



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

January 17, 2019, 10:00 a.m.

1. **Call to Order** – Committee Chair, Christine McPherson
2. **Approval of Agenda** – McPherson
3. **Approval of Minutes of November 15, 2018 Meeting** – McPherson
4. **Action Items**
  - A. (none)
5. **Discussion Items**
  - A. Winter Storm-Related Incident Coordination with State Patrol – Pankonie
  - B. Review the Unassigned Future Issue list - Eggimann
6. **Reports**
  - A. PSAP Operations Round Table Work Group – Morrissey
  - B. SECB NG9-1-1 Committee Report – Pass/Scanlon/Pankonie
  - C. Legislation – Eggimann/Rohret
  - D. 9-1-1 Network Report – Eggimann
  - E. 9-1-1 Data Report – Broman
7. **Adjourn**

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Meeting Notes  
November 15, 2018**

**Members Present:**

Bob Dowd, Isanti  
Jon Eckel, Chisago  
Christine McPherson, Minneapolis  
Nancie Pass, Ramsey  
Darlene Pankonie, Washington  
Cheryl Pritzlaff, Dakota

Jim Scanlon, Bloomington PD  
Kevin Schwartz, Hennepin  
Val Sprynczynatyk, Anoka  
Tim Walsh, Carver  
Vicki Vadnais, Allina

**Guests Present:**

Marcia Broman, MESB  
Dan Craige, ECN  
Pete Eggimann, MESB  
Jason Kletscher  
Kari Morrissey, Anoka  
Scott Haas, Scott  
Matthew Hoffer, CenturyLink  
Jake Jacobsen, CenturyLink

Dustin Leslie, ECN  
Chad Loffler, Metro Transit  
Jon Rasch, Ramsey  
Jill Rohret, MESB  
Sheri Stevens, State Patrol  
Martha Ziese, MESB

**1. Call to Order:**

Val Sprynczynatyk called the meeting to order at 10:05 a.m.

**2. Approval of Agenda:**

*M/S/C – Jon Eckel moved to approve agenda. Nancie Pass seconded. Motion carried.*

**3. Approval of Minutes**

Darlene Pankonie asked for the October minutes to be amended to reflect:

2.B. Correct date for Chisago to go live with Text-to-9-1-1 is December 13<sup>th</sup>

4.A.3.Remove reference to the TLMA class

5.B. Kari Morrissey expressed interest in becoming Chair of the Roundtable not Chair of TOC

*M/S/C - Pass moved to approve amended minutes. Pritzlaff seconded. Motion carried.*

**4. Action Items**

**4.A. Election of 2019 Chair & Vice Chair**

Christine McPherson volunteered to serve as 2019 Chair of the 9-1-1 TOC. Cheryl Pritzlaff volunteered to serve as Vice-Chair of the 9-1-1 TOC.

*M/S/C Pass moved to elect McPherson as Chair, and Pritzlaff as Vice-Chair for 2019 9-1-1 TOC. Haas seconded. Motion carried.*

**4.B. Appointment of 2019 MESB Representative and Alternate Representative to SECB NG9-1-1 Committee**

Nancie Pass volunteered to serve as the MESB Representative to the SECB NG9-1-1 Committee and Jim Scanlon volunteered to serve as Alternate Representative. There were no other volunteers.

*M/S/C Pritzlaff moved to elect Nancie Pass as the primary representative and Jim Scanlon as the alternate representative to the SECB NG9-1-1 Committee. Sprynczynatyk seconded. Motion carried.*

## **5. Discussion Items**

### **5.A. Winter Storm- Related Incident Coordination with State Patrol**

Sheri Stevens represented the MN State Patrol for the committee discussion in Tim Boyer's absence. Pankonie provided some background for the committee. She indicated that every year the metro PSAPs encountered difficulty passing on information to the MN State Patrol regarding crashes, spin outs, and other highway related incidents when winter storms passed through the metro area. She asked the committee to consider creating a standard procedure for the metro PSAPs to use when the State Patrol declared a winter storm emergency to be in effect. Pankonie will work with State Patrol to prepare a draft policy/procedure and bring it back to the committee for consideration.

The winter storm policy came up as part of a broader discussion involving a group that included Sprynczynatyk, Schwartz, Rasch, Martin, Pass, Pankonie, Eggimann, Broman that met last Monday to discuss ways to make the 911 TOC more effective. Pankonie said that unlike the other public safety disciplines that have been around much longer, 9-1-1 is still in the process of standardizing many of its practices. Working with the MN Sheriff's Association to reach consensus on identity theft / fraud jurisdiction issues, staff and leadership mentoring, backup options for PSAPs, and mental health call processing were suggested as initiatives the 911 TOC should be involved in. Haas suggested county prosecutors may need to be involved in some of these discussions. Eggimann noted that many of these areas are outside the MESB staff normal areas of responsibility and expertise, so committee members will need to take the lead on working these issues within the 911 TOC structure. This list will be a living document to be discussed at the January TOC. (placed at the end of the minutes as an "Unassigned Future Issue List")

## **6. Reports**

### **6.A. PSAP Operations Round Table Work Group - No Report**

(All 2019 meetings will be at the MESB)

### **6.B. SECB NG-1-1 Committee Report – No Report**

Pankonie said the APCO NENA has pulled together Rapid SOS and West Safety systems, among others for a training session on advanced location technology in St. Cloud on December 11.

### **6.C. Legislation – No Report**

Rohret said the Heart Association is to be meeting with the MSA regarding their proposed standard.

### **6.D. 9-1-1 Network Report – Attached**

### **6.E. 9-1-1 Data Report - Attached**

Rohret reminded the committee members that January 1, 2019, Sherburne County will be joining the MESB.

## **7. Adjourn**

### **Unassigned Future Issue List (not prioritized):**

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

# PSAP Roundtable Minutes

**Date & Time:** Tuesday January 8<sup>th</sup>, 2019 1000-1200

**Location:** Metropolitan Emergency Services Board (MESB)  
2099 University Ave W  
St. Paul, MN 55104

**Host contact:** Kari Morrissey 763-324-4758

## Agenda Items:

1. **Introductions**
2. **Additions, changes to the agenda** - None
3. **Training (new employee and continuing ed.)**
  - a. **Current in-service opportunities:** Scott is exploring ideas and use of PSTC courses but nothing confirmed. Airport also interested and there were great reviews from past PSTC course provided at Scott Co. LaVae mentioned that there is another company and wondered if anyone had explored using Show Walter & Co which were former well-respected trainers from PSTC. Others had not heard of company and LaVae said she would provide the link for others to consider: [www.showaltercompany.com](http://www.showaltercompany.com)
  - b. **Metro curriculum change/maintenance process:** Metro Curriculum changes: there is a change request form available if changes have been noticed. Discussion around the Pathways program, also the push statewide to make 911 a certificate program.
  - c. **CTO training/Roundtable:** Presentation on importance of documentation and remaining objective. Ramsey hosting next meeting. MSP and Anoka attendees had good things to say about it. One new attendee from Transit thought the group was very welcoming. Some are rotating CTO's through it, Mpls advised due to staffing shortages have not sent staff to last 2, will look for a better way to send representative as this is a valuable tool for CTO's.
  - d. **General training questions, updates, etc.-** LaVae asked who is doing DOR's during the academy phase and asked for those to share their processes. Each agency will post on basecamp what they use and the process. DCC has been putting new trainees on sit-alongs intermittently throughout academy phase to show trainee how the information being learned is applied in real situations and are finding this very valuable and helpful. Mpls is switching to all 10-hour shifts and already noticing CTO's are leery of training for extended shifts. All other attendees noted that their CTO's are doing it for 10-12 hours and have found ways to take breaks from all 10 hours of CTO attention by having other process (RECC gives trainee time to reviewing PowerPoint or video presentation), switching roles with trainee and having them just observe the CTO and discuss how they process the calls, etc.,
4. **Standards** – no big change. Pathways program would like to be able to incorporate the standards document but now are not able to share in that capacity per MESB.

5. **Events and exercises (plans, meetings, 205's, impact on operations)** – Only discussion around Final Four – will not be near the level of SB52. Other than some MACC and State involvement re: transportation will likely not be big multi agency involvement. Expect other than USBank the Convention Center and possibly Nick Mall events, and Armory concerts. These are still being settled and once plan in place will involve an event COML.
6. **PSAP technical updates and info (CAD, radio, phone and other systems)** RECC is working on a CAD-CAD with Allina which will change the process of how they process medical calls. MACC already has CAD-CAD.
7. **QA/QI – general updates, questions, etc.** ANOKA added 2 leads and have 24/7 coverage (new) supervisors doing 5 calls per shift, 30 minutes of radio.  
 MACC- not required to use Power phone for Law. Only using for medical calls. Most not using it. DRC is working on getting that on track and all on the same page.  
 Mpls using outside vendor for most QA with mixed reviews. Wanting to expand the radio dispatching QA program but undergoing staffing realignment currently.  
 DCC – EMD QA's get done 4 on each direct report (9 per supervisor) per month. Hoping for a QA Supervisor FTE in 2020.

**8. PSAP operational updates and information (management, staffing, schedules, major changes) – around the table updates from each agency:**

Anoka – Down 3 dispatchers/36 FTE. 5 progressing. Going to be remodeling – currently to crowded and noisy. Brought facilities and Deputy County Commission to tour other dispatch centers. Trying to find space with window's. Want the supervisors in back to be able to see operations. Hoping for new space separate from current building.

MACC – 1 in trng. 2 more in early Feb. 1 bell curve type position. Hiring for new process in Feb. to establish a list. Century link next month for sending outbound texts (initiate). CAD version 5.8.20 - using the new Q's yet.

RECC – down 8 of 131. Promotions for dispatcher and supervisor coming up. 1/28 starting new class of 6 and want to do 6-9 new hire groups in 2019.

Transit – stable. 1 in trng. Internal texting service generally about 16 per day -66% turn into 911 calls. Yesterday received 36. Spoofing calls for 2208 Glenwood have been working with MPLS with that.

Scott Co -Down 1/ 22 FTEs – 3 in trng. 4-5 expected to leave. 3 ppl close to retirement. New Co admin pro public safety so hoping for some bell curve. Will be remodeling center.

U of M – New dispatch Supervisor (Robin and Bob) – 1 in bkgrounds. Fully staffed for the first time in 8 yrs.

State: currently 13 openings in Roseville. Full sup staff. 6 in phase 3 of trng. On own soon. 8 conditional offers have been given. Will be positing again shortly. 4 in Rochester/2 in process. No change operationally. New PSAP mgr. – Sheri Stevens former dispatcher at Mpls. will be attending future meetings.

DCC – down 10 out of 53. Using Criticalll for new applicants now. Received 70 applicants - have advertised heavily on social media. Reconfigure with new Xybix furniture and re-evaluating current lay out.

Mpls – down 14/68 FTE – 5 final offers with class expected to start 1/22/19. Potential next class in backgrounds for April start and a new process should be opened shortly for potential class in fall.

9. Meeting calendar 2019:

All will be held at MESB – reservations are being made by Roundtable Chair – Kari.

4/16/19

7/9/19

10/8/19

Meeting adjourned.

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Network Report  
January 17, 2019**

**Agenda Number 6.D.**

**1. Text-to-9-1-1:**

Chisago Co. turned up their VIPER text capabilities and went live on December 31. They also started handling Washington Co.'s text messages during the first week in January. Bloomington is currently scheduled for January 29. Sherburne Co. is not on the calendar yet but is expected to turn up in 1Q19.

Carver Co. is currently down with being able to receive text messages since Friday, January 4. CenturyLink, West, IES, and Element are all involved, but the root cause has not been identified yet. Carver's text messages are being routed to Hennepin Co. in the interim until the issue is resolved.

**2. Firewall Implementation:**

The team working on the ESInet firewall implementation project turned up the ESInet firewalls at Carver Co. and Ridgeview Medical Center for the ESInet connections to their shared/hosted VESTA application on December 12<sup>th</sup>. The team will be implementing at some of the greater MN PSAPs before returning for more metro area implementations. The MESB will pass on implementation dates as they become available.

**3. Device-based Hybrid Location (DBH location):**

ECN, in collaboration with the MESB, sent a letter to the wireless carriers asking for the carrier timeline on when the enhanced location accuracy available using DBH location technology would be available to our PSAPs directly through the 9-1-1 system. A response was requested by December 1. In addition, an offer was made to trial or participate in any pilot project that would assist the wireless carriers in the use of the DBH location data for locating callers, but also the use of DBH location data in 9-1-1 call routing.

The carrier responses indicated that all of them are either already using DBH location data in some way or are working on integrating DBH location into their location determination processes with completion dates before the end of 2019. There is no indication to the telecommunicator currently on whether the DBH location data was part of the location determination on a given call other than the confidence factor showing the location to be more accurate in most cases where the DBH data was used.

We did not receive any carrier response to our offer to trial or participation in a pilot project involving the use of DBH location data. We will continue to pursue location-based 9-1-1 call routing as a priority in the metro area.

The December MN APCO/NENA Chapter Meeting in St. Cloud was well attended for the vendor presentations on DBH location data integration.

**4. August 1 9-1-1 Service Disruption:**

CenturyLink and West report that they are having internal meetings related to the disruption mitigation plan that was shared with the committee last month. ECN and the MESB will continue to monitor their progress in implementing the mitigation plan. The questions that the committee members submitted dealing with what information they want to know as PSAP managers when a service disruption occurs was shared with CenturyLink and West on October



24. CenturyLink is working on scheduling a meeting to discuss the PSAP notification process and the notification content, but no date has been finalized. The FCC and PUC investigations into the August 1 outage are continuing, but no recommendations or reports have been issued yet by either regulatory agency.

#### **5. Homeland Security Audits:**

The Department of Homeland Security offered to conduct 9-1-1 PSAP Cyber Security Audits at three MN PSAPs, two in the metro and one in greater MN (large, medium, and small PSAP representation). ECN and the MESB attended the audits which were done at Chisago Co. (medium) and Allina Medical (large) here in the metro area. The Homeland Security representatives reviewed a check list of cyber security related issues with the IT and PSAP representatives at each of the PSAPs to document what the PSAPs were currently doing. The final report and recommendations have not come back yet but may provide the baseline for the 9-1-1 TOC to create a cyber security standard or guideline for the metro area PSAPs.

#### **6. December 27 CenturyLink MPLS Network Outage:**

On December 27 CenturyLink experience a network event that primarily affected VoIP-based MLTS system call capabilities. Some of our PSAPs were unable to receive or place calls on their admin lines as a result. The 9-1-1 system was not impacted here in MN and remained in normal operation throughout the event. CenturyLink has traced the issue to a faulty network card that is being examined by the manufacturer. CenturyLink has also made some network configuration changes that should prevent a similar event in the future.

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**9-1-1 Data Report**  
**January 17, 2019**

**Agenda Number 6.E.**

**1. Statewide GIS Data Standards:**

- a. The Minnesota Geospatial Advisory Council (GAC) Standards Committee meets again on 1/17/19 to continue its review of the proposed **Minnesota Road Centerline Standard** (MRCS) schema and decide whether the standard is ready to go out for another public review period.
- b. It is anticipated that the next schema standard under discussion at a state level will be a **PSAP/Emergency Service Zone Polygon Standard**. MESB currently maintains this polygon layer on behalf of its member PSAPs and has highly recommended that MnGeo meet with MESB to go over its schema prior to drafting/issuing a statewide schema standard.

**2. Regional GIS Data Aggregation:**

- a. **Centerline:** The MetroGIS/Met Council continues to process updates of the MRCC nightly to the MN Geospatial Commons website. Each metro county's most recent centerline data that has been uploaded to the portal and passed validations is included in the regional dataset. Eight of the nine metro counties are using this process for MRCC updates, with the ninth, Isanti County, starting the process this month. Discussion have started with Sherburne County on bringing their centerline into the regional dataset.
- b. **Address Points:** The MetroGIS/Met Council continues to process updates of the Regional Address Point dataset (in the statewide schema) nightly to the MN Geospatial Commons website. Each metro county's most recent address points that have been uploaded to the portal and passed validations are included in the regional dataset. Eight of the nine metro counties are using this process for submitting address point dataset updates, with the ninth, Isanti County, starting their process this month. Discussion have started with Sherburne County on bringing their address points into the regional dataset.
- c. MESB is reviewing with MetroGIS a preliminary project plan for the **Regional Data Viewer** to allow visibility to the most current versions of the regional geospatial datasets central to the business needs of E9-1-1 and NG9-1-1. The application would be used for viewing the data and enhancing communications and interactions between the GIS-enabled and non-GIS enabled professionals engaged in the work of validating and maintaining 911 related data. User testing with PSAP/public safety is anticipated.

**3. Regional PSAP/ESZ Boundaries:**

- a. **Regional PSAP/ESZ polygon boundary dataset recent changes:** Updates were made to reflect the recent change of the Chisago County PSAP taking its own text-to-911 calls, as well as those for Washington County. Chisago County also had recent changes to a couple of ESZ boundaries. Work has also been underway to include the Sherburne County PSAP in the MESB area polygon coverage.

**4. Verizon Data Transition from West Mobility to Comtech**

- a. Comtech has provided an updated schedule for the **Verizon CDMA cutover** from West Safety Services for Minnesota. Testing will occur between 1/14/19 to 2/1/19

and metro area PSAPs should expect to receive a small number of test calls during that time. Pete Eggimann will be updating MESB PSAPs as more information becomes available. MESB has provided data format updates to Comtech so that the CDMA data will be in a consistent format with the data used for Verizon's LTE cell sectors.

#### 5. **Wireless Cell Sector/Routing Data:**

- a. Sprint is actively working on preparation for their **SPPCS VoLTE deployment** in Minnesota. MESB has requested ECN to obtain an official cutover schedule from Sprint for this transition as it is receiving information from Sprint's database provider that the transition is likely to occur soon. It is expected that Sprint will turn up many cell sectors to serve LTE, both overlays of CDMA sites, as well as new tower sites requiring cell sector routing and data provisioning. MESB has been engaging with Sprint's database provider on behalf of MESB PSAPs and is discussing plans to handle the work effort involved.
- b. **Wireless routing updates** for all carriers are being handled between Comtech (VZW LTE), West Mobility (ATTMO, SPPCS, VZW CDMA), T-Mobile and the MESB (on behalf of all metro PSAPs) using routing spreadsheets exchanged via email. MESB is sending routing directly back, rather than sending it through the PSAP for final review. MESB PSAPs can always email [mesbgis@mn-mesb.org](mailto:mesbgis@mn-mesb.org) and request that MESB review the routing for a specific sector or call. The details of transitioning Sherburne County PSAP wireless data is a topic for MESB's upcoming meeting with them on 1/9/19.
- c. The effort to **clean up wireless ALI data screen content** and **streamline wireless data maintenance processes** is progressing and continues to be multi-staged. The targeted simplified wireless ALI screen display has been shared with PSAPs at past TOC meetings and via email.
- d. MESB is continuing to build out a **geospatial dataset of cell towers** across all carriers that will be used in the next phases of wireless ALI clean-up.

#### 6. **Device-Based Location Technology for improved location & call routing accuracy:**

- a. The wireless carriers have responded to the SECB's inquiry for details about their plans to integrate **device-based hybrid location technology** solutions to improve the accuracy of call routing and location identification.
- b. **MN APCO/NENA held a wireless location session** in Saint Cloud on 12/11/18 to cover information and options for integrating improved wireless location accuracy at the PSAP. Making improved, device-based hybrid, location information available to the PSAP using both current and new delivery methods was discussed. Options for interfacing via PSAP CPE, CAD, and mapping systems, as well as through an internet browser application were presented.

#### 7. **Annual Data Reconciliation:**

- a. MESB has been monitoring the completion of the annual data reconciliations by all metro area service providers with data in the ALI database. Providers had until 12/31/18 to complete their data validations and problem resolutions.

#### 8. **IPAWS and 911:**

- a. ECN, MESB, and Airport PSAP met 1/7/19 to discuss cell coverage information for **geo-targeting of IPAWS WEAs**. ECN staff are investigating several follow-up items from the discussion.