



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
April 21, 2016
10:00 AM**

**Hennepin Co. PSAP
1245 Shenandoah Lane N
Plymouth, MN**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

April 21, 2016

1. Call to Order
2. Approval of Minutes
3. Old Business
 - a. Wireless Issues
 - i. Wireless Work Group
 - b. GIS Issues
 - c. Data Issues
 - d. Next Generation 9-1-1
 - i. State 9-1-1 Program 9-1-1 Services RFP Update
 - e. PSAP Operations Round Table Work Group
 - i. Minimum Training Standards for Telecommunicators
 - f. Legislation – PSAP Manager Concerns / Needs?
 - g. Metro Area 9-1-1 Strategic Planning Issues
 - i. 9-1-1 Service Provider Contract Negotiations
4. New Business
 - a. ?
5. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
March 17, 2016

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		Dave Pikal, Ramsey
X	Tim Walsh, Carver		Ken Dvorak, Scott
X	Jon Eckel, Chisago		Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota		

Alternates

	Susan Bowler, Carver		Kyle Blum, Anoka
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
	Jeff Schlumberger, Hennepin		Denise O'Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Gordy Chinander, MESB
 Marcia Broman, MESB
 Jill Rohret, MESB
 Scott Wosje, Northland Business

Dawn Evangelist, CenturyLink
 Matthew Hoffer, CenturyLink
 Jeff Lessard, U of M
 Lauren Petersen, MAC
 Victoria Peckman, AHEMS
 Jake Jacobson, CenturyLink

1. Call to Order

Nancie Pass called the meeting to order at 10:04

2. Approval of Minutes

Motion to approve the draft February 18, 2016 Minutes (Lind/Eckel) Approved.

3. Old Business

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

A written report on the MESB activities regarding wireless was provided in the meeting packet.

Training for PSAP Managers, Coordinators, and others involve in the wireless routing decision process will begin soon. Registration to participate in the training is supposed to open up on Monday, March 21, and remain open until March 28.

Gordy let the committee know that the wireless tower sectors in the database that had “provisional” routing have now been cleaned up. Gordy asked that any PSAP that receives a wireless call from now on where the ALI displays “PROVISIONAL” should report that to the MESB for investigation.

The committee members were asked to share if their PSAP had experienced any issues with wireless 9-1-1 calls in the past month. Jon reported that Verizon had begun offering their version of Wi-Fi calling, which requires the user to provide a service address the first time they use the service. The user is advised to update the service address as necessary, if they move to a different location. Once an address is entered into the phone by the user, that entry screen does not automatically come up again. The user will need to search for it in the phone settings in order to make a change. 9-1-1 calls that complete over the Wi-Fi connection, when regular cell service is not available, will route to the PSAP serving the address the user provided, regardless of where the caller is actually located. If cell service is available, 9-1-1 calls should complete over the wireless network even if Wi-Fi is also available. Those calls should route correctly. Christine reported that Sprint is offering a similar service with I-Phones.

i. Creation of a Wireless Work Group

The new Wireless Work Group being formed currently has nine members who have asked to participate. Gordy has sent out a poll to identify the best date/time for the work group to get together.

b. GIS Update – Marcia Broman (see written report)

Marcia advised the committee that the MESB is continuing to work with the PSAPs that remain to have their MSAG data updated to match postal standard abbreviations. Because of the number of records potentially involved, Marcia wants to get Minneapolis scheduled first, and then will work with Carver, Scott, Edina, Bloomington, U of M, and White Bear Lake to get them done by the end of the year.

The state, with the assistance of the MESB, has prepared draft standards for NG9-1-1 GIS Road Centerlines. Information regarding the standards will be sent to the PSAPs and county GIS contacts across the state. She said the PSAPs should get an email next week which will include a review form so that feedback regarding the draft standard can be sent back to the state, and the draft updated to reflect the feedback.

Marcia asked committee members if any of them experienced any GIS or Data issues since the last meeting that they wanted the committee to be aware of. *(None were reported)*

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

A written report on the MESB activities regarding ALI data was provided in the meeting packet. None of the committee members had any new data issues to discuss with the group.

d. Next Generation

i. State RFP Update – Dana Wahlberg

No contract negotiations have begun yet. The Department of Admin is finishing the final pricing comparison so it can be scored.

Dana told the committee that all three respondents to the RFP had included an interim SMS Text-to-911 solution that would support the three PSAP interface options, 1) integrated with the PSAP 9-1-1 call answering application, 2) a web browser- based interface separate from the 9-1-1 answering application, and 3) an SMS Text to TTY conversion that would utilize the PSAP's existing TTY interface. Jon raised a concern about using the web browser-based interface with anything connected to the 9-1-1 answering application because of concerns about threats on the Internet. Dana does not believe that using the web browser-based interface has any connection to the Internet. The text messages would still be delivered over dedicated 9-1-1 network connections, not the Internet. The messages are just formatted to utilize a standard web browser window and controls as the display interface at the PSAP. The goal for the interim SMS Text-to-911 deployment is to have at least one PSAP in region in the state that can accept the text messages on behalf of all of the PSAPs in that region temporarily until the rest of the PSAPs can be deployed.

Scott Wosje asked if the text messages would need to be logged or recorded. It is believed that the rules requiring PSAPs to record voice calls would also apply to text messages.

e. PSAP Operations Roundtable - Victoria Peckman

Minutes from the last meeting were distributed to the committee and will be posted with the other 9-1-1 TOC meeting packet materials on the MESB web site. Victoria attended the minimum training standard work group meeting. She reported that the group was making good

progress and thought that it would take at least one more meeting before they would have draft results that could be shared.

f. Legislation – Jill Rohret

Jill told the committee that the legislative session began last week. The sales tax exemption for joint powers organizations bill is still being considered, and the MESB lobbyist is actively working in support of that bill. Jill also reported that several of the legislators have announced that they won't be running again next fall. That will mean we will have to reach out to new members coming in next year to help them understand what the MESB does and what our members need to support public safety communications and EMS activity in the metro area.

g. Metro Area 9-1-1 Strategic Planning Initiative – Pete Eggimann i. Issues and Needs Analysis Report (copy provided)

Pete walked the committee members through the final report prepared for the MESB by PSC Alliance based on the input they received from the metro area PSAP managers. Four broad areas were identified as being common concerns to many, if not all, of the PSAPs:

Employee – staffing levels, recruitment, and retention

Training – keeping training up to date, cost concerns, and standardization

Budget – PSAP operating expense increases, unknown future costs, and stability of the funding sources (surcharge, general tax base)

Technology – new capabilities (e.g. text, video, etc.), NG9-1-1 call handling, continuity of operations options

The report indicates that the PSAPs believe and expect the MESB to have a role in addressing these areas of concerns. The report identified these five areas as priorities where the MESB role was critical. - 1) the development of minimum training standards for new telecommunicators, 2) supporting stable and adequate funding for PSAPs, 3) implementation of an interim SMS Text-to-911 solution in the metro area, 4) evaluation of potential continuity of operations options for PSAPs made possible by NG9-1-1 technology, and 5) continued support for GIS data development, maintenance, and quality assurance processes necessary to support accurate NG9-1-1 call routing and location identification.

ii. MESB NG9-1-1 Transition 2016-2017 Strategic Plan – Pete Eggimann (copy provided)

Pete walked the committee members through a very high level strategic plan document that the MESB staff had prepared for the MESB Board members. Over the past couple of years several of the board members have changed, and many of them did not have much background knowledge of what the MESB staff does on a day-to-day basis. It had also been some time since the staff had provided an updated transition vision to the Board on moving from E9-1-1 to a NENA i3-compliant NG9-1-1 system. The report covers the current status,

progress, and future milestones that the MESB staff have identified under each of the four components that make up NG9-1-1 – regional GIS, enhanced PSAP IP-connectivity, NENA i3 standard compliance, and 9-1-1 system support for multimedia call content.

4. New Business

a. Committee Member Roundtable

(Committee members shared what was happening at each of their PSAPs that might be of interest to the group.)

Call to adjourn (Lind/Hughes)

Technical Operations Committee

GIS Manager's report – 4/21/2016

Metropolitan Emergency Services Board

2099 University Avenue

St. Paul, MN 55102

Web: www.mn-mesb.org

TOPIC

Wireless

Verizon network upgrade- Verizon is upgrading their network from 3G to 4G in the metro. This requires re-registering their towers. This has increased call testing requests in the metro with some of the requested test calls approaching 50-70 per PSAP a night.

T-Mobile wireless database – T-Mobile database had a couple dozen towers in the metro that had the PSAP abbreviation in the community field instead of the actual community name. This has been correct and did not have any effect on routing of the wireless 9-1-1 calls.

Draft Metro9-1-1 Call Test Request Protocol – The intent of this document is to provide guidelines to the wireless carriers and prevent the unsupportable call testing expectations of the PSAPs. Please review and provide comments

Wireless 9-1-1 Exigent and Call Issue Reporting Protocol- This document provides the correct contact information and process needed for Exigent Circumstance (life and death) and non-exigent circumstance issues (call mis-routes, call quality, etc).

State Wireless Emergency Routing Maintenance (WERM)- All PSAP wireless contacts that requested access to WERM have been processed. Training for WERM will begin the week of May 2nd (information has been sent to registered WERM users)

MESB PSAP wireless workgroup- Met on March 28th at the MESB office. The workgroup was small but everyone who attended participated actively. The group covered numerous issues and good information was exchanged. There was a lot of interest from PSAPs that were not there but wanted more information. A email was sent out on Friday with information from the meeting and a wireless survey covering the topics at the meeting to get everyone's information and comments on wireless issues.

Metro Area PSAP Wireless Carrier Call Testing Requirements - 2016

The upsurge of new wireless network technology has placed a greater demand on local PSAPs to coordinate and participate in call testing with wireless carriers. Recent call testing requests from wireless carriers have approached the level of 50-100+ calls per day to a PSAP, which is insupportable for many PSAPs.

This document will outline the 9-1-1 call testing best practices for the PSAPs in the Twin Cities metro area represented by the MESB.

All 9-1-1 cellular/wireless call testing requests for the nine-county metro area PSAPs must:

1. Submit the request to the MESB at least 48 hours before call testing is scheduled to begin. Requests and tentative testing schedules should be submitted to both:
 - Pete Eggimann peggimann@mn-mesb.org
 - Gordon Chinander gchinander@mn-mesb.org
2. The MESB will coordinate with the metro PSAP managers once the carrier has provided a proposed testing schedule to gain concurrence from the PSAP managers
3. The number of test calls scheduled per PSAP should not exceed 25 calls per day unless approved by the PSAP manager in advance
4. Test calls shall be made between the hours 0930-1500 or in the maintenance window of 0300-0600, with the PSAP manager's concurrence before testing begins.
5. When the first test call to a PSAP is placed, the test caller shall confirm with the PSAP that the scheduled call testing is still approved or if needs to be rescheduled. (rescheduling will be coordinated by the MESB)
6. The PSAP has the authority to cancel call testing at any time if PSAP resources are required to respond to emergency responders or 911 calls.
7. Any issues with the metro area 911 system that are identified during the carrier testing should be reported to CenturyLink 911 Repair

Wireless Call Issue Reporting Protocol

Exigent Circumstances (Life or Death Circumstances only)

Follow instructions below for each specific carrier

AT&T Mobility

1. Call (800) 635-6840 **Option 4**
2. Verbally explain issue
3. NO FORMS required

Sprint

1. Contact Sprint Corporate Security (800) 877-7330 **Option 1**
2. Explain scenario
3. Sprint will fax exigent form to PSAP to complete
4. Submit back to Sprint (use fax number on form)

T-Mobile

1. Contact T-Mobile (877) 653-7911
2. Explain scenario
3. T-Mobile will fax exigent form to PSAP to complete
4. Submit back to T-Mobile (use fax number on form)

Verizon

1. Contact Verizon (800) 451-5242 **Option 9**
2. Explain scenario
3. Verizon will fax correct form to PSAP to complete
4. Submit back to Verizon (use fax number on form)

Technical Operations Committee

9-1-1 Database Update – 04/21/2016

(including GIS this month)

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. Carver County is continuing to work on resolving their ALI geocoding errors.
 - ii. Chisago County is working on the results of their centerline-generated MSAG to ALI MSAG comparison.
 - iii. Dakota and Ramsey Counties are reviewing addresses with ESN assignment differences (i.e. across 4 methods: MSAG-assigned ESN, centerline attribute ESN, address point ESN, and centerline geocoded (point-in-polygon) ESN).
 - iv. Hennepin Co Sheriff's Office PSAP is continuing to resolve their ALI geocoding errors.
 - v. Minnetonka cut to their new Logis (Tritech) CAD system on 3/30/16.
 - vi. Washington County is working on finishing up their street name validation errors.
 - vii. MECC is conducting a test in advance of scheduling their MSAG postalization. Once this is set, the remaining PSAPs that haven't postalized their MSAGs will be asked to do so (Bloomington, Carver Co., Edina, Scott Co., U of M, White Bear Lake).
 - viii. Isanti County centerline migration to MRCC format is in progress and ALI geocoding errors will be presented to the PSAP for resolution this week.
 - ix. Anoka County recently provided updated ESZ boundaries due to changes in their fire agencies. MESB is assisting in clarifying ESN/MSAG adjustments necessary.
 - x. MESB recently received new GIS data from Scott County and is in the process of re-running ALI geocoding and producing new error reports.
2. DPS/MnGeo and MESB will be working with the metro county GIS managers and MetroGIS to review and evaluate NG911 Address Point Data Standards, similar to what was done with the State's NG911 GIS Road Centerline standards.
3. 2nd Quarter 2016 MSAGs have been distributed to the PSAPs.

Summary of MSAG/GIS Data Synchronization Activity (as of April 12, 2016)

	Phase A	Phase B	Phase C	Phase D	Phase E	Phase F	Phase G	Phase H
PSAP	ESZ Validations	Response Area Validations	Street Name Validations	Address Validations	Centerline Validations	Postalize MSAG	GIS MSAG	Integration
Airport	active	na	complete	active	not started	complete	not started	not started
Anoka	complete	active	complete	active	active	complete	active	not started
Bloomington	active	na	active	not started	not started	not started	not started	not started
Carver	complete	complete	complete	active	not started	not started	not started	not started
Chisago	active	not started	complete	complete	complete	complete	active	not started
Dakota	complete	complete	complete	active	complete	complete	not started	not started
Eden Prairie	complete	na	active	active	not started	complete	not started	not started
Edina	active	active	complete	not started	not started	not started	not started	not started
Ft Snelling/Airbase	not started	not started	na	na	not started	complete	not started	not started
Hennepin Sheriff	active	not started	complete	active	not started	complete	not started	not started
Hopkins (closed)	complete	na	complete	complete	na	na	na	na
Isanti	complete	not started	complete	active	active	complete	not started	not started
Minneapolis	active	not started	active	not started	not started	not started	not started	not started
Minnetonka	complete	complete	complete	complete	not started	complete	not started	not started
Ramsey	complete	active	complete	active	complete	complete	not started	not started
Richfield (closed)	complete	na	complete	complete	na	na	na	na
Scott	complete	active	complete	active	not started	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	complete	not started	not started
U of M	not started	not started	not started	not started	not started	not started	not started	not started
Washington	active	not started	active	not started	not started	complete	not started	not started
White Bear Lake	complete	na	complete	complete	not started	not started	not started	not started

Non-exigent wireless 9-1-1 call Issues

Including but not limited to, 9-1-1 call quality, call connectivity, call misrouting issues

Follow instructions below for each specific carrier

AT&T Mobility

1. Contact AT&T (800) 635-6840 **Option 4**
2. Report Issue to AT&T representative
3. Request an AT&T Ticket Number
4. Email gchinander@mn-mesb.org the following information;
 - Date/Time of occurrence
 - Description of issue
 - AT&T Ticket Number

MESB will follow-up and report findings and resolution back to you.

Sprint

1. Contact Intrado (800) 514-1851 **Option 1** or just wait
2. Report issue to Intrado analyst
3. Request an Intrado Ticket Number
4. Email gchinander@mn-mesb.org the following information;
 - Date/Time of occurrence
 - Description of issue
 - Intrado Ticket Number

MESB will follow-up and report findings and resolution back to you.

T-Mobile

1. Call T-Mobile Customer Service (800) 937-8997
2. Report issue to T-Mobile representative
3. Request a T-Mobile Ticket Number
4. Email gchinander@mn-mesb.org the following information;
 - Date/Time of occurrence
 - Description of issue
 - T-Mobile Ticket Number

MESB will follow-up and report findings and resolution back to you.

Verizon

1. Contact West (800) 514-1851 **Option 1** or just wait
2. Report issue to Intrado analyst
3. Request an West Ticket Number
4. Email gchinander@mn-mesb.org the following information;
 - Date/Time of occurrence
 - Description of issue
 - West Ticket Number

MESB will follow-up and report findings and resolution back to you.