



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
February 16, 2017
10:00 AM**

**MESB Office
2099 University Ave W
St. Paul, MN 55104**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

February 16, 2017

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Items
 - a. CAD-to-CAD Interoperability Grant Request
 - i. Project Definition / RFP Preparation
 - b. Telecommunicator Training Curriculum Development Grant Request
 - i. Project Definition / RFP Preparation
4. Unfinished Business
 - a. Next Generation 9-1-1
 - i. Text-to-9-1-1 implementation
 1. PSAP Liability Question Update
 - ii. Firewall implementation
 - b. PSAP Operations Round Table Work Group
 - i. Designated Regional Text-to-9-1-1 Call Handling Procedures
 - ii. Training Standard Implementation Guide
 - iii. Training Standard Skills Verification Process
 - c. PSAP Notification Process
 - i. Emergency Alert Email Address for Each Metro PSAP
5. Pending Business
 - a. Implementation of Non-dialable 9-1-1 Routing Numbers
 - i. Who would be adversely affected?
 - b. GIS Address Point Layer Development Grant Request (Update)
 - c. ESInet Security (Firewall) Grant
 - i. Sub-grant agreements with the PSAPs
6. Reports
 - a. Wireless Issues - Nothing to report

- b. GIS Issues (see attached)
- c. Data Issues (see attached)

7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
January 19, 2017

Committee Members

X	Nancie Pass, Ramsey (Chair)	X	Kathy Hughes, Hennepin
	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Val Sprynczynatyk, Anoka	X	Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD	X	Jonathan Rasch, Ramsey
X	Tim Walsh, Carver		Angie Iverson, Scott
X	Jon Eckel, Chisago	X	Darlene Pankonie, Washington
X	Cheryl Pritzlaff, Dakota		Doug Anschutz, Washington
	Troy Ruby, Dakota		

Alternates

	Susan Bowler, Carver		Kyle Blum, Anoka
	Tom Folie, Dakota	X	Christine McPherson, Minneapolis
	Vicki Nelson, Dakota		Denise O’Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti
	Jill Martens, Scott		Jeff Schlumpberger, Hennepin

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Marcia Broman, MESB
 Jill Rohret, MESB
 Troy Tretter, MESB
 Kay Simons, MESB
 Dana Wahlberg, ECN
 Victoria Peckman, Allina EMS

Jake Jacobson, CenturyLink
 Matthew Hoffer, CenturyLink
 Scott Haas, Scott Co.
 Tony Martin, Edina
 Chris Kummer, MAC
 Lauren Petersen, MAC
 Heidi Hieserich, MAC
 Brian Kyllonen, PSC Alliance
 Sherri Griffith-Powell, MCP

1. Call to Order

Nancie Pass called the meeting to order at 10:03. Nancie asked those in attendance to introduce themselves.

2. Approval of Minutes / Agenda

Nancie asked to add an agenda item under 3.a Update on Designated Regional Text-to-911 PSAP, and to add 5.b Abandonment and Alternate Route Configurations.

Motion to approve the draft November 17, 2016 Minutes as distributed. (Eckel/Hughes)

Approved

Motion to approve the agenda as amended by the Chair for today's meeting. (Hughes/Eckel)

Approved

3. Action Items

a. Update on Designated Regional Text-to-911 PSAPs

Pete Eggimann reported to the committee that the MESB Board has approved the committee's recommendation that the Hennepin Co. PSAP be designated as the regional text-to-911 PSAP for the metro area.

b. Review Committee Membership and Governing Body Appointments

Pete asked members to review the membership table at the top of the minutes page for accuracy. If there have been changes in representation, Pete asked that the members send the MESB a copy of the resolution for their files. The January draft minutes that will be distributed with the February meeting packet will have an updated committee membership roster.

4. Unfinished Business

a. Next Generation 9-1-1

i. 911 Services RFP / Contract

Pete reported that the contract for 911 services with CenturyLink was signed in December. It is a two-year contract that can be renewed annually, up to three times, for a potential total of five years before going out to RFP would be required again under the State's procurement guidelines.

ii. Text-to-911 Implementation

Dana reported that West was awarded the contract for the Text-to-911 solution. Dana introduced Sherri Griffith-Powell, of Mission Critical Partners (MCP). MCP is the state's contract vendor for NG9-1-1 support services. Sherri is supporting the Text to 9-1-1 deployment. David Jones is supporting the firewall project, and Mike Beagles is the overall project manager.

Dana replied to Brian's question about the timeline of the text network implementation. Dana said there will be a call next week with ECN, MCP, IES, Airbus, MESB and CenturyLink. Dana invited Brian to attend, as he represents some of the counties.

Last month some information was shared with the PSAPs on the implementation. She asked anyone who did not receive it to contact her. Today they will be preparing a readiness checklist

of about twenty-five questions, many of which are already filled out for you to verify. The data will be reviewed and members will get a detailed project plan from the state with the steps to be taken. Members were asked to return questionnaire within two weeks of receiving it. That will be the first step in the implementation process. The checklist will help provide the information needed to establish the timeline.

Committee members were encouraged to review a resource paper on the NENA website related to Text to 9-1-1. Sherri helped create that paper and felt that it would help committee members understand the overall process needed to implement Text-to-911. Dana is setting up a kickoff call with the 9-1-1 service providers, CPE vendors, MCP and the MESB to assess the readiness for the vendors and their resource availability.

Nancie questioned if the PSAPs would face any additional liability risk by either having their text messages sent to the designated regional text PSAP, or even by taking text calls themselves. Pete said that the MESB and ECN have been working on some language updates to MS Chapter 403 (the 9-1-1 law), and he would raise that question to see if any changes to the law are required.

Dana will send an example MOU to Pete and Brian.

b. PSAP Operations Roundtable Work Group

i. Designated Regional Text-to-911 PSAP Call Handling Procedure

Heidi Hieserich presented the draft text-to-9-1-1 call handling procedure diagram developed by a Round Table work group. The work group discussed the process of call handling and transferring text calls agency to agency. The committee asked Heidi to have the work group go deeper into documenting the proposed process and bring it back to the TOC, preferably in a standards document format. The committee also spent time going over some policy, procedures, and agreement documents that were provided to Dana by the Red River Regional Dispatch Center in Fargo, ND, which takes text messages for several counties in ND.

ii. Training Standard Implementation Guide

Heidi has some volunteers to work on the guide, and they are just getting started.

iii. Training Standard Skills Verification Process

This will be worked after the Implementation Guide work is complete.

c. PSAP Notification Process

i. Emergency Alert E-mail Address for Each Metro PSAP

Pete told the committee that while working on two different issues, the need was identified for a 24x7 email address for each PSAP that would route messages to on-duty telecommunicators, or their supervisors. The MESB has been looking for a more effective way to notify PSAPs of major 9-1-1 system issues. The current 9-1-1 Communications Plan relies on the CenturyLink contacting the Hennepin Co. PSAP (MECC is the backup) and verbally giving them a message. The Hennepin Co. PSAP then must key that message into their CJDN system as an administrative message to the G911 distribution group. The risk of errors or misunderstandings in that process is high.

When the Round Table work group began discussing the procedure the designated regional Text-to- 911 PSAP would use to forward the information they received on behalf of another PSAP in a text 9-1-1 call, the discussion quickly focused on email as the desired method for sending the call transcript or other details. The use of email would require each metro PSAP to set up an email address that would route to the on-duty telecommunicators, or their supervisors, 24x7.

The committee members discussed this briefly and noted that many of them already had that type of email address set up for other reasons. Pete told the group he would contact all the metro PSAPs and try to get a 24x7, on-duty email address for each of them.

5. Pending Business

a. SECB Grant Process

Troy Tretter advised the committee that all of the grant proposals were being considered. The ESInet security grant that would help purchase, install, and manage firewalls on each ESInet connection to the PSAPs is a one-year federal grant. The other grant proposals, if approved, would be two year grants and come out of the SECB grant funds. Troy will continue to be the point of contact for the MESB during the grant acceptance and administration.

b. Abandonment and Alternate Route Configurations

Pete said they have asked CenturyLink and West for documentation on exactly how the abandonment and alternate routing processes are handled. What is automated and what is not? Pete said that he would be working with CenturyLink and Dana's team to review how the PSAPs are currently set up. If there are questions that come up, it will help for each PSAP to let the MESB know what the PSAP would like to have happen if they had to abandon the PSAP or were overwhelmed by calls during a major event. That information could then be compared to the way CenturyLink and West have the system configured to see if the configuration accomplishes what the PSAP desires.

6. Reports

a. Wireless Issues (written report attached)

(No questions or additions regarding the written report from the committee)

b. GIS Issues (written report attached)

(No questions or additions regarding the written report from the committee)

c. Data Issues (written report attached)

(No questions or additions regarding the written report from the committee)

Call to adjourn (Hughes / Pankonie)

MESB 9-1-1 Technical Operations Committee PSAP Grant Work Group Recommendations

The work group members¹ met by conference call on Tuesday, October 18, 2016, and have identified the following projects as possible grant application priorities:

CAD-to-CAD Interoperability Project (Professional Services):

The group believes that coordinating emergency responses throughout the nine-county metro area could be significantly improved if the metro area PSAPs had the ability to view and share data directly between the metro area PSAPs. The group acknowledges that this would be a complex project that would need to be done in stages. The first stage in enabling CAD interoperability would involve:

- 1) Documenting a CAD baseline identifying what vendors are being used by the PSAPs, and
- 2) Identifying possible interoperability strategies

This grant request would involve a contract for professional services to perform these two tasks and make recommendations for the next phase of the project, which could be the subject of subsequent grant requests in future years. Amount needed estimate: ?

GIS Address Point Layer Development Project (Labor/Personnel Costs)

An effort has been underway for several years to develop regional GIS datasets to support NG9-1-1 call routing, location validation, and to assist PSAPs in coordination of emergency responders. Creating a regional Address Point dataset is part of that overall NG9-1-1 GIS effort, and there is a need to implement this region-wide at the same time. Two of the metro counties have been unable to fund this work. The project would require the counties involved to commit to maintaining the dataset going forward. This project would:

- 1) Create address points for Isanti County and Washington County. This is a project which could be accomplished in a year (likely less time). Amount needed estimate: \$65,000.

Telecommunicator Training Curriculum Development Project (Professional Services / Labor / Personnel Costs)

The MESB is expected to approve the Minimum Training Standard for Telecommunicators as a metro region 9-1-1 standard at the November 9 board meeting. This standard defines the topic areas that must be included in the metro PSAPs' training curriculum, but does not include the curriculum content. The work group believes there is value in providing the metro PSAPs with standardized curriculum content. This project would utilize a professional training curriculum facilitator to lead a group of metro PSAP training coordinators through the process of assembling and creating standardized curriculum content that would be in compliance with the Minimum Training Standard for Telecommunicators, and make that curriculum content available to all of the metro area PSAP managers and training coordinators. Amount needed estimate: ?

¹ Chuck Haneca (North Memorial), Dar Pankonie (Washington Co.), Chris Kummer (MACC), Jonathan Rasch (Ramsey Co.), Jon Eckel (Chisago Co.), MESB staff – Troy Tretter, Pete Eggimann

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of February 1, 2017)

PSAP	9-1-1/GIS Data Synchronization						GIS Integration				
	ESZ Validations	Response Area Validations	Street Name Validations	Postalize MSAG	Address Validations	Address ESN Validation	Integration to Regional Centerline	Integration to Regional ESZ Layer	Integration to Regional Address Points	GIS MSAG	Integration to Statewide SIF & ECRF/LVF
Airport	complete	na	complete	complete	active	not started	active	active	not started	not started	not started
Anoka	complete	complete	complete	complete	active	active	active	active	not started	active	not started
Bloomington	complete	na	complete	complete	active	not started	active	active	not started	not started	not started
Carver	complete	complete	complete	complete	active	not started	active	active	not started	not started	not started
Chisago	complete	complete	complete	complete	complete	not started	active	active	not started	active	not started
Dakota	complete	complete	complete	complete	complete	active	active	active	not started	not started	not started
Eden Prairie	complete	na	complete	complete	active	not started	active	active	not started	not started	not started
Edina	complete	complete	complete	complete	active	not started	active	active	not started	not started	not started
Ft Snelling/Airbase	active	not started	na	complete	na	not started	active	active	not started	not started	not started
Hennepin Sheriff	complete	not started	complete	complete	active	not started	active	active	not started	not started	not started
Hopkins (closed)	complete	na	complete	na	complete	na	na	na	na	na	na
Isanti	complete	not started	complete	complete	active	not started	active	active	not started	not started	not started
Minneapolis	active	not started	active	complete	not started	not started	active	active	not started	not started	not started
Minnetonka	complete	complete	complete	complete	complete	not started	active	active	not started	not started	not started
Ramsey	complete	active	complete	complete	complete	active	active	active	not started	not started	not started
Richfield (closed)	complete	na	complete	na	complete	na	na	na	na	na	na
Scott	complete	active	complete	complete	active	not started	active	active	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	not started	active	active	not started	not started	not started
U of M	active	na	active	complete	not started	not started	active	active	not started	not started	not started
Washington	active	not started	complete	complete	active	not started	active	active	not started	not started	not started
White Bear Lake	complete	na	complete	complete	complete	not started	active	active	not started	not started	not started

Technical Operations Committee

9-1-1 Database Update – 2/16/2017

Metropolitan Emergency Services Board
2099 University Avenue
St. Paul, MN 55102
Web: www.mn-mesb.org

1. MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved.
 - a. Attached is a high-level summary of the data synchronization activity by PSAP that is currently underway in the metro area.
 - b. Highlights:
 - i. The **Airport** PSAP is working on getting MESB revised GIS data.
 - ii. **Anoka County** GIS is working on resolving several sets of errors: 1) address point errors from second round of ALI geocoding errors, and 2) Address ESN assignment errors.
 - iii. **Bloomington** PSAP and City GIS department are working on resolving their ALI geocoding errors.
 - iv. **Carver County** MSAG and ALI changes are being entered into 911NET from the county's first pass through their ALI geocoding errors.
 - v. **Chisago County** is working to add address points or update ALI for their remaining ALI geocoding address errors.
 - vi. **Dakota County** GIS is working on the remaining errors from the Address ESN/ESZ assignment validation.
 - vii. **Eden Prairie** telephone number change requests from their ALI geocoding error resolutions have been entered into 911NET.
 - viii. **Edina** has pulled an ALI extract and MESB is in the process of running ALI geocoding for them.
 - ix. **Hennepin Co Sheriff's Office** previously resolved their ALI geocoding errors and their County GIS department in process of making the necessary corrections to the county centerline and address points. When they are complete, MESB will re-run ALI geocoding for HCSO.
 - x. **Isanti County** centerline is being transformed into the MRCC standard and edgematched into the other metro counties. This centerline will be provided back to Geocomm, the Sheriff's Office GIS vendor, for maintenance. Isanti County will gain address point development assistance as part of the State grant.
 - xi. **MECC** MSAG postalization was completed on January 18, 2017. Other data synchronization work (e.g. street name validations and ALI geocoding) for MECC and UMPD is in the process of starting up again.
 - xii. **Minnetonka** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
 - xiii. **Ramsey County** is continuing some final work with Address ESN/ESZ assignment error resolutions (i.e. across 4 methods: MSAG-assigned ESN,

centerline attribute ESN, address point ESN, and centerline geocoded (point-in-polygon) ESN).

- xiv. **Saint Louis Park** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
 - xv. **Scott County** GIS is resolving errors from the recent ALI geocoding that MESB performed for them. They have shared with MESB the resolutions for a portion of their remaining errors.
 - xvi. **U of M** completed their MSAG postalization on 1/18/17, along with MECC. The U of M is being included in the 911/GIS data validation process that is re-starting with MECC.
 - xvii. **White Bear Lake** is substantially complete at the city-level for now.
 - xviii. **Washington County** GIS is working through their ALI geocoding error resolutions. They will be part of the State grant for address point development.
2. The State of MN is working through the comments received from the second stakeholder review of the State's NG911 GIS Data Standard.
 3. The metro county GIS managers are in the process of deciding where the MRCC centerline will be hosted on an ongoing basis for aggregation and portal-side validation.
 4. MESB has provided updated domains for the public safety attributes that are part of the MRCC.
 5. PSAPs are encouraged to report ALI Discrepancies on 911NET through their PSAP 911 Coordinator.
 6. Monthly PSAP ALI Audittrail reports have been distributed.
 7. MESB has asked the State 911 Program to consider ways it can do education surrounding compliance with the PBX statute. The integration of PBXs into the 911 network and what numbers or locations will be identified is an ongoing issue in the metro area.