



911 Technical Operations Committee

Meeting Notice

**Thursday
February 18, 2016
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

911 Technical Operations Committee

**Tentative Agenda
February 18, 2016**

1. Call to Order

2. Approval of Minutes

3. Old Business

- a. Wireless Issues
 - i. Creation of a Wireless Routing Recommendation Work Group
- b. GIS Issues
- c. Data Issues
- d. Next Generation 911
 - i. State 911 Program 911 Services RFP Update
- e. PSAP Operations Round Table Work Group
 - i. Ramsey Co. Mental Health Referral SOP Draft
- f. Legislation – PSAP Manager Concerns / Needs?
- g. Metro Area 911 Strategic Planning Initiative
 - i. Issues and Needs Analysis Report
 - ii. NENA ESInet Design – Trial?

4. New Business

- a. ?

5. Adjourn

Metropolitan Emergency Services Board
911 Technical Operations Committee
Draft Meeting Minutes
January 21, 2016

Committee Members

X	Nancie Pass, Ramsey (Chair)		Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
	Val Sprynczynatyk, Anoka	X	Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD		Dave Pikal, Ramsey
X	Susan Bowler, Carver		Ken Dvorak, Scott
	Bob Shoemaker, Chisago	X	Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota	X	Jon Eckel, Chisago

Alternates

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

Others Attending

Pete Eggimann, MESB
Martha Ziese, MESB
Gordy Chinander, MESB
Kay Simons, MESB
Jill Rohret, MESB
Marcia Broman, MESB

Chris Kummer, MAC
Matthew Hoffer, CenturyLink
Jeff Lessard, U of M
Lauren Petersen, MAC
Victoria Peckman, AHEMS
Heidi Hieserich, MAC

1. Call to Order

Nancie Pass called the meeting to order at 10:03

2. Approval of Minutes

Motion to approve the draft December 17, 2016 Minutes (Hughes/Shogren) 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. The committee members were asked to share if their PSAP had experienced any issues with wireless 911 calls in the past month.

Washington County reported that they were still having on-going problems with moving ALI information into their CAD because of inconsistent data formatting in the ALI fields. Other committee members believed the same thing was happening at their centers, but that the telecommunicators (TC) were manually making the corrections in CAD.

Ramsey and Anoka have had harassing calls from someone using a non-initialized cell phone that repeatedly calls their centers.

i. Creation of a Wireless Routing Recommendation Work Group

Marcia Broman felt it would be worthwhile to gain PSAP input on how the wireless ALI data is configured and used. How is the routing process working? What location accuracy are the PSAPs actually seeing? Marcia anticipated that it may take one or two meetings involving a PSAP rep that is familiar with the wireless process. Nancie pointed out that the meeting content may dictate that more than one staff person's area of responsibility might be involved. An agenda in advance would help ensure the correct people were at the meetings. Marcia and Gordy will follow up on this.

Nancie asked group if a separate meeting with the wireless carriers would also be beneficial. There was agreement that a carrier meeting would be helpful, but that it should be held after getting the feedback from work group Marcia and Gordy are organizing.

Gordy asked if the PSAPs were looking at the sector description and was there value in that? Jon said there is value with hang ups.

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

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)*

Marcia reported that one of the State's GIS technicians is doing a good job at Washington Co. She is there three days a week. If other PSAPs are interested, this has been a win-win situation for Washington County to get assistance from the State on getting the GIS information in sync with the MSAG. Holly, the State GIS technician who has been helping in Washington County,

spent time with Pamela Oslin (MESB contractor) becoming familiar with the MESB processes before she went to assist Washington County.

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 – Pete Eggimann

The RFP respondents all submitted their best and final pricing. The pricing is being reviewed by Mission Critical for consistency and accuracy. When Mission Critical's review is complete, the pricing will then be scored by the Department of Administration. The final proposal scoring will then be reviewed by the evaluation committee, and then negotiations will begin. A decision by February is expected.

e. PSAP Operations Roundtable - (meeting minutes in the packet)

Heidi reported that the work group had decided to keep the meeting dates the same (second Tuesdays at 10 A.M.) The airport is a central location and can host the meetings unless another PSAP wants to.

A smaller work group will be formed to work on identifying curriculum content that could be incorporated into a minimum training standard for entry level TCs. Heidi will notify the TOC when the workgroup participants are identified.

Nancie said that Ramsey County has a 24 hour Mental Health Crisis line. The PSAP is beginning to send more 911 mental health calls there. Nancie will send the draft SOP to Pete and he will send to members. This will remain on the agenda.

f. Legislation – Pete

Margret Vessel, the MESB lobbyist, has been monitoring the activity at the capitol for anything related to making proposed changes to the 911 surcharge. Nothing has been introduced to date. The MESB is socializing some changes to Chapter 403 with the state and the carriers that would bring the language more into line with the direction the telecommunications industry is moving, and how that movement might affect the surcharge. The long term concern is that we are losing the leverage of the PUC over the communications service providers. If they are not regulated by the PUC or under contract, how can we consistently collect the surcharge? The MESB is also working on sales tax exemption for joint powers organizations and preparing more for 2017. The short session will mean fast deadlines once the session starts.

g. Metro Area 911 Strategic Planning Initiative – Pete

This work group met this morning. It was facilitated by Jeff Nelson and Brian Kyllonen from PSC Alliance. They are helping prepare a recommendation to identify and prioritize 3 or 4 major items that the MESB could help the PSAPs with. PSC will deliver their draft report to the MESB by February 11, 2016, so it can be included in the February 911 TOC meeting packet.

h. SECB NG9-1-1 Committee – 9-1-1 Standards Subcommittee

Dar Pankonie reported that this standards subcommittee needs a new leader and has not met in several months. Dar will continue in 2016 as the Chair of the SECB NG9-1-1 committee. Christine and Susan are the metro representatives for that committee.

Federal Engineering is coming to the next NG9-1-1 committee meeting to gather feedback for a report to the State on how the 911 surcharge is currently being used and whether sufficient funding will be available from the surcharge to support the continued transition to a fully standard complaint NG9-1-1.

2. New Business

a. Airbus User Group Creation?

Tony Martin, the Chair of the System Owners Group (SOG) of the 5-PSAP consortium using the shared / hosted Airbus system, asked the committee members if they thought there would be value in forming an Airbus User Group for the metro area. Joe Fick and Frank Jarman, Airbus representatives, both encouraged the idea of forming a group. Christine McPherson volunteered to lead the User Group. It was agreed the Airbus users would take this offline, and not continue the discussion at the TOC meeting.

b. 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 – 2/18/2016

Metropolitan Emergency Services Board

2099 University Avenue

St. Paul, MN 55102

Web: www.mn-mesb.org

TOPIC

Wireless

Wireless provisionally routed database cleanup - This database project is an audit of all “Provisionally Routed” sectors in Intrado’s wireless database. This project will be completed by the end of February 2016

State Wireless Emergency Routing Maintenance (WERM) system allows wireless vendors, Intrado, and TCS to directly upload their tower routing information. The application allows you to review, change routing and update routing information online from anywhere. There will be some training for PSAP users before the go live date that scheduled for the end of April 2016. Notification of training date(s) will be sent soon

New MESB PSAP wireless workgroup- Each PSAP should be represented by the person that approves wireless routing or is assigned wireless duties. This workgroup will address wireless routing processes, wireless ALI screen info, sector description needs and wireless call issues and standards

CAD/ALI data issue- there has been some wireless ALI data formatting issues that have identified by several PSAPs that result in truncated information or no information displayed in the CAD. The MESB is working with Intrado to resolve the issues. Can anyone provide screen shots of this?

Normalize wireless data- The ALI data issue has brought to attention the need to data normalization in the community field. Communities are often abbreviated differently in the 9-1-1 database hosted by Intrado. This has also caused issues with CAD systems. Suggested solution;

- Each PSAP representative in the MESB wireless workgroup develop a standard 7 character abbreviation for every community in their jurisdiction

Major Increases in wireless test calls-

- Verizon is currently moving to their LTE/4G network in which they need to test almost every tower/sector as they migrate over to new network
- Sprint is also validating their wireless tower and sectors information as they move to hosting their data with Intrado

The MESB would like a PSAP approved standard that identifies call testing request notice (24 hour notice) preferred call testing hours, and a maximum of test calls per PSAP/Day. Suggested recommendation- assign to MESB wireless workgroup to develop.

Summary of MSAG/GIS Data Synchronization Activity (as of February 10, 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	not started	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	active	not started	not started	not started	not started



Next Generation 9-1-1 GIS Project

**Quarterly Regional Leadership
Project Update
January 25, 2016**

**Presenter:
Adam Iten, Project Manager**

- 2015 Accomplishments
- 2016 Goals
 - GIS Data Collection, Assessment, and Preparation
 - GIS Data Workflow and Repository
 - MN NG9-1-1 GIS Data Standards
 - Communication Plan

2015 Accomplishments

- Hired Project Manager **Q1 CY15**
- Scope of Work
- Regional project kickoff meetings
- Request for Information **Q2 CY15**
- Formed NG9-1-1 GIS Subcommittee
- RFI Summary Report
- Hired two GIS Analysts for project
- Formed GIS Standards Workgroup **Q3 CY15**
- Initial NG9-1-1 GIS data collection and assessment
- Delivered compiled statewide emergency service boundaries for FirstNet project
- Issue #1 of Project Newsletter
- Purchased development and repository servers **Q4 CY15**

2016 Goals

- Data Collection, Assessment, and Preparation
- GIS Data Workflow and Repository
- MN NG9-1-1 GIS Standards
- Communication Plan

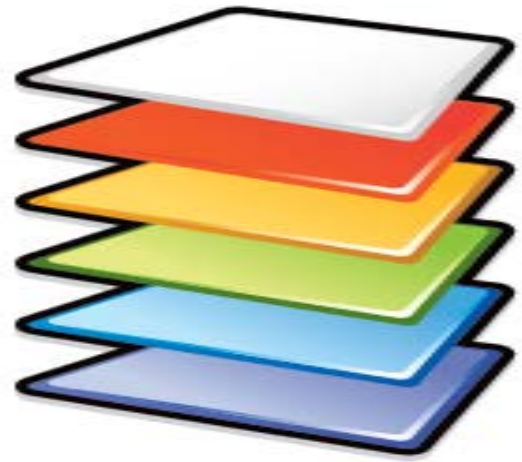
GIS Data Collection, Assessment, and Preparation

- Required GIS Data

- Street centerlines with address ranges
- Address points
- Public Safety Answering Point (PSAP) boundaries
- Emergency Service boundaries
 - Fire
 - Law Enforcement
 - Emergency Medical Service
- Data maintenance boundaries

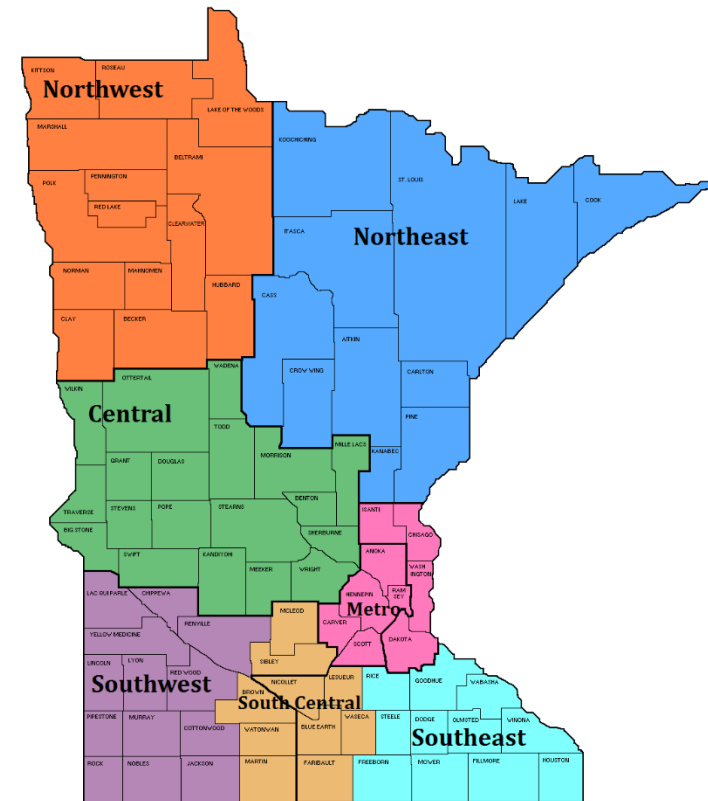
- Required 9-1-1 Data

- Master Street Address Guide (MSAG)
- Automatic Location Information (ALI)
- English Language Translation (ELT)



GIS Data Collection, Assessment, and Preparation

- Data Readiness Profiles
 - Complete Metro and NE – Q2 CY16
 - Complete all regions – Q4 CY16
- MSAG/GIS Synchronization Project
 - Metro – ongoing with MESB
 - NE – begin Q2 CY16
 - Remaining regions – begin Q3 CY16



- NG9-1-1 GIS Data Workflow Scope and Requirements
 - Data uploads and portal – Q2 CY16
 - Normalization – Q2 CY16
 - Validation – Q2 CY16
 - Aggregation – begin Q3 CY16
 - Provision ECRF/LVF – begin Q3/Q4 CY16

- Add PSAPs/counties to NG9-1-1 GIS repository
 - Metro region
 - Centerlines – Q1 CY16
 - Remaining GIS data – begin Q3 CY16
 - NE region – begin Q2 CY16
 - Remaining regions – TBD

- Developing GIS data requirements for NG9-1-1 in Minnesota
- Aligning with NENA standards and validate against similar standards
 - Other states (IA, KS, ND, TN, TX) and MRCC
- Standards Workgroup working on Version 1.0
- Stakeholder review of v1.0 – **starting Q1 CY16**
 - Metropolitan Emergency Services Board (MESB)
 - GIS Subcommittee and stakeholders
 - NG9-1-1 Committee and PSAP stakeholders

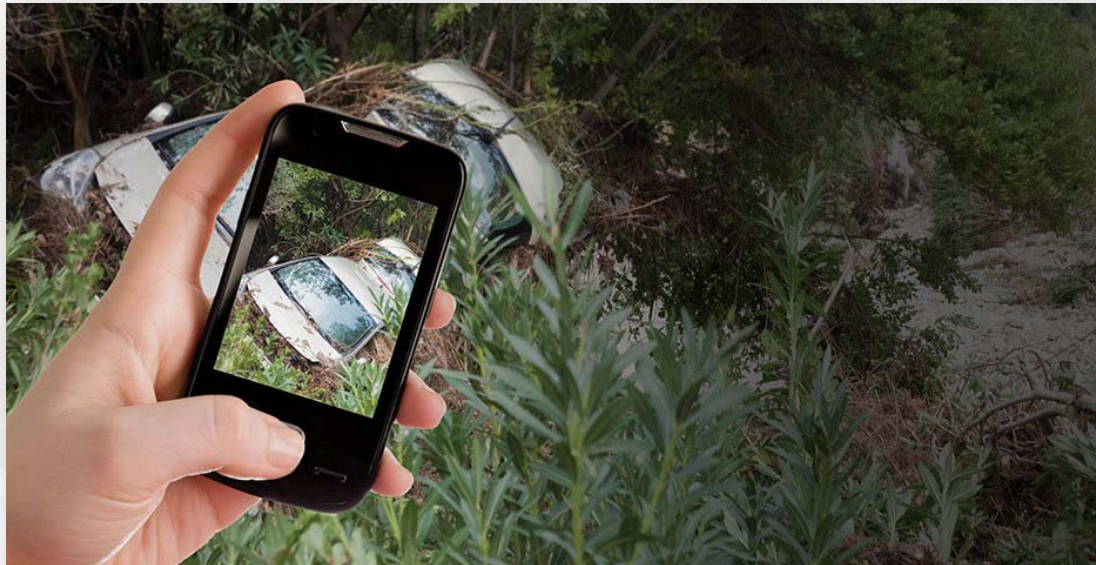
- Stakeholder approval of v1.0 – **Q3 CY16**
 - Metropolitan Emergency Services Board (MESB)
 - GIS Subcommittee
 - NG9-1-1 Committee
 - Statewide Emergency Communications Board (SECB)
 - Statewide Geospatial Advisory Council (SGAC)
 - MN Information Technology Agency (MNIT)

Communication Plan

- ECN website
- Monthly
 - Project newsletter
 - GIS Subcommittee meeting
 - NG9-1-1 Committee meeting
 - SECB meeting
- Quarterly
 - Regional PSAP/GIS meetings
 - Statewide Geospatial Advisory Council



Thank You!



Adam Iten, Project Manager
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651-201-7559

Technical Operations Committee

9-1-1 Database Update – 02/18/2016

(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 activating working on their ALI geocoding errors.
 - ii. Chisago County completed the review of their centerline validation errors.
 - iii. Dakota and Ramsey Counties are finishing up their ALI geocoding errors.
 - iv. Eden Prairie completed their ESZ boundary validations.
 - v. Hennepin Co Sheriff's Office PSAP completed their MSAG postalization and street name validation work
 - vi. Hennepin County finished corrections to the County GIS data for Minnetonka's address validation errors
 - vii. Washington County is making progress on their street name validation errors with the help of a part-time GIS staff person from the State.
 - viii. Progress is being made on the DPS/ECN's request for statewide ALI extracts from all ALI providers for use in an overall NG9-1-1 data readiness/address validation assessment.
 - ix. The following PSAPs will be contacted in the next month to schedule the 2016 date for their MSAG postalization: Bloomington, Carver Co., Edina, Minneapolis, Scott Co., U of M, White Bear Lake.
2. MESB is continuing to work with DPS/MnGeo to gain documentation of the State's NG911 GIS data standards. Adam Iten is also utilizing a GIS standards workgroup for input. In addition to MESB, Ramsey County PSAP and Hennepin County GIS have representatives attending those workgroup calls.
3. A February meeting is being planned with the Metro Regional Centerline Collaborative (MRCC) group and metro area GIS managers to review the MRCC rollout and solicit metro GIS manager input on the State's first draft NG9-1-1 GIS Data Standards. The State will be presenting the State's draft centerline standards to the metro MRCC group on 2/29/16 for input.
4. DPS/MnGeo has prepared a summary of the NG9-1-1 GIS project 2015 accomplishments and 2016 goals (attached). This has been shared with various SECB related committees and the metro area GIS data producers/GIS managers.
5. MESB staff is working with CenturyLink for clarification on handling of ANI failure conditions in the State's current 9-1-1 network configuration.
6. December 2015 ALI Audittrail reports were distributed on 1/22/2016. January 2016 reports will be distributed once received from CenturyLink.

Emergency Communications Center

Operational Policy 2470-35: Ramsey County Mental Health Referral

Applies to all employees assigned to call taking or dispatching

Refer to Operational Policies 2470-06: Emotionally Disturbed Persons; 2470-01: Ramsey County Crisis; 2470-25: Suicide in Progress Calls

Appropriate usage

- A referral to Ramsey County Mental Health may be made when the caller is requesting general mental health assistance for the caller or another person.
- Available 0800 to 2300 daily.
- The person in need of assistance
 - Is an adult (age 18 or over).
 - Does not have a suicide plan or means to carry out a plan.
 - ✓ Maybe suicidal without a plan or means to carry out a plan. (Often referred to as “suicidal ideations”.)
 - Has not attempted to harm him- or herself within the past 24-hours.
 - Is not believed by the caller to be a danger to the caller or any other person(s).
 - ✓ Typical problems include not taking medication and/or speaking or acting in an unusual manner without any concerns about potential danger.
- The caller is
 - Comfortable with being transferred to Mental Health.
 - Willing to have phone counseling and a potential in-person evaluation by a mental health professional rather than a police response.
 - Feels safe and comfortable waiting for a mental health response.

Referral process

- Advise the caller that a mental health referral by Ramsey County Mental Health is available as an alternative to a police response.
 - Initial referral is by phone with a possible response by a mental health professional.
- Determine that the caller feels safe and comfortable waiting for a potential in-person response.
- Determine the information as noted below.
- Enter a call in CAD using the problem nature EDP. When the transfer is completed clear the call using the disposition MH (mental health).
- Let the caller know the call is being transferred AND that the caller should call back on 9-1-1 if anything changes about the situation.
- Warm transfer the call, announcing to the counselor
 - Ramsey County dispatch transferring a call for a mental health concern.
 - Description of the problem, the reporting person’s name, address, and phone number, and the potential patient’s name, phone number, and location.
 - Monitor the call for a brief time to determine the parties are able to communicate with each other.

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Obtain from the caller prior to transfer

- The behavior that is of concern (the reason for the request for assistance).
 - If suicidal, does the person have a plan and the means to carry out a plan?
- The caller's name, address, and phone number.
- The person needing assistance's name, location, and phone number.
- A description of the person.
- Are there any weapons involved? Is the caller (if a third party) concerned about weapons?
- Has the person been using drugs (illegal, prescription, or over-the-counter) or alcohol?

If Mental Health is unable to respond within a reasonable time

- The counselor will contact the ECC to request a police response.
- The call will be reopened.
 - Note that Ramsey County Mental Health is unable to respond within the agreed upon time or a time that feels appropriate to the counselor.
 - Add any additional information the counselor provides.
 - Update the priority as needed.
- The police officers responding will determine the appropriate action to take.
- If Mental Health will have limited ability to respond for a period of time a counselor will contact the ECC supervisor and request a police-only response for the duration.

If Mental Health believes police should also respond

- The counselor will contact the ECC to request a police response.
- The call will be reopened.
 - Note that Ramsey County Mental Health is responding and is requesting police also respond.
 - Add any additional information the counselor provides.
 - Update the priority as needed.



Issues and Needs Analysis Report
of the
Metropolitan Area
Public Safety Answering Points (PSAPs)

DRAFT FOR TOC REVIEW

Prepared for:

The Metropolitan Emergency Services Board (MESB)

Prepared by:

PSC Alliance, Inc.
Brian Kyllonen and Jeff Nelson
7900 International Drive – Suite 300
Bloomington, Minnesota 55425

February 11, 2016

Executive Summary

PSC Alliance Inc. was engaged by the Metropolitan Emergency Services Board (MESB) to conduct a brief study of the issues and needs of the metropolitan area Public Safety Answering Points (PSAPs). A focus of the study is to determine how those issues and needs relate to the MESB's mission of PSAP support services. As the MESB begins 2016, defining the PSAPs' support expectations will assist in developing near term priorities and establishing a member-driven organizational direction to guide staff actions and board policies. This study's scope of work included face-to-face meetings with representatives from metro area PSAPs, a survey of those PSAPs, follow-up requests for information, data analyses, and preparation of this written report with the project's details and recommendations. Initial information was gathered from PSAP representatives from the primary nine counties and the City of Minneapolis. Subsequently, based on suggestions from those attending the first meeting, all of the metropolitan area PSAPs (excluding the State Patrol) received an invitation to participate in the study. While not all PSAPs responded, the issues and needs represented here are likely shared by the PSAPs across the metro area. The representatives responding to the survey and attending the meetings are described as the core workgroup in this document. The details and processes regarding the meetings, the information requests, the information received, as well as the subsequent analyses of that information is contained in this report. This Executive Summary provides a synopsis of the information gathered and the resultant recommendations made by the workgroup and presented to the full 9-1-1 Technical Operations Committee.

The PSAP representatives were provided with an eight-question survey. Representatives from the core workgroup provided responses. A follow-up request was made to the core workgroup for additional detailed information. Subsequent analysis of the information received identified four predominant themes common to the various PSAPs. They are:

- **Employees** including recruitment, staffing, and retention
- **Training** including maintaining up-to-date skills, cost containment, and standardization
- **Budget** including increasing costs, unknown future expenses, legislation and the 9-1-1 user fee
- **Technology** including text-to-9-1-1, Next Generation 9-1-1, other future technical challenges, and PSAP continuity of operations options.

There are other identified PSAP **issues and needs**, but the aforementioned are the areas where the PSAPs are making **recommendations** to the MESB requesting guidance and assistance.

Employees: All of the PSAPs value their competent, skilled, and decisive employees and they recognize the difficult jobs the call takers and dispatchers perform. All of the PSAPs share challenges in the recruitment, hiring, and retention of their employees and continually confront challenges with the demands of scheduling those employees. PSAPs share a concern about the turnover rate either through losing employees during the training process or, worse, losing employees after the extensive training to a neighboring PSAP or another career. Maintaining suitable staff levels is also a concern as the demands are ever-growing at the PSAPs especially with the new technologies and the anticipated future receipt of text to 9-1-1 calls, video calls, and next generation call delivery. **Recommendation:** While this item was listed as one of the top priorities of the PSAPs, there was no specific request for assistance from the MESB by the PSAPs.

There are related items following, such as training and operational standards, which the PSAPs identified as areas which may require some planning and coordinative assistance from the MESB.

Training: The PSAPs are concerned about call taker / dispatcher training. Today, the PSAPs act independently in undertaking similar processes of organizing and performing training for their respective employees. Each of the PSAPs bears the cost of individual training programs which may be duplicating efforts and may not be optimally efficient. Also, there are currently no regional call taker or dispatcher standards. **Recommendation:** Initially, the PSAPs requested that the MESB lead the development of call taker / dispatcher training. After core workgroup discussions, it was determined that Hennepin County and the City of Minneapolis are already in the process of developing a common training program through their respective workforce development agencies. There is also a 9-1-1 TOC roundtable group engaged in establishing potential curriculum items. This work is underway and these two groups are working on parallel paths. Therefore, the workgroup is requesting MESB staff to continue to facilitate the identification and development of draft minimum training standards for new call takers and dispatchers. This development should be undertaken with cooperation of the 9-1-1 TOC roundtable workgroup comprised of metro PSAP trainers and coordinators. As these entities progress, there may be a need to engage additional resources as appropriate.

Budget: The PSAPs see ever-increasing costs for providing services and are concerned about the uncertain future regarding budget. The State of Minnesota provides each PSAP with a payment relative to the collected 9-1-1 user fees. The current basis of the user fees includes wire lines, wireless lines, and other user-fee associated lines. However, due to technology shifts, the amounts collected and consequently available to the PSAPs, is diminishing. The structural basis of the 9-1-1 user fee depends upon the number of wireline telephone subscribers and the ability to collect the fee from telecommunications service providers. The number of wireline subscribers continues to decline. Also, the increasing adoption of telecommunication service as an application riding on broadband Internet connections in an unregulated environment puts the future stability of the current surcharge in an uncertain status. **Recommendation:** This item was cited by several agencies with a high level of importance for the PSAPs. The workgroup also indicated a reliance on the current distribution of funds from the 9-1-1 user fees. The workgroup desires that the MESB staff continue working with the Minnesota Public Safety Division of Emergency Communications Network (DECN) and monitoring the 9-1-1 user fee funding and distribution. If there are changes being made at the DECN level, the core workgroup wants the MESB staff to continue to be actively engaged in any legislative actions related to preserve and ideally enhance the 9-1-1 user fee.

Technology: The PSAPs are concerned about two pending technologies: Text-to-9-1-1 and Next Generation 9-1-1. Additionally, unknown future technologies may impact the PSAP environment. The implementation of new technologies also adds to the PSAPs' budget concerns. With the deployment of new technologies come additional costs. Responsibility for these costs will be an important element in the DECN selection of a Next Generation 9-1-1 network vendor. The PSAPs indicated a concern about unknown costs, the impact on current budgets, and the ability to develop suitable long-range budget forecasts to secure adequate funding. **Recommendation:** The PSAPs request that the MESB staff take a lead role in the implementation of a regional Text to 9-1-1 system including developing standards. It was noted by the core workgroup that the DECN is in the process of analyzing the proposal responses

related to statewide Text to 9-1-1. The core workgroup desires that the MESB staff continue to monitor the progress of the proposal analyses and work with the DECN at the appropriate time. The PSAPs further request that the MESB take a lead role and be the spokesperson for all metro agencies regarding the deployment of NG9-1-1 enhancements in the metro area. The PSAPs further request that the MESB participate in the exploration of effective PSAP continuity of operations options, including the feasibility of a shared backup center. The PSAPs request that the MESB staff continue to assist in the support of GIS data development, maintenance, and error correction processes to support NG9-1-1 and public safety applications in the metro area, including representing PSAPs on any potential statewide GIS grant funding requests.

Core Workgroup Prioritized Request of the MESB

Based on the in-person meetings and the written responses to the inquiries made to the PSAPs, the workgroup has summarized the request for MESB assistance as listed in each category above. The workgroup understands that resources are limited and were asked to establish a priority of issues. Based upon responses, the priority is listed as follows:

1. Technology (Text to 9-1-1, GIS, and NG9-1-1)
2. Training
3. Funding / Legislation
4. Operational Standards
5. Public Relations / Education

In the remainder of this report, the specific details of the information as provided by the PSAP representatives, and the analyses of the information in the determination of the PSAP recommendations are identified.

Background

The MESB is established under a Joint Powers Agreement in the State of Minnesota and has a current membership of nine (9) member counties and the City of Minneapolis.

The Metropolitan Emergency Services Board (MESB) supports public safety for the Counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, and Washington as well as the City of Minneapolis. This support includes:

- Oversight and management of the public safety radio system (metro ARMER System);
- Oversight and management of the regional 9-1-1 call delivery system since 1982;
- Coordination of the regional EMS system.

This regional approach, to support twenty-four (24) Public Safety Answering Points (PSAPs), radio system users, and EMS providers, facilitates coordinated responses to emergencies for the Metro Region residents.

Historically, the MESB staff has taken a leadership role in providing forward thinking, proactive and timely assistance to the public safety community. The original planning and deployment of Enhanced 9-1-1 for the metropolitan area resulted from the work of the MESB's predecessor organization. Now, more than 30 years later, the MESB engaged PSC to conduct a structured, formal written poll of the PSAP membership to aid the MESB staff in planning the deployment of Next Generation 9-1-1 and other needed support services for the metro area PSAPs.

Process

PSC's plan for developing the report was both time and scope limited. Our work plan included facilitating meetings and engaging discussion with a core core workgroup. (The invitation was expanded to include all of the metropolitan area PSAPs.) The plan included distributing survey questions regarding PSAP issues and needs, analyzing the answers received, requesting additional related information, analyzing information and combining it into this written report. The PSAPs' recommendations, reviewed by the 9-1-1 Technical Operations Committee, will be sent forward for MESB board consideration.

Meeting 1

The first meeting was held on November 19, 2015. The meeting's objective was to broach the idea of the report and to begin to engage the representatives in discussion about the development and content of the report. Attendees for that meeting included:

- Jill Rohret and Pete Eggimann, MESB staff;
- Marcia Broman, MESB contractor;
- Kyle Blum, Anoka County;
- Tim Walsh, Carver County;
- Jon Eckel, Chisago County;
- Bob Dowd, Isanti County;
- Kathy Hughes, Hennepin County;
- Nancie Pass, Ramsey County;
- Ken Dvorak, Scott County;
- Darlene Pankonie, Washington County;
- Heather Hunt, City of Minneapolis;
- Jeff Nelson and Brian Kyllonen, PSC Alliance.

The agenda (see Exhibit B) for that meeting included introductions with detailed biographies of the attendees, the project background and objectives, as well as interactive discussion about roles and responsibilities around 9-1-1 services at each level: the PSAP, the 9-1-1 Technical Operations Committee (9-1-1 TOC), the Statewide Emergency Communications Board's NG9-1-1 Subcommittee, and the MESB. Discussion regarding the Minnesota Department of Public Safety's Division of Emergency Communication Networks (DECN) role was deferred to a later time.

An objective of the meeting was to show the representative questions related to 9-1-1 call delivery, answering, and dispatching. Eight questions were designed to initiate discussion and develop an understanding of the representatives' knowledge of the current 9-1-1 system and the future 9-1-1 system. The representatives were asked to take the questions back to their offices and prepare written answers. Subsequently, those questions were also forwarded to the other metropolitan area PSAP representatives with a request for their input as well. The written summaries and analyses of the collective responses are found in the section labeled **Summaries and Analyses of PSAP Representatives' Collective Answers.**

Meeting 2

The second meeting was held with the core workgroup on December 17, 2015. Representatives in attendance for this meeting included:

- Pete Eggimann, MESB staff;
- Marcia Broman, MESB contractor;
- Val Sprynczynatyk, Anoka County;
- Susan Bowler, Carver County;
- Jon Eckel, Chisago County;
- Nancie Pass, Ramsey County;
- Heather Hunt, City of Minneapolis;
- Brian Kyllonen, PSC Alliance.

The agenda for this meeting is attached as an Exhibit C to this report.

As a reminder to the group, the project was explained as having three components:

1. PSAPs' Issues and Needs Discovery.
2. What PSAPs Need or Expect from MESB?
3. What the Report to TOC and to MESB Board should include.

Discussion ensued and each PSAP representative was asked to discuss and elaborate on their respective survey answers. Because time was limited, and there were several core members not in attendance, it was decided that three questions listed below would be distributed to the members via e-mail.

1. What issues, as described in the "question and answer synopsis" document (originally attached to the Dec. 15 email below) and discussed at the meeting today (Thursday, Dec. 17), would you like to see addressed at the Metropolitan Regional level. Please be somewhat specific in describing your issues.

2. Please describe what role you envision the MESB would play in addressing these issues. (i.e. For Text to 9-1-1, I would like the MESB to represent the Metro Region and take a lead role in developing a workable solution that will allow for a uniform, standardized regional deployment.)

3. Please prioritize your listed issues.

The e-mail included a request that the members respond by December 23, 2015. A second request reminder was distributed via e-mail on December 30, 2015. The answers to each of the three questions, as received by each representative, are listed below. The representatives identified issues, expressed the roles they anticipate the MESB might play, and indicated priorities of those listed issues.

The **Airport** representative answered as follows:

Issues you would like to see addressed at the Metropolitan Regional level:

- Technology
- Personnel
- Standards
- Training
- Funding

The role the MESB should play in the aforementioned:

- Assist in planning and advocating for these issues on behalf of the PSAPs.
- Leverage the regional approach to help communicate PSAP issues and gain support for staffing/scheduling/recruitment/retention/training/etc.

Priorities:

- Operational standards
- Training requirements/standards
- Technology
- Funding

The **Allina** representative answered as follows:

Issues you would like to see addressed at the Metropolitan Regional level:

- Text to 9-1-1
- Common GIS data
- Help find/direct funding sources for technology
- Full NG9-1-1 implementation
- Direct CAD user groups

The role the MESB should play in the aforementioned:

- Represent Metro region and take a lead role in developing a workable solution for a uniform standardized regional deployment of Text to 9-1-1.
- Take a lead role in selecting and maintaining the same GIS data for all PSAPs to use.
- Take the lead role at the regional level to help direct PSAPs to find funding/grant resources as a group specifically for technology costs.

- Put together and oversee CAD user groups.
- Take the lead role in full implementation of NG9-1-1 at a regional level.

Priorities:

- Text to 9-1-1
- CAD user groups
- Common GIS data
- Funding for technology costs
- Full implementation of NG9-1-1

The **Anoka County** representative answered as follows:

Issues you would like to see addressed at the Metropolitan Regional level:

- Text to 9-1-1
- Standardized Dispatcher Training
- Supporting GIS.

The role the MESB should play in the aforementioned:

- Setting "standards" for Text to 9-1-1.
- Address the logistics around deploying a Text to 9-1-1 solution in the Metro area.
- Be a "spokesperson for all agencies regarding NG9-1-1.
- Standardized dispatcher training (to ensure basic elements of the job and handled the same, depending on agency rules and regulations).
- Help set GIS standards for quality assurance.
- Represent the PSAPs on Statewide GIS funding requests (for technology, public education, and training).

Priorities:

- The Anoka County items were not prioritized, but are listed above in order as received.

The **Carver County** representative answered as follows:

Issues you would like to see addressed at the Metropolitan Regional level:

- Creation of a base consistent training standard for dispatchers
- Continued presence and advocate at the legislature
- Coordination in uniformly implementing technological changes to 9-1-1
- Coordinate Public Relations/9-1-1 Education resources for PSAPs

The role the MESB should play in the aforementioned:

- Coordinate and motivate uniform base dispatcher training standard.
- Coordinate with the MSA to work collaboratively on training standards.
- Text to 9-1-1: include any changes that impact the public's use of 9-1-1 or how they access 9-1-1 services.
- Coordinate a group of PSAP representatives to develop a unified 9-1-1 educational message.
- Create and provide brochures or other educational resources.
- Investigate opportunities to create a Public Service Announcement for Text to 9-1-1.

Priorities:

- Standards
- Technology coordination
- Public relations

The **DCC** representative answered as follows:

Issues you would like to see addressed at the Metropolitan Regional level:

- Technology
- Training
- Operations standards

The role the MESB should play in the aforementioned:

- Facilitate at planning/visioning session to identify the emerging technology which is or will be impacting the PSAPs.
- Be in the forefront of setting standards and working with the State to deploy Text to 9-1-1 on a regional level.
- For other emerging technologies, the MESB should assist the PSAPs in identifying the impact the technologies may have on the PSAPs.
- Create a flowchart to identify the technology, the standards for incorporation into the PSAP, training impacts, and workload impacts.
- Facilitate interaction between the 9-1-1 TOC, MSA, [MN-Minnesota](#) Chiefs of Police and Fire Chiefs' Association to assist in educating the chief law and fire officials on the need for dispatcher standards and training.
- Take a firm public stand on the need for industry-wide standards.
- Convene a workgroup specifically to identify common training needs and develop training sessions for each topic identified.
- Identify law enforcement job fairs and reserve a table to recruit students and others.
- Work with legislators to ensure 9-1-1 funds are not further diluted.
- Prepare legislative language which would further protect 9-1-1 fees from non-related expenses.
- Use the membership of the MESB to provide lobbying efforts.

Priorities:

- Technology
- Training standards
- Funding

The **Eden Prairie** representative answered as follows:

For issues you would like to see addressed at the Metropolitan Regional level:

- Training at a regional level
- Public Education

The role the MESB should play in the aforementioned:

- Not certain of the MESB role.
- Creating and hosting training
- Design the training and provide a qualified trainer

Priorities:

- Training dispatchers
- Training the public

The **Hennepin County** representative answered as follows:

For issues you would like to see addressed at the Metropolitan Regional level:

- Shared Backup Center for MESB members
- Text to 9-1-1 Implementation

For the role the MESB should play in the aforementioned:

- Act as the main representative for all PSAPs wanting to participate in a regional backup center.
- Look into funding (the backup center should be funded by the State or a joint fee for all intended users), establish a site, develop a plan, etc.
- Provide an update on Text to 9-1-1

The Hennepin County items were identified as prioritized as listed above in order as shown.

The **Washington County** representative answered as follows:

For issues you would like to see addressed at the Metropolitan Regional level:

- None identified

The role the MESB should play in the aforementioned:

- Take a role in helping to develop dispatch standards for call answering, dispatching, and PSAP administration.
- Take a role in developing legislation/funding that would require a minimum supervisor-to-dispatcher quota.
- Help develop legislation/funding that would mandate 9-1-1 quality assurance standards.

Priorities:

- The Washington County items were not prioritized, but are listed above in order as received.

After the second meeting, Pete Eggimann summarized the individual PSAP representatives' respective answers in a format which includes Issues Identified, Strengths Identified, and Future Vision. That document appears at the end of this report as Exhibit A: **PSAP Representatives' Individual Answers Summary**.

Meeting 3

The third meeting was held on January 21, 2016. The core workgroup and other metro area PSAP representatives were invited to attend. Representatives in attendance for this meeting included:

- Jill Rohret, Martha Ziese, and Pete Eggimann, MESB staff;
- Marcia Broman, MESB contractor;

- Val Sprynczynatyk, Anoka County;
- Susan Bowler, Carver County;
- Jon Eckel, Chisago County;
- Diane Lind, Dakota Communications Center;
- Kathy Hughes, Hennepin County;
- Heather Hunt, Minneapolis;
- Nancie Pass, Ramsey County;
- Heather Hunt, City of Minneapolis;
- Jeff Lessard, University of Minnesota;
- Jeff Nelson and Brian Kyllonen, PSC Alliance

The agenda for this meeting is attached as an Exhibit D to this report. The objective of this meeting was to get the core workgroup to agree on issues that are of concern and for which the MESB might be able to assist.

The discussion began with technical and operational standards at the PSAP level. The desire of the core workgroup is for all 9-1-1 calls to be handled “in the same way” regardless of where the metropolitan caller is located. All of the PSAPs face the same issues. And while it was agreed that technical and operational standards were interrelated, they should be addressed separately. Currently, the Ramsey County PSAP is undertaking a project for the development of operational standards for the Ramsey Emergency Communications Center. PSAPs would like assistance and leadership from the MESB in developing regional operational standards. The MESB staff should monitor Ramsey’s progress, use it as a stepping stone, and take advantage of lessons learned. The PSAP representatives suggested that the standards should be uniform across the metro area. The standards should be incorporated into any subsequent regional training program. Once standards are established in the metro region, it is possible the Statewide Emergency Communications Board (SECB) could adopt and implement them statewide.

The next issue with significant PSAP interest is employee training. Recently, the respective Hennepin County and City of Minneapolis work force development groups met to discuss call taker / dispatcher training. The initiative is a common ground training development in conjunction with a local technical college. The opportunity for a specific grant had a deadline that could not be met by the collective agencies within the time available. The agencies will continue to work on this training development initiative. Meanwhile, Pete Eggimann is working with a roundtable group to identify and draft minimum training standard curriculum items for call taker / dispatchers. Their goal is to develop minimum training standards for adoption in the metro area, as well as for consideration by the SECB NG9-1-1 committee, leading to statewide standards. The core workgroup desires the MESB staff monitor the activities of the Hennepin/Minneapolis initiative as well as continue working with the roundtable group on developing minimum training standards. As the projects progress, the other PSAP representatives and the MESB staff may be requested to participate and provide some type of assistance. At that point, the TOC may return to the MESB Board with more specific related requests.

With regard to Text to 9-1-1, the core workgroup recognizes that while implementation is forthcoming, the metro area is in a wait-and-see mode. The state of Minnesota DECN issued a Request for Proposal for Next Generation 9-1-1 and Text to 9-1-1 services and in the evaluation

process of the responses. As the metro region awaits the outcome of those proposals, the core workgroup has a few requests for MESB assistance. First, the core workgroup wants to ensure a common, region-wide public service notification (educational campaign) regarding Text-to-9-1-1 is presented. While the MESB does not have a Public Information Officer, the core workgroup would like the MESB staff to work with the 9-1-1 TOC and act as liaison among the PSAPs to ensure a consistent message to the public and to the press. Second, the core workgroup wants the MESB staff to advocate on their behalf to the DECN, and monitor DECN's progress and direction with regard to Text to 9-1-1 deployment. MESB staff should advise PSAPs on the impacts of Text to 9-1-1 on individual PSAPs from both a technical perspective and an operational perspective.

The work group participants recognize that their individual continuity of operations options are currently limited. The MESB was asked to investigate additional options that might become available with the adoption of NG9-1-1 technologies. Recently, Hennepin County PSAP leadership met with Ramsey County PSAP personnel at the Ramsey County Arden Hills Backup Center location to discuss how Ramsey County configured that backup center. At the initial ten-PSAP shared Call Handling System consortium, the topic of a shared backup center was discussed without action. The future, of Hennepin County's Golden Valley Back-out Center is also in question. The topic of PSAP operational continuity is raised frequently by public safety communications officials in the metro area. The core workgroup, while recognizing a shared back-up center is a long-term project, would like the MESB staff to organize and facilitate a planning group of metro area PSAPs to research the feasibility of a shared backup center and other continuity of operations options.

For Next Generation 9-1-1, the core workgroup would like the MESB staff to continue monitoring nationwide activities, including National Emergency Number Association (NENA) standards development, as well as other related activities taken up by regions across the country.

This is the end of the meeting summaries.

Summaries and Analyses of PSAP Representatives' Collective Answers

The eight survey questions (A-H) are listed following. After each question is a synopsis of answers received, and an analysis of those answers. After the eighth analysis, is a recommendation based on the aggregate synopses and analyses. Eleven of twenty-two PSAP representatives submitted answers; Airport, Anoka County, Carver County, Chisago County, Dakota Communications Center (DCC), Hennepin County, Isanti County, city of Minneapolis, Ramsey County, Scott County, and Washington County.

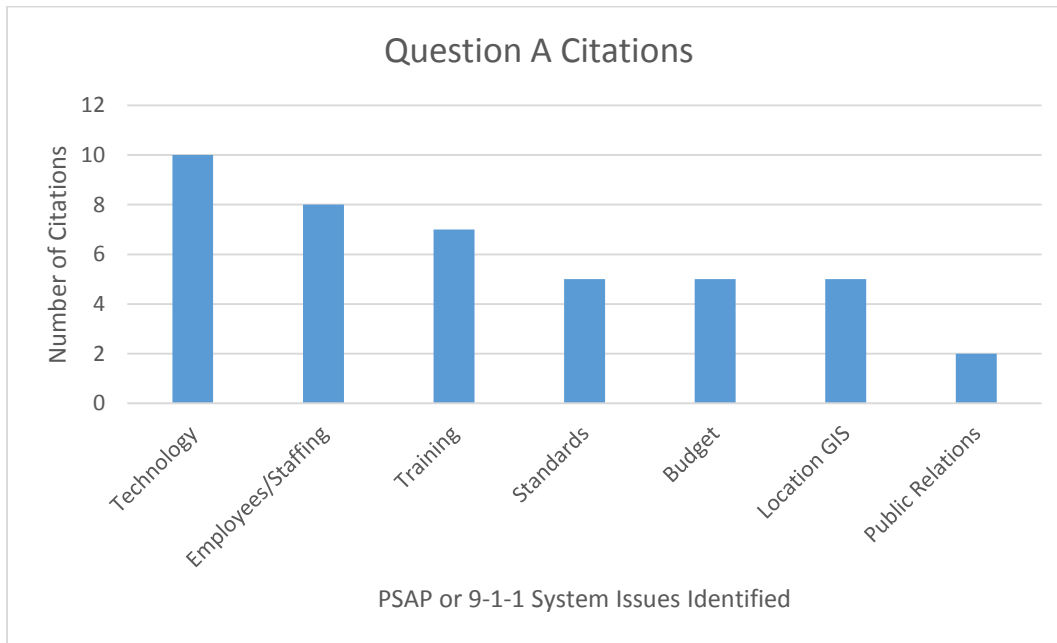
Question A - PSAP Issues of Concern

What are the issues that concern you with regard to your PSAP or with the 9-1-1 system?

Synopsis

While each of the eleven respondents listed several concerns, *technology* was cited by ten respondents. Of those ten, four specifically referred to *Text to 9-1-1* as a concern and Hennepin County cited the need for a *regional backup center*. Two other areas of concern were also listed

by a majority of respondents: *employees/staffing* (cited eight times) and *training* (cited seven times). Several other general headings were listed by the respondents: *operational standards*, *budget*, and *location/GIS* were each cited five times. Two of the larger PSAPs (Ramsey County and Minneapolis) cited *public relations/expectations* as issues of concern. Below is a graph representing the distribution of citations relative to the issues raised.



Analysis

The representatives are very concerned about how technology will impact their respective centers and personnel. From general technologies to specific (Text to 9-1-1), representatives indicate concern related to system upgrades, usage, and cost impacts. Also, there is a concern about preserving PSAP continuity of operations during system outage conditions.

Closely tied in with *technology* are both *employees/staffing* as well as *training*. Concerns about employees and staffing go beyond the technology-related issues. The PSAP representatives indicated concerns about qualifications, recruitment and retention of their respective PSAP staffs.

Along with the new technologies come issues of how the employees will learn how to utilize the system. *Training* is an area that had many related concerns of many PSAP representatives. Who provides the training? Are there any regional or statewide standards? How do the PSAPs pay for the training? There is a concern of the logistics of proper training as well as how the PSAP manager will be able to forecast the adequate staff complement to properly handle the new technologies.

Standards are important to the PSAP representatives. Many indicate a desire for regional standards which could apply to all call takers and dispatchers, respectively, across the metropolitan area.

Budget issues are also a concern. However, with the ongoing technology impact on requirements for both new equipment and systems as well as increased staffing and increased training, there will be additional pressures on the PSAPs budget for the foreseeable future.

Location/GIS needs to be improved as now a vast majority of 9-1-1 calls are initiated with wireless devices.

Public relations/expectations need to be managed at both the local level as well as the regional level.

Question B - Handling Issues of Concern

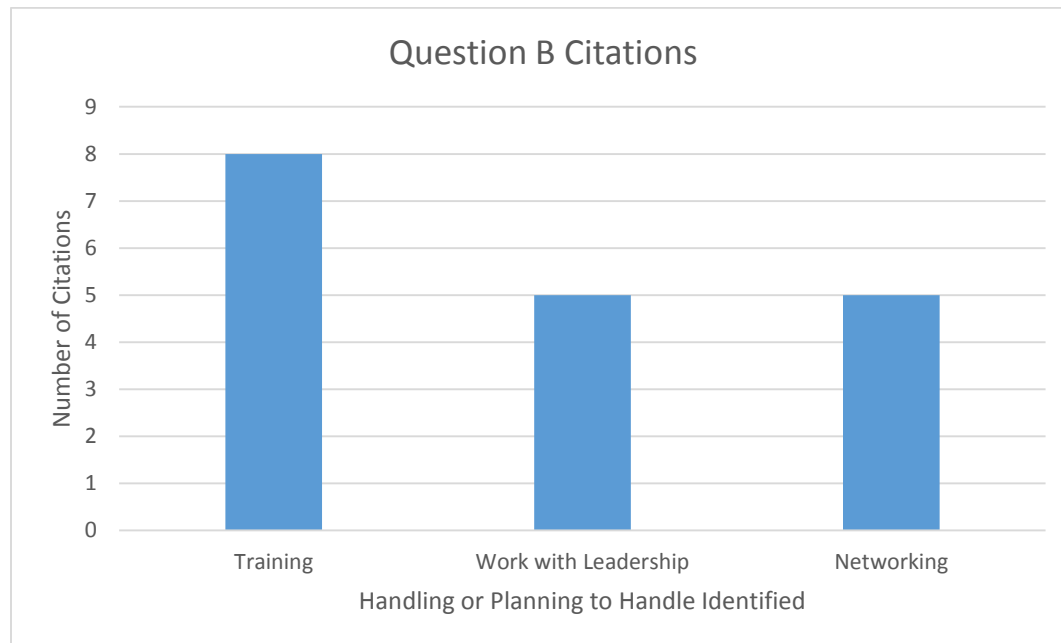
How are you handling or how are you planning to handle these issues?

Synopsis

While the eleven respondents are handling or planning to handle their respective issues in differing fashions, there are some common strategies. First, eight respondents indicated a plan to address issues through increased, improved or new training. Also, PSAPs are looking at ways of funding the required training, such as grants.

Another way of handling their issues was identified as working with management or leadership of the respective organizations (five citations). Educating people outside of the PSAP was also a way of handling anticipated issues.

While some were specific, others implied a need to network with peers (also five citations). Each PSAP, while having their own issues, also share common issues with other PSAPs. The representatives indicated a benefit in sharing thoughts and ideas on a peer to peer basis.



Analysis

The PSAP representatives envision a need for training, working more closely with their respective leadership, and continued networking with other PSAPs in the region as well as across the state.

Question C - PSAP Strengths

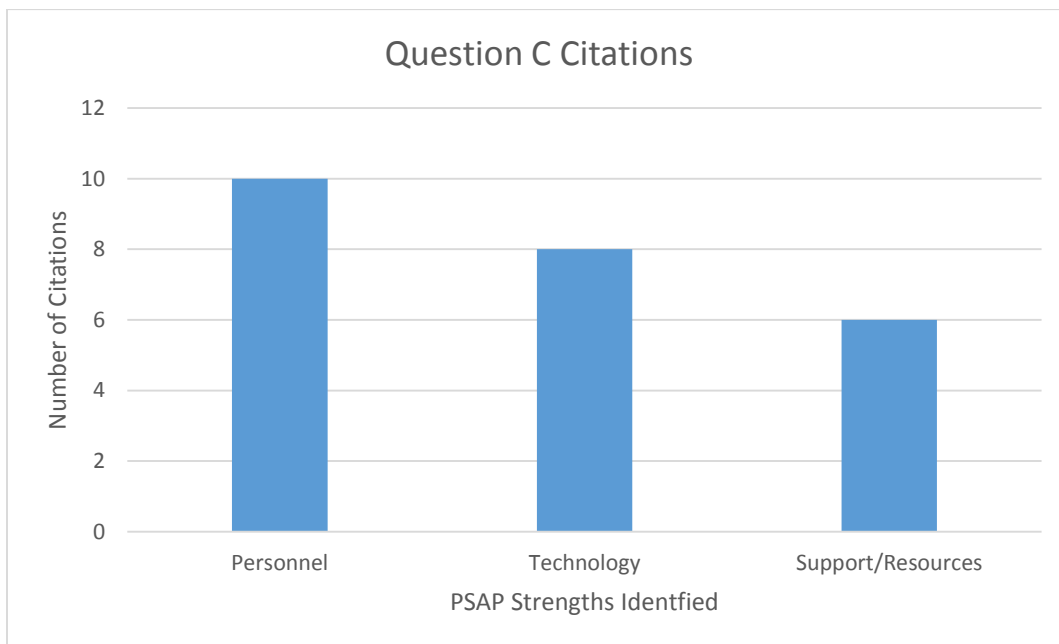
What do you see as the strengths of your PSAP?

Synopsis

Almost all of the respondents indicated that employees or staff were the primary strength of their respective PSAPs (ten citations).

Technology at the PSAP was also a strength most respondents identified (eight citations).

Also highly recognized as a strength of the PSAPs was support/resources (six citations).



Analysis

The PSAP representatives already view their respective staffs as their most valuable assets. Continued investments in staff from training to retention is paramount.

In order to meet future demands of the public, the PSAPs will be required to continue investments in state-of-the-art answering equipment and other adjunct PSAP equipment.

The PSAP representatives indicated a collaboration with internal support of their respective county/city organizations. Primarily, there is a growing requirement for IT support and partnerships at the PSAPs.

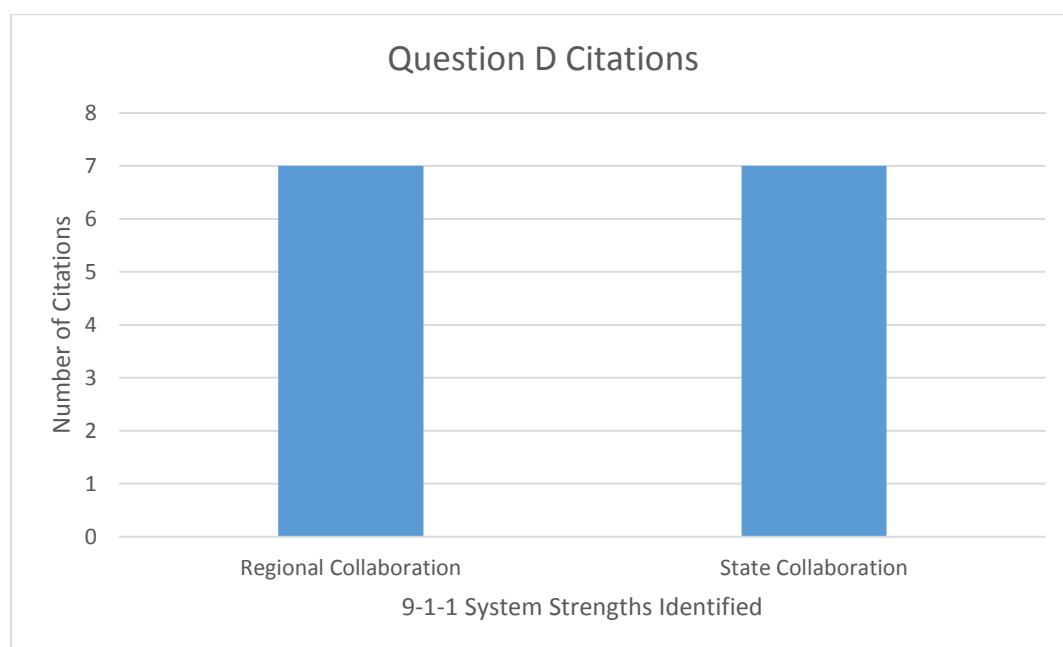
Question D - 9-1-1 System Strengths

What do you see as the strengths of the 9-1-1 system?

Synopsis

The overwhelming strength of the 9-1-1 system was identified as collaboration. The respondents equally responded with regional collaboration and state collaboration (seven citations each).

Other adjectives used to describe the system's strengths include: reliable, effective, integrated, centralized, and stable.



Analysis

The PSAPs should continue with their support of activities and behaviors as identified as strengths of the 9-1-1 system: regional and state collaboration. Participation in the 9-1-1 TOC and other 9-1-1-related committees and workgroups add value to the PSAP and to the region. The MESB provides support, guidance, and leadership to the PSAP community. The State provides funding and oversight. The PSAPs will continue working with the MESB and the DECN.

Question E - Comparative Examples

What PSAPs/Regions are you aware of that are handling NG9-1-1 issues well?

Synopsis

This question had the fewest answers with eight of the respondents answering with "Unknown," "None," "No idea," a similar response, or left unanswered.

Of the three responses, two referenced the Metro Region. One indicated the Metro Region as having the best direction regarding the 9-1-1 network and the other as the Metro Region having handled the first phase of NG9-1-1 well. The third referenced two specific out-of-state PSAPs (Phoenix, Vancouver) and the City of Minneapolis as regions/PSAPs who are taking advantage of certain adjunct technologies, including fire dispatching, NFPA 1221 standard, and gun-shot tracking technologies, respectively.

Analysis

This question was not interpreted clearly and its answers do not provide particularly valuable data. Additional conversations with the PSAPs and education regarding events outside of the State of Minnesota, with regard to NG9-1-1, will need to be continued.

Question F - Future of the PSAP in the Next Decade

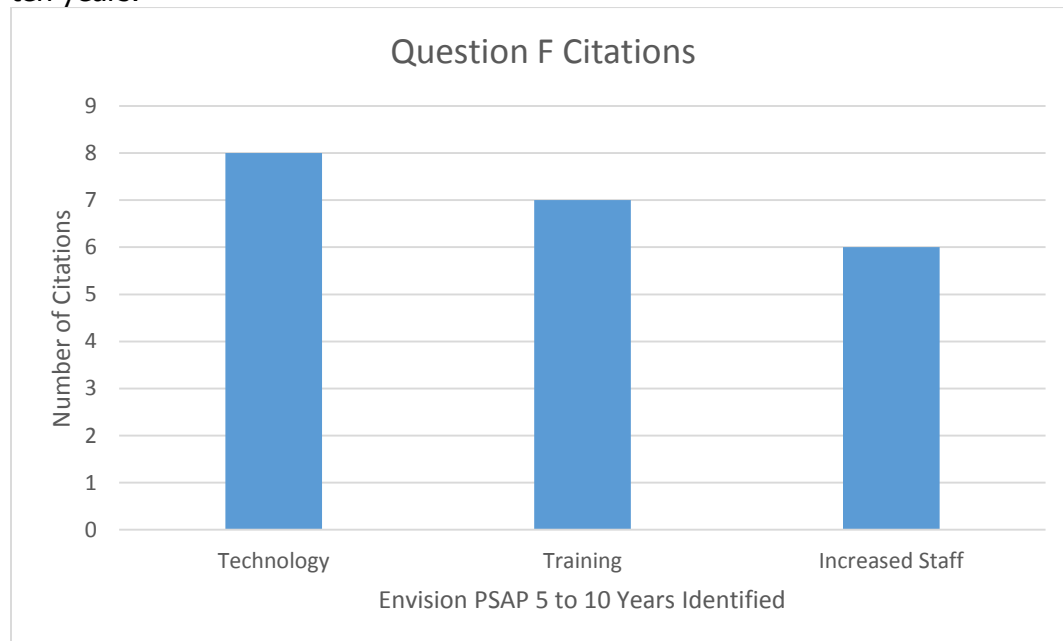
What do you envision for your PSAP over the next five to 10 years?

Synopsis

Most of the PSAP representatives (eight of eleven) indicated that technology is an important part of the next five to ten years at the PSAP level.

Again, most PSAP representatives (seven of eleven), saw training as paramount in the future five to ten years at the PSAP level.

Six of the eleven respondents envision a requirement for additional staff over the next five to ten years.



Analysis

The PSAP respondents see technology, training, and increased staff requirements as most important at their PSAPs over the next five to ten years.

Some other issues identified include: more shared applications, further collaborations, interoperability and improved service levels.

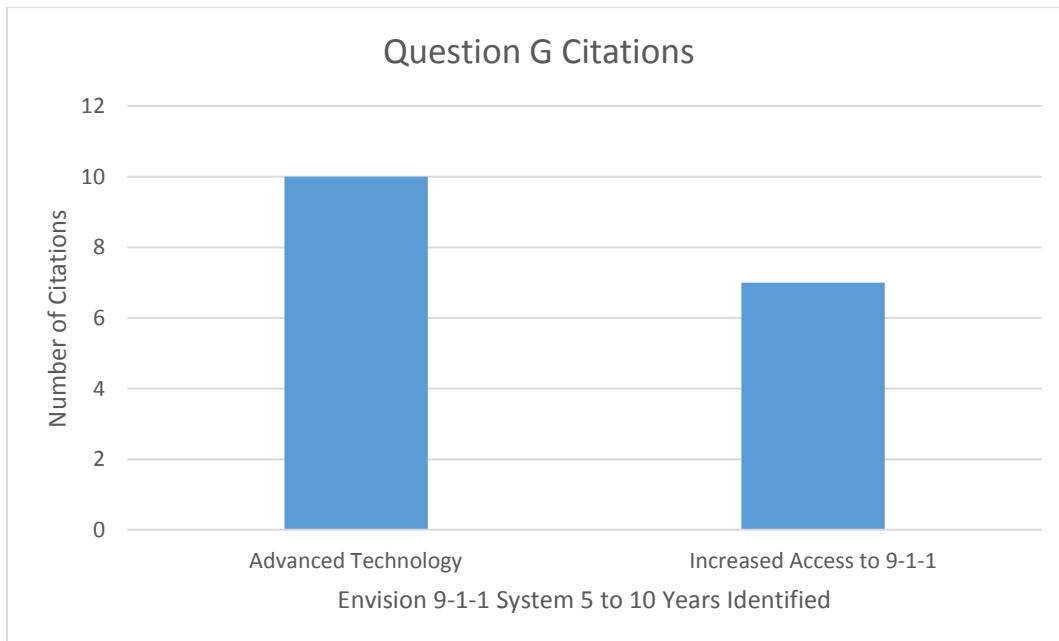
Question G 9-1-1 in the Next Decade

What do you envision for the 9-1-1 system over the next five to 10 years?

Synopsis

Ten of the eleven respondents indicated there will be advanced technology over the next five to ten years at the 9-1-1 system level.

Increased access to 9-1-1 centers, through the 9-1-1 system, is also anticipated by seven of the respondents.



Analysis

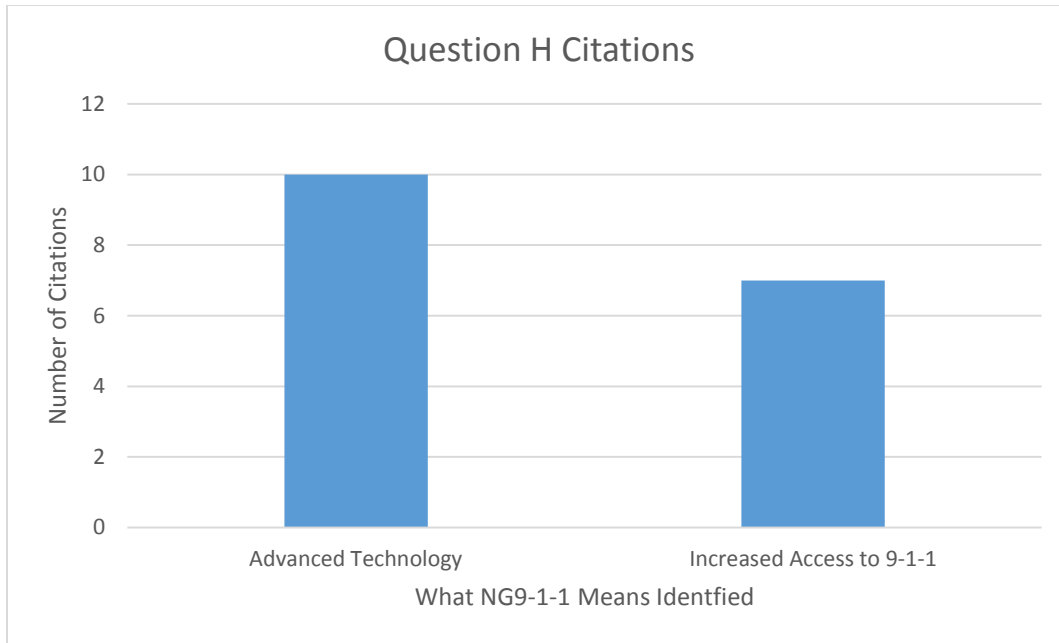
The PSAPs will be required to keep up with technology in their PSAPs to maintain continuity with the 9-1-1 network as it advances. The PSAPs, cannot act in a “silo” as the lines of demarcation between the PSAPs and the Network are getting grayer.

Question H - Implications of Next Generation 9-1-1

What does Next Generation 9-1-1 mean to you at the PSAP, Metropolitan, and State levels?

Synopsis

Advanced technology was cited by ten of the eleven respondents as a definition of NG9-1-1.



Analysis

While the responses did not indicate a vast technical knowledge of Next Generation 9-1-1, the responses indicated how NG9-1-1 would impact them at their PSAPs.

Also, based on ten of the eleven respondents identifying a concern with advanced technology, it is even more important for them to have a resource for collaboration and a medium to share common concerns.

The PSAPs recognize that the addition of more advanced technologies in the system will in turn require more capabilities at the PSAPs.

Overall Core Workgroup Recommendations

This section represents information gathered from all meetings and other written correspondences and is also found in the Executive Summary.

Employees: While this item was listed as one of the top priorities of the PSAPs, there was no specific request for assistance from the MESB by the PSAPs.

There are related items following, such as training and operational standards, which the PSAPs identified as areas which may require some planning and coordinative assistance from the MESB.

Training: Initially, the PSAPs requested that the MESB lead the development of call taker / dispatcher training. After core workgroup discussions, it was determined that Hennepin County and the City of Minneapolis are already in the process of developing a common training program through their respective workforce development agencies. There is also a 9-1-1 TOC roundtable group engaged in establishing potential curriculum items. This work is underway and these two groups are working on parallel paths. Therefore, the workgroup is requesting MESB staff to continue to facilitate the identification and development of draft minimum training standards for new call takers and dispatchers. This development should be undertaken with cooperation of the 9-1-1 TOC roundtable workgroup comprised of metro PSAP trainers and

coordinators. As these entities progress, there may be a need to engage additional resources as appropriate.

Budget: This item was cited by several agencies with a high level of importance for the PSAPs. The workgroup also indicated a reliance on the current distribution of funds from the 9-1-1 user fees. The workgroup desires that the MESB staff continue working with the Minnesota Public Safety Division of Emergency Communications Network (DECN) and monitoring the 9-1-1 user fee funding and distribution. If there are changes being made at the DECN level, the core workgroup wants the MESB staff to continue to be actively engaged in any legislative actions related to preserve and ideally enhance the 9-1-1 user fee.

Technology: The PSAPs request that the MESB staff take a lead role in the implementation of a regional Text to 9-1-1 system including developing standards. It was noted by the core workgroup that the DECN is in the process of analyzing the proposal responses related to statewide Text to 9-1-1. The core workgroup desires that the MESB staff continue to monitor the progress of the proposal analyses and work with the DECN at the appropriate time. The PSAPs further request that the MESB take a lead role and be the spokesperson for all metro agencies regarding the deployment of NG9-1-1 enhancements in the metro area. The PSAPs further request that the MESB participate in the exploration of effective PSAP continuity of operations options, including the feasibility of a shared backup center. The PSAPs request that the MESB staff continue to assist in the support of GIS data development, maintenance, and error correction processes to support NG9-1-1 and public safety applications in the metro area, including representing PSAPs on any potential statewide GIS grant funding requests.

Exhibit A: PSAP Representatives' Individual Answers Summary

PSAP Representatives' Individual Answers Summary

PSAP Agency	Answers Provided By:
Airport	Chris Kummer
Anoka	Valerie Sprynczynatyk
Carver	Tim Walsh
Chisago	Jon Eckel
Dakota (DCC)	Diane Lind
Hennepin	Kathy Hughes
Isanti	Bob Dowd
Minneapolis	Heather Hunt
Ramsey	Nancie Pass
Scott	Ken Dvorak
Washington	Darlene Pankonie

Airport:

Issues Identified:

- Statewide telecommunicator training / standards
- Increased training resources
- Maintaining sufficient staff
- Maintaining accurate and current GIS information / resources
- Maintain sufficient funding
- Educating policy makers about NG911 impacts
- Maintaining sufficient / capable IT support

Strengths Identified:

- Well trained staff
- Up-to-date technology
- IT support that understands the mission critical environment
- State / Regional coordination, communication, and cooperation

Future Vision:

- Increased dependence on GIS data
- Increased workload without increased staff
- Need for increased funding
- More integrated systems (e.g. 911, CAD, radio, etc.)

Anoka:

Issues Identified:

- Proportionately more wireless phones
- Lack of accurate location data with wireless phones
- Too many unknowns related to how Text-to-911 will work

Strengths Identified:

- Good staff (teamwork, polite, professional)

- 911 system can handle large volume of calls, good call routing, accurate location information on wireline calls

Future Vision:

- Need more training (e.g. how to handle text, videos, etc. coming in on 911)
- Increased staffing
- Location information on wireless calls improving

Carver:

Issues Identified:

- Need for statewide telecommunicator training / standards
- Training staff on changes and new technologies
- Sufficient funding for NG 911 upgrades / conversions
- Update legislation to reflect technical / operational changes
- Dealing with new smartphone apps

Strengths Identified:

- Strong staff
- Working cooperatively with other PSAPs on common issues within the metro 911 system
- Willingness to embrace new technology / beta test site

Future Vision:

- More shared applications (e.g. logger / recorder, CAD, mapping, etc.)
- Text / Video / Crash telemetry information coming delivered through 911
- More devices being able to connect to 911
- Better location of the caller's device

Chisago:

Issues Identified:

- ESInet needs to be re-designed as a mission critical IP network utilizing IT standards
- Establish statewide ESInet standards
- Educate policy makers about NG911 impacts
- Maintaining accurate and current GIS information / resources

Strengths Identified:

- Good staff capabilities, relationships, and trust
- State / Regional coordination and cooperation

Future Vision:

- Implementing a fully integrated, regional public safety system capable of sharing and transferring data between PSAPs
- Responses determined by what is best for the caller, not jurisdictional boundaries

Dakota Communications Center:

Issues Identified:

- Maintaining adequate staffing / training
- Managing new technology (within the PSAP, used by responders, telecommunications)

- Maintaining adequate funding for the 911 system

Strengths Identified:

- Good staff (decisive, professional, caring)
- Ability to exchange information with other PSAPs
- Reliable / redundant 911 system

Future Vision:

- More staff to handle additional workload from emerging technologies
- Interaction with more applications / databases (e.g. Smart 911, AED locations, security cameras, tracking devices, more accurate AVL and response personnel tracking devices)
- Text / video / photos received and transferred on the 911 system or ESInet
- Sharing equipment / applications between PSAPs
- PSAP specialization (e.g. unique skills / equipment at one PSAP that can support multiple PSAP and/or specialization within the PSAP for a sub-set of dispatchers)
- Increased system security
- Working together to ensure all of the metro PSAPs can take advantage of new technology

Hennepin County:

Issues Identified:

- The unexpected around the Text-to-911 implementation
- Finding / keeping adequate staff levels
- Inaccurate caller location on VoIP and wireless 911 calls
- Being able to adequately train the staff
- The need for a regional backup center to support all of the metro PSAPs

Strengths Identified:

- Current technology is systems and applications
- Capable staff
- PSAPs working together
- PSAPs sharing technology / applications

Future Vision:

- Continued technology changes / evolution
- More demand on telecommunicators to multi-task
- More PSAPs sharing systems and applications
- More PSAP consolidation
- More staffing challenges
- More civilianization of supervisory positions
- The 911 system will be more robust
- The 911 system will be more complex

Isanti County:

Issues Identified:

- Maintaining sufficient staff
- Keeping up with changes in technology

- Lack of accurate caller location with wireless
- Maintaining sufficient funding

Strengths Identified:

- Staff's ability to deal with change
- Working cooperatively together with the State and other PSAPs
- MESB's assistance

Future Vision:

- Text and video to 911
- The state / metro 911 system may struggle to keep up with technology changes

Minneapolis, City of:

Issues Identified:

- Maintaining adequate staffing
- Adequate funding for staff training
- Adequate funding for technology refreshes, upgrades, etc.
- Being able to manage increased expectations from both callers and responders

Strengths Identified:

- Strong stakeholder support
- Good IT support
- Ability to continue to be involved with the 911 and public safety communications professional and standards development organizations
- Statewide coordination of the 911 system
- Adequate funding – currently

Future Vision:

- Continued implementation of NG911 capabilities (text, video, etc.)
- More capabilities / continued improvement in service
- Enhance interoperability
- More 911 system diversity / capacity
- Improved cell phone caller location accuracy
- Improved capabilities to identify and locate accidental and malicious 911 calls

Ramsey County:

Issues Identified:

- Need for a clear transition roadmap to NG 911
- Need for a regional 911 spokesperson on 911 issues
- Better backup facilities
- Public education regarding the interim SMS Text-to-911 implementation
- Hiring / Training / Retention of sufficient staffing levels

Strengths Identified:

- Current technology
- Staff accountability
- Excellent relationships with responders and neighboring PSAPs
- Reliable / Redundant 911 system

Future Vision:

- Training and implementing Text-to-911
- Sharing best practices between PSAPs
- Exploring new technology that meets the PSAP needs
- Need to mentor future leaders
- Increased cooperation and unity by the PSAPs

Scott County:

Issues Identified:

- Need for statewide minimum standards for telecommunicators

Strengths Identified:

- Staff are engaged and committed
- Regional emergency communications systems
- Ability to transition to new technology
- Professional networking with peers

Future Vision:

- Fully functional NG911 within 5 years (e.g. text, images, video, etc.)
- New CAD, including mobile CAD capabilities
- Standardized Training Program / Certified Trainers
- Stable workforce (90% of staff with 5 years of service or more)
- Streamlined processes for accessing telecommunications device information / location to assist Law Enforcement investigations
- Sharing resources / specialized services (e.g. handling streaming video feeds) with other PSAPs

Washington County:

Issues Identified:

- Lack of call handling standards
- Maintaining adequate training (best practices, 911 functionality, new technology)
- Maintain sufficient funding to staff adequately (allow supervisors to not have to double as telecommunicators, enough telecommunicators to cover when others are in training)
- Obtain sufficient funding to implement and staff a full-time QA program
- Need dedicated IT and GIS staff
- Obtain sufficient funding to life-cycle systems and applications
- Obtain sufficient funding to maintain PSAP furniture, systems, and applications

Strengths Identified:

- Currently have up-to-date systems and applications (the tools telecommunicators need)
- Metro 911 network is good
- Metro GIS work is ahead of the rest of the state

Future Vision:

- Technology evolution is so fast it is taking resources away from dealing with other issues in the PSAP

- Attracting and retaining high quality staff members
- The 911 system will evolve to support the latest technology
- The 911 system will be more vulnerable
- The 911 system will be more difficult to trouble shoot
- The pool of technical support staff who understand how the overall NG911 system works may not keep pace with the need

Exhibit B: November 19, 2015 Agenda

AGENDA

Metropolitan PSAPs Issues and Needs Meeting

November 19, 2015, 10:00 a.m. – 12:00 noon.

at MESB Offices

Planned Attendance: TOC Members (Counties of Anoka, Carver, Chisago, Dakota [DCC], Hennepin, Isanti, Ramsey, Scott, Washington and the City of Minneapolis), MESB Staff and Contractors, PSC Alliance (Jeff Nelson and Brian Kyllonen)

Agenda Details:

1. Meeting / Project Objectives and Expectations (PSC)
2. Introductions / Participant Perspectives Regarding 9-1-1 (All)
3. Project Background (PSC)
4. Roles and Responsibilities
 - A. MESB's Role in Metropolitan Area (Pete)
 - B. TOC's Role (Nancie)
 - C. Minnesota NG9-1-1 Subcommittee Role (Dar or Pete)
 - D. PSAP's Role (PSAPs)
 - E. DECN Role (PSAPs)
 - i. Current Network
 - ii. Funding
 - iii. Legislation
 - iv. NG RFP
5. Questions for Each PSAP Manager (Discussion)
 - A. What are the issues that concern you with regard to your PSAP or with the 9-1-1 system?
 - B. How are you handling or how are you planning to handle these issues?
 - C. What do you see as the strengths of your PSAP?
 - D. What do you see as the strengths of the 9-1-1 system?
 - E. What PSAPs/Regions are you aware of that are handling NG9-1-1 issues well?
 - F. What do you envision for your PSAP over the next five to 10 years?
 - G. What do you envision for the 9-1-1 system over the next five to 10 years?
 - H. What does Next Generation 9-1-1 mean to you at the PSAP, Metropolitan, and State levels?
6. Next Steps / Timeline (All)
 - A. Who should be involved in the next meetings?
 - B. Next Meetings Proposed: December 10th, January 14th, and February 4th
 - C. Delivery of Final Report before February 18th

- End of Exhibit B -

Exhibit C: December 17, 2015 Agenda

AGENDA

Metropolitan PSAPs Issues and Needs Meeting

December 17, 2015, 9:00 a.m. – 10:00 a.m.

at MESB Offices

Planned Attendance: TOC PSAP Representatives, MESB Staff and Contractors, PSC Alliance (Jeff Nelson and Brian Kyllonen)

Agenda Details:

1. Introductions / Recap Project Objectives
2. Review First Meeting's Minutes as Collected by PSC (5 min)
Participants: please bring emailed Meeting Minutes document.
3. Review and Discuss Received Answers to Eight Survey Questions (30 min)
Participants: please bring emailed Questions and Answers Synopsis document.
4. MESB's Role in Supporting Needs Issues and Concerns (20 min)
 - a) How do the PSAPs want to leverage MESB's planning services?
5. Next Steps / Timeline (5 min)

- End of Exhibit C –

Exhibit D: January 21, 2016 Agenda

AGENDA

Metropolitan PSAPs Issues and Needs Meeting

January 21, 2015, 8:00 a.m. – 10:00 a.m.

at MESB Offices

Planned Attendance: TOC PSAP Representatives, MESB Staff, PSC Alliance (Jeff Nelson and Brian Kyllonen)

Agenda Details:

1. Recap Project

- Objectives
- Logistics
- Timing

2. Review Meeting Discussion Outline (Page 2 of this Agenda)

- Issues Identified to Date
- Desired MESB Involvement (How?)
- Priorities as per Respondents

3. Next Steps

Discussion Outline

1. Issues you would like to see addressed at the Metropolitan Regional level:

- A. Employees (Airport)
 - i. Training (Airport, Anoka, Carver, DCC, Eden Prairie)
 - ii. Operational Standards (Airport, DCC)
- B. Technology (Airport, Carver, DCC)
 - i. Text to 9-1-1 (Allina, Anoka, HCSO)
 - ii. NG9-1-1 (Allina)
 - iii. CAD User Group (Allina)
 - iv. GIS Data (Allina, Anoka)
 - v. Shared Backup Center (HCSO)
- C. Funding / Budget (Airport, Allina)
 - i. Legislation (Carver)
- D. Public Relations / Education (Carver, Eden Prairie)

2. The role the MESB should play in the aforementioned: (Sampling only)

Assist in planning and advocating for these issues.

Leverage the regional approach.

Take a lead role in developing a workable solution.

Help direct PSAPs to find funding/grant resources.

Put together and oversee CAD user groups.

Set "standards" for Text to 9-1-1.

Be a "spokesperson for all agencies regarding NG9-1-1.

Coordinate and motivate, coordinate with, coordinate with MSA, etc.

Create and provide brochures or other educational resources.

Investigate opportunities to create a PSAs for Text to 9-1-1.

Facilitate at planning/visioning sessions.

Be in the forefront of setting standards.

Assist the PSAPs in identifying the impact the technologies may have on the PSAPs.

Take a firm public stand on the need for industry-wide standards.

Convene a workgroup to identify common training needs and develop training sessions.

Prepare legislative language to further protect 9-1-1 fees from non-related expenses.

Use the membership of the MESB to provide lobbying efforts.

Not certain of the MESB role.

Creating and hosting training.

Act as the main representative for all PSAPs for shared back-up center.

Take a role in helping to develop dispatch standards.

Take a role in developing legislation/funding.

3. Prioritized Issues: (By citation)

Training (Airport, Anoka*, DCC, Eden Prairie)

Funding (Airport, Allina, DCC, Washington*)

Operational Standards (Airport, Carver, Washington*)

Text to 9-1-1 (Allina, Anoka*, HCSO)

Technology (Airport, Carver, DCC)

PR / Education (Carver, Eden Prairie)

GIS (Allina, Anoka*)

Legislation (Washington*)

CAD User Group (Allina)

NG9-1-1 (Allina)

* Priorities were not provided, gleaned from related answers.

- End of Exhibit D -

9-1-1 Technical Operations Committee

NENA NG9-1-1 ESInet Design

Discussion Item

Do we need to test the new NENA ESInet design? If so, how should we test it?

Design summary:

- NENA's ESInet definition: An ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG9-1-1 services. ESInets may be interconnected at local, regional, state, federal, national, and international levels to form an IP-based inter-network (network of networks)
- Physical, transport medium, and service provider diversity
 - o Examples might include:
 - IP connections from CenturyLink
 - IP connections from the cable TV company
 - VPN connection from the wireless carriers
 - IP connections through microwave
 - o Recommends three or more paths to each PSAP

Today's ESInet for comparison:

- Supports 9-1-1 only (voice and AII data)
- Single IP network provider
- Single transport medium to each PSAP (a couple of exceptions: DCC uses a fiber connection through MN.IT and a CenturyLink connection, Chisago uses a cable connection through MN.IT (MediaCom) and a CenturyLink connection)
- Physically diverse
- Redundant (2 paths)

Pilot project?

- Could we use an ESInet design trial as the platform to support better continuity of operations options for the participating PSAPs?
 - o Enable access to mission critical applications from another physical location?
- Is there another use for an IP network connection that would be more beneficial to participating PSAPs?

- Connect two or three PSAPs to a data center using the NENA ESInet design?
- What IP traffic could we run over the network?
 - o Mirrored CAD server?
 - o Mobile data server?
 - o DOT traffic camera feeds?
 - o Audio / visual bridge between PSAPs?
 - o ?

Deaf Arizona Residents Sue For Text Access To 9-1-1

Deaf residents and the National Association of the Deaf (NAD) filed suit today in Arizona federal court seeking direct access to 9-1-1 services through text. The lawsuit seeks to make 9-1-1 services in Arizona accessible to individuals with a disability, including individuals who are deaf or hard of hearing. The lawsuit comes as few 9-1-1 centers around the country comply with federal law requiring them to be accessible to individuals with a disability.

Although text to-9-1-1 capability exists and text access to 9-1-1 services has been required for many years, the State of Arizona and other named Defendants have failed to enable this capability. Federal law requires state and local governments to afford individuals with a disability an equal opportunity to participate in or benefit from their services, programs and activities. In this case, those with speech or communication disabilities who become victims of crime, who are in need of medical services, or who are in motor vehicle accidents, cannot connect to help directly or immediately. This puts them at greater risk than non-disabled citizens in accessing reliable, timesensitive, and critical life-saving services.

The lawsuit seeks a court order requiring implementation of the text-to-9-1-1 system in the State of Arizona. Plaintiffs in this case represent the thousands of citizens like them who live in fear of being unable to obtain emergency assistance:

- Terri Guy, of Tempe, is hard of hearing and has diabetes and multiple sclerosis. She relies on lip-reading to communicate. She recently called 9-1-1 for emergency medical assistance due to dangerously high blood sugar related to her diabetes – but was unable to understand the 9-1-1 operators and unable to communicate effectively.
- Norbert Enos and Julian “Buddy” Singleton are deaf individuals who cannot use a standard telephone to call 9-1-1. They fear the time when they or their wives, who are also deaf, have a medical emergency and they cannot contact 9-1-1 in a timely manner due to the lack of direct access to 9-1-1.

“9-1-1 is a critical life-saving program that should be accessible to everyone without exception,” said Howard A. Rosenblum, NAD’s chief executive officer. “With nearly everyone using text, there is no excuse for 9-1-1 not to be directly accessible by text.” The NAD, a national organization that advocates for the rights of individuals who are deaf and hard of hearing, is representing members throughout Arizona who do not have direct access to 9-1-1 services.

“Federal law requires state and local government entities to afford individuals with disabilities an equal opportunity to participate in or benefit from their services, programs and activities.

This includes providing services necessary for effective communication – and certainly this includes access to emergency services,” said Rose Daly-Rooney, the Legal Director of the Arizona Center for Disability Law.

“Direct and immediate access to critically necessary emergency services must be available to all,” said Michael Stein, a partner at Stein & Vargas, LLP, which represents the Plaintiffs along

with the NAD and the Arizona Center for Disability Law. “There is no time to waste in making sure every individual has access to 9-1-1 emergency services.”