



9-1-1 Technical Operations Committee

Meeting Notice

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

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

Mark Your Calendars



9-1-1 Technical Operations

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee Tentative Agenda March 16, 2017

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Items
 - a. National Weather Service Standard Work Group Representative Appointment
 - b. FCC Mandated Service Provider PSAP Notification
4. Unfinished Business
 - a. Next Generation 9-1-1
 - i. Text-to-9-1-1 implementation
 - 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

- iv. Telecommunicator Training Curriculum Development Grant Request
 - 1. Project Definition / RFP Preparation
- 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 this adversely affect?
- b. GIS Address Point Layer Development Grant Request (Update)
- c. ESInet Security (Firewall) Grant
 - i. Sub-grant agreements with the PSAPs
- d. CAD-to-CAD Interoperability Grant Request
 - i. Project Definition / RFP Preparation

6. Reports

- a. Wireless
 - i. Wireless Work Group
- 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
February 16, 2017

Committee Members

	Nancie Pass, Ramsey (Chair)	X	Kathy Hughes, Hennepin
X	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	X	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
 Scott Wosje, NBS
 Victoria Peckman, Allina EMS

Jake Jacobson, CenturyLink
 Matthew Hoffer, CenturyLink
 Scott Haas, Scott Co.
 Tony Martin, Edina
 Chris Kummer, MAC
 Lauren Petersen, MAC
 Joe Fick, Airbus
 Georgia Bohl, Airbus
 Frank Jarman, Solacom

1. Call to Order

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

2. Approval of Minutes / Agenda

Bob asked for a motion to approve the draft January 19 minutes if there were no corrections or additions.

Motion to approve the draft January 19, 2017 Minutes as distributed. (Hughes / Sprynczynatyk) Approved

Motion to approve the agenda for today's meeting. (Hughes / Sprynczynatyk) Approved

3. Action Items

a. CAD-to-CAD Interoperability Grant Request

Pete Eggimann reported to the committee that it appeared likely that the region would be funded on all three of the grant requests submitted. A handout was provided to the committee that contained the three project descriptions. It was noted that the GIS Address Point Layer Development grant request was part of the ongoing GIS / MSAG synchronization project and could proceed without any more significant committee involvement. The CAD and Training projects will need additional committee input to help develop RFPs for both projects. Bob asked the committee how they wanted to proceed. After some discussion, it was decided to utilize the participants who worked on the initial grant requests plus Vikki Peckman and Lauren Petersen who both have worked extensively on CAD systems that support multiple agencies. *Motion to utilize the participants identified by the committee (Pankonie / Eckel) Approved.*

b. Telecommunicator Training Curriculum Development Grant Request

Motion made to designate the PSAP Roundtable work group that helped develop the minimum training standard be asked to help develop the project information necessary to prepare an RFP. (Pankonie / Sprynczynatyk) Approved.

4. Unfinished Business

a. Next Generation 9-1-1

i. Text-to-9-1-1 Implementation

Pete told the committee there was a handout update from ECN on the Text to 9-1-1 implementation progress. Additionally, there was clarification yesterday from CenturyLink and West that the West Text Control Center (TCC) is connected to the ESInet. However, a need remains for ESInet configuration work as each individual PSAP becomes enabled to receive text messages. ECN has started work on a draft MOU that can be used between the designated regional text PSAP and the other PSAPs in the region for whom the regional PSAP takes text messages. All of the PSAPs in each region will be part of the MOU initially, and as individual PSAPs are able to take their own texts they will be removed. The suggested sunset clause for the

regional PSAPs to act on behalf of other PSAPs is December 31, 2018. After the sunset clause date a PSAP that was still unable to take their own text messages would be expected to enter in to their own service agreement with another PSAP that has text capability.

1. PSAP Liability Question

Jill advised the committee that after some research, including working with a member of the Washington Co. Attorney's Office, there doesn't appear to be any specific language in statute providing immunity to telecommunicators, other than a provision that covers the provision of medical pre-arrival direction. The MESB is working with ECN and representatives from the telecommunications industry on updating the language in the 9-1-1 statute to more accurately reflect today's technology. As part of that effort there is draft language that would define a 9-1-1 request for service to include text messaging, and not be limited to just voice calls. Jill said the MESB could work with the MN Sheriff's Association if more liability protection language in statute was needed.

ii. Firewall Implementation

The State has been working on draft language to include in a document titled, "State of Minnesota Session Initiation Protocol (SIP) Enablement Guidelines for PSAPs". The current draft was provided to the committee in the meeting materials. The document primarily focuses on the firewall implementation and configuration. Converting the ESInet connection at the PSAP away from the analog legacy PSAP gateways and toward end-to-end IP-based connectivity utilizing SIP is part of the transition plan to support NG9-1-1. Pete told the committee members that he believed the draft guidelines document could become an attachment to the ECN NG9-1-1 Strategic Implementation Plan. A concern was raised about the level of technical detail in the current draft of the guidelines document, especially if the intent was for the document to be publicly available. Pete told the group that ECN was willing to take editing suggestions until March 11. Pete will make draft edits to the document to address the concerns the committee raised and then send the new draft back to the committee members for their review and input before sending the final draft to ECN on the 11th.

b. PSAP Operations Roundtable Work Group

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

Chris Kummer reported for Heidi Hieserich that the work group got together last week. There were representatives from Anoka, Airport, Allina, U of M, Dakota, Carver, Hennepin, Ramsey, Scott. Dustin Leslie and Kathy Anderson from ECN also attended. The group tried to identify the steps in the process from the time the caller sends the initial text to the time the PSAP serving the caller's location initiates a response. This process identified some questions the group could not answer. Dustin said he would take the list of questions back to Dana and work with her to get the answers. The group is scheduled to meet two more times with the goal of having a draft standard for the March TOC meeting.

Subsequent to the work group meeting, CenturyLink and a West sales representative, Donna Pair, met with Chris's team at the Airport and did a live demonstration for them on how the VIPER handles text messaging on the workstations.

ii. Training Standard Implementation Guide

This work group with representatives from five PSAPs has begun meeting.

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 he had collected 15 of the 24x7, on-duty email addresses so far, and would follow up with the PSAPs that had not responded yet. He asked the group if they wanted these email addresses shared with the carriers and other service providers to be used to notify the PSAPs of a problem in the carrier or service provider network. The consensus from the committee members was that the email addresses should not be shared. The group felt the on-duty email addresses should only be used by the 911 service provider in the event of a major 911 system outage, or by the designated regional text-to-911 PSAP to share text message information with the PSAP having jurisdiction for the incident being reported.

5. Pending Business

a. Implementation of Non-Dialable 9-1-1 Routing Numbers

i. Who Would Be Adversely Affected?

Pete explained that the Red River PSAP has been receiving robo marketing calls on their 9-1-1 sessions. CenturyLink, ND 9-1-1, and ECN are continuing to investigate. There are dialable 10-digit telephone numbers associated with each PSAP's 9-1-1 sessions, and these robo calls may be coming into the system because the marketing computer systems are dialing the 10-digit routing numbers. Pete asked the committee members if any of them were aware of legitimate uses of the 10-digit routing numbers, and what would be affected if the routing numbers were replaced with non-dialable numbers. Jon told the committee that he thought the Wisconsin PSAPs were using those numbers to transfer calls to the MN PSAPs so the transferred calls would come into the MN PSAPs on 911 trunks, but without ANI/ALI. Joe Fick thought that some greater MN PSAPs may have their 9-1-1 answering equipment set up to transfer calls to neighboring PSAPs using the routing numbers rather than transfer through the 9-1-1 system. Joe acknowledged that those systems may have been updated since he had any experience with them, but it should probably still be checked. This will continue to be investigated before any changes are made.

b. GIS Address Point Layer Development Grant Request (Update)

Jill advised the committee that the grant proposals for Address Point Layer Development for Washington and Isanti Counties are moving forward. Troy will be the point of contact for the MESB for grant acceptance and administration. Troy will be working through the administrative process with the State, Washington, and Isanti County in the coming months. Marcia advised that it is anticipated that Washington County will be managing the

GIS address point development themselves and will be hiring interns to do the work. Isanti County, however, will be using MnGeo to develop their address point layer.

c. **ESInet Security (Firewall) Grant**

i. **Sub-Grant Agreements with the PSAPs**

Jill advised the committee members that even though ECN was going to manage the purchase, installation, and management of the firewalls, sub-agreements will be needed between each of the PSAPs and the MESB, acting as the grant administrator for the metro PSAPs.

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 (Hunt / Pankonie)

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of March 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 – 3/16/2017

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 has provided MESB with their updated GIS data, which MESB reviewed. Given a handful of minor corrections, the PSAP will have completed their address validation phase. MESB will then coordinate a meeting between the Airport and Hennepin Co. GIS to discuss the integration of Airport data to the county datasets.
 - ii. **Anoka County** PSAP has transitioned their “live” MSAG for four communities to match their county centerline. Anoka County GIS is continuing to work on building out their address points.
 - iii. **Bloomington** PSAP and City GIS department continue to work on resolving their ALI geocoding errors.
 - iv. **Carver County** MSAG and ALI changes are nearly complete in 911NET. A new ALI extract will be pulled in the next month to provide updated ALI geocoding results to the PSAP and County GIS department.
 - v. **Chisago County** reports they are nearly 75% complete with adding address points or updating 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** is complete with ALI geocoding error resolution to their City GIS data. A list of changes needed in the Hennepin Co. GIS data is being prepared.
 - viii. **Edina** is working on resolving their ALI geocoding errors.
 - 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’s** centerline has been edgematched into its MESB neighboring county centerlines and migrated to the MRCC schema. Final checks are being run on the public safety attributes in Isanti’s new MRCC centerline. 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 and will be using MnGeo to perform the address point layer buildout under that grant.

- xi. **MECC** street name comparison has been run. A meeting with the appropriate city and county personnel is being scheduled to discuss and resolve the street naming differences across the PSAP's MSAG/ALI data, City/CAD centerline, City address points, County centerline, and County address points. Preliminary ALI geocoding results have also been prepared and will be shared at the upcoming meeting.
- 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** has pulled a new ALI extract and is running preliminary validations on their data before having MESB run the full set of 911 validations. Discussions are in the early stages regarding transition of Ramsey County's MSAG to be GIS-based.
- 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. 911NET updates are in progress as a result of the resolutions the county has completed. The PSAP is working with their responders to obtain response boundary approvals.
- xvi. **U of M** is included in the 911/GIS validation underway with MECC and will be participating in the upcoming meeting regarding street name issues.
- 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 have completed their review of the category of errors related to the County centerline only. They report they are about 2/3 complete with making the required centerline updates. Washington County will be part of the State grant for address point development.

- 2. The State of MN continues to work 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. The MRCC Build team recommended that the 7-metro county GIS managers make a formal request to the MetCouncil to develop a metro Geodata portal. MESB has communicated that including Isanti and Chisago Counties on the portal will be essential to allow the full 9-county MESB area to be aggregated. Geoff Maas has communicated this and has stated that this will not be an obstacle.
- 4. Monthly PSAP ALI Audittrail reports have been distributed.