



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
January 19, 2017
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

January 19, 2017

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Items
 - a. Selection of a PSAP to serve as the Regional Text-to-911 PSAP
 - b. Review Committee Membership and Governing Body Appointments
4. Unfinished Business
 - a. Next Generation 9-1-1
 - i. State 9-1-1 Program 9-1-1 Services Contract Update
 - ii. Text-to-9-1-1 implementation
 - iii. Firewall implementation
 - b. PSAP Operations Round Table Work Group
 - i. Designated Regional Text-to-9-1-1 Call Handling Procedures
 - ii. Training Standard Implementation Guide
 - iii. Training Standard Skills Verification Process
 - c. PSAP Notification Process
 - i. Emergency Alert Email Address for Each Metro PSAP (see attached draft requirements)
5. Pending Business
 - a. SECB Grant Process
6. Reports
 - a. Wireless Issues (see attached)
 - i. Wireless Work Group
 - b. GIS Issues (see attached)
 - c. Data Issues (see attached)
7. Adjourn

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

Committee Members

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

Alternates

	Susan Bowler, Carver		Kyle Blum, Anoka
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
	Jeff Schlumpberger, Hennepin		Denise O’Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti
	Angie Iverson, Scott		

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Marcia Broman, MESB
 Jill Rohret, MESB
 Troy Tretter, MESB

Jake Jacobson, CenturyLink
 Matthew Hoffer, CenturyLink
 Chuck Haneca, North Memorial
 Tony Martin, Edina
 Chris Kummer, MAC

1. Call to Order

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

2. Approval of Minutes / Agenda

Motion to approve the draft October 15, 2016 Minutes as distributed. (Sprynczynatyk/Dowd)

Approved

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

3. Action Items

a. Selection of a PSAP to serve as the Regional Text-to-911 PSAP

The committee members raised a number of questions. Some of the questions could not be addressed directly because the 9-1-1 Service Provider contract is not yet signed. Some of the questions included:

- Will the designated regional PSAP charge anything for the service? (taking text messages on behalf of another PSAP)
- Will the designated regional PSAP have the resources they need to actually handle the call? (e.g. accurate regional map/GIS information)
- Has the state developed an implementation timeline?
- Can we transfer text messages between VIPERs and VESTAs?
- Have the regional PSAPs been decided upon in the other regions?
- Have the expectations for the designated regional PSAP been identified or documented?

Pete asked that members send their questions to him to pass on to the state.

Motion made that the Hennepin County PSAP will be designated as the tentative designated PSAP for Text to 9-1-1, with the provision that no text will be delivered until questions from this TOC are answered. (Eckel/Sprynczynatyk). Approved.

b. Review Committee Membership and Governing Body Appointments

Pete asked members to review the membership table at the top of the minutes page for accuracy. If there have been changes in representation, Pete asked that the members have their county board approve a new resolution that names the appointed TOC members and their designated alternates for 2017. These types of appointments are typically made at the first board meeting in January. The MESB needs a copy of the resolution for their files.

4. Unfinished Business

a. 911 Services RFP / Contract

Pete reported that the contract is expected to be signed in December.

b. PSAP Operations Roundtable Work Group

i. Minimum Training Standard for Telecommunicators

Pete reported that the Board had approved the standard and that a copy had been distributed to the metro PSAP managers.

ii. Training Standard Implementation Guide

Heidi has some volunteers to work on the guide.

iii. Training Standard Skills Verification Process

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

c. Storm / Natural Disaster Procedures

Christine McPherson said that during a storm other PSAPs were getting Minneapolis' wireless calls. She asked if there could be some type of storm protocol training? Cheryl will take this to the Roundtable for some of their operational thoughts. What is a better way to handle the METCOM type calls during a high volume time if it is a non-urgent call? Could the MESB reach out to the carriers? Pete told the committee that when the wireless networks are congested, cell phones will utilize any neighboring towers that are not congested, and that those neighboring towers may be programmed to route to a different PSAP. Geo spatial routing, regardless of which tower is handling the call would be the long term answer, depending on the affected PSAP's overflow routing options.

5. Pending Business

a. SECB Grant Process

The MESB Board approved the grant proposals as submitted and will apply for it. No process or dollar amount is known yet. Troy Tretter will assist in this process also.

b. PSAP Notification Process

Pete explained at the October meeting that the MESB is looking for a new method of notifying PSAPs in the event there is a problem with the 911 system. The current notification process relies on the use of the CJIS message system which requires CenturyLink to notify the Hennepin Co. PSAP, provide the message text verbally to the on-duty supervisor, and ask that a CJIS message be sent to the G911 group. This method is slow, includes a risk of error in verbally relaying the message content, and has had mixed results in PSAPs acknowledging receipt of the message during the quarterly testing.

Several committee members suggested possibly using any one of the PSAP's community notification systems. Jon Eckel volunteered to work with Pete to develop a recommendation on how utilizing the notification system could work.

6. Reports

a. Wireless Issues (written report attached)

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

b. GIS Issues (written report attached)

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

c. Data Issues (written report attached)

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

Bob Dowd thanked Marcia for the presentation she provided to the Isanti Co. policy makers. He thought it was very helpful in explaining the need for the appropriate GIS information.

Motion made to cancel the December meeting. (Hughes / Pankonie) Approved.

Call to adjourn (Hughes / Pankonie)

Technical Operations Committee

9-1-1 Database Update – 1/19/2017

Metropolitan Emergency Services Board

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

1. MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved.
 - a. Attached is a high-level summary of the data synchronization activity by PSAP that is currently underway in the metro area.
 - b. Highlights:
 - i. The **Airport** PSAP is working on getting MESB revised GIS data.
 - ii. **Anoka County** GIS is working on resolving several sets of errors: 1) address point errors from second round of ALI geocoding errors, and 2) Address ESN assignment errors.
 - iii. **Bloomington** PSAP and City GIS department are working on resolving their ALI geocoding errors.
 - iv. **Carver County** GIS department is finalizing the work on the first pass through their ALI geocoding errors.
 - v. **Chisago County** is working to add address points or update ALI for their remaining ALI geocoding address errors. They have prepared a first draft of their centerline in the MRCC schema format.
 - vi. **Dakota County** GIS is working on the remaining errors from the Address ESN/ESZ assignment validation. An overview of the project was provided to Tom Folie, the new DCC PSAP Director.
 - vii. **Eden Prairie** has resolved their ALI geocoding errors. MESB is in the process of submitted the associated telephone number change requests on behalf of the PSAP.
 - viii. **Edina** has finalized their street naming issues and will be involved with ALI geocoding in the next few weeks.
 - ix. **Hennepin Co Sheriff's Office** previously resolved their ALI geocoding errors and their County GIS department in process of making the necessary corrections to the county centerline and address points. When they are complete, MESB will re-run ALI geocoding for HCSO.
 - x. **Isanti County** centerline is being transformed into the MRCC standard and edgematched into the other metro counties. This centerline will be provided back to Geocomm, the Sheriff's Office GIS vendor, for maintenance. Isanti County will be part of the State grant application in order to provide them assistance with address point development.
 - xi. **MECC** MSAG postalization was postponed due to CAD issues and will now commence on January 18, 2017. Other data synchronization work (e.g. street name validations and ALI geocoding) for MECC and UMPD will commence after the MSAG postalization is complete.

- xii. **Minnetonka** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
- xiii. **Ramsey County** is continuing some final work with Address ESN/ESZ assignment error resolutions (i.e. across 4 methods: MSAG-assigned ESN, centerline attribute ESN, address point ESN, and centerline geocoded (point-in-polygon) ESN).
- xiv. **Saint Louis Park** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
- xv. **Scott County** GIS is resolving errors from the recent ALI geocoding that MESB performed for them.
- xvi. **U of M** made revisions to their Minneapolis campus ESZ boundary, resulting in MSAG changes that are currently being compiled for both U of M and MECC. MSAG postalization was postponed to 1/18/17, along with MECC, due to MECC CAD issues.
- xvii. **White Bear Lake** is substantially complete at the city-level for now.
- xviii. **Washington County** GIS is working through their ALI geocoding error resolutions. They will be included in the State grant application in order to gain assistance with their address point build-out.

2. Public release of the MRCC regional centerline, including public safety attributes, was delayed in November. The county GIS organizations are working through the remaining issues and will be meeting 1/91/17 to assess the status and define a new target date for public release.
3. The State of MN is working through the comments received from the second stakeholder review of the State's NG911 GIS Data Standard.
4. PSAPs are encouraged to report ALI Discrepancies on 911NET through their PSAP 911 Coordinator.
5. 1st quarter 2017 MSAGs were distributed to the PSAPs earlier in January.
6. PSAP ALI Audittrail reports also have been distributed.

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of December 31, 2016)

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

Metro PSAP 24x7 Email Address

(for 911 TOC discussion purposes only)

Here is an example of how Edina has configured a 24x7 email address that will reach on-duty personnel in their PSAP. Other PSAPs with similar shared email addresses utilize their on-duty supervisors rather than all of the on-duty telecommunicators. The use of this type of address is being discussed as a method to deliver text message call information from the designated regional text PSAP to the PSAPs they are taking text messages on behalf of. This could also be used to notify the metro PSAPs in the event there is a significant 911 system failure.

- Shared Email: Edina911@EdinaMN.gov. (24/7 for On-Duty Dispatchers) It is one email address that multiple people have access to with rights to send/receive/delete emails. It is shared by all of the dispatchers and is listed in Outlook under their personal email. Example for use: Cell Phone Pings, NCIC Hot Files for Entry, Non-emergency Calls for service that come in via email, etc.