing a letter to the state.

Commissioner Hamann-Roland said timelines would be helpful.

Mihelich said at the SECB's NG9-1-1 tech workgroup meeting yesterday, the group discussed a statewide transition plan. Implementation timelines are difficult to predict especially with current supply chain issues and possible contractual agreement issues between the vendor(s) and the state. RFP states there is 90 days to respond, and then an evaluation period for perhaps multiple vendors.

B. Approval of Amendment 2 to 911 Authority Contract for On-Going Support Services for NG911 Transition

Mihelich said the Executive Committee recommends the Board approve entering into Amendment 2 to the 911 Authority contract, to assist in the NG9-1-1 transition. This amendment will allow MESB staff the ability to ask 911 Authority technical questions related to the complex NG9-1-1 transition. The cost is not to exceed $143,720.00.

Commissioner Degler confirmed with Rohret that the quote was firm and lists a maximum amount to be charged.

Motion made by Council Member Johnson, seconded by Commissioner Hamann-Roland to approve Amendment 2 to the 911 Authority contract. Motion carried.

C. Informational Discussion – Need for GIS Services for GIS-Derived MSAG Maintenance & GIS Data Hub

Mihelich said in 2020 the Board awarded an RFP for NG9-1-1 GIS-Derived Master Street Address Guide (MSAG) Maintenance Process to GeoComm. This RFP was for a grant funded project; the grant and resulting contract with GeoComm terminated in March 2022. Lessons learned from that project demonstrated a need to continue to support the conversion and maintenance of GIS-derived MSAGs. Concurrently, the software MESB staff use in this project will no longer be supported. MESB staff think contracted GIS services will be the most efficient and cost-effective way to support MSAG conversion and data synchronization work. Staff would like to issue an RFP for these services.

Rohret said this item will be discussed again in this meeting during the budget discussion.

6. EMS Items

A. Approval of MOU with EMSRB for Seatbelt Fines

Greg Hayes said staff recommend approval of a Memorandum of Understanding (MOU) with the Emergency Medical Services Regulatory Board (EMSRB) which updates how the formerly named Seatbelt (Relief) Grant funds will be distributed and administered.

Hayes said the EMSRB is authorized to distribute funds to Minnesota's eight Regional EMS Systems. In the past, the MESB simply received a monthly check for these funds; at some point later, this was administered by the EMSRB as a true reimbursement grant.

Hayes said the Metro Region utilizes these funds for several regional initiatives. The primary change in this MOU is how the MESB will receive these funds. There has been a change to the process. The Minnesota Attorney General's Office interprets statutes related to these funds as pass-through funds, rather than a grant. Due to this, the EMSRB has changed the agreement related to these funds and created the MOU before the Board today. Under the MOU, the regions will invoice the EMSRB for these funds monthly according to what has been reported to be collected each month from seatbelt fines.

Motion made by Commissioner Matascastillo, seconded by Commissioner Miron to approve the MOU with EMSRB for seatbelt fine funds. Motion carried.

B. Approval of Amendment 1 to EMSRB Support Grant

Hayes said staff recommend approval of Amendment 1 to the MESB- EMSRB Emergency Medical Services Support Fund Grant Agreement. This amendment is due to some changes to

statute made during the 2022 legislative session and will provide more flexibility in how the funds may be spent.

Motion by Commissioner LaTondresse, seconded by Commissioner Wolf to approve Amendment 1 to the EMSRB Support Grant. Motion carried.

C. Acceptance of FY23 EMSRB VTR Grant
Hayes said the EMSRB has notified regions that there will be an FY2023 Volunteer Training Reimbursement (VTR) grant for each EMS region in the amount of $24,400.00. Staff recommend the board accept this grant. In previous years, the amount has varied depending upon how much VTR funds are leftover in the grant allocation.

Motion made by Commissioner Degler, seconded by Council Member Johnson to accept the FY23 EMSRB VTR grant. Motion carried.

7. Administrative Items
A. Approval of 2023 MESB Operational Budget
Rohret presented the proposed 2023 MESB operational budget. There is an 8% increase in the budget. Since 2016, the budget increases have been kept to 3% or less except for one year when a new staff person was added.

Rohret said the proposed budget includes a 3% merit increase and a 2% lump sum for merit for staff. The Dakota County 2023 Merit Compensation Plan is not yet available, but the 2022 plan has a 2% base increase and a 1% lump sum increase. The cost-of-living adjustment for 2022 was 5.9%. The overall salary line increases for 2023 are 5.6% MESB staff. More funds were added to cover more staff cashing out FTO hours in open enrollment.

Rohret said the Contract/Professional Services line increased 61% due to the loss of grant funds for radio training. ECN decided that SECB grant funds may not be used for ARMER training. The current lobbying services rate was adjusted to reflect the actual rate. There was a minor increase for IT services. There was a $35,000.00 increase for NG9-1-1 project support, related to contracted GIS services which was discussed earlier.

Rohret said the rent line increased 3% and communications decreased by 33% due to new office phones service. Equipment increased 171% ($10,000) due to four staff computer replacements. Insurance increased 13% due to an increase in the Errors and Omissions policy and there was an 8% decrease in board meeting expenses.

Rohret said the assessments for 2023 increased by 12.20%. The increase is because staff did not include retained earnings from 2022, nor was interest revenue included due to low interest rates. 2019 population figures were used to calculate county assessments in this budget as the State Demographer website has not updated the population as determined by the 2020 census.

Rohret said the expected dividend from MCIT was included to offset assessment increases. She said 40% of a GIS Specialist position will be funded from the Hennepin County investment fund. Each year 20% of that position is added to be fully incorporated into the budget by the fifth year.

Commissioner Meisner asked what other types of costs in the form of subscriptions does the budget include.

Rohret said the computer replacement cycle is every five years. When Microsoft stopped supporting small business servers, staff transitioned to Microsoft 365.

Rohret said if this budget is approved today, staff will be working to decrease the projected assessments and bring a potential revised budget before the board in November. The 2023 budget represents a maximum amount that would be assessed to MESB counties.

Motion made by Commissioner Miron, seconded by Commissioner Wolf to approve the 2023 MESB operational budget. Motion carried.

B. Approval of 2023-2027 MESB Capital Budget
Rohret said the 2023-2027 capital budget is more of a planning document than a true capital budget. The 9-1-1 lines include using Hennepin County investment funds to pay for a portion of the GIS services contract, the 911 Authority contract amendment, and the possibility that the board will need to retain some cloud-based mapping services which would assist counties with GIS mapping in the event the state will not provide that service.

Rohret said radio expenses include replacing the second half of the radio cache in its seven-to-ten-year replacement cycle. The Hennepin County funds are only used if absolutely necessary.

Commissioner Fernando asked if the CAD-to-CAD interoperability was being zeroed out.

Rohret said the board approved $75,000.00 for consultants to come up with a governance plan, a funding plan, and technical specifications for an RFP; that work is in process. It is hoped the plan will be ready by the end of the year. Traditionally, the MESB has not funded CAD projects.

Motion by Commissioner Wolf, seconded by Commissioner Matascastillo to approve the 2023-2027 MESB capital budget. Motion carried.

C. Approval of 2023-2024 Lease with MMCD for Office Space
Rohret presented the 2023-2024 office space lease with Metropolitan Mosquito Control District (MMCD). The lease includes a three percent increase in rent ($66.00/month). This increase was included in the 2023 operational budget.

Motion made by Commissioner Hamann-Roland, seconded by Commissioner Wolf to approve the 2023-2024 lease with MMCD. Motion carried.

8. Reports
A. Legislative
Margaret Vesel introduced Brandon Strickland as a new colleague at Larkin Hoffman.

Vesel said regarding the MESB priorities, there was a small but substantial win. Since 2017, the EMSRB EMS Support funding was inadvertently put into the education fund. The EMSRB was not following the statute for funding. When that behavior was corrected it had a negative impact on the regions. Regions operating budgets were put into the education fund which means they could only operate by using education funds. When the language was corrected it was put into the Health and Human Services policy bill and became law.

Vesel said other efforts included preserving the position, maintaining the special revenue fund for public safety communications use, ongoing funding for 9-1-1 GIS, and to obtain more money for radios.

Vesel said the DPS technical funding bill had a backlash from some telecommunications group who felt they had not been included. The bill was laid over.

Vesel said the federal 9-1-1 fee diversion bill never came about. Changes in the public safety classification telecommunicator bill were introduced and heard, but also never came about. The permanent $100,000.00 per EMS regions funding bill will be heard again in 2023. Maintaining the grant program under the EMSRB will continue to be a topic for discussion. There has been a change in the EMSRB board. The representatives from the regions were removed. The Radio funding bill was heard. There are some issues with counties that have already purchased radios; will they be reimbursed.

B. Statewide Emergency Communications Board (SECB) Reports

1. Finance

Tracey Fredrick said the Finance Committee met in June and will again tomorrow. There is a retreat to discuss Strategic Communication Interoperability Plan (SCIP) goals, grant management and funding.

2. Legislative

Rohret said the Legislative Committee has met the last couple of months and reviewed legislative items, SCIP goals and the technical amendment to MS 403.

3. Steering – no meeting

4. LMR

Fredrick said the LMR Committee met in June. There are change management and encryption LMR workgroups forming.

5. Wireless Broad Band (WBA)

Fredrick said the WBA Committee met in June.

6. NG9-1-1

Mihelich said PSAP questionnaires were discussed at the May meeting. There was a special meeting in June.

7. SECB

Commissioner Matascastillo said the new chair to the SECB is DPS Assistant Commissioner Tom Smith, who was appointed by the DPS Commissioner. There will be a bootcamp at Fort Ripley for SECB members and interested parties in August. There is an underlying tension between the SECB and ECN.

9. Old Business – None

10. New Business

A. PUC Complaint Filed by ECN Affecting NG9-1-1 Ingress Transition

Rohret said the state went out for an RFP in 2019 for the 9-1-1 ingress network. The new ingress network requires a change in how telecommunications providers connect to the 9-1-1 network. Today carriers have to connect to all 12 selective routers in the state of Minnesota; in the new ingress network the requirement is connect to two. There are a number of carriers that say they will not make that change. ECN filed a complaint with the Public Utilities Commission; the MESB filed comments in support of getting resolution quickly on behalf of Minnesota taxpayers and PSAPs.

11. Adjournment

The meeting adjourned at 11:26 a.m.

DRAFT

METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
SAINT PAUL, MINNESOTA
55104-3431

PHONE 651-643-8395
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Carver County Commissioner Gayle Degler, MESB Treasurer

RE: Treasurer's Report – June 2022

DATE: July 28, 2022

As Treasurer for the Metropolitan Emergency Services Board, it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on July 28, 2022.

Sincerely,

Gayle Degler

Gayle Degler
Commissioner, Carver County
Treasurer, Metropolitan Emergency Services Board

METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
SAINT PAUL, MINNESOTA
55104-3431

PHONE 651-643-8395
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Carver County Commissioner Gayle Degler, MESB Treasurer

RE: Treasurer's Report – July 2022

DATE: August 31, 2022

As Treasurer for the Metropolitan Emergency Services Board, it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on August 30, 2022.

Sincerely,

Gayle Degler

Gayle Degler
Commissioner, Carver County
Treasurer, Metropolitan Emergency Services Board

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 3D. Approval of Representatives to SECB NG9-1-1 Committee
Presenter: Fredrick/Mihelich

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommends the Board appoint Janelle Harris as the primary representative and Brent Anderson as the alternate to the SECB NG9-1-1 Committee.

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 MESB makes its annual appointments to the SECB and its committees each January.

The SECB governs the ARMER system, Next Generation 9-1-1 (NG9-1-1) and interoperable data (FirstNet).

ISSUES & CONCERNS

In August 2022, the person whom the Board appointed as primary representative to the SECB NG9-1-1 Committee resigned from his position with Metro Transit, thereby vacating his position as the MESB's primary NG9-1-1 representative.

At its August meeting, the 9-1-1 TOC recommended making Janelle Harris, City of Edina, the primary representative (previously was the alternate), and Brent Anderson, Dakota 9-1-1, as the alternate for the remainder of 2022.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 3E. Approval of Representatives to SECB Change Management Workgroup
Presenter: Fredrick/Mihelich

RECOMMENDATION

The Radio Technical Operations Committee and 9-1-1 Technical Operations Committee (TOCs) recommend approval for appointments to the newly formed Statewide Emergency Communications Board (SECB) Change Management Workgroup from the Metro region.

BACKGROUND

The SECB Land Mobile Radio (LMR) Committee identified the need to form a workgroup to aid in the change management process, defined by SECB Standard LMR-47. Each region was asked to appoint up to two technical and two operational representatives to this committee.

ISSUES & CONCERNS

The Radio TOC voted to appoint Dave Theis from the University of Minnesota and Peter Sauter from Carver County to fill the two technical seats from the region to the workgroup. The 9-1-1 TOC voted to appoint Jonathan Rasch from Ramsey County and Scott Haas from Scott County to fill the two operations seats from the region to the workgroup. Additionally, the region will have several representatives filling seats under system administration and the Minnesota Ambulance Association; however, those seats did not need to be appointed by the region.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Change Managaement Workgroup Update: 06.14.22

The SECB approved implementing the Change Management Workgroup of the LMRC including a variance regarding the four-year cycle of Change Management per ARMER Standard. LMR-47. The process is to begin now. The Statewide Emergency Communication Board (SECB) Land Mobile Radio Committee (LMRC) met on June 14, 2022 and developed a proposed structure for the Change Management Workgroup under the LMRC. The proposal needs your feedback.

The LMRC is initiating the Change Management process due to the recommendations approved by the SECB as a result of the LMRC Encryption Summit. The LMRC is committed to ensuring the right mix of technical and operational perspectives from all regions and interoperability partners are engaged while maintaining a balance between all disciplines and regions including Metro and Outstate. The group wants to build bridges, not silos.

The LMRC is seeking input from all regions through LMRC Representatives on the following proposed workgroup structure:

- Up to two technical representatives from each of the seven SECB Regions.
- Up to two operational representatives from each of the seven SECB Regions.
- An ARMER System Administrator (Level 2 or higher) representative from each system owner/operator of a subsystem with six or more channels on the ARMER Network.
- A representative from MNDOT and Emergency Communication Networks.
- A representative from MSP, DNR, BCA, HSEM, State Fire Marshall and National Guard.
- A representative from the Minnesota Sheriff's Association.
- A representative from the Minnesota Fire Chief's Association.
- A representative from the Minnesota Police Chief's Association.
- A representative from the Minnesota Ambulance Association.
- A Tribal representative.
- A representative from ARMER interoperability partners (FBI, CBP, USPIS, NPS, and cross border).

ACTION ITEMS:

The intention of the LMRC is to have a good mix of technical expertise while providing opportunity for input from a wider variety of operational perspectives. **The LMRC is placing this item on their August 9, 2022 Agenda. Your region's LMRC Representative will be voting on the makeup of the Change Management Workgroup of the LMRC and needs your input. If you need information on who your rep is, please contact Marcus Bruning.**

Any region requesting change management items to be included in addition to encryption should submit those for consideration prior to the August LMRC meeting.

The LMRC Change Management Workgroup will begin meeting after the August LMRC meeting. All representative nominations should be sent to LMRC Chair Dave Thomson and RIC Marcus Bruning.

Dave Thomson, LMRC Committee Chair
DThomson@rochester.mn.gov

Marcus Bruning
Marcus.Bruning@state.mn.us

METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
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July 20, 2022

Ms. Rhonda Sivarajah
County Administrator
Anoka County
2100 Third Avenue
Anoka, MN 55303

Dear Ms. Sivarajah:

In accordance with section 3 of the joint powers agreement which formed the Metropolitan Emergency Services Board (MESB), the MESB must notify its member entities annually by August 1 of the maximum assessment amount for the following year. This value should be used in the county's budgeting process.

Enclosed is a chart which delineates the maximum assessment amount Anoka County will be allocated for 2023 MESB operating expenses. The invoice for the actual assessment amount due will be mailed in December.

Please contact me with any questions at (651) 643-8394 or jrohret@mn-mesb.org.

Thank you for your time and consideration.

Sincerely,

Jill Rohret
Executive Director

Enclosure

cc: Commissioner Mike Gamache
Commissioner Mandy Meisner

MESB BOARD ASSESSMENT SCHEDULE 2023 BUDGET - Approved 7.13.22

METROPOLITAN EMERGENCY SERVICES BOARD --- ASSESSMENT TO MEMBERS

	2019	% of 2019	APPROVED 2023 DUES	2019	% of 2019	APPROVED 2023 DUES	APPROVED	
COUNTY	Population for Radio Admin.	Population for Radio Admin	Radio. Admin	Population for Operational Admin.	Population for Oper. Admin	Oper. Admin	2023 ASSESSMENT TOTAL	2022 ASSESSMENT TOTAL
Anoka	362,648	10.83%	$28,649	362,648	10.83%	$131,637	$160,287	$140,739
TOTAL	3,347,263	100.00%	$264,434	3,347,263	100.00%	$1,215,021	$1,479,455	$1,299,026

Civil Unrest AAR
Recommendation Status
Updated 9/1/2022

Tracking #	Recommendation	Person/Agency Responsible	Status
1	Establish the governance structure, on-going funding model, training, and procedures to deploy and utilize 9-1-1 call workload sharing between cooperating .	PSAPs/Cities/Counties/MESB	12/16/2021 - Winbourne Consulting was selected as the vendor to complete the CAD2CAD RFP for the MESB region and to create funding and operational plans for implementation. An official kick-off meeting is scheduled on 12/17/2021 with the WG and we will be asking the Board to approve the purchase of a "Lessons Learned" document created by Winborne giving us insights to their many CAD2CAD projects throughout the nation. 2/25/2022 - The workgroup had an all-day meeting with Winbourne on Feb 15th to discuss governance and finance models and some general goals for the project to list in the RFP. Winbourne will be providing the workgroup updated governance, technical requirements, draft statement of work, and draft investment summary documents that will be reviewed on March 25th. 4/20/2022 - Winbourne will be presenting the Statement of Work, Product Requirements Matrix, and Project Investment Summary for a MESB region CAD-to-CAD system at the May 9-1-1 TOC meeting. 7/1/2022 - At the May 9-1-1 TOC meeting, all MESB PSAPs expressed continued interest in pursuing a CAD-to-CAD solution for the region. The workgroup continues to work with Winbourne on procurement, funding, and governance documents and plans to release an RFP in the coming months. 9/1/2022 - At the August 9-1-1 TOC meeting, the committee approved a recommendation to move forward with an RFP for a regional CAD-to-CAD data hub, based on the statement of work created by the Workload Sharing Working Group.
2	Identify and implement workload sharing applications that will permit 9-1-1 calls to overflow to neighboring ECCs which have agreed to work together cooperatively, permitting calls to be answered, triaged, classified (type or nature code assignment), and sent electronically into the original destination ECC's CAD dispatch queue, permitting the original destination ECC to coordinate the emergency response to incidents within its jurisdiction.	PSAPs/Cities/Counties/MESB	(combined with #1)

3	Identify and implement workload sharing applications that will establish a regional CAD incident display map showing the location of emergency responders (both personnel and units) and incidents in progress, permitting the appropriate personnel to have a big picture understanding of what is happening at the regional level in real time.	PSAPs/Cities/Counties/MESB	(combined with #1)
4	Identify telecommunicator resources to support any ECC personnel that have been involved in prolonged or horrific emergency events and may not recognize the extent they have been impacted mentally and emotionally, and those that recognize they need help.	9-1-1 TOC/MESB	Spring 2022 - RFP released for vendor to provide training in 2022-2023. 7/1/2022 - Blue Peak Consulting has been chosen as the vendor to provide resiliency traning to the region with 2022-2023 grant money. We are working on completing a signed contract with them and plan to form a workgroup from the PSAP Roundtable to create a roll-out plan for the region. We hope to share this plan at the August or September 2022 9-1-1 TOC meetings. 9/1/2022 - Additional grant money has been consolidated to resiliency training for 2022. A working group has been formed to create a training plan for the metro region. Once the additional grant money has been applied to the original contract, we will determine the number of training slots available to the region and the working group will create a roll-out plan that is equitable to all MESB PSAPs.
5	Establish procedures to support the use and staffing of community tip lines that do not terminate in or interfere with ECC operations or negatively impact the 9-1-1 system whenever law enforcement or fire establish a joint command facility (e.g. MACC).	PSAPS/Cities/Counties/Other agencies	06/24/21 - The recommendation to not terminate community tip lines at ECCs was included in the Operation Safety Net (OSN) planning in February and March. An after action report is now being prepared regarding the OSN planning and implementation. The information from that report may become the basis for the development of a regional standard that addresses the use of tip lines that do not interfere in ongoing ECC operations.
6	Establish or update an existing metro region 9-1-1 standard to block “anonymous” calls to admin lines that terminate in the ECC to reduce harassing, abusive, or denial of service attack calls that can negatively impact ECC operations.	9-1-1 TOC/PSAPs/MESB	10/20/21 - Discussion began at the September 2021 9-1-1 TOC Meeting

7	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF). i. Command staff turnover is a problem; special training directed specifically for command staff be should be developed.	CRTF/Duty Officer/Statewide Training	INTD/INCM training was provided in March 2021 specifically directed towards those who may be called in for response to Civil Unrest. Many Metro telecommunicators were also in attendance at a FEMA INTD course held in mid-June 2021. A metro-specific telecommunicator class is being developed currently. Several Metro CRTF members are attending a statewide drill held in August 2021 to get experience with emergent activities. Additionally, 3 metro members have been invited to participate in a COML course in Fall 2021. Additional space in an early 2022 COML course is also available. Two new Metro COML trainers were trained in November 2021. An additional trainer was trained in January 2022. A second statewide drill is planned for August 2022. April 2022 - MN will likely be receiving additional INTD, COMT, and Auxcomm courses. July 2022 - INTD, COMT, and AuxComm courses scheduled by ECN; also have an opportunity for COML Train-the-Trainer. Many Metro CRTF representatives were involved with the training drill at Camp Ripley in August 2022.
8	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF). ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.	CRTF/Duty Officer	As of March 2021, the Duty Officer position at BCA has been identified to only be for use in statewide emergencies in which a state agency is impacted; it will no longer be directing activities for regional activities. DPS-ECN has come up with a process to contact the SWIC for such emergencies. As such, this line item may be deleted, or changed to reflect the new process. **Complete.**
9	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. b. Build relationships between the CRTF and agency command staff.	CRTF/Metro EM Agencies	CRTF Steering Team has begun having internal meetings in their own entities, doing more outreach to partner entities.

10	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. c. Ensure that ECC management personnel are included in all EOC/MACC operations at the same level, and at the same time, as law enforcement, fire, and EMS management personnel are included.	MESB, HSEM	Pre-planning for the spring 2021 trial seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials. 2/25/2022 - Operation Safety Net plans were modified and used for the Kimberly Potter trial and the St Paul federal trial of the three officers involved in the George Floyd incident.
11	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. d. Include COMU representatives at the MACC at the beginning of MACC operations.	CRTF/Duty Officer/MACC	Pre-planning for the spring 2021 trial (Operation Safety Net) seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials.
12	Create or update an existing standard to require ARMER talkgroups to be labeled using the same talkgroup names system wide. Currently, different agencies label the same talkgroup by different names.	Radio TOC Standards Workgroup/Statewide Standards Workgroup	MESB standards workgroup and state standards workgroup discussed in November 2020. System limitations make this difficult to do. Have also brought forward to State standards planning; still in discussion.
13	Conduct on-going ARMER training for law enforcement, fire, and EMS responders, both for new-hires and as part of regular in-service training, as required in SECB Standards LMR-29, LMR-30, and LMR-31.		Videos posted to MESB site in October 2020. On-going training statewide being discussed.
14	Create better advertisement of available resources, such as equipment caches, CRTF, etc. at a state level.	Duty Officer/MACC/CRTF	As of March 2021, current SWIC is aware of resources and how to deploy. See also #8.
15	Identify regional, or statewide, EOC or MACC locations that can be properly equipped in advance.	HSEM	Not started
16	Establish regional communications plans that can be practiced and implemented by the appropriate COMLs as soon as an incident escalates into a multi-agency, multi-jurisdictional event. This should be incorporated into the ICS implementation plans but could be activated before the ICS structure is established beyond the initial response. This response should also include the distribution of a consolidated ICS 205 form and can include additional forms in the future, such as an ICS 205a or ICS 217 form.	CRTF	Metro has these common forms on the ARMER standards page and the CRTF page. Current method for distribution of region-wide ICS205s is to send through the Radio Services Coordinator. **Complete.**

17	Create or update an existing metro region ARMER standard that recommends requesting the deployment of CRTF resources when an incident escalates to include multi-jurisdiction coordination or multi-agency responses from more than one ECC service area. This should not be dependent on whether law enforcement or fire establish a joint command facility (e.g. MACC). a. Define how CRTF is activated. b. Notify the State Duty Officer as soon as a request to deploy the CRTF is received. c. Ensure the State Duty Officer documentation related to CRTF deployment is current. d. Define how the regional ECCs will be notified.	Radio TOC Standards Workgroup/CRTF	Updated Large Event Communications Standard 3.21.0; approved by MESB Board September 2020. Approved new event standard July 2021. **Complete**.
18	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. a. Response agency command staff need to be educated on the existence and need/use of the CRTF. i. Command staff turnover is a problem; special training directed specifically for command staff be should be developed. ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.	CRTF/Duty Officer/Metro EM Agencies	**See #8.**
19	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. b. Build relationships between the CRTF and agency command staff.	CRTF/Agency Command Staff	**See #9**

20	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. c. During the event, some agency heads expressed concern that their responders would not be able to find the talkgroups specified in the ICS 205s on their radio.	CRTF/Metro COML	This concern is also part of the on-going training mentioned in other areas of recommendation. Videos and documents have been added to the MESB website as of October 2020, and on-going training at a state level is being discussed in several workgroups.
21	Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff. d. Add the MESB's ARMER training video on changing zones on subscriber units uploaded to the MESB website. (As of the final draft of this document, this video is available on the MESB's website and the link has been distributed to metro region ARMER system administrators.)	MESB	**Complete, October 2020**
22	For jurisdictions where there are separate management structures for 9-1-1 and ARMER, regular coordination meetings need to be established so that the two teams identify issues proactively and work together to address the issues. This coordination should include contingency planning for system failures and multi-agency events.	Regional Emergency Communications Boards	Not started
23	Establish a timeline for requiring encryption-capable radios for response agencies within the metro area.	Cities/Counties/Radio TOC/MESB/Regional Emergency Communications Boards	Change Management group has begun meeting. May 2021 - Encryption Best Practices guide has been approved and posted. Discussion Spring 2022 to get statewide surplus funding to assist agencies in acquiring encryption-capable radios. April 2022 - Statewide encryption summit being held in May 2022 to start planning for possible statewide deployment. Follow-up summit being held in September 2022. ECN has released an encryption buyers guide and a history of encryption on ARMER as of August 2022.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 4A. Approval of Amendment to City of Edina's ARMER Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee recommends the Board approve the amendment to the City of Edina's ARMER participation plan.

BACKGROUND

The City of Edina is an ARMER participant. It currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

The City of Edina requests approval to add two Motorola MCC7500e consoles, which will be primarily used for continuity of operations (COOP) should the Edina PSAP ever need to be evacuated and could also be used for tactical deployments. These consoles will utilize CRYPTR modules to aid use of encryption-capable resources. In addition to the consoles, the City will also add a network management terminal (NMT) for access to the ARMER network when outside of the PSAP.

The University of Minnesota will host the City's consoles on its firewall and proxy server. The University planned for this addition and received permission for 20 additional licenses from the MESB at its July 2022 board meeting. Two of these 20 licenses will be used for the City of Edina.

The Radio TOC included in its approval that the City's use of these consoles must to be in accordance with SECB Standard IOP-11; that if a non-law enforcement staff member and/or telecommunicator(s) who have access to those talkgroups is using the console, that person should be on a different profile without access to law enforcement-only talkgroups.

FINANCIAL IMPACT

None to MESB.

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8/15/2022

Tracey Fredrick, MA
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Avenue West
St. Paul, MN 55104

RE: Edina ARMER Participation Plan Amendment

Dear Tracey,

The City of Edina is requesting approval for the following modifications to our ARMER participation plan:

1. The addition of two (2) Motorola MCC7500E laptop dispatch consoles. These deployable dispatch consoles will provide continuity of operations should the Edina PSAP need to temporarily relocate as well as for Edina Emergency Operations Center activations. Additionally, these consoles will support our Incident Tactical Dispatchers when they activate for local, regional, state, and federal incidents/events.

   The Motorola MCC7500E consoles will include hardware encryption (CRYPTR). Initial set-up and configuration of the MCC7500E's will be accomplished by On Target Training & Consulting (OTTC). Connection to the ARMER system will be accomplished through the University of Minnesota's ECC firewall with a secure VPN connection. See proposed network connection diagram on the next page for details.

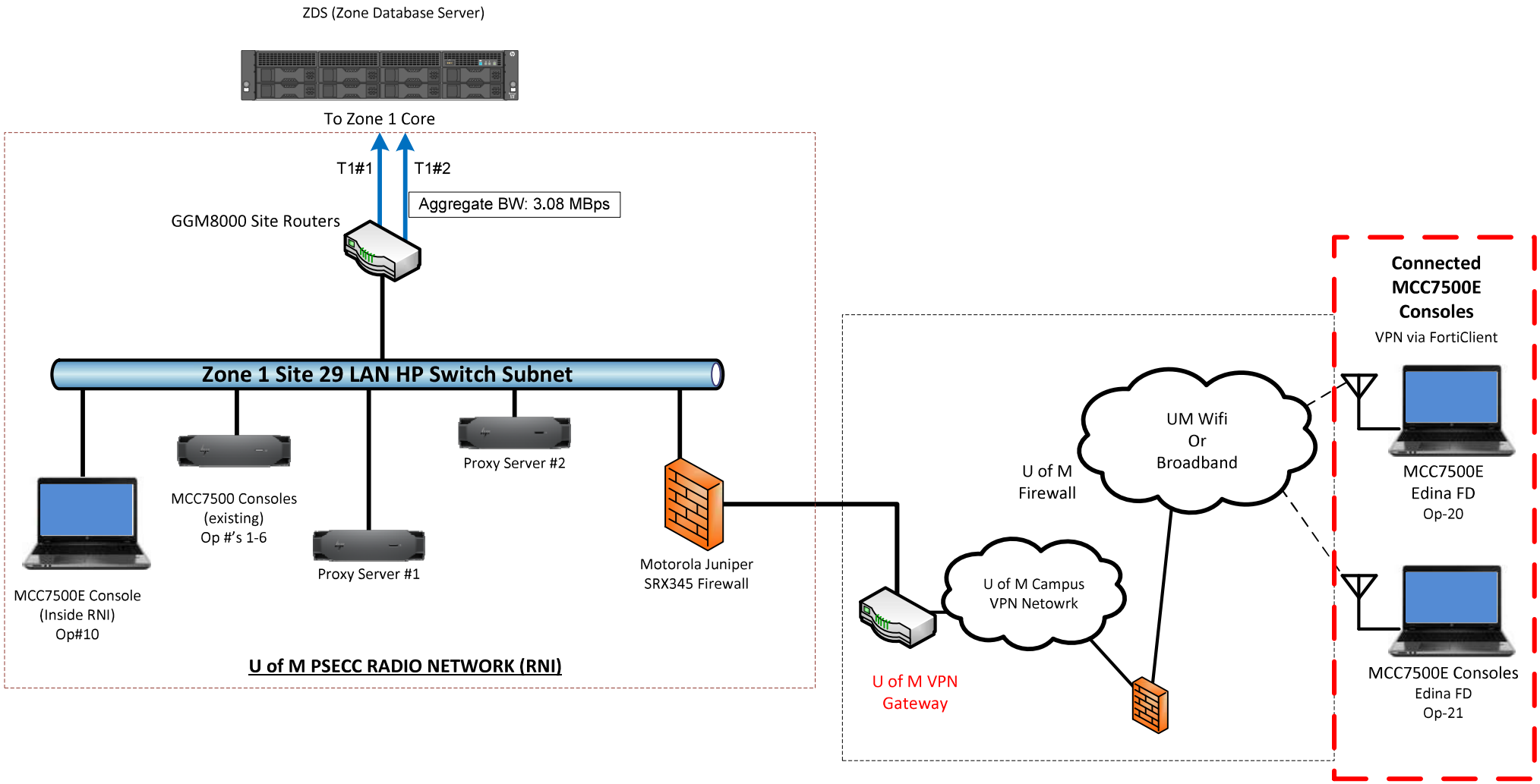
2. Addition of one (1) ARMER Network Management Terminal (NMT). The NMT would be located at the Edina PSAP in a secure area for access to the ARMER network for authorized users in accordance with Standard LMR-28. Remote NMT access may be established via an IP-KVM on the City of Edina's network (VPN) in accordance with Standard LMR-34.

Should you have any questions, please don't hesitate to contact me.

Sincerely,

Digitally signed by Andrew LaVenture
Date: 2022.08.15 09:44:23 -05'00'

Andrew LaVenture
Communications Unit Leader
Edina Fire Department
952-826-0343
alaventure@edinamn.gov



When connected to a VPN, all communications from the MCC7100 Console to the RNI occur via a secure encrypted IPIP tunnel to prevent eavesdropping or sniffing of radio traffic. The MCC7100 laptop will not be allowed access to the Internet when connected (no split-tunnelling).

University of Minnesota

PROJECT: City of Edina Fire Dept MCC7500E Addition

TITLE: System Release 2020.1

DATE	ENGINEER	PROJECT MGR	ST	SIZE
8-2-2022	Dave Theis		Dave Theis	8.5x11

UNIVERSITY OF MINNESOTA

Twin Cities Campus

Department of Public Safety
Emergency Communications

University Office Plaza – Suite 123
2221 University Avenue S.E.
Minneapolis, MN 55414
Office: (612)624-7828

August 15, 2022

Tracey J. Fredrick, MA
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Avenue West
St. Paul, MN 55104

ARMER Participation Plan Amendment

Dear Tracey,

The University of Minnesota Public Safety Department is requesting approval for the following modifications to our ARMER participation plan:

1. The City of Edina is planning to add 2 MCC7500E laptop consoles to the ARMER network. The City desires to make the connections to ARMER by way of the University of Minnesota's ARMER firewall and Proxy Server. The VPN connection for this console will be through the University of Minnesota's Twin Cities Police Dispatch site located in zone 1 (dispatch site #29). Remote access connectivity will be from either local Wi-Fi, cellular broadband, or FirstNet. The method of connecting to the University of Minnesota's VPN will not matter as all connections will be routed to the University's VPN server.

2. The University has planned for this addition and will reconfigure the system accordingly. Edina will be allocated two of the 20 available Proxy Server licenses previously approved by the Committee.

3. The Unit IDs assigned to the console will be in the ID range allocated to Edina via Hennepin County.

4. Security Group structure in Provisioning Manager will be Univ of MN.

5. Technical support for the console will be through a combination of On Target Training and Consulting and The University of Minnesota PSECC.

6. Local System responsibility for the consoles will be assigned to

   Andrew LaVenture
   Communications Unit Leader (COML)
   Work: 952-826-0343
   Cell: 612-590-0877
   alaventure@EdinaMN.gov

UNIVERSITY OF MINNESOTA

Twin Cities Campus

Department of Public Safety
Emergency Communications

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2221 University Avenue S.E.
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Office: (612)624-7828

Sincerely,

Dave Theis
Radio System Administrator
University of Minnesota Dept of Public Safety
(320) 423-8828
dtheis@umn.edu

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 5A. Approval of Draft NG9-1-1 Transition Plan
Presenter: Mihelich

RECOMMENDATION
The 9-1-1 Technical Operations Committee (TOC) recommends the Board approve the draft NG9-1-1 Transition Plan.

BACKGROUND
In 2021, the Board awarded an RFP for an NG9-1-1 Transition Plan to 911 Authority. The agreement with 911 Authority included three tasks as project deliverables:

- Task 1 – Develop an NG9-1-1 transition strategy (MESB accepted on March 9, 2022)
- Task 2 – Assess the current metro region 9-1-1 system (MESB accepted on March 9, 2022)
- Task 3 – Develop an MESB NG9-1-1 transition plan (slated for acceptance on September 14, 2022).

ISSUES & CONCERNS
The transition to NG9-1-1 contains many variables as the state's RFP breaks up NG9-1-1 into multiple components: NG Core Services, ESInet Egress, and 9-1-1 Control Center. Respondents to the RFP can bid on one or more of the components, which could result in multiple vendors providing the overall NG9-1-1 system to the state. Each vendor has different methods on how they provide NG9-1-1 services, and 911 Authority has been contracted to assist us with the transition and its many variables. Task 3 will assist not only the MESB, but also metro region PSAPs with better understanding the operational and financial impacts that will come with the new NG9-1-1 system.

NG9-1-1 will provide enhanced capabilities such as the ability to send photos and videos through multi-media messaging on cellular phones. The new ESInet will allow PSAPs to use the NG9-1-1 system for more than just 9-1-1 phone calls, opening the possibilities of connecting data such as Computer Aided Dispatching (CAD) and online mapping solutions. All PSAPs in the State of Minnesota will need to evaluate these new capabilities and choose which of them to implement along with a strategy on how best to accomplish the roll-out while ensuring that residents have a consistent 9-1-1 experience throughout the state.

MESB staff will work with staff from DPS' Emergency Communication Networks (ECN) division, as well as with the system vendor and PSAPs, to schedule the various transition elements in a

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logical and sequential manner that will work for all parties involved.

Lastly, MESB staff will work with ECN on any public education efforts for the public related to new 9-1-1 capabilities as they are implemented.

FINANCIAL IMPACT

None to the MESB for this item. In the future, it is possible that the MESB could incur expenses related to this transition.

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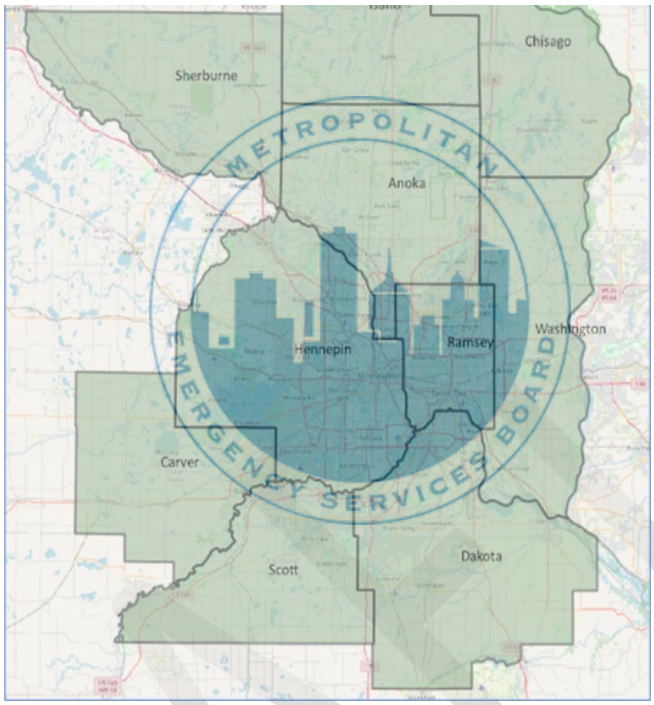

MESB NG9-1-1 Transition Plan

2022-2025

Working Draft April 2022

Prepared by

911 Authority

Connecting Public Safety with Technology

DRAFT

Contents

Executive Summary 2
1. NG9-1-1 Transition Plan Background 4
1.1 Relevant Legislative Definitions 4
1.2 MESB NG9-1-1 Plan Development Methodology 5
2 MESB NG9-1-1 Transition Plan Scope 7
2.1 MESB NG9-1-1 Transition Elements 7
2.2 Transition Roles and Responsibilities in NG9-1-1 8
2.3 2021 MESB PSAP Assessment Report Findings Relevant to NG9-1-1 Transition 10
3 MESB NG9-1-1 Transition Plan 12
3.1 NG9-1-1 Transition Sequencing and Schedule 13
3.2 MESB NG9-1-1 Transition Plan 13
3.3 Additional MESB NG9-1-1 Transition Plan considerations 21
3.3.1 NG9-1-1 Transition Governance 21
3.3.2 Cybersecurity 21
3.3.3 Staffing 22
3.3.4 Continuity of Operations Plan (COOP) 22
4. Tools to Manage the Transition to NG9-1-1 23
4.1 Project Management 23
4.2 Risk Management Process 25
4.3 Change Management Process 26
4.4 Testing, Acceptance, Verification and Validation 28
4.4.1 PSAP Acceptance Test Plan Elements 29
4.4.2 Test Preparation 31

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Executive Summary

The Metropolitan Emergency Services Board (MESB) supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties, and the City of Minneapolis. This support includes oversight and management of the metropolitan portion of the ARMER radio system; oversight and management of the regional 9-1-1 system; and coordination of the regional EMS system. This regional approach to planning and supporting Public Safety Answering Points (PSAPs), radio system users, and EMS providers ensures optimal response to emergencies and large-scale public safety events occurring within the metropolitan region.

The MESB provides regional leadership, planning, coordination, and support for public safety communications and EMS providers, resulting in efficiencies for local governments and consistent public safety response within the metropolitan region.

The MESB works closely with the Minnesota Department of Public Safety, Division of Emergency Communication Networks (ECN) to not only manage the current E9-1-1 system, but to plan and implement Next Generation 9-1-1 (NG9-1-1). NG9-1-1 is Internet protocol based and will provide increased functionality for 9-1-1 callers and Minnesota's public safety answering points, which answer 9-1-1 calls and dispatch public safety resources in response to those calls.

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and inform specific MESB NG9-1-1 RFP requirements. The data gathered for the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan.

The purpose of this plan document is to articulate the vision of the MESB PSAPs as it relates to the transition of the regional PSAPs to a fully operational NG9-1-1 network in the metropolitan area. This document identifies initiatives requiring additional action and activity to achieve the stated goals and objectives established in this transition plan. The goals and objectives presented in this transition plan, some of which are in progress, are designed to step the MESB and the regional PSAPs through an orderly transition to full end state i3 NG9-1-1 operations, build on the existing common capabilities of the region and support a sustainable program for years to come.

The vision for the MESB NG9-1-1 Transition Plan is to facilitate a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.

The table below provides a high-level summary of the goals and objectives established by the MESB Regional PSAPs for this plan, identifies actual and planned initiatives that support the plan goals and

objectives, and provides and identifies measurements and milestones to indicate progress toward achieving the goals and objectives of the plan.

MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
1. The MESB desires a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.	• Implement MESB NG9-1-1 Transition Strategy and Plan (Initiated Q4-2021)	• Execute NG9-1-1 transition plan identified in this document
2. The MESB requires reliable and resilient NG9-1-1 service and will leverage NG9-1-1 standards-based technology to support the eighteen primary and six secondary PSAPs serving the citizens of and visitors to the Minneapolis/St. Paul metropolitan area.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• Distribution of the MN-ECN NG9-1-1 RFP • (anticipated Q1-2022)
3. The MESB, in cooperation with Minnesota PSAPs and ECN, seeks to leverage common Minnesota NG9-1-1 operational, technical, and functional requirements in the procurement of any future NG9-1-1 systems to continue the long history of public safety interoperability across Minnesota.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• MN-ECN-NG9-1-1 RFP awarded and transition begins • (anticipated Q1-2023)
4. The MESB maintains a focus on offering PSAPs better continuity-of-operations (COOP) options as well as enabling resource sharing for the PSAPs that are interested in working together.	• Develop new regional processes for NG9-1-1 call overflow and backup scenarios between PSAPs • Establish regional COOP plans that leverage the NG9-1-1 network capabilities • Regional CAD to CAD initiatives will overlap during the transition time frame • Regional 988 initiatives will overlap during the transition time frame	• MESB Regional NG9-1-1 COOP Plan approved by the Board • COOP planning should include consideration for other MESB PSAP initiatives like CAD to CAD and radio interoperability
5. The MESB works with ECN to procure an NG9-1-1 network with enhanced support for the delivery of shared/hosted and cloud-based applications for PSAPs. (e.g. hosted call handling, CAD, CAD-to-CAD interoperability, logging/recording)	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• MN-ECN-NG9-1-1 RFP awarded and transition begins • (anticipated Q1-2023)
6. The MESB sees the local, authoritative data maintained by its counties as a strategic asset for its PSAPs and seeks to create data processes that allow the region to effectively use and maintain high-quality geospatial data to support NG9-1-1.	• Continue investment in GIS data development projects • Plan for all PSAPs to transition to full geospatial location-based routing • Establish process and procedure • Operationalize the data	• All PSAPs transitioned to end state location-based routing as defined by the NENA i3 end state assumptions
7. The MESB works with the PSAPs in planning for the transition of their PSAP 9-1-1 technology to NG9-1-1 capable systems needed to operate on a fully standards compliant NG9-1-1 network.	• Formalize the coordination role of the MESB staff for the transition to NG9-1-1 • Establish a Call Handling Equipment (CHE) upgrade plan for all regional PSAPs and incorporate it into the	• Final MESB PSAP CHE Upgrade plan • Published MESB PSAP network cutover schedule

MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
	overall network deployment and PSAP cutover schedule from the new ECNSP	
8. The MESB seeks a single-point of contact for PSAPs to report 9-1-1 issues and problems to have resolution proficiently coordinated among vendors and providers.	• The MESB work with ECN to establish a PSAP help desk function that supports and coordinates on behalf of the regional PSAPs with ECNSPs • Leverage the transition work done for Goal #7	• MESB participates in the service definition with ECN to facilitate the system wide help desk function necessary to support the PSAPs
9. The MESB, in partnership with Minnesota PSAPs and ECN, seeks to leverage common, statewide 9-1-1 funding and grant opportunities in the purchase and deployment of NG9-1-1 systems.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP • CHE Upgrade plan • All future procurements related to public safety	• Q1-2022 RFP awarded and transition begins • (anticipated Q1-2023)

These elements of the plan are explored in greater detail in Section 2 and Section 3 below.

1. NG9-1-1 Transition Plan Background

This section of the plan provides definitions relevant to the plan, establishes the methodology used to develop the plan and provides context for understanding the plan.

1.1 Relevant Legislative Definitions

Proposed changes to Chapter 403 of the Minnesota Statute, 911 Emergency and Public Safety Communications, include updated terminology in 403.2 that is referred to throughout this plan. Although there are many additions to 403.02 Definitions, the list below reflects those pertinent to this document.

1. **911 network.** "911 network" means (1) a legacy telecommunications network that supports basic and enhanced 911 service, or (2) the ESInet that is used for 911 calls, that can be shared by all public safety answering points, and that provides the IP transport infrastructure upon which independent public safety application platforms and core functional processes can be deployed, including, but not limited to, those necessary for providing next generation 911 service capability. A network may be constructed from a mix of dedicated and shared facilities and may be interconnected at local, regional, state, national and international levels.
2. **911 system**. "911 system" means a coordinated system of technologies, networks, hardware, and software applications that a PSAP must procure and maintain in order to connect to the state 911 network and provide 911 services.
3. **911 service**. "911 service" means the emergency response service a public safety answering point provides as a result of processing 911 calls through their 911 system
4. **Emergency Communications Network Service Provider** (**ECNSP**). "Emergency Communications Network Service Provider (ECNSP)" means a service provider, determined by the commissioner to be capable of providing effective and efficient components of the 911 network or its

management, that provides or manages all or portions of the statewide 911 emergency communications network. The ECNSP is the entity or entities that the state contracts with to provide facilities and services associated with operating and maintaining the Minnesota statewide 911 network.

5. **Emergency Services Internet (ESInet)** "ESInet" means a network which is Internet Protocol-based and multi-purpose in supporting local, regional, and national public safety communications services in addition to 911. The ESInet is comprised of 3 network components: ingress network, NGCS and egress network.

1.2 MESB NG9-1-1 Plan Development Methodology

The MESB commissioned the NG9-1-1 Transition Strategy and Planning Project leading to this transition plan in August 2021. The project consisted of three tasks. They are:

Task 1 – Develop a NG9-1-1 transition strategy document

A document that summarizes the MESB regional business needs, circumstances, and goals for the NG9-1-1 implementation. The strategy must recognize synergies, dependencies, and constraints of the metro regional 9-1-1 system's existence within the context of a statewide 9-1-1 system.

- *The MESB NG9-1-1 Transition Strategy Document [1]was published in November 2021 and established the goals and objectives used as a foundation for this plan*

Task 2 – Conduct an assessment of the current MESB 9-1-1 systems

For the ten-county metropolitan region, including:

a. Current state of the ESInet.
b. Current state of the GIS data available to support location-based call routing using NG9-1-1 Core Services functional elements.
c. Current state of the 9-1-1 system monitoring and management.
d. Current inventory of PSAP call handling equipment, computer aided dispatch, and mapping systems for NG9-1-1 readiness.

- *The MESB NG9-1-1 System Assessment Report [2]was published in February of 2022 and provides regional initiatives, actions and next steps for this plan*

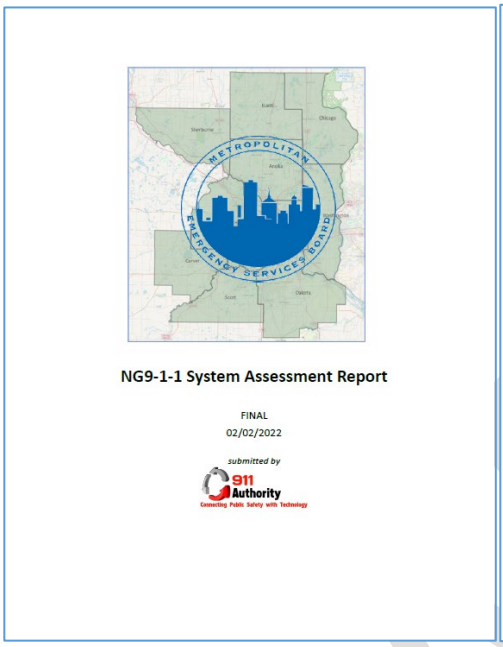
Task 3 – Develop an MESB NG9-1-1 Transition Plan

The plan should contain information related, but not limited, to clearly defined stages of transition, presented within an anticipated time horizon and noting specific sequencing dependencies and linkages. Additionally, the plan should specifically address the following areas

1) The MESB ESInet Transition

[1] MESB NG9-1-1 Transition Strategy Document, 11/15/2021
[2] The MESB NG9-1-1 System Assessment Report, 2/2/2022

2) The MESB NG9-1-1 Core Services Transition
3) The MESB NG9-1-1 Data Transition



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2 MESB NG9-1-1 Transition Plan Scope

This section of the plan establishes the boundaries of the plan, begins to delineate roles and responsibilities in the region required to assist the region in the execution of the MESB NG9-1-1 Transition Plan.

2.1 MESB NG9-1-1 Transition Elements

Referencing the diagram below, there are three (3) primary points of 9-1-1 system that must be addressed in an NG9-1-1 transition. An additional way to view it is in terms of 9-1-1 call flow or how a 9-1-1 call gets to a PSAP

1. **Ingress** - getting the 9-1-1 call traffic (all types) to the NG9-1-1 network for routing to a PSAP
   - Getting a 9-1-1 call into the system
2. **Core** - anchoring, routing, and distributing the NG9-1-1 call traffic
   - Decides which PSAP to send the 9-1-1 call to
3. **Egress** - getting the NG9-1-1 call traffic routed to the PSAP with location data
   - Getting the 9-1-1 call to a PSAP

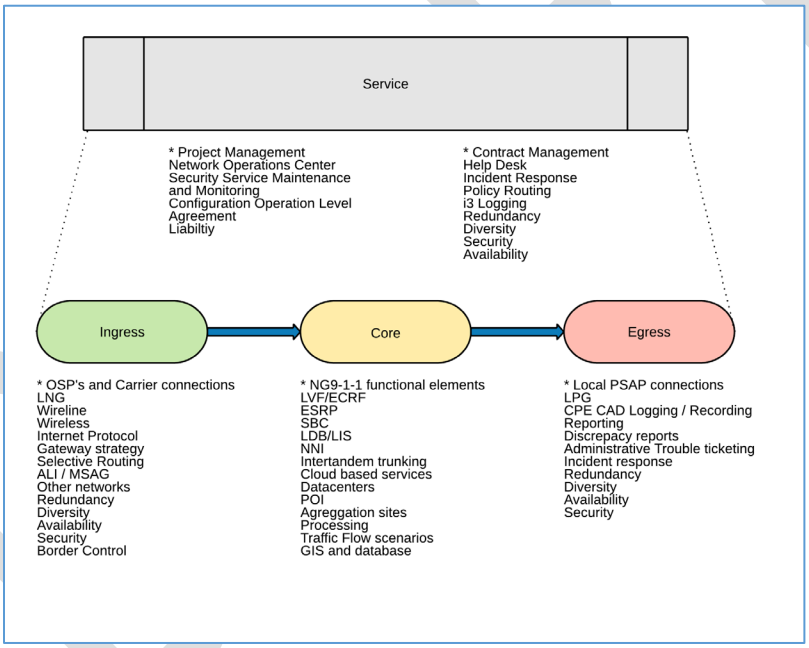

Figure 1 - Transition Elements Categorized by Ingress/Core/Egress

These three areas each have technical, operational, and administrative considerations that will be addressed in this end-to-end NG9-1-1 plan for a successful transition of the MESB PSAPs to NG9-1-1. Along with participating in the transitions occurring in the Ingress, Core and Egress components of the NG9-1-1 system, the local PSAPs will need to take the responsibility for updating the current technologies used in their operations to be NG9-1-1 ready.

The MESB identified planning emphasis around the following three areas of transition at the beginning of the project. They are:

1) The MESB ESInet Transition
2) The MESB NG9-1-1 Core Services Transition
3) The MESB NG9-1-1 Data Transition

As a result of the MESB Transition Strategy Document project coupled with the assessment report findings, the elements requiring planning, action and initiatives on the part of the MESB or MESB PSAPs in order to transition to a full NG9-1-1 end state expands to include the following:

1) 9-1-1 call origination network transition (ingress)
2) 9-1-1 call routing functions transition (core)
3) 9-1-1 call delivery network to the PSAPs transition (egress)
4) 9-1-1 PSAP system technology migrations and updates (egress)
5) 9-1-1 call database functions transition (core)
6) 9-1-1 network support and monitoring transition (all)
7) 9-1-1 network disaster recovery and continuity of operations (all)

These planning elements are translated to planning milestones with specific actions, timelines and activities necessary for a successful transition of the MESB PSAPs to NG9-1-1 in Section 3.

2.2 Transition Roles and Responsibilities in NG9-1-1

It is important to establish clearly defined roles and responsibilities during the transition to NG9-1-1.

The MESB

The MESB will provide the guidance and framework for ensuring that call delivery to each PSAP will meet operational requirements. In addition, the MESB will be instrumental in providing MESB PSAPs with implementation oversight and project management of the configuration and operation of ESInet and NG core services. In this capacity, the MESB will maintain a focus on call delivery to ensure that MESB PSAPs will be able to meet their requirements once the network is fully deployed.

The transition of MESB PSAPs to a new NG9-1-1 network will be managed through additional documented practices and procedures. During the transition, the MESB will:

- Support MESB PSAPs in coordinating the implementation of and transition to NG9-1-1.
- Assist PSAPs by coordinating with the NG9-1-1 ECNSP to ensure that guidelines and best practices will be followed during all transition and implementation activities.
- Support MESB PSAPs as 9-1-1 system changes occur during the transition to NG9-1-1 by applying established change management process, practices and procedures in order to plan for and mitigate any operational disruption during the transition to NG9-1-1.
- Support the MESB 9-1-1 Technical Operations Committee (TOC) in the engagement of the MESB stakeholders in the planning and implementation of the transition to NG9-1-1.
- Assist PSAPs/counties in meeting NG9-1-1 core services data requirements and coordinating the transition of legacy MSAG/ALI to NG9-1-1 data management processes.
- Assist PSAPs in ensuring that quality assurance and quality control measures performed by the ECNSP are met for all components of the NG9-1-1 network and services.

- Establish a baseline for connectivity among PSAPs.

Metro Regional PSAPs

The metro region PSAPs will be the end users of the NG9-1-1 network. In this user role, each PSAP will be a stakeholder and will collaborate with the MESB at various stages of transition. PSAPs will be responsible for ensuring that their requirements are communicated such that the NG9-1-1 network is operationally focused on their mission. PSAPs will be responsible for engaging with their county GIS support organization(s) to maintain quality geospatial data required for the operation of the NG9-1-1 network. PSAPs must coordinate with the MESB to configure changes to the NG9-1-1 network. PSAPs will be accountable to provide the information required by the ECNSP when they begin an upgrade or replacement of PSAP applications that affect call delivery or any other applications that are utilizing the NG9-1-1 network for connectivity. During the transition, and on an on-going basis, PSAPs must report issues with call delivery, routing, and location information.

During the transition Metro Region PSAPs will:

- Work individually and collectively with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Be responsive to requests for information and input prior to and during the transition
- Be engaged stakeholders that participate in the transition planning process and are vested in the outcomes for the region
- Champion PSAP operational requirements to drive the technology decisions made in the transition to NG9-1-1
- Communicate plans and activities that could impact the operation of the PSAP NG9-1-1 systems or the NG9-1-1 network. Examples might include buying a new CAD system or moving into a new building

NG9-1-1 ECNSP(s)

The NG9-1-1 ECNSP(s) will be required to deliver a NG9-1-1 network that meets the technical specifications of the MESB, which will be developed in conjunction with the PSAPs. The ECNSP(s) will be required to support the transition of MESB PSAPs from legacy to NG9-1-1 and for maintaining the NG9-1-1 network to ensure that 9-1-1 service is available 99.999 percent of the time.

During the transition, the ECNSP(s) will:

- Coordinate with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Work individually and collectively with MESB PSAPs throughout the transition
- Migrate and cutover individual MESB PSAPs from the current network to the new NG9-1-1 network
- Transition location data from current processes and platforms to those used for NG9-1-1, coordinating with originating service providers, as well as MESB and its PSAPs
- Coordinate and facilitate changes at the PSAP related to the operation of the NG9-1-1 network
- Provide 24x7x365 operational support to MESB PSAPs for the NG9-1-1 network

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The figure below provides a visual representation of the roles and responsibilities involved in the migration to NG9-1-1. A successful transition will require the coordination and cooperation between and among these entities.

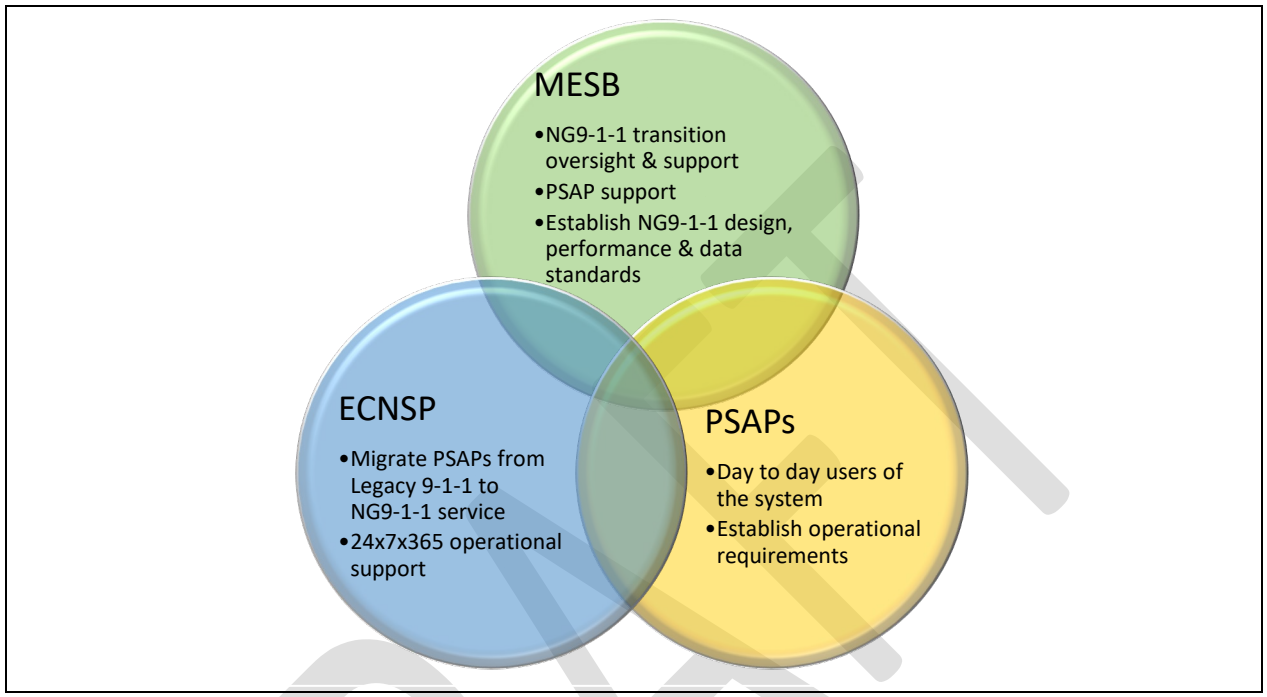

Figure 2 - NG9-1-1 Transition Roles and Responsibilities Diagram

2.3 2021 MESB PSAP Assessment Report Findings Relevant to NG9-1-1 Transition

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs in Q4-2021 to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and to inform specific MESB NG9-1-1 RFP requirements. The data gathered during the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan. The specific findings from the survey report include the following:

Assessment Report Finding	Planning Implications
1. The anticipated level of upgrades to systems and equipment necessary for MESB PSAPs to transition to full NG9-1-1, i3 operating capability is low to moderate from a PSAP cost, training and major equipment change out perspective.	• Assuming a transition to full NG9-1-1 capability occurs within the next 12 to 24 months (2023 – 2024) • Schedules are critical • Coordination is critical • Practice Risk management and apply sound project management methodologies at all times during the transition.
2. All MESB PSAPs will require some level of upgrade to transition away from the current 9-1-1 system provided	• Require Call Handling Equipment (CHE) upgrades be incorporated into the overall network deployment and PSAP cutover schedule from the

Assessment Report Finding	Planning Implications
under contract with Lumen to a system that fully supports the NENA NG9-1-1 i3 specification	new ECNSP
3. Staffing in a NG9-1-1 environment will require different skill sets like cybersecurity and networking or social media and texting. Personnel costs could be impacted by specialized skill sets or from the increased reliance on accurate data like GIS which will require an increase in maintenance activities.	• Establish a training subcommittee to periodically review new training requirements and cross jurisdictional training opportunities as the transition to NG9-1-1 occurs.
4. The MESB PSAPs are well prepared for the transition to NG9-1-1 as evidenced by the level of investment in technology, applications, resources and funding committed to public safety across the MESB region in addition to specific 9-1-1 funding from ECN	• Think regionally, act regionally, buy regionally. • Economies of scale, interoperability and consistency should drive regional decision making related to the continued investment in public safety and NG9-1-1 technologies in the region.
5. As more integration occurs across the MESB region on applications like Computer Aided Dispatch (CAD) and CHE the more efficient the MESB PSAPs will become at operating as one logical entity at the systems level. Examples include CAD to CAD interoperability, hosted CHE and alerting applications	• Think regionally, act regionally, operate regionally. • Leverage existing common applications and platforms in order to maximize new NG9-1-1 capabilities
6. The MESB PSAPs will benefit from a diverse, scalable, redundant NG9-1-1 system that delivers data and information about and from emergency events (calls, data and supplemental information)	• Impacts to policy, procedure, and training • New policies will need to be developed to take full advantage of NG9-1-1 capabilities
7. Once the NG9-1-1 system is operational, the MESB region will have the ability to prepare alternative arrangements, agreements including mutual aid for the PSAPs.	• Develop mutual aid agreements that enhance the operational polices of the PSAPs to aid in how each PSAP interoperates and shares NG9-1-1 information and/or systems where appropriate
8. The NG9-1-1 system will provide for a common approach for Cybersecurity across all MESB PSAPs in addition to the current local efforts. This will enhance the ability to recognize, divert or isolate DDoS, TDoS and intrusions that can compromise the entire operation.	• Develop a MESB Regional PSAP focused Cybersecurity plan • Establish new security policy and procedure as necessary to enable the NG9-1-1 transition
9. Establish a centralized monitoring and reporting capability that can manage all operational components within the NG9-1-1 network Service Level Agreement (SLA) and maintain service integrity across all MESB PSAPS.	• Establish this capability for the MESB PSAPs within the MESB. • Establish an MESB PSAP help desk function that supports and coordinates on behalf of the PSAPs. • Ensure consistent monitoring and management of the services provided (ESInet, Hosted Call Handling, GIS, Telecommunications, Radio, CAD, Recording, etc.) and quick resolution of any problem or trouble with the associated provider.

These findings and conclusions will be incorporated into the transition plan detailed in Section 3 below.

3 MESB NG9-1-1 Transition Plan

The transition to NG9-1-1 will be completed in a phased approach that will allow the PSAPs to use the ESInet and NG core services as they are operationally ready. The MESB PSAPs transition to NG9-1-1 is dependent on and subject to the results of the Q1-2022 MN-ECN RFP process that is anticipated to conclude by Q1-2023. That process will identify a single ECNSP vendor or multiple ECNSP vendors that will become part of the planning and scheduling of specific tasks and actions during the transition.

Specifically, the new ECNSP vendor(s) will play a role in planning, coordinating and transitioning all MESB PSAPs to a new NG9-1-1 end state system as envisioned by the Q1-2022 RFP requirements developed in cooperation between the MN-ECN and the MESB.

Regardless of the schedule established by the new ECNSP vendor(s), transitional milestones are identified for planning purposes and will need to be completed in order to transition from the current system to a new system achieving end state NG9-1-1. Additional planning, actions and activities may become evident as the Q1-2022 ECN RFP process completes by Q4-2022. The milestones presented below are derived from the planning elements identified in Section 2.1 above.

The MESB NG9-1-1 transition plan milestones can be used to measure progress and focus actions and activities of the region over the next 24 months. The milestones are as follows:

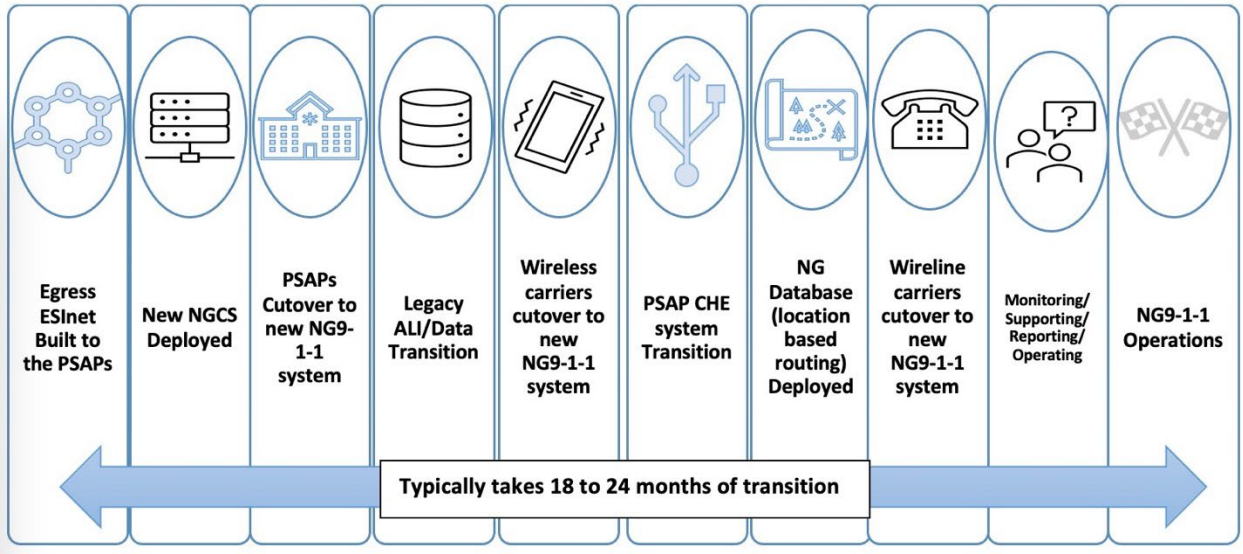

Figure 3 - NG9-1-1 Transition Milestones

3.1 NG9-1-1 Transition Sequencing and Schedule

NG9-1-1 Transition does not follow a straight line. The transition milestones listed above are displayed in order from left to right but that does not mean they must be completed in a sequential order. The first few milestones will need to be completed before the latter milestones can be achieved. Final sequencing will be determined in coordination with the new ECNSP.

The sequencing and scheduling of the transition will follow this basic timeline

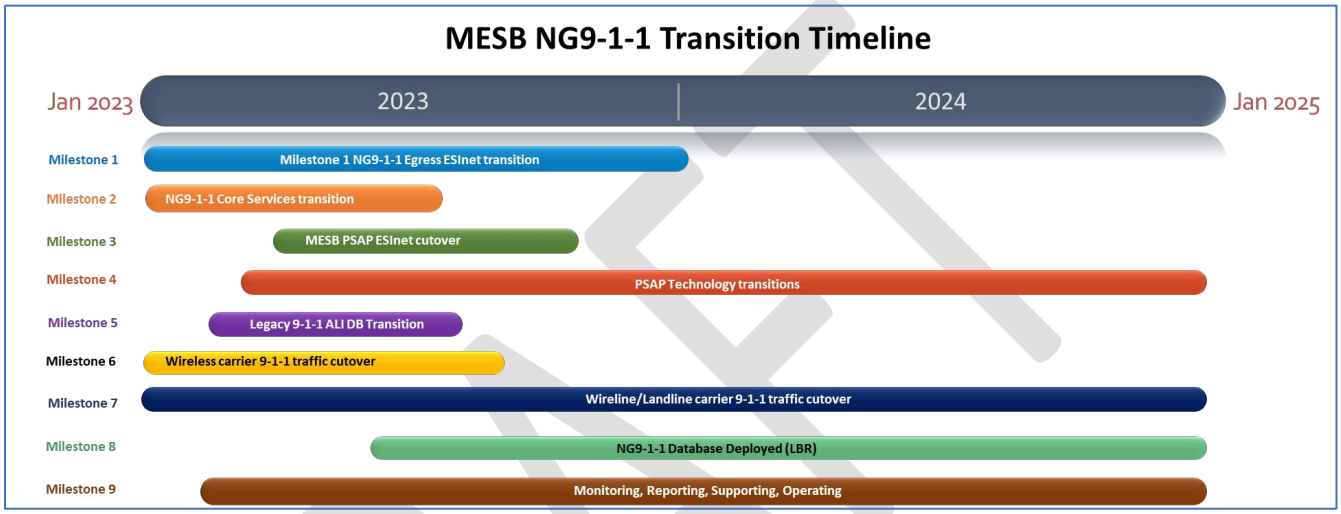

Figure 4 - MESB NG9-1-1 Transition Timeline

3.2 MESB NG9-1-1 Transition Plan

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 1 NG9-1-1 Egress ESInet transition	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
NG9-1-1 Egress ESInet transition is focused on establishing managed and secure ESInet connectivity to the MESB PSAPs and the PSAP CHE. The end result/outcome is to establish new 9-1-1 call paths from the new NG9-1-1 network to the MESB PSAPs. Milestone 1 is the foundational milestone that serves as a prerequisite for later transition milestones to be achieved. Milestone 1 is heavily dependent on the results of the current Q1-2022 ECN NG9-1-1 RFP award. All MESB PSAPs will be impacted by this milestone. This section identifies the actions and activities required of the MESB and the MESB PSAPs in order to facilitate the orderly completion of Milestone 1			
Transition project management - Egress Network	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
MESB supports the planning and coordination required to implement new ESInet Services to all MESB PSAPs as part of the transition to NG9-1-1. This involves the buildout of networks and installation of equipment throughout the region and at the PSAPs in 2023.			

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
MESB Coordination with Egress Network ECNSP	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
Discuss and coordinate Egress ESInet architecture considerations of the MESB PSAPs	**1/1/2023**	**1/31/2023**	
Discuss and coordinate Egress network failover specific to the MESB region	**1/1/2023**	**1/31/2023**	
Establish network security policies specific to the MESB region	**1/31/2023**	**3/31/2023**	
Determine remote access support requirements of the PSAPs	**2/1/2023**	**1/31/2023**	
Discuss and coordinate 9-1-1 Call/Traffic Flow Requirements specific to the MESB region	**2/1/2023**	**3/31/2023**	
Discuss and coordinate Egress network traffic routing and re-routing for the MESB region	**3/1/2023**	**5/31/2023**	
Coordinate connectivity to MESB PSAPs, align to statewide PSAP cutover schedule	**4/1/2023**	**6/30/2023**	
Coordinate PSAP site visits, power requirements, rack space, align to statewide schedule	**2/1/2023**	**4/30/2023**	
The configuration of the ESInet will be a constantly changing infrastructure that will require that all configuration information is documented and updated as the ESInet grows and evolves			
Establishing a formal change process that The MESB and the PSAPs can use to manage changes to the NG9-1-1 service during the duration of the contract.			
Session Initiation Protocol (SIP) delivery of Traffic	**1/1/2023**	**6/30/2023**	
Milestone 2 NG9-1-1 Core Services transition	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-core**
Milestone 2 ensures that the NG core service functional elements are implemented to support further migration to NG9 1 1. This transition is typically completed in two parts. One part is the NG core and turn up of the functional elements that create the NG9 1 1 capabilities that can be delivered to the PSAP. The second part is the migration of PSAPs from current services to the new NG9-1-1 core services.			
Transition project management - NGCS	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-core**
The MESB supports the planning and coordination necessary to transition the MESB PSAPs to the new ECNSP core services. Including the testing and validation of services prior to PSAP cutover to full operations on the new system	**1/1/2023**	**6/30/2023**	
Planning and coordination for MESB PSAP call handling equipment to ECN NGCS functional elements	**3/1/2023**	**5/31/2023**	
Verify functional element deployment and testing results with ECNSP prior to migration of MESB PSAPS	**5/1/2023**	**6/1/2023**	
Establish schedule with ECNSP for MESB PSAP cutover	**4/1/2023**	**5/31/2023**	
Coordinate operational readiness testing and acceptance testing with ECNSP and MESB PSAPs	**5/15/2023**	**6/1/2023**	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Certify test results and document configuration management data	6/15/2023	6/30/2023	
Coordination with Inteliquent - Ingress network	1/1/2023	6/30/2023	
Discuss and coordinate legacy ALI database operations for MESB region	1/1/2023	3/31/2023	
Prepare and submit geodata and legacy ALI information to ECNSP for MESB PSAPS	4/1/2023	5/31/2023	
Participate in testing of LIS/LDB functionality with ECNSP	4/1/2023	5/31/2023	
Conduct an Originating Service Provider (OSP) Assessment - Conduct a regional assessment to identify the local OSPs and determine their ability to directly connect to the ESInet.	1/1/2023	3/31/2023	
Establish workflow for ALI and geodata maintenance with ECNSP and OSP	4/1/2023	6/1/2023	
Coordinate training of database maintenance operations / tools with MESB region	5/1/2023	6/1/2023	
Coordination with ECNSP - NGCS	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core
Verify NGCS configuration with ECNSP and coordinate communication with MESB PSAPs	1/1/2023	1/31/2023	
Establish timeline and project plan for MESB PSAP cutover	1/1/2023	1/31/2023	
Coordinate cutover with ECNSP and MESB PSAP's	4/1/2023	5/31/2023	
Milestone 3 MESB PSAP network cutover	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the MESB PSAPs in the planning and coordination needed for the successful cutover from answering 9-1-1 calls on the old system to answering 9-1-1 calls on the new system. This will take place in coordination with the new ECNSP and the other PSAPs of greater Minnesota. Dates represented here are valid in terms of durations, but the actual start and end dates will be dependent on a larger cutover schedule controlled by the new ECNSP.			
Coordination with new ECNSP – Egress Network	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	4/1/2023	6/30/2023	
Certify acceptance of ECNSP operational testing results	6/1/2023	7/1/2023	
Discuss ECNSP cutover process and coordinate planning with ECNSP and MESB PSAP's	4/1/2023	6/1/2023	
Establish timeline and project plan for MESB PSAP cutover	4/1/2023	4/30/2023	
Develop rollback plans for MESB PSAP's with ECNSP as part of pre-cutover	7/31/2023	8/31/2023	
New system transition coordination	6/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Conduct outreach on transition to ECNSP NG system with all MESB PSAP's	6/1/2023	6/30/2023	
Collect individual MESB PSAP operation policies, procedures, agreements and data to be followed during transition and cutover to share with ECNSP	6/1/2023	6/15/2023	
New system PSAP cutover testing coordination and scheduling	6/15/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	6/15/2023	8/1/2023	
Certify acceptance of ECNSP operational testing results	8/1/2023	8/15/2023	
Milestone adjustment as needed based on ECN timeline	4/1/2023	6/1/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Participate as a stakeholder during the ECNSP NG system rollout on behalf of MESB PSAPs	4/1/2023	6/1/2023	
Milestone 4 PSAP technology transition	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the planning, coordination, actions and activities necessary to manage the changes that will occur at the MESB PSAPs during the transition to NG9-1-1, especially as they relate to CHE systems			
Transition project management - MESB PSAP Technology Changes	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate and communicate with MESB PSAPs on specific PSAP technology changes taking place during the transition to NG9-1-1 related to the Call Handling Equipment (CHE)	3/1/2023	7/1/2023	
Develop an MESB PSAP upgrade plan based on known/planned changes to PSAP CHE systems taking place during the transition to NG9-1-1	7/1/2023	8/31/2023	
Establish an MESB PSAP upgrade schedule. May need to align this with the ECN project schedule	9/1/2023	9/30/2023	
Transition changes at the PSAP will require coordination with other PSAP vendors like CAD, radio console, electrical	9/30/2023	12/1/2023	
Consider aligning PSAP upgrade schedules with the MESB PSAP cutover schedule established in Milestone 3	10/1/2023	12/1/2023	
Manage the MESB PSAP CHE upgrades and modifications	3/1/2023	12/31/2024	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 5 Legacy 9-1-1 ALI Database transition	**2/1/2023**	**5/31/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
ALI database transition to the ESInet / NG9-1-1 core will require coordination with PSAPs that may already have an ESInet and NG9-1-1 core services. The State ESInet may allow for some ALI database services to be consolidated and provide redundancy. Each PSAP will need to be "audited" independently to determine which ALI services can be migrated. This type of ALI audit is typically done as part of the development of a Location Information Server (LIS).			
Transition project management - MESB ALI Database Data Transition	**2/1/2023**	**5/31/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
The MESB supports the planning, coordination, actions and activities necessary to manage the migration of 9-1-1 call related data from the old system to the new system. This allows the MESB PSAPs to transition to full operation on the new system	**2/1/2023**	**5/31/2023**	
MESB coordinates the 9-1-1 call data transition of MESB PSAPs in preparation for cutover to the new NG9-1-1 ECNSP	**2/1/2023**	**4/1/2023**	
MESB coordinates with the new NG9-1-1 ECNSP to implement new 9-1-1 call data update procedures for the regional PSAPs	**3/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and the new ECNSP on data formats, data availability and initial data loads necessary for cutover to the new system	**3/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and the new ECNSP on the validation and ongoing maintenance of 9-1-1 call related data for the regional PSAPs	**5/1/2023**	**5/31/2023**	
MESB coordinates data transition with Inteliquent on behalf of the MESB PSAPs	**3/1/2023**	**5/1/2023**	
Milestone 6 Wireless carrier 9-1-1 traffic cutover	**1/1/2023**	**6/30/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
MESB will help coordinate the transition of carriers to the NG9-1-1 System. During transition, collaboration with each PSAP will be necessary to ensure that PSAP services, particularly call handling, are implemented to support the delivery of 9-1-1 calls across the NG9-1-1 platform. Doing so will allow call transfer between PSAPs and others.			
Transition project management - MESB Wireless 9-1-1 call traffic cutover	**1/1/2023**	**6/30/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
the MESB supports the MESB PSAPs in the cutover of wireless 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireless carriers serving the MESB region	**1/1/2023**	**6/30/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireless 9-1-1 traffic	**4/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireless carrier 9-1-1 traffic from the old system to the new system	**5/1/2023**	**6/30/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireless carrier 9-1-1 traffic from the old system to the new system	**6/29/2023**	**6/30/2023**	

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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 7 Wireline carrier 9-1-1 traffic cutover	**1/1/2023**	**12/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core**
Wireline carrier transition is defined as the process of migrating all existing OSPs to direct connections to the ESInet and migrating the 9-1-1 service onto the ESInet. OSPs include those providing 9-1-1 service to PSAPs that may be integrated into the state system			
Transition project management - MESB Wireline 9-1-1 call traffic cutover	**1/1/2023**	**12/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress**
the MESB supports the MESB PSAPs in the cutover of wireline 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireline carriers serving the MESB region	**1/1/2023**	**12/31/2024**	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireline 9-1-1 traffic	**1/1/2023**	**7/31/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireline carrier 9-1-1 traffic from the old system to the new system	**8/1/2023**	**12/31/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireline carrier 9-1-1 traffic from the old system to the new system	**1/1/2024**	**12/31/2024**	
Milestone 8 NG9-1-1 Database Deployed (LBR)	**6/1/2023**	**5/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress**
The MESB supports the MESB region and the MESB PSAPs in preparing for and deploying additional data capabilities in the region as the transition to NG9-1-1 continues. Location Based Routing (LBR) focuses on the transition to geographic based location data used for 9-1-1 call routing in the NG9-1-1 system			
Transition project management - Geodata normalization / synchronization	**6/1/2023**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Identify Primary MESB PSAP stakeholders for NG9-1-1 Geodata transformation and support	**6/1/2023**	**6/30/2023**	
Establish communication strategy for all MESB PSAP stakeholders with ECNSP Geodata service	**6/1/2023**	**7/31/2023**	
Finalize the development of GIS dataset requirements for MESB PSAPs	**7/1/2023**	**9/1/2023**	
Invest in GIS training	**6/1/023**	**12/31/2024**	
Develop GIS for PSAP guidance documents and adopt PSAP mapping standards	**7/1/2023**	**9/1/2023**	
Determine scope of effort for MESB PSAP activities to modify data to ECNSP Geodata service standards	**8/1/2023**	**10/31/2023**	
Coordinate with MESB PSAP stakeholders for geodata, GIS and LBR transition activities	**11/1/2023**	**5/31/2024**	
Transition project management - Spatial Interface	**6/1/2023**	**12/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**

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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Determine scope and effort for training MESB PSAPs on the use of the SI tools to manage and maintain GIS data	6/1/2023	6/30/2023	
Validate the Schema supported by ECNSP for geodata in the SI	6/1/2023	7/31/2023	
Coordinate ECNSP rollout of SI to MESB PSAPs	8/1/2023	12/31/2023	
Participate in the training of MESB PSAPs on the SI	11/1/2023	2/28/2024	
Establish testing and final approval of SI functions to MESB PSAPs	3/1/2024	5/31/2024	
Transition project management - Discrepancy / error handling	1/1/2024	3/1/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Identify the ongoing requirements for discrepancy correction, reporting, and editing	1/1/2024	2/28/2024	
Modify GIS based workflows at the MESB PSAPs to accommodate the SI capabilities as necessary to support ECNSP	1/1/2024	3/1/2024	
Transition project management - LBR Testing	3/1/2024	5/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Participate in testing and turn up of LBR with ECNSP	3/1/2024	4/1/2024	
Validate testing of LBR at the MESB PSAPs (legacy, NG, CAD, mapping, etc.)	4/1/2024	5/31/2024	
Transition project management - Maintenance	1/1/2024	6/30/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Establish maintenance and management workflows using GIS based tools for all MESB PSAPs	1/1/2024	6/30/2024	
Milestone 9 Monitoring, Reporting, Supporting, Operating	4/1/2023	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Many PSAPs currently have monitoring and management functions delivered through an existing provider. The new ECNSP vendor will be responsible for the transition from the current monitoring and management function to the new ESInet and NG9-1-1 System. As a result, the ECNSP will be required to support a framework for PSAPs as their contracts require.			
Transition project management - Reporting system deployment	4/1/2023	10/31/2023	MESB, ECN, ECNSP-core, ECNSP-egress
Identify MESB PSAP specific reporting system requirements	4/1/2023	7/31/2023	
Coordinate with ECNSP to establish reporting system requirements for MESB PSAPs	5/31/2023	7/31/2023	
Document MESB PSAP specific features that may be needed (individual PSAP differences)	5/31/2023	7/31/2023	
Determine data storage and retention expectations for MESB PSAPs	5/31/2023	6/30/2023	
Validate data collection of MESB PSAP reporting elements and system logging features	7/1/2024	12/31/2024	
Participate in reporting system implementation and deployment at MESB PSAPs	8/1/2023	12/31/2024	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Transition project management - Customization	**6/1/2023**	**10/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Determine the ability of the reporting system for customized reporting	**6/1/2023**	**7/31/2023**	
Coordinate custom reporting features based upon MESB PSAP expectations with ECNSP	**7/31/2023**	**12/31/2023**	
Transition project management - Testing	**10/31/2023**	**12/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Perform testing of canned reports, ad hoc reports and available tools	**10/1/2023**	**11/31/2023**	
Validate testing of reporting system	**10/31/2023**	**12/31/2023**	
Transition project management - Training	**10/1/2023**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Document and review NG9-1-1 system training requirements at the MESB PSAPs and coordinate the delivery of training with the ECNSP	**10/1/2023**	**4/30/2024**	
Identify and close training gaps	**10/1/2023**	**11/1/2023**	
Conduct an internal needs analysis to assess gaps in staff skillsets and seek training to augment the current knowledge base	**10/1/2023**	**10/15/2023**	
Develop NG911 training requirements and establish a curriculum	**10/1/2023**	**12/31/2023**	
Conduct NG911 internal and external training as may be necessary	**10/1/2023**	**12/31/2024**	
As more types of digital media become available to public safety telecommunicators, training on how to process these calls and the different technologies will need to be developed	**10/1/2023**	**12/31/2024**	
Certify completion of training with MESB PSAPs	**10/1/2023**	**12/31/2024**	
Customer Support Services	**1/1/2024**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Determine the Customer Support framework from ECNSP	**1/1/2024**	**3/31/2024**	
Identify the prioritization, time scale and escalation strategy for ECNSP	**4/1/2024**	**7/31/2024**	
Review the customer support strategy with MESB PSAPs	**8/1/2024**	**11/30/2024**	
Ongoing review of customer support system	**11/30/2024**	**12/31/2024**	
Service Management	**1/1/2024**	**11/30/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Review Service strategy, Operation, Transition, and ongoing improvement tools utilized by ECNSP	**1/1/2024**	**3/31/2024**	
Participate in the training and education of ECNSP service management and SLA delivery to the MESB PSAPS	**4/1/2024**	**7/31/2024**	
Review all SLA items regularly with ECNSP and MESB PSAPs	**8/1/2024**	**11/30/2024**	
System administration	**1/1/2024**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Establish MESB PSAP trouble reporting / ticketing and input to the customer service system	**1/1/2024**	**3/31/2024**	
Document the customer service system operation and train the MESB PSAP on how to create an incident, event or ticket	**4/1/2024**	**7/31/2024**	
Develop a plan with the ECNSP for how troubles are reviewed, addressed and corrected	**8/1/2024**	**11/30/2024**	
Establish a notification process to document when a ticket has been resolved / closed	**11/30/2024**	**12/31/2024**	
Information Assurance	**1/1/2024**	**11/30/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Establish a plan with ECNSP to ensure information is protected in transit, and at rest throughout the system	**1/1/2024**	**7/31/2024**	
Create a Regional cybersecurity plan to address cybersecurity threats and vulnerabilities as a region.	**1/1/2024**	**4/1/2024**	
The plan should address network monitoring so that there is increased visibility and transparency to the MESB and the PSAPs.	**1/1/2024**	**4/1/2024**	
As part of the planning process, third-party audits of MESB PSAP systems, networks, and facilities should be required as well as regular reviews of security policies and procedures.	**1/1/2024**	**4/1/2024**	
Ensure Confidentiality, Integrity and Availability are maintained across the system	**8/1/2024**	**11/30/2024**	

3.3 Additional MESB NG9-1-1 Transition Plan considerations

3.3.1 NG9-1-1 Transition Governance

- Update MESB governance documents to clarify NG9-1-1 requirements, policies, etc.
- Updates should address cybersecurity, call routing, operations, data maintenance, quality assurance/quality improvement (QA/QI) and training
- Solicit feedback from PSAP stakeholders to identify and prioritize what requirements, policies, and best practices they seek to establish for NG9-1-1
- Engage the TOC and consider establishing subcommittees to help develop new NG9-1-1 requirements, policies, and best practices
- Formalize committee charters and missions
- Engage stakeholders already serving in governing bodies like the TOC 9-1-1 subcommittee in planning and coordination

3.3.2 Cybersecurity

- Utilize DHS-CISA and NIST security standards documents to create a plan to address cybersecurity threats and mitigate vulnerabilities as a region
- Include industry standards and best practices for PSAPs to apply to protect the ESInet and other PSAPs

- Develop a strategy for improving network monitoring that provides a regional snapshot of situational awareness related to the MESB PSAPs with better insight on outages or disruptions.

3.3.3 Staffing

- Identify and close staffing gaps
- Develop a succession plan to ensure continuity of operations at the MESB
- Cross-train staff members and/or provide training that helps build their depth of organizational Understanding

3.3.4 Continuity of Operations Plan (COOP)

- Develop a regional COOP plan
- Engage the region to develop a comprehensive COOP plan template for PSAPs that aligns with Federal Emergency Management Agency (FEMA) continuity communications recommendations, including an annual review process
- A COOP plan outlines the steps necessary to maintain operational capacity during a localized or region-wide disruption of normal operations.
- The key objectives for any COOP plan should include actions to:
    - Minimize disruption to normal PSAP operations and 9-1-1 service levels
    - Mitigate, to the extent possible, the effects of disruptive events to the PSAPs and the Region
    - Minimize the fiscal impacts of disruptive events to the PSAPs and the Region
    - Prepare PSAP and MESB staff to implement emergency procedures
    - Establish or define alternate methods to continue 9-1-1 service delivery regionally
    - Provide for the efficient and timely restoration of PSAP and regional operations
- The COOP plan should be responsive to known, emerging and immediate threats.
- The plan should cover all operational levels, include a succession plan, and be scalable from single PSAP, to multiple PSAPs to the entire region for varying durations and degrees of impact.

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4. Tools to Manage the Transition to NG9-1-1

This section provides specific examples of tools and management practices designed to aid the MESB and the MESB PSAPs in the transition to NG9-1-1. Successful transition will be supported by implementing tools and best practices in the following areas:

1. Project Management
2. Risk Management
3. Change Management
4. Testing, Acceptance, Verification and Validation

4.1 Project Management

911 Authority recommends managing the transition to NG9-1-1 using industry best practice and methodologies aligned with the Project Management Institutes (PMI) approach to project management for the efficient and diligent execution of this vital project. The project should commence with an initialization ('kick-off') meeting. During the kick-off meeting, clarify the ECNSP project goals and objectives with the MESB PSAPs and primary stakeholders. Using this approach, a transition plan can be documented for the MESB PSAPs as the baseline and schedule. Consideration should be given and or plans developed around the following areas:

- Project management plan
- Stakeholder management plan
- Communications plan
- Schedule / Timeline
- Schedule management plan
- Resource management plan
- Change management plan
- Risk management plan
- Proposed Site by site implementation/work plan
- Acceptance testing and service validation plan

The Project Plan will be referred to on a regular basis during the transition phase of the project to ensure that implementation is completed in a timely fashion. Any changes to the ECNSP schedule and work plan that impact the MESB PSAPs must be communicated to the MESB stakeholders through the agreed upon change management process. The Project Plan shall clearly define the milestones attributable to the MESB PSAP migration timeline and clearly identify when the transition from ECNSP network implementation into service management occurs.

- **Project Work Plan** – A project work plan provides a detailed approach for the MESB PSAPs to follow in the transition to NG9-1-1, with specific tasks, timelines and deliverables broken out by transition milestone and scheduled in a timely manner. Organized in this manner, the work plan identifies the specific tasks necessary to successfully prepare for and complete each milestone, the resources assigned to each task, and other pertinent information such as the anticipated occurrence of on-site meetings

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- **Baseline Project Schedule** – Use the transition plan to develop an initial project schedule based on the current understanding of the transition scope and review it during the kick-off meeting for acceptance as the baseline through which the project will be measured. The baseline schedule should be managed in MS Project (or other acceptable format) and will identify all known project phases, tasks, and work packages. The transition plan provides a preliminary project timeline to illustrate the current understanding of the transition project.

An additional recommended management tool to use for the purposes of delineating roles and responsibilities during the transition is to use what is known as a RACI Matrix. The RACI acronym stands for "Responsible, Accountable, Consulted, and Informed."

Responsible: Responsible designates the task as assigned directly to this role (or group of people). The responsible role is the one who does the work to complete the task. Every task should have at least one responsible person and could have several.
Accountable: The accountable role delegates and reviews the work involved in a project. Their job is to make sure the responsible person or team knows the expectations of the project and completes work on time. Every task should have only one accountable person and no more.
Consulted: Consulted provide input and feedback on the work being done in a project. They have a stake in the outcomes of a project because it could affect their current or future work.
Informed: Person who will be updated on decisions and actions during the project.

An example of the high level RACI matrix for the MESB transition plan is provided below. Population of the RACI matrix would be baselined on the NG9-1-1 system and service requirements established by the Q1-2022 NG9-1-1 RFP as incorporated into the final contract with the new ECNSP.

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NG9-1-1 Transition Roles and Responsibilities Example Responsibility (RACI) Matrix R= RESPONSIBLE; A= ACCOUNTABLE; C= CONSULTED; I= INFORMED	MESB or in some cases ECN	ECNSP vendor(s)	MESB PSAPs
Overall Project Key Responsibilities			
Program Sponsor	A	R	C
Program Management	A	R	C
Project Management	R	A	C
Feature and System Acceptance	A	R	C
Contract Administration and Engagement	R	A	C
Example Network and Technical Requirements			
ESInet Services			
Implemenation of ESInet	I	A	C
Coordination with existing 911 Service Provider	I	A	C
Pre-Cutover Activities OSP	I	A	I
ESInet cutover with OSPs	I	A	I
ESInet traffic - OSP and Ingress	I	A	C
NG Core Services	I	A	I
Cutover of NG Core Functional Elements	I	A	I
ESInet Traffic - NG Core Services	I	A	I
Pre-Cutover Activities PSAP	C	A	C
ESInet cutover with PSAPs	C	A	C
ESInet traffic - PSAP and Egress	C	A	C
ESInet Testing and Acceptance process	C	A	C
ESInet Testing and Acceptance confirmation	C	A	R
Migration of Traffic to ESInet	C	A	C
ESInet Continuity of Operations plan	I	A	C

Figure 5 - Example NG9-1-1 Transition RACI Matrix

4.2 Risk Management Process

Because the MESB PSAPs are the primary users of NG9-1-1 services delivered by the ECNSP, the PSAPs will be instrumental in ensuring that the ESInet and NG9-1-1 core services meet their operational requirements. Transition to a new system always carries risk. Risks may arise at any point during the transition and will affect PSAPs more so than others. That being the case, the MESB and the PSAPs they serve play an important role with respect to minimizing transition risks. MESB and the PSAPs will need to collaborate with the ECNSP to manage and minimize risks throughout the process. PSAPs will be required to assist with:

- Risk identification, assessment, and review
- Risk documentation and identification of triggers
- Risk prioritization
- Risk response planning
- Risk management

- Risk mitigation

An example risk management matrix is provided below.

Risk Management Matrix (Risk Register)			
Project	Project title here	Project #	Project # here
Project manager	Project manager name here	Sponsor	Sponsor name here
Project artifacts	Location of project documents here	Updated	Date of update here

ID	Risk Description	Probability	Impact	Detectability	Importance	Category	Trigger Event/Indicator	Risk Response and Description	Contingency Plan	Owner	Status	Date Entered	Date to Review
1	What is this risk?				0		What act or event initiates either the risk occurrence or precipitates the response strategy?	How will you respond to this risk and what actions will you take to match that response?	If the risk becomes a reality, what will you do in response, as a backup, or alternative/ workaround?	Who monitors this risk?			
2					0								
3					0								
4					0								
5					0								
6					0								
7					0								
8					0								
9					0								
10					0								

Figure 6 - Example Risk Register

4.3 Change Management Process

To effectively prepare for potential changes to the NG9-1-1 System, a change management process must be developed early, prior to transition. Changes are sure to occur during implementation and after transition. A formal change management process provides an assurance that changes are documented, coordinated, evaluated, prioritized, planned, tested, approved, and implemented as planned. During implementation and transition Change management may follow a typical waterfall or static process. Once transition has occurred and services are being delivered, the focus of Change management may change to accommodate how operational services are managed and maintained through the implementation of any change. PSAPs will work in conjunction with MESB to manage changes to their PSAP operations, and the ESInet. PSAPs will identify the changes required in accordance with the three primary types of change and coordinate the process of completing the change with the Vendor. Typically three types of changes can occur:

- Standard Change
- Normal Change
- Urgent/Emergency Change

The MESB will collaborate with each PSAP to create and monitor change requests with the ECNSP and provide support for documentation of changes as required. Change management contains multiple

perspectives to be effective. From the MESB perspective, the initial focus is on the NG9-1-1 transition and the creation of the infrastructure to support the PSAPs. For the PSAPs, the change management process becomes an essential management function that each PSAP uses to arrange the network to suit its individual missions and goals. The following diagram / swim lane shows the breakdown by role and responsibility during the change management process.

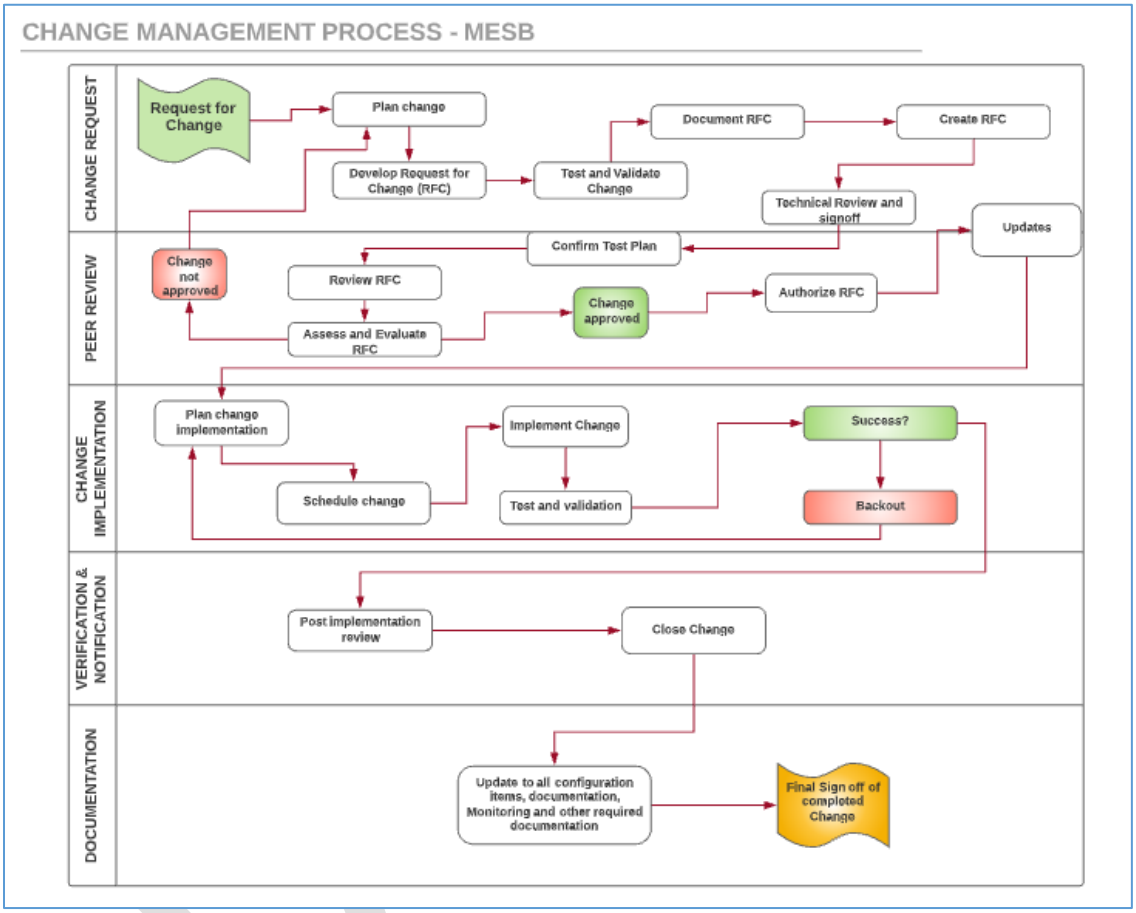

Figure 7 - Change Management Process

Plan and Establish Change Management Structure

- Identify the change, stakeholders and document the outcomes desired by making the change.
- Evaluate the impact of the change on the component projects and subsidiary project plans
- Prioritize the change using the program scope document, program management plan, governance structure and any subsidiary plans
- Determine impact of the change on the project execution, and if the service is in operation; the evaluate the risk of the change on all services to reduce the potential of a risk trigger
- Identify the cost of the change
- Document the change and provide recommendations that can aid in the acceptance process

- Prepare and test the changes prior to implementing and document the results to aid in the approval process
- Develop and manage a change log to ensure that planned, unplanned – and emergency changes are tracked.
- Ensure that the system delivered and all project documentation reflects all changes that occurred during implementation and track to the system and services installed (which may be different than what was proposed)
- Complete an update to the system documentation and configuration management database documenting what has changed across the system.

4.4 Testing, Acceptance, Verification and Validation

The MESB and the MESB PSAPs will need to be prepared for service testing as the transition to a new NG9-1-1 system takes place. Testing will evolve to cover many topics and areas that could impact operations at the PSAPs while some aspects will remain transparent to the PSAPs. Generally speaking all testing and service validation done on the new system will involve 9-1-1 test calls to the PSAPs. Any testing coordinated by the MESB should focus on use cases. Examples are provided in the diagrams below.

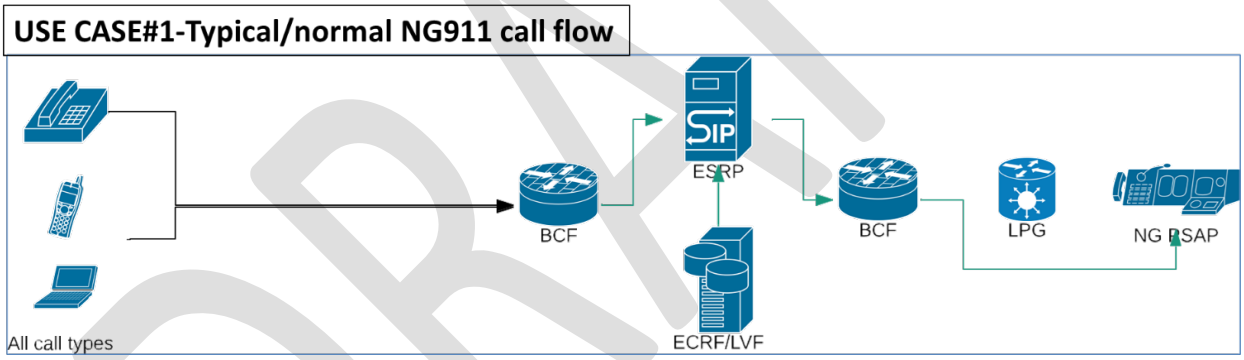

Figure 8 - Example 9-1-1 Test Call Use Case

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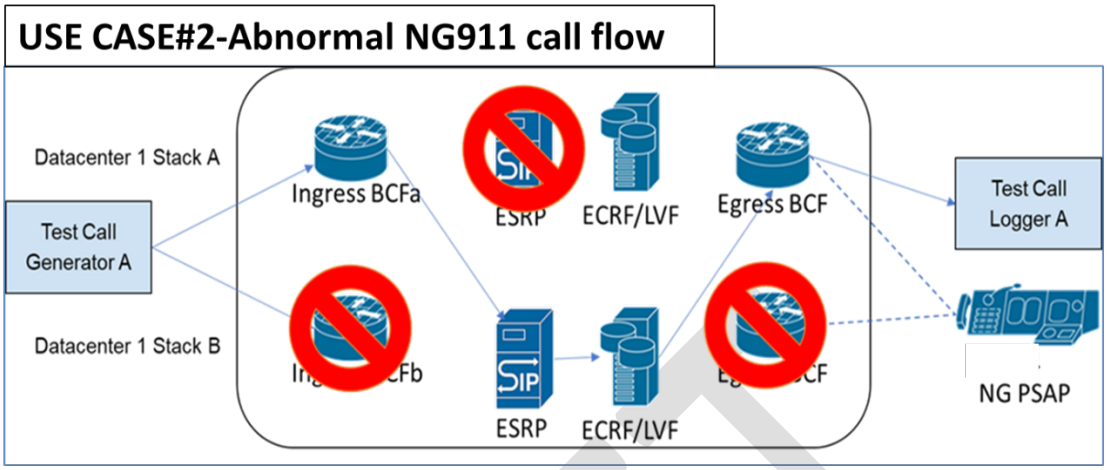

Figure 9 - Example 9-1-1 Call Failure Use Case Example

Additional Testing Considerations:

- Establish performance baselines in relation to the RFP requirements, industry and national standards, and metrics
- Improve compliance with the service objectives and the service level agreements
- Decrease and minimize risks while increasing the overall risk tolerance of the NG9-1-1 system
- Improving incident management and continuity of operations

a. Agree on methodology and framework
b. Develop expected results
c. Develop testing Method Of Procedure (MOP)
d. Develop draft Test Plan
e. Develop Final Acceptance Test Plan (ATP)
f. Finalize testing schedule

4.4.1 PSAP Acceptance Test Plan Elements

The following identifies areas of consideration for the MESB and MESB PSAPs in developing an acceptance test plan relative to the new NG9-1-1 system and services. This list is not meant to be all inclusive, but is representative of areas that will be impacted during the transition to a new NG9-1-1 system or the deployment of new NG9-1-1 services as part of a new NG9-1-1 system.

1. User Interface
    a. Workstation tools
2. Machine-to-Machine Interface
    a. PSAP systems to Network elements
    b. PSAP systems to PSAP systems (can be internal, or PSAP to PSAP)
    c. Network Element to Network Element
        i. Call processing functions
        ii. Call delivery functions

   iii. Location systems
   iv. Text-to-(and from) 911
   v. Logging systems
   vi. Recording systems
3. Call Answering functions
   a. Routing
   b. Call Control
   c. Traffic management
   d. Call functions (bridge, park, transfer, etc)
   e. Additional PSAP features
4. PSAP specific services
   a. Time-of Day and Day-of Week Decisions
   b. Scheduled Service Events
   c. User Interaction
   d. Timers
   e. Time-of-Day Routing
5. Call Services
   a. ANI Delivery
   b. ALI Delivery
   c. SIP location delivery
   d. Call indicators
      i. Ring
      ii. CAD alert
      iii. Visual Call waiting message Waiting
      iv. Call Waiting Features
6. Automatic Call Distributor (ACD)
7. Management Functional Areas
   a. Account Management
   b. Configuration Management
   c. Fault Management
   d. Performance Management (SLA)
   e. Security Management
   f. Applications and Functions
      i. Public Emergency Services
      ii. Enhanced 911/NG911
      iii. Call trace
8. Electronic Bonding
   a. Trouble administration and escalation
9. System Reliability and Quality Criteria
   a. Reliability and Quality Criteria
   b. Network element redundancy
   c. Transport Systems

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d. Management Systems

4.4.2 Test Preparation

Test preparation and planning for the transition to NG9-1-1 will help document the expected results of the system that can then be compared to the actual results when using the new system. Many of these tests will be performed in the lab setting and within a controlled environment. Tests will be selected that will effectively test the primary components that make up the ESInet and NG9-1-1 system. The results of those tests will validate that the system is configured properly and meets requirements. In addition to testing the primary components of the ESInet, other tests must be prepared to verify the transmission and delivery of calls and data across the configuration. Following are verification tests that should be conducted by the ECNSP and the MESB PSAPs during the transition to the new NG9-1-1 system.

1. Network Routing Testing
    a. Primary
    b. Alternate
    c. Defaults
2. 9-1-1 Call Voice and Data Testing
3. Text to 9-1-1 Testing
4. NG9-1-1 Core Function Testing
    a. BCF/Security
    b. ECRF/LVF/Data
    c. ESRP/Routing
    d. LNG
5. Policy Routing Function Testing
6. Originating Service Provider Testing
    a. Inbound
    b. Outbound
    c. LIS/LDB
    d. ALI/Data
    e. MSAG
7. PSAP System Cutover Testing
    a. Hosted CHE
    b. Non-Hosted CHE
    c. CAD interface
    d. Logging / recording
    e. Statistics
8. Failover, Disaster Recovery and Contingency Testing
9. Reporting/Logging/Monitoring

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Verification and Validation of Testing

Test procedures should be applied as agreed upon to verify and validate the NG9-1-1 service, software, and system from a capability, functionality, and application basis. Following are the suggested documentation requirements associated with testing procedures related to the transition.

- Document all test results and any additional findings.
    - Note any findings deemed not applicable or not desired.
    - Note any fixes performed by the Vendor and ensure that the fixes are documented.
    - Note any findings deemed as false positives.
    - These results and findings may lead to a change request or other potential configuration modifications prior to transition.
    - In addition, regression testing will need to be done in the event the modifications do not meet the desired specifications.
- Document the control mechanisms as needed to a scorecard or list.
- Document test limitations.
- Determine that all components, system functions, and services provided are operational and conduct functionality checks after completion of assessment.

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- Nothing Follows -

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 5B. Approval of Amendment 1 to Blue Peak Consulting Agreement
Presenter: Mihelich

RECOMMENDATION
The 9-1-1 TOC recommends Board approval of Amendment 1 to the Agreement with Blue Peak Consulting for telecommunicator resiliency training.

BACKGROUND
In late 2017, the Board approved a list of regional funding priorities for 2018 which included resiliency training for telecommunicators, which was identified by the 9-1-1 TOC as a high priority project. In spring 2018, an RFP for this training was issued; no responses were received, and the grant funds were allocated to a different project. At industry conferences that year, staff discussed this project with a couple of training vendors. An RFP was re-released in December 2020 and in March 2021 the Board ratified awarding a contract for telecommunicator resiliency training to the sole respondent, Moetivations, Inc. Moetivations provided training to all PSAPs in the MESB region prior to June 30, 2021.

PSAPs were not pleased with the training received from Moetivations; the issue was related to the material covered versus the quality of instruction.

Resiliency training for telecommunicators was again included as a regional funding priority in 2021 and 2022; the MESB received 2021 SECB grant funds for additional resiliency training. At the May 11, 2022 MESB meeting, the Board awarded the resiliency contract to Blue Peak Consulting in the amount of $75,000.00.

ISSUES & CONCERNS
When the MESB received its FY22 SECB grant allocation, it included $150,000.00 for compliance training related to Travis' Law, and $6,200.00 for PSAP cybersecurity assessments, as well as $75,000.00 for resiliency training.

The region opted to participate in the state's cybersecurity assessment initiative, which freed up $6,200.00 to be transferred into an existing grant project.

After July 1, 2022, MESB staff determined that no training existed which would guarantee compliance with Travis' Law. In the interest of getting the $150,000.00 dollars spent, MESB staff and the 9-1-1 TOC agreed that the funds would be best put to use in the resiliency training project. With the two additional allocations, the amount of funds available for the resiliency

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 5B. Approval of Amendment 1 to Blue Peak Consulting Agreement
Presenter: Mihelich

training project went from $75,000.00 to $231,200. This amendment makes that adjustment in the agreement.

The new amount of funds to be allocated for this project will provide training to nearly all current PSAP staff in the metro region. Blue Peak's original cost for training all current metro region PSAP staff was $257,850.00.

FINANCIAL IMPACT
None to the MESB as this project utilizes grant funds. MESB pays the bills and then applies for reimbursement via the grant.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

FIRST AMENDMENT TO
MESB RESILIENCE PROGRAM AGREEMENT

THIS AMENDMENT is made and entered into by and between the METROPOLITAN EMERGENCY SERVICES BOARD (herein after referred to as "MESB" or "CLIENT"), 2099 University Ave. W., St. Paul, MN 55104 and BLUE PEAK CONSULTING (herein after referred to as "BLUE PEAK" or "COMPANY"), 1640 Hampshire Avenue North, Golden Valley, MN 55427.

WITNESSETH:

WHEREAS, the MESB entered into an agreement with BLUE PEAK on August 1, 2022 ("the Agreement") to provide professional and consulting services to provide public safety telecommunicators resilience training and resources; and

WHEREAS, the parties wish to amend the Agreement to allow BLUE PEAK to provide additional resilience training services to more public safety telecommunicators in the metro region.

NOW, THEREFORE in consideration of the terms, conditions and covenants set forth herein, the MESB and BLUE PEAK agree as follows:

Section 2, paragraph (a) is amended to read:

(a) Compensation: In consideration for the services provided by the Company to Client as set forth in paragraph 1 above, Client agrees to pay Company an event fee of $231,200 (the Event Fee). Company's obligation to render services hereunder is conditioned upon Client's payment of said fee on a timely basis. The Event Fee shall be paid according to the following schedule:

$40,600 is due upon signing of this Agreement

$63,533 on or before 10/1/22

$63,533 on or before 2/1/23

$63,564 on or before 6/30/23

This First Amendment shall be effective upon execution by both parties.

Except as hereinabove amended, the terms, conditions and provisions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this First Amendment to be executed on the dates set forth below.

METROPOLITAN EMERGENCY SERVICES BOARD

By: _____
Irene Fernando, Chair

Dated: _____

BLUE PEAK CONSULTING

By: _____
Margaret Gavian, Owner

Dated: _____

Approved as to form:

_____
Board Counsel

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 5C. Approval to Issue RFP for the CAD-to-CAD Interoperability Project
Presenter: Mihelich

RECOMMENDATION

The 9-1-1 TOC recommends approval to issue an RFP for the regional CAD-to-CAD interoperability (data hub) project.

BACKGROUND

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The RFP for a consultant was awarded to Winbourne, LLC. on November 10, 2021.

Winbourne and the workgroup have collaborated to develop sample governance and funding plans, as well as the actual technical specifications/statement of work for the RFP to procure a regional CAD-to-CAD data hub interoperability/workload sharing solution. The workgroup would like to proceed with the creation of an RFP for a regional CAD-to-CAD data hub.

ISSUES & CONCERNS

The technical specifications/statement of work is complete and can be used to create an RFP, but PSAPs will need formal governance and funding documents before they receive approval to formally join the project. Governance and funding documents will not be completed until after the RFP vendor is selected with known actual costs per PSAP and decisions are made on governance and system administration.

The data hub will require a regional system administrator to oversee the operations and maintenance of the entire system. The region will need to decide who will act as overall system administrator and how to pay for this ongoing service.

FINANCIAL IMPACT

The MESB will pay to place a notice in the State Register (approximately $40.00) and MESB staff time will be used to manage the RFP process, including RFP evaluation.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

MESB STATEMENT OF WORK

1. PURPOSE

The purpose of this solicitation is to acquire a CAD-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency responses that cross jurisdictional and PSAP boundaries. The solution will accomplish this by exchanging data to assist in requesting resources from another PSAP or agency. The project's goal is to facilitate the transfer or request of neighboring agency's resources. Location and status information will enable each CAD system to recommend resources based on call type and incident location to ensure the fastest capable resource responds to minimize response times to an emergency incident.

Situational awareness or view only of neighboring incidents is also of high interest to this project and its members.

Interoperability and regional awareness are the two primary reasons for this CAD-to-CAD implementation. Its importance has been highlighted during recent incidents in the metropolitan areas where high profile events took place requiring the coordination of the City Police Departments, County Sheriff's Office, and the Minnesota State Patrol. Event awareness and coordination was handled with telephone calls and or radio communications as no better alternatives existed.

2. BACKGROUND

The Metropolitan Emergency Services Board (MESB) has members from ten counties in the Minneapolis and St. Paul Minnesota area. There are 19 primary PSAPs within these counties including the Minnesota State Patrol. The Minneapolis-St Paul Airport (Metropolitan Airports Commission) and University of MN are also included in this count. This group is often referred to as the Metro Region of MN. Minneapolis is in Hennepin County and St. Paul is in Ramsey County. These 19 PSAPs are the focus of this project although it is highly anticipated that after the initial project is implemented ambulance companies and other surrounding PSAPS, fire departments, law enforcement agencies, and private utilities will be interested in utilizing the CAD-to-CAD system. Perhaps eventually being deployed statewide. This project is known as the MESB CAD Interoperability Project.

While it is anticipated that the agencies listed in this document will participate in this project, they are under no financial or legal obligation to participate in this project. *new sentence*

3. PROJECT OBJECTIVES

The objective of this project is to establish a data exchange hub to connect and make interoperable the CAD systems of participating agencies. The intent is that the CAD-to-CAD system enables the participating agencies to increase operational efficiency, enhance regional situational awareness, and decrease response times.

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This RFP seeks proposals from qualified firms to implement a fully functional customer off the shelf ("COTS") vendor hosted CAD-to-CAD solution. The application should be flexible and scalable in design. The awarded contractor will be responsible for the following project components to include but not limited to:

- Providing a System that meets the technical and functional specifications of this RFP.
- Interfacing and implementing each of the participating entity's CAD systems into the CAD-to-CAD System in a planned approach.
- Complying with all requirements and proper protocol concerning the collection of CAD information as well as abiding by the Health Insurance Portability and Accountability Act ("HIPAA"), Criminal Justice Information Services ("CJIS"), National Information Exchange Model ("NIEM"), and other applicable public safety information and data requirements.
- Providing professional Project Management Services including developing and executing a detailed Project Schedule, and the delivery of regularly scheduled status reports and identifying and managing project risks and issues.
- Implementing a system utilizing standard Information Technology project phases to include:
    - System Design.
    - System Installation and Configuration.
    - Fit and Gap
    - Integration and Testing of the CAD interfaces.
    - System Acceptance Testing to include performance and load testing for all PSAPs.
    - End User Training
    - Go-live Planning and Cut-Over
    - Post-Go Live System Reliability and Maintenance

4. DEFINITIONS

When used herein, the following words shall have the attendant meaning:

"CAD System" is the Computer aided dispatch system utilized by the individual PSAPs.

"Metropolitan Emergency Services Board" ("MESB") means the organization that currently oversees and manages emergency communications services for the ten-county metropolitan area and the City of Minneapolis.

"Non-Public Safety Agency" ("NPS") means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and or supports the mission of public safety, fire, EMS, law enforcement, crisis teams that are not members of the Agreement but wish to contract to receive CAD Interoperability connection and support.

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"PSAP" means both Primary and Secondary Public Safety Answering Points.

"Public Safety Answering Point" ("PSAP") means a communications facility operated on a 24-hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies. For purposes of this Agreement, "PSAP" means PSAP and/or Secondary PSAP (definition below).

"Secondary Public Safety Answering Point" means a communications facility to which 911 calls are transferred from a Primary PSAP: (1) for post-dispatch or pre-arrival medical instructions; or (2) to complete the call taking process by dispatching police, such as university campus or tribal police, fire or other first responders; or (3) to receive 911 calls routed to it from a PSAP when the PSAP is unable to receive or answer 911 calls.

5. PROJECT BACKGROUND

The agencies within the MESB area currently can share voice and radio data through regional and or statewide systems. During the recent riots in Minneapolis, it quickly became apparent that the surrounding PSAPs that were now receiving the 911 overflow calls from Minneapolis had no means to notify Minneapolis of the pending requests for service that they handled. Minneapolis's phone lines and radio systems were extremely busy and if they had a CAD-to-CAD system that they would have been able to easily share the outstanding calls for service. They also understood that increased situational awareness would have made all their jobs easier trying to coordinate the logistics during the riots and afterward during the trial.

This project will optionally include up to six Emergency Medical Service (EMS) agencies. Their workload and CAD information is in section VII.

6. AGENCY BACKGROUND INFORMATION

The following section provides a brief overview of the public safety operations within the participating agencies. Most PSAPs are operated on a county-wide basis. There are a few notable exceptions. Within the physical boundaries of Hennepin County there are multiple independent PSAP's. The Hennepin County Sheriff, City of Minneapolis, combined cites of Edina and Richfield, City of Bloomington, City of Eden Prairie, City of St. Louis Park, and the Metropolitan Airports Commission. Details of each are listed below.

Another special situation involves a joint powers intergovernmental consortium entity that provides software services to local Minnesota governments. This entity is named Local Government Information Systems (LOGIS). Amongst its offerings is a CAD application and other public safety applications. LOGIS houses and operates the application servers, and its members connect with high-speed network access. Three PSAPs associated with this project use LOGIS

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as their CAD provider. City of Bloomington, Dakota County, and the Metropolitan Transit Authority. All three use a common CAD application although their data is maintained separately.

Additionally, the law agency PSAPs collaborate and coordinate responses with individual independent EMS agency PSAPs when medical care is needed.

6.1. Anoka County

Anoka County PSAP's coverage area is a mixture of urban and rural areas. The county population is approximately 365,000. The PSAP is located in the city of Anoka and dispatches for 11 Police/Law, 16 Fire, and 3 EMS agencies.

6.2. Carver County

Carver County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 107,000. The PSAP is located in the city of Chaska and dispatches for 2 Police/Law, 11 Fire, and 1 EMS agencies.

6.3. Chisago County

Chisago County PSAP's coverage area is a mixture of smaller cities/towns and largely rural. The county population is approximately 57,000. The PSAP is located in the city of Center City and dispatches for 4 Police/Law, 11 Fire, and 3 EMS agencies.

6.4. City of Eden Prairie

The City of Eden Prairie is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Eden Prairie is approximately 64,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies.

6.5. City of Edina/Richfield

The City of Edina is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The PSAP dispatches for both the city of Edina and the city of Richfield. The population of Edina and Richfield combined is approximately 88,000. The PSAP dispatches for 2 Police/Law, 2 Fire, and 1 EMS agencies.

6.6. Hennepin County (Sheriff)

The Hennepin County Sheriff's office operates a PSAP for all the police and fire agencies within the county limits that are not serviced by the other "Independent PSAPs". The entire population of Hennepin County is approximately 1,282,000 with Hennepin PSAP's area handling about 1/3 of that. The PSAP dispatches for 27 Police/Law, 26 Fire, and 5 EMS agencies.

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6.7. Isanti County

Isanti County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 41,000. The PSAP is located in the city of Cambridge and dispatches for 4 Police/Law, 4 Fire, and 3 EMS agencies.

6.8. City of Bloomington

The City of Bloomington is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Bloomington is approximately 85,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies. Bloomington uses LOGIS's CAD application.

6.9. Dakota County

Dakota County PSAP's coverage area is a mixture of urban and rural. The county population is approximately 440,000. The PSAP is located in the city of Rosemount and dispatches for 12 Police/Law, 11 Fire, and 5 EMS agencies.

6.10. Metro Transit

The Metro Transit Police Department patrols, responds to incidents, and investigates crimes occurring on Metro Transit property. This includes buses and light rail cars and platforms. Their jurisdiction spans eight counties. Metro Transit Police has its own dispatch facility.

6.11. Metropolitan Airport

Metropolitan Airports Commission Emergency Communications Center dispatches for the airport police and fire departments. These public Safety departments of the Metropolitan Airports Commission (MAC) deliver services to ensure the safety and security of the Minneapolis-Saint Paul International Airport (MSP) property including to the traveling public and employees.

6.12. City of Minneapolis

The City of Minneapolis is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Minneapolis is approximately 430,000. The PSAP dispatches for 3 Police/Law, 1 Fire, and 2 EMS agencies.

6.13. University of Minnesota

The University's Public Safety Emergency Communications Center (PSECC) is a 911 dispatch and monitoring center for activities in and around the campus community. It's part of the Department of Public Safety to ensure the safety of students, faculty, staff, and visitors. The PSECC uses the City of Minneapolis's CAD system.

6.14. Minnesota State Patrol

The Minnesota State Patrol has two regional dispatch centers. They are in the cities of Roseville and Rochester. The Roseville center handles all metro and northern Minnesota 911 calls. The

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Rochester center handles 911 calls placed in the southern third of the state. Initially this project will focus on the Roseville/Metro center.

6.15. Ramsey County

Ramsey County PSAP's coverage area is primarily urban. The city of St. Paul and surrounding suburban communities are in Ramsey. The county population is approximately 555,000. The PSAP is located in the city of St Paul and dispatches for 9 Police/Law, 9 Fire, and 3 EMS agencies.

6.16. Scott County

Scott County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 151,000. The PSAP is in the city of Shakopee and dispatches for 9 Police/Law, 8 Fire, and 4 EMS agencies.

6.17. Sherburne County

Sherburne County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 97,000. The PSAP is in the city of Elk River and dispatches for 4 Police/Law, 6 Fire, and 4 EMS agencies.

6.18. City of St. Louis Park

The City of St Louis Park is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of St Louis Park is approximately 50,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies.

6.19. Washington County

Washington County PSAP's coverage area is a mixture of urban and rural. The county population is approximately 268,000. The PSAP is in the city of Stillwater and dispatches for 9 Police/Law, 14 Fire, and 7 EMS agencies.

7. LAW AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training and backup center positions. Active workstations are the number of workstations being used at a PSAP's peak staffing time.

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Agency-Anoka County	STATISTICS
Total Number of CAD Incidents - 2021	290,000
Total CAD Workstations	27
Active CAD Workstations	15
Number of Mobile Units	3,600
CAD Application and Version	CentralSquare Enterprise 21.1.2.5
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina, M Health Fairview
Note: New building (late 2023) will increase the number of CAD workstations. 32 on floor, 12 training room, 12 backup center (keeping current center).	

Agency-Carver County	STATISTICS
Total Number of CAD Incidents - 2021	52,538
Total CAD Workstations	7
Active CAD Workstations	7
Number of Mobile Units	75 (45 CCSO & 30 Chaska PD)
CAD Application and Version	Computer Information Systems (CIS) 13.05.01 build 150
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Ridgeview Ambulance

Agency-Chisago County	STATISTICS
Total Number of CAD Incidents - 2021	19,780
Total CAD Workstations	7
Active CAD Workstations	4
Number of Mobile Units	48
CAD Application and Version	ProPhoenix
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina, M Health, North Air, LifeLink III & Osceola WI EMS

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Agency-Eden Prairie	STATISTICS
Total Number of CAD Incidents - 2021	46,564
Total CAD Workstations	8
Active CAD Workstations	4
Number of Mobile Units	29
CAD Application and Version	Tyler New World 2021.1 (sp2)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin EMS (HEMS)

Agency-Edina/Richfield	STATISTICS
Total Number of CAD Incidents - 2021	86,259
Total CAD Workstations	6
Active CAD Workstations	4
Number of Mobile Units	Approx. 90 (50 Edina/ 40 Richfield)
CAD Application and Version	CentralSquare SunGard One Solution (OSSI) 21.3.0.1002
Number of EMS Agencies You Dispatch For	1 (Edina Fire/EMS)
EMS Agencies You Coordinate With – who are they?	Hennepin EMS

Agency-Hennepin County Sheriff's Dispatch	STATISTICS
Total Number of CAD Incidents - 2021	614,362
Total CAD Workstations	31
Active CAD Workstations	29
Number of Mobile Units	515
CAD Application and Version	CentralSquare Enterprise 21.1.2.6
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	North EMS, Hennepin EMS, Allina EMS, Ridgeview EMS

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Agency-Isanti County	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	4
Active CAD Workstations	4
Number of Mobile Units	
CAD Application and Version	CentralSquare LETG
Number of EMS Agencies You Dispatch For	
EMS Agencies You Coordinate With – who are they?	

Agency LOGIS CAD - Bloomington	STATISTICS
Total Number of CAD Incidents - 2021	69,784
Total CAD Workstations	7
Active CAD Workstations	6
Number of Mobile Units	80
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina

Agency LOGIS CAD - Dakota County	STATISTICS
Total Number of CAD Incidents - 2021	365,796
Total CAD Workstations	23 plus 8 back up
Active CAD Workstations	20
Number of Mobile Units	476 (Law-341, Fire-135)
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	5
EMS Agencies You Coordinate With – who are they?	Burnsville, Hastings, South Metro, MHeath, and Allina

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Agency LOGIS CAD - Metro Transit	STATISTICS
Total Number of CAD Incidents - 2021	73,523
Total CAD Workstations	20
Active CAD Workstations	14
Number of Mobile Units	58 Squad Laptops
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	HEMS, Allina, North, M Health, SPFD, Edina

Agency-MSP Airport	STATISTICS
Total Number of CAD Incidents - 2021	75,000 average annual (2021 was lower than normal)
Total CAD Workstations	14
Active CAD Workstations	5
Number of Mobile Units	100
CAD Application and Version	CentralSquare Enterprise 21.1.2.3
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina

Agency Minneapolis CAD - City of Minneapolis	STATISTICS
Total Number of CAD Incidents - 2021	500,000 (all agencies)
Total CAD Workstations	80
Active CAD Workstations	26
Number of Mobile Units	400
CAD Application and Version	CentralSquare Enterprise 5.8.19
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin EMS, North Memorial

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Agency Minneapolis CAD - University of Minnesota	STATISTICS
Total Number of CAD Incidents - 2021	35,000
Total CAD Workstations	9
Active CAD Workstations	5
Number of Mobile Units	16
CAD Application and Version	CentralSquare Enterprise 5.8.19 (Minneapolis's CAD)
Number of EMS Agencies You Dispatch For	1 (U of M EMS for special Events)
EMS Agencies You Coordinate With – who are they?	Hennepin EMS

Agency-Minnesota State Patrol (Roseville Location)	STATISTICS
Total Number of CAD Incidents - 2021	231,077 (10 county Metro area)
Total CAD Workstations	17 (metro only)
Active CAD Workstations	15 (metro only)
Number of Mobile Units	250 + Excluding aircraft and specialized units
CAD Application and Version	Hexagon Intergraph 9.2
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Technically All of them

Agency-Ramsey County	STATISTICS
Total Number of CAD Incidents - 2021	546,420
Total CAD Workstations	57
Active CAD Workstations	32
Number of Mobile Units	864
CAD Application and Version	CentralSquare Enterprise 21.1.2.8
Number of EMS Agencies You Dispatch For	3 (SPFD, MAFD and WBLFD)
EMS Agencies You Coordinate With – who are they?	Allina, Lakeview (Current CAD-to-CAD) we do calltaking and send completed call to Allina Queue

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Agency-Scott County	STATISTICS
Total Number of CAD Incidents - 2021	152,407
Total CAD Workstations	12
Active CAD Workstations	5
Number of Mobile Units	200
CAD Application and Version	CentralSquare LETG
Number of EMS Agencies You Dispatch For	1 Mdewakanton
EMS Agencies You Coordinate With – who are they?	4- Allina, Ridgeview, MHealth, North

Agency-Sherburne County	STATISTICS
Total Number of CAD Incidents - 2021	61,017
Total CAD Workstations	8
Active CAD Workstations	6
Number of Mobile Units	48
CAD Application and Version	ProPhoenix 2020
Number of EMS Agencies You Dispatch For	1
EMS Agencies You Coordinate With – who are they?	Allina, CentraCare, North, Mayo

Agency-St. Louis Park	STATISTICS
Total Number of CAD Incidents - 2021	53,727
Total CAD Workstations	5
Active CAD Workstations	3
Number of Mobile Units	8-10 Patrol/Investigator/Non-sworn mobile – FT Fire Dept averages 5 mobile units
CAD Application and Version	CentralSquare Zuercher Suite v21.1 (OS 6.2)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin Health Care aka HCMC

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Agency-Washington County	STATISTICS
Total Number of CAD Incidents - 2021	217,000
Total CAD Workstations	16
Active CAD Workstations	7
Number of Mobile Units	340
CAD Application and Version	CentralSquare Enterprise 20.2.4 Patch 1
Number of EMS Agencies You Dispatch For	5
EMS Agencies You Coordinate With – who are they?	4 – White Bear Lake EMS (Ramsey PSAP), M Health Fairview PSAP Lakeview (Allina PSAP), Hastings EMS (Dakota PSAP)

8. EMS AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training, and backup center positions. Active workstations are the number of workstations being used at peak staffing time.

Allina EMS	STATISTICS
Total Number of CAD Incidents - 2021	230,000
Total CAD Workstations	42
Active CAD Workstations	34
Number of Mobile Units	130
CAD Application and Version	CentralSquare Inform CAD 5.8.21 Patch 1
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Anoka, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, Washington

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Hennepin EMS (Uses Minneapolis's CAD)	STATISTICS
Total Number of CAD Incidents - 2021	90,000
Total CAD Workstations	8
Active CAD Workstations	6
Number of Mobile Units	50 (25 on street peak)
CAD Application and Version	CentralSquare Enterprise 5.8.19 (Minneapolis's CAD)
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	MECC, HCSO, MSP, Transit, U of M, Edina, Eden Prairie, St. Louis Park

M Health Fairview EMS	STATISTICS
Total Number of CAD Incidents - 2021	65,000
Total CAD Workstations	12
Active CAD Workstations	8
Number of Mobile Units	-
CAD Application and Version	Zoll v6
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Scott, Dakota, Anoka, Chisago.

Mayo Clinic Ambulance (*Currently not interested*)	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	
Active CAD Workstations	
Number of Mobile Units	
CAD Application and Version	Zoll
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	

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North Memorial Ambulance	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	
Active CAD Workstations	
Number of Mobile Units	
CAD Application and Version	Hexagon Intergraph 9.4
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	

Ridgeview Medical Center	STATISTICS
Total Number of CAD Incidents - 2021	17,150
Total CAD Workstations	5
Active CAD Workstations	3
Number of Mobile Units	130
CAD Application and Version	Zoll RescueNet
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Carver, Hennepin, Scott

9. GENERAL REQUIREMENTS

9.1 Vendors are required to complete the Requirement Matrix which is included as Attachment ?? in this solicitation.

9.2 Vendors are required to complete the Investment Matrix which is included as Attachment ?? in this solicitation.

9.3 In addition, Vendors shall provide a written narrative response to every item listed below in Sections 10-14.

10. VENDOR'S RELEVANT EXPERIENCE AND QUALIFICATIONS

10.1 Describe the Proposer's company background, past performance and relevant experience and state the number of years that the Proposer has been in existence and providing C2C Solutions, the current number of employees, and the primary markets served. Describe previous engagements of a similar size and complexity as the MESB project.

10.2 Identify up to three (3) customers similar size and complexity. The list should specifically identify customers that have signed a contract for the proposed C2C Solution but are not yet operating in a production environment at the time of the

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submission deadline for this RFP. Please provide the following information for the references:

10.2.1 Contact Name

10.2.2 Contact Email and Telephone Number

10.2.3 Agency Name

10.2.4 Project Description including number and type of agencies participating

10.2.5 Solution Description including version number and description of one way and two-way interfaces

10.3 Provide a detailed roadmap of the proposed Solution's historical milestones for at least the previous three (3) years and future versions and planned feature upgrades over the next five years. Marketing information is not requested or desired.

11. VENDOR'S APPROACH AND METHODOLOGY TO PROVIDING SERVICES

11.1 Describe Proposer's project management methodology and recommended strategies in performing the services described in this proposal. The Proposer shall describe its approach to project organization and management, to include the various project stages and milestones, Change of Scope management, implementation, and training strategies.

11.2 Provide a clear delineation of project management responsibilities between the agencies and the Proposer.

11.3 Provide a Project Plan for implementation of the proposed Solution. The project plan should include the proposed timeline to complete roll-out of the proposed Solution in production in a phased approach. Proposers are to discuss and provide documentation depicting the various project stages, milestones, installation.

11.4 Provide an overview of the proposed change management plan and/or methodology. The plan description should identify roles and responsibilities clearly defining role ownership by Proposer and/or agency resources.

11.5 Describe the product release cycle including, but not limited to:

11.5.1 Frequency of updates/enhancements or new versions (major and minor version releases)

11.5.2 Contents of a release

11.5.3 Availability of release notes

11.5.4 Describe the recommended approach to the following types of testing to be performed on the project and the type of assistance to provide to the agencies related to testing:

11.5.5 Functional Testing

11.5.6 Integration Testing

11.5.7 Stress / Performance Testing

11.5.8 Reliability Testing

11.5.9 User Acceptance Testing

11.5.10 Disaster Recovery Testing

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11.6 Proposer shall provide a list and description of the training courses offered in the areas listed below. For each course, Proposer shall state prerequisite courses required, recommended class size, duration, and method of instruction.

11.6.1 Application/System Administrator Training

11.6.2 Train-the-Trainer Training

11.6.3 End User Training

11.6.4 Technical System Support Training

11.6.5 Online/Computer Based Training

11.7 Describe the training documentation/materials provided. Include samples and/or screenshots.

11.8 Provide a detailed description of the technical support and helpdesk services propose. Include details regarding opening a support ticket, electronic ticketing, weekly case reporting, number of steps to reach live support, etc.

12. SOLUTION ARCHITECTURE

12.1 Describe the proposed Solution's ability to automatically transfer associated incidents to appropriate agencies based on geography, agency, business process and incident type.

12.2 Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.

12.3 Proposers shall provide network connectivity requirements including recommended bandwidth, latency and throughput utilization to ensure optimal performance of the proposed Solution.

12.4 Provide the response times for the proposed Solution in the column labeled "Solution Response Time":

Transaction Time	Solution Response Time
Processing time of data from CAD A to CAD B (one to one transfer)	
Processing time of data from CAD A to CAD Many (one to many transfer)	

12.4.1 Does the proposed Solution utilize open APIs?

12.4.2 Does the proposer provide API's or other tools to build and support interfaces using utilities?

12.4.3 Please indicate vendor's preferred methodology utilized for third party interfaces. I.e., REST, .NET etc.

13. CAD TO CAD SCENARIOS

Please describe how your CAD-to-CAD solution will assist the following scenarios:

13.1.1 CAD System A's jurisdiction has a structure fire with a response plan that calls for units from CAD A and CAD B's jurisdiction. Describe how the solution handles transmission of data. The incident escalates and additional alarms are asked for by

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the incident commander, each alarm involves another group of units, describe how the system handles increasing alarm levels and how it transmits incident data or requests.

13.1.2 CAD System A jurisdiction receives a call for a medical emergency, they dispatch Law and Fire resources, the EMS agency is dispatched from CAD Jurisdiction B, describe how the system can transmit incident data directly to Jurisdiction B's CAD system and share incident response data between CAD A and CAD B.

13.1.3 A caller traveling on the Interstate is reporting a reckless driver. The call and incident originate in CAD A jurisdiction; however, the incident moves into CAD B jurisdiction during the call. The incident information and voice call must be transferred to CAD B jurisdiction.

13.1.4 The respondent shall describe how its C2C system would support continued operation for a PSAP that is experiencing a problem with not being able to receive 911 calls (but CAD is functional) and the 911 calls are temporarily being handled by another PSAP.

13.1.5 The respondent shall describe how its C2C system would support continued operation for a PSAP experiencing a high-call-volume event where some 911 calls are received by the primary PSAP and other 911 calls are alternate-routed to PSAPs in the region

14. CAD-TO-CAD INTEGRATION EXPERIENCE

In the table below indicate your history integrating with each of the various CAD systems currently in use by the PSAP's in this project. This is in respect to having experience successfully implementing full 2-way communications with CAD by use of your API or other means.

It is understood some of the CAD systems may not be capable of two-way interoperability and may have to step down in functionality and use a view only feature or lesser product. Please Indicate if this is still the case and describe the suggested offering to allow that Agency to participate.

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Agency	CAD Application	Vendor Response
Anoka County	CentralSquare Enterprise 21.1.2.5	
Carver County	Computer Information Systems (CIS) 13.05.01 build 150	
Chisago County	ProPhoenix	
City of Eden Prairie	Tyler New World 2021.1 (sp2)	
City of Edina / Richfield	CentralSquare SunGard One Solution (OSSI) 21.3.0.1002	
Hennepin County	CentralSquare Enterprise 21.1.2.6	
Isanti County	CentralSquare LETG	
LOGIS - City of Bloomington	CentralSquare 5.8.39 Patch 2	
LOGIS - Dakota County	CentralSquare 5.8.39 Patch 2	
LOGIS - Metro Transit	CentralSquare 5.8.39 Patch 2	
Metropolitan Airports Commission	CentralSquare Enterprise 21.1.2.3	
Minneapolis Communication Ctr - City of Minneapolis	CentralSquare Enterprise 5.8.19	
Minneapolis Communication Ctr - University of Minnesota	CentralSquare Enterprise 5.8.19	
Minnesota State Patrol (Ramsey)	Hexagon Intergraph 9.2	
Ramsey County	CentralSquare Enterprise 21.1.2.8	
Scott County	CentralSquare LETG	

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Sherburne County	ProPhoenix 2020	
City of St. Louis Park	CentralSquare Zuercher Suite v21.1 (OS 6.2)	
Washington County	CentralSquare Enterprise 20.2.4 Patch 1	

Agency	**EMS Application**	**Vendor Response**
Allina EMS	CentralSquare Inform CAD 5.8.21 Patch 1	
Hennepin EMS	CentralSquare Inform CAD 5.8.19	
M Health Fairview EMS	Zoll v6	
Mayo Clinic Ambulance	Zoll	
North Memorial Health Ambulance	Hexagon Intergraph 9.4	
Ridgeview Medical Center	Zoll RescueNet	

15. CAD-TO-CAD OPTIONAL OFFERINGS

Please describe the CAD-to-CAD system's ability to support the following situations including any costs associated with the solution:

15.1 View only access of real time C2C incidents either across the region or with specific Agencies and or NPS Agencies.

15.1.1 Vendor Description

15.1.2 Vendor Costs

15.2 The ability for an Agency to receive real time alerts and or notifications if they have a CAD system that does not have the ability to support an API interface.

15.2.1 Vendor Description

15.2.2 Vendor Costs

15.3 The ability for a NPS Agency to receive real time alerts or notifications if they do not have a CAD system.

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15.3.1 Vendor Description

15.3.2 Vendor Costs

15.4 If an Agency is in the middle of changing CAD vendors or conducting a major CAD upgrade and do not wish to create a bi-directional interface until their CAD project is complete. What are their options for C2C during this interim period?

15.4.1 Vendor Description

15.4.2 Vendor Costs

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METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **September 14, 2022**
Agenda Item: **5D. Approval of Amendment 2 to Winbourne Consulting Agreement**
Presenter: **Mihelich**

RECOMMENDATION
MESB staff recommend approval of Amendment 2 to the agreement with Winbourne Consulting for services related to document creation for the CAD-to-CAD interoperability project, pending favorable review by MESB Counsel.

BACKGROUND
As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The group has identified potential governance, funding, cost-sharing, and participation management options.

At the July 14, 2021 MESB meeting, the Board took action to approve and fund the issuance of an RFP for a consultant to assist the workgroup to develop governance and funding plans, as well as the technical specifications for the RFP to procure a CAD-to-CAD interoperability/workload sharing solution. The Board authorized $75,000.00 for this project.

At the November 10, 2021 meeting, the Board approved an agreement with Winbourne Consulting, LLC. for the project in the amount of $44,290.00; this agreement was amended in January 2022 for an additional $1,320.00 in order to receive a best practices document created by Winbourne.

ISSUES & CONCERNS
Amendment 2 extends the contract termination date from July 1, 2022 to December 31, 2022.

The reason for this amendment is because the workgroup progress to approve the governance and funding plan documents. Workgroup members want to have a better sense of pricing before these documents are finalized, thus its request to issue the RFP for the CAD-to-CAD interoperability/workload sharing and situational awareness solution discussed earlier in this meeting's agenda.

Note: At the time this writing, MESB Counsel has not yet reviewed the draft amendment included in the meeting packet.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 5D. Approval of Amendment 2 to Winbourne Consulting Agreement
Presenter: Mihelich

FINANCIAL IMPACT
None to the MESB; the time extension does not add additional costs to the agreement.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

SECOND AMENDMENT TO
AGREEMENT FOR CONSULTING SERVICES

THIS AMENDMENT is made and entered into by and between the METROPOLITAN EMERGENCY SERVICES BOARD (herein after referred to as "MESB"), 2099 University Ave. W., St. Paul, MN 55104 and WINBOURNE CONSULTING, LLC (herein after referred to as "WINBOURNE"), 1621 Kent St., Suite 704, Arlington, VA 22209.

WITNESSETH:

WHEREAS, the MESB entered into an agreement with WINBOURNE on November 18, 2021 ("the Agreement") to provide consulting services to perform a CAD-to-CAD Interoperability, Governance, Funding, and Technical Specifications Study; and

WHEREAS, the parties executed the First Amendment to the Agreement on January 12, 2022 to include a Lessons Learned document; and

WHEREAS, the parties wish to amend the agreement to extend the termination date of the Agreement.

NOW, THEREFORE in consideration of the terms, conditions and covenants set forth herein, the MESB and WINBOURNE agree as follows:

I. Article III A. is amended to read:

"This Agreement shall begin on November 17, 2021 (Effective Date) and terminate on December 31, 2022 or upon such earlier date as all duties and requirements of this Agreement have been satisfactorily met, or if both parties mutually agree to extend the period of performance."

This amendment shall be effective upon execution by both parties.

Except as previously amended and as hereinabove amended, the terms, conditions and provisions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment to be executed on the dates set forth below.

METROPOLITAN EMERGENCY SERVICES BOARD

By:_____
Irene Fernando, Chair

Dated: _____

WINBOURNE CONSULTING, LLC.

By:_____
Andrew G. Reese, President

Dated: _____

Approved as to form:

_____
Board Counsel

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METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 6A. Approval of Letter of Agreement for Metro Health & Medical Preparedness Coalition
Presenter: Hayes

RECOMMENDATION
Staff recommend approval of the 2022 Letter of Agreement for participation with the Metro Health & Medical Preparedness Coalition.

BACKGROUND
The Metropolitan Emergency Services Board participates in and works with the Metro Health & Medical Preparedness Coalition (often called Metro Health Coalition) and its Senior Advisory Committee (SAC) to plan for healthcare related preparedness and response plans. Participation with the coalition is renewed every six or seven years; the last time MESB participation was renewed was in early 2015.

ISSUES & CONCERNS
The letter of agreement states that signatories agree to the following:

Agree to facilitate integrated planning, response and recovery activities critical to an effective response to an event or emergency with public health and medical implications in the metro area.

Agree, within the parameters of statutory requirements and jurisdictional Emergency Operations Plans, and as outlined in operational support compacts, mutual aid agreements, memoranda of understanding or other operational agreements, the Coalition will support public health and medical response and recovery to include, but not limited to:

- Provide regional coordination of planning, training and exercising for metro health and medical entities;
- Provide health and medical situational information to support a regionally coordinated response;
- Facilitate health and medical resource sharing through multi-agency coordination;
- Address the appropriate capability targets as defined by Emergency Management, Public Health and Healthcare.

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

The Metro Health & Medical Preparedness Coalition
Letter of Agreement

We agree to facilitate integrated planning, response and recovery activities critical to an effective response to an event or emergency with public health and medical implications in the metro area.

We agree, within the parameters of statutory requirements and jurisdictional Emergency Operations Plans, and as outlined in operational support compacts, mutual aid agreements, memoranda of understanding or other operational agreements, the Coalition will support public health and medical response and recovery to include, but not limited to:

- Provide regional coordination of planning, training and exercising for metro health and medical entities;
- Provide health and medical situational information to support a regionally coordinated response;
- Facilitate health and medical resource sharing through multi-agency coordination;
- Address the appropriate capability targets as defined by Emergency Management, Public Health and Healthcare.

_____

Irene Fernando, Chair, Metropolitan Emergency Services Board Date

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 7A. Discussion & Feedback Related to Proposed Amendments to MS 403 Related to SECB Governance
Presenter: Rohret

RECOMMENDATION
None – this item is discussion only.

BACKGROUND
In the fall of 2021, a workgroup under the Statewide Emergency Communication Board (SECB) Legislative Committee began meeting to develop amendments to MS 403 related to SECB governance. Three MESB Board Members participated on this workgroup: Commissioners Fernando, Gamache, and Matascastillo; Jill Rohret also participated in the workgroup.

ISSUES & CONCERNS
Though the workgroup had a lot of ideas for changes to statute related to SECB governance, their efforts were reined in, in favor of more limited changes to SECB governance.

On July 21, 2022, MESB staff received notice from ECN that it wished regions to review and provide feedback to the latest language which had been developed by the workgroup and which was reviewed by DPS government relations staff.

The proposed amendments occur in MS 403.36 and MS 403.39, and are included in this meeting packet. Some amendments consolidate existing language into differing sections, such as the creation of a specific section related to interoperability roles, finance roles, etc.

In MS 403.36, amendments are made regarding the composition of the SECB, to include a tribal representative, which has been a long-standing effort of the SECB. Note that the language included in this meeting packet includes changing references to the nine county metropolitan area to ten county metropolitan area, which has already been encoded in statute.

Most changes to MS 403.36 are fairly benign and provide some clarification of SECB roles. An entirely new subdivision was created to address SECB roles as they relate to Integrated Public Alert and Warning Systems (IPAWS).

As with the changes to MS 403.36, the proposed changes to MS 403.39 which address regional emergency communications/services boards are also benign and minor language changes.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: September 14, 2022
Agenda Item: 7A. Discussion & Feedback Related to Proposed Amendments to MS 403 Related to SECB Governance
Presenter: Rohret

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

403.36 STATEWIDE ~~RADIO~~ EMERGENCY COMMUNICATIONS BOARD.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
N/A	Global change from "Statewide Radio Board" to "Statewide Emergency Communications Board". Global change from "Communication" to "Communications", specifically in entity names.

Subdivision 1. Membership.

(a) The commissioner of the Department of Public Safety shall convene and chair the Statewide ~~Radio~~ Emergency Communications Board.

(b) The board consists of the following members or their designees:

(1) the commissioner of the Department of Public Safety;
(2) the commissioner of transportation;
(3) the state chief information officer;
(4) the commissioner of natural resources;
(5) the chief of the Minnesota State Patrol;
(6) the chair of the Metropolitan Council;
(7) two elected city officials, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governing body of the League of Minnesota Cities;
(8) two elected county officials, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governing body of the Association of Minnesota Counties;
(9) two sheriffs, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governing body of the Minnesota Sheriffs' Association;
(10) two chiefs of police, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governor after considering recommendations made by the Minnesota Chiefs' of Police Association;
(11) two fire chiefs, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governor after considering recommendations made by the Minnesota Fire Chiefs' Association;
(12) two representatives of emergency medical service providers, one from the ~~nine~~ ten-county metropolitan area and one from Greater Minnesota, appointed by the governor after considering recommendations made by the Minnesota Ambulance Association;
(13) the chair of the regional emergency services board for the metropolitan area;
(14) a representative from one of the Greater Minnesota regional emergency communications or emergency services boards, and;
(15) a ~~G~~overnor ~~-appointed~~ tribal representative.

(c) The board shall coordinate the appointment of board members representing Greater Minnesota with the appointing authorities and may designate the geographic region or regions from which an appointed board member is selected where necessary to provide representation from throughout the state.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1. Membership.	Subdivision 1. Membership; 15 Tribal membership added.

Subd. 1a. **Terms.** Board members have no set term and remain on the board until a successor is appointed as provided in subdivision 1. However, with respect to those board members who, under subdivision 1, must be

elected officials, a successor must be appointed as provided in subdivision 1 no later than the date that the member is no longer an elected official, unless the member dies while in office, in which case a successor must be named as soon as practicable.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1a. Terms.	Subd. 1a. Terms; Language adopted from existing 403.36 subdivision 1a

Subd. 1b. **Compensation; removal; vacancies.** Compensation, removal, and filling of vacancies of board members are governed by section 15.0575, except that appointments to the board are not subject to the open appointments process of sections 15.0597 to 15.0599.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1b. Compensation; removal; vacancies.	Subd. 1b. Compensation; removal; vacancies; Language adopted from existing 403.36 subdivision 1b

Subd. 1c. **Voting.** Each member has one vote. In the absence of the primary member, the alternate member may vote in place of the primary member. The majority of the voting power of the board constitutes a quorum, although a smaller number may adjourn from time to time. Any motion, other than adjournment, must be favored by a majority of the voting power of the board in order to carry.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1c. Voting.	Subd. 1c. Voting; Language adopted from existing 403.36 subdivision 1c

Subd. 1d. **Calling meeting.** The board shall convene upon the call of the chair or any six members of the board.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1d. Calling meeting.	Subd. 1d. Calling meeting; Language adopted from existing 403.36 subdivision 1d

Subd. 2. **Governance; duties and responsibilities.** The board shall:

(a) Establish and conform to bylaws and other organizational procedures to support its function;

(b) as necessary, establish committees and workgroups to support the board's function, define the purpose and membership for each committee and workgroup, and coordinate the appointment of members;

(c) in conjunction with each biennial budget process, submit a status report to the governor and to the chairs and ranking minority members of the house of representatives and senate committees with jurisdiction over capital investment and criminal justice funding and policy. The report must include a substantive assessment and evaluation of each significant part of the implementation of the Statewide

Interoperability Plan with (1) to the extent possible, an update on risks and mitigation strategies; and (2) quantitative information on the status, progress, costs, benefits, and effects of those efforts; and

(d) receive, review and acknowledge reports submitted to the SECB by the regional emergency communications or emergency services boards.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 New Language	Subd. 2.a. "develop, adopt, and promote conformance to…"
403.36 New Language	Subd. 1d. Receive, review and acknowledge reports. Matching pair to new 403.39 (Subd. 3) requirement for regional committees to submit reports to SECB.
403.36 STATEWIDE RADIO BOARD. **Subd. 1f. Repealed.**	N/A

Subd. 3. **Interoperability; duties and responsibilities.** The board is designated as Minnesota's State Interoperability Executive Committee. As Minnesota's State Interoperability Executive Committee, the board shall:

(a) develop and maintain a statewide ~~plan for local and private public safety communications interoperability that integrates with the Minnesota emergency operation plan~~ communication interoperability plan;

(b) develop, adopt, and promote conformance to, technical and operational standards and guidelines for ~~local and private public safety communications~~ emergency communications interoperability within Minnesota;

(c) promote coordination and cooperation among federal, state, tribal, and local public safety agencies in addressing statewide emergency communications interoperability within Minnesota;

(d) advise the Commissioner of the Department of Public Safety on ~~public safety communications interoperability and on the allocation and use of funds made available to Minnesota to support public safety communications interoperability~~ matters related to emergency communications interoperability;

(e) to the extent permitted by federal law, Federal Communications Commission regulations, and the National Telecommunications and Information Administration, develop guidelines and standards for the efficient use of interoperability frequencies on all frequency spectrum assigned to public safety users; and

(f) to the extent permitted by federal law and treaties with Canada, develop guidelines and standards that support emergency communications interoperability with adjoining states and provinces of Canada along Minnesota's northern border.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1g. State Interoperability Executive Committee.	Subd. 3. Interoperability; duties and responsibilities. Subd. 5. Funding and sustainment; duties and responsibilities.
403.36 New Language	Subd. 3.b. "develop, adopt, and promote conformance to…"

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. **Subd. 3. Local financing.**	Subd. 8. Local financing.

Subd. 4. **Regional ~~advisory committees~~ Emergency Communications and Emergency Services Boards.** The ~~statewide radio board~~ SECB may recognize the formation of a regional ~~advisory committees~~ emergency communications or emergency services board in each region of development. ~~A regional advisory committee may create a regional radio board under section 403.39 and conduct its affairs in accordance with the joint powers agreement. During the initial phase of development within a region, the Statewide Radio Board shall act cooperatively with the regional advisory committee or the regional radio board to complete development of the basic communication infrastructure and interoperability infrastructure. Upon the completion of the initial phase of development within a region, the statewide radio board~~ The SECB may cooperate with and assist each regional board in implementing its regional plan, and with subsequent development within the region.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.40 ADVISORY COMMITTEES. **Subd. 1. Regional advisory committees.**	Subd. 4. Regional emergency communications and emergency services boards.

Subd. 5. **Funding and sustainment; duties and responsibilities.** The board shall advise the Commissioner of the Department of Public Safety regarding:

(a) the allocation and use of funds made available to Minnesota to support emergency communications interoperability, systems, and services;

(b) the emergency communications funding needs of local, regional, tribal, and statewide public safety agencies;

(c) the funding necessary to implement, maintain, and sustain emergency communication systems and services throughout the state, including but not limited to:

(1) ARMER

(2) E911 and Next-Generation 911

(3) IPAWS

(4) Wireless Broadband; and

(d) how capital and operating costs of the "Allied Radio Matrix for Emergency Response," or "ARMER." statewide, shared land mobile radio system backbone are apportioned to users, including the cost of additional participants.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1g. State Interoperability Executive Committee.	Subd. 3. Interoperability; duties and responsibilities. Subd. 5. Funding and sustainment; duties and responsibilities.
403.37 POWERS OF STATEWIDE RADIO BOARD. **Subd. 12. Allocation of money.**	Subd. 5. Funding and sustainment; duties and responsibilities.

Subd. 6. **911 system and services; duties and responsibilities.** The board shall advise the Commissioner of the Department of Public Safety regarding:

(a) the planning, design, development, implementation, and maintenance of Minnesota's next generation 911 network, system, and services;

(b) the development and adoption of technical, cybersecurity and operational standards related to Minnesota's 911 network, system, services and data;

(c) the review and approval of local, regional, tribal, and statewide 911 service plans;

(d) operational standards and guidelines related to ensuring that 911 services are implemented, operated, and maintained in accordance with local, regional, tribal, and statewide 911 service plans;

(e) standards and guidelines necessary to assure statewide 911 network and system compatibility and interoperability; and

(f) enhancements necessary to improve 911 network, system and service performance and operations, and to implement emerging technologies.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subdivision 1. Statewide Emergency Communication Board.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 2. 911 service.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 3. Planning.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 4. 911 service architecture.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 5. Implementation.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 6. System enhancements.	Subd. 6. 911 system and services; duties and responsibilities.
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 7. System standards.	Subd. 6. 911 system and services; duties and responsibilities.

Subd. 7. **Land mobile radio system and services; duties and responsibilities.**

(a) The board shall advise the Commissioner of the Department of Public Safety regarding:

(1) the continued enhancement and maintenance of the ARMER project plan;

(2) modification of the project plan as necessary to facilitate enhancements necessary to maintain and improve ARMER system performance and operations;

(3) the integration of the ARMER system among emergency communications board or emergency services board regions, adjoining states, federal entities, and to the extent permitted by law, with Canadian public safety entities.
(4) development and adoption of guidelines, technical, cybersecurity, and operational standards related to the ARMER system;
(5) the extent to which local governments, quasi-public service corporations, and private entities eligible to use the ARMER system, as defined in 47 C.F.R. §90.20, may provide system enhancements at their own expense.
(6) the assignment of frequencies to local users and to subsystems;
(7) how excess capacity provided in the ARMER system backbone design will be allocated;
(8) the review and approval of participation requests from eligible entities to operate on the ARMER system; and
(9) recommended statutory changes required for effective implementation and administration of the ARMER system.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 1e. Implement plan and establish statewide system.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)

(b) The commissioner of public safety shall contract with the commissioner of transportation to construct, own, operate, maintain, and enhance the elements of ARMER system backbone defined in the project plan.
(c) The commissioner of transportation, under appropriate state law, shall:
(1) contract for, or procure by purchase or lease (including joint purchase and lease agreements), construction, installation of materials, supplies and equipment, and other services as may be needed to build, operate, and maintain the ARMER system backbone. The Department of Transportation shall own, operate, and maintain those elements identified in the project plan as the system backbone, including, but not limited to, radio towers and associated structures and equipment related to the system backbone.
(2) develop and maintain a policy for the lease of excess space or capacity on systems constructed under the project plan, consistent with section 174.70, subdivision 2, with priority given first to local units of government for public safety communications transmission needs and second to any other communications transmission needs of either the public or private sector.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 2. Planning.	Subd. 7. Land mobile radio system and services; duties and responsibilities
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 3. System architecture.	Subd. 7. Land mobile radio system and services; duties and responsibilities
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 4. Implementation.	Subd. 7. Land mobile radio system and services; duties and responsibilities

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 5. Assignment of frequencies.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)(6)
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 6. Cost apportionment.	Subd. 7. Funding and sustainment; duties and responsibilities, item (d)
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 7. Excess capacity allocation.	Subd. 7. Land mobile radio system and services; duties and responsibilities.
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 8. System enhancements.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)(1)
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 9. Technical standards.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)(4)
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 10. Protocols.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)(4)
403.37 POWERS OF STATEWIDE RADIO BOARD. Subd. 11. Integration.	Subd. 7. Land mobile radio system and services; duties and responsibilities, item (a)(3)
403.38 STATEWIDE ARMER INTEGRATION.	Subd. 7. Land mobile radio system and services; duties and responsibilities.

Subd. 8. **Local financing.** A local unit of government that receives state funds for integration with the ARMER system must have a plan approved by the board and must comply with the standards and guidelines contained in the project plan. The board must review and approve all local and regional planning initiatives for connectivity to the system to assure compatibility, interoperability and integration support with the system and plan standards.

As part of the review, the board must require, and a county or local unit of government must provide, a detailed plan including a budget and detailed cost estimates.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 STATEWIDE RADIO BOARD. Subd. 3. Local financing.	Subd. 8. Local financing.

Subd. 9. **Wireless public safety communications services and technology; duties and responsibilities.** The board shall advise the Commissioner of the Department of Public Safety regarding the development, implementation, and maintenance of:

(a) plans related to the deployment of the nationwide public safety broadband network within the state;

(b) technical and operational standards and guidelines related to the deployment of the nationwide public safety broadband network within the state; and

(c) other wireless communications technologies or wireless communications networks for public safety communications, where the board finds that coordination and planning on a regional or statewide basis is appropriate or where regional or statewide coordination has been requested by the Federal Communications Commission or the Department of Homeland Security.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.382 STATEWIDE EMERGENCY COMMUNICATION BOARD. Subd. 8. Other emergency communication system planning and coordination.	Subd. 9. Wireless communications technology; duties and responsibilities.

Subd. 10. **Integrated Public Alert and Warning System; duties and responsibilities.** The board shall advise the Commissioner of the Department of Public Safety regarding:

(a) the development, implementation, and maintenance of a statewide plan related to the Integrated Public Alert and Warning System;

(b) technical and operational standards related the Integrated Public Alert and Warning System; and

(c) enhancements necessary to improve Integrated Public Alert and Warning System performance and operations.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.36 New Language	Subd. 10. Integrated Public Alert and Warning System; duties and responsibilities.

Existing Statute Language	Inclusion in DRAFT 403.36 Statute Language
403.40 ADVISORY COMMITTEES. Subd. 2. Topical advisory committees.	**Deleted.** Unnecessary language, because the SECB has the inherent ability to create committees and work groups as it sees the need. ***See*** Subd. 2 (b)

403.39 REGIONAL EMERGENCY COMMUNICATIONS AND EMERGENCY SERVICES BOARDS.

Subdivision 1. **Establishment**. Notwithstanding the provisions of section 471.59,subdivision 1, requiring commonality of powers, two or more counties or a city and one or more counties within a region recognized ~~defined~~ by the ~~statewide radio board's~~ Statewide Emergency Communications Board, ~~project plan under section 403.36~~ through action of their governing bodies, by adoption of a joint powers agreement that complies with section 471.59, subdivisions 1 to 5, may establish a regional ~~radio~~ emergency communications or emergency services board to implement, maintain, and operate regional and local ~~improvements to the statewide, shared, trunked radio and communication system provided for in section 403.36~~ emergency communications systems and services. Where the governing bodies of the participating units of government of a regional emergency communications or emergency services board have approved an amendment to the regional board's joint powers agreement authorizing the incorporation of a federally recognized ~~Indian~~ tribal nation into the joint powers agreement, the federally recognized ~~Indian~~ tribal nation may be incorporated into the joint powers agreement upon the adoption of the joint powers agreement by the tribal nation's governing body. ~~Membership in a regional emergency communications or emergency services board shall include one county commissioner appointed by each respective county board party to the joint powers agreement and an elected official from any city party to the joint powers agreement, and may include additional members whose qualifications are specified in the joint powers agreement.~~

Subd. 2. **Powers.** In addition to the powers enumerated in section 471.59, a regional ~~radio~~ emergency communications or emergency services board, as necessary and convenient to implement regional and local improvements to the emergency communication systems and services provided for in section 403.36, has the following powers:

(a) to establish bylaws and other organizational procedures consistent with the terms of the joint powers agreement;

(b) to develop, implement, and maintain regional plans related to the emergency communication systems and services provided for in section 403.36 provided that these plans do not conflict with or supersede the plans established by the Statewide Emergency Communication Board;

(c) to apply for and hold licenses for public safety frequencies to be used in regional and local improvements, including a regional data system;

(d) to ~~set or adopt regional performance and technical standards, subject to review by the Statewide Radio Board, that do not interfere with the backbone or interoperability infrastructure administered by the Statewide Radio Board~~ establish regional technical and operational standards provided that these standards do not conflict with or supersede the standards established by the Statewide Emergency Communication Board;

(e) to enter into contracts necessary to carry out its responsibilities;

(f) to acquire by purchase, lease, gift, or grant, property, both real and personal, and interests in property necessary for the accomplishment of its purposes and to sell or otherwise dispose of property it no longer requires; ~~and~~

~~(g)~~ to contract with the state of Minnesota, through the commissioner of transportation, for construction, ownership, operation, and maintenance of regional or local improvements to the ~~statewide, shared, trunked radio and communication~~ "Allied Radio Matrix for Emergency Response," or "ARMER" statewide, shared land mobile radio system.~~; and~~

~~(h) to establish regional committees and workgroups to support the board's function. The board shall define the purpose and membership for each committee and workgroup and coordinate the appointment of members.~~

Subd. 3**. Relationship to local governments.** Where a regional emergency communications or emergency services board has been established in accordance with this section, local governments and other public entities eligible under part 90 of the FCC rules to operate upon the ARMER system within the region covered by the regional emergency communications or emergency services board must coordinate its implementation through one of the parties to the joint powers agreement. For purposes of grants made available by the Department of Public Safety, a regional emergency communications or emergency services board is entitled to apply for, receive, and administer grants on behalf of one or more public safety entities operating within the counties who are a party to the joint powers agreement.

Subd. 4. **Scope.** Nothing in this section shall limit a regional emergency communications or emergency services board organized undersection 471.59 from expanding the scope of the joint powers agreement to include the joint or cooperative exercise of powers consistent with section 471.59 related to other public safety purposes which may include the joint and cooperative exercise of powers among less than all members of the regional emergency communications or emergency services board. An amendment to the joint powers agreement expanding the scope of the agreement must be approved by the governing bodies of each of the members of the regional emergency communications or emergency services board.

Existing Statute Language	Inclusion in DRAFT Statute Language
403.39 REGIONAL RADIO BOARDS. Subdivision 1. Establishment.	**403.39 REGIONAL EMERGENCY COMMUNICATIONS AND EMERGENCY SERVICES BOARDS.** Subdivision 1. Establishment
403.39 REGIONAL RADIO BOARDS. Subd. 2. Powers.	**403.39 REGIONAL EMERGENCY COMMUNICATIONS AND EMERGENCY SERVICES BOARDS.** Subd. 2. Powers
403.39 REGIONAL RADIO BOARDS. Subd. 3. Relationship to local governments.	**403.39 REGIONAL EMERGENCY COMMUNICATIONS AND EMERGENCY SERVICES BOARDS.** Subd. 3. Relationship to local governments
403.39 REGIONAL RADIO BOARDS. Subd. 4. Scope	**403.39 REGIONAL EMERGENCY COMMUNICATIONS AND EMERGENCY SERVICES BOARDS.** Subd. 4. Scope

NOTES:

Repeal 403.392 **REGIONAL EMERGENCY COMMUNICATION BOARDS.**

- Language no longer relevant and/or incorporated into 403.39
- Repeal 403.40 **ADVISORY COMMITTEES.** Language no longer relevant and/or incorporated into 403.39 and 403.36