



9-1-1 Technical Operations Committee

Meeting Notice

Thursday
January 25, 2018
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 25, 2018

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Item
 - A. Election of SECB NG9-1-1 Committee Representatives
 1. Representative
 2. Designated Alternate Representative
4. Unfinished Business
 - A. Next Generation 9-1-1
 1. Text-to-9-1-1 implementation
 - a) Greater MN
 - b) Metro Area
 2. Firewall implementation
 - B. PSAP Operations Round Table Work Group update
 - C. Emergency Communications Professionals Training Curriculum Development Project
 - D. CAD-to-CAD Interoperability Feasibility Study
5. Pending Business
 - A. Legislation
 - B. COOP (Continuity of Operation Plan) Development
 1. Metro area work shop?
6. Reports
 - A. Wireless Issues
 - B. GIS Issues
 - C. Data Issues (see attached)
7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
November 16, 2017

Committee Members

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

Alternates

	Kyle Blum, Anoka		Bob Shogren, Isanti
	Deb Paige, Carver	X	Christine McPherson, Minneapolis
	Susan Bowler, Carver		Denise O’Leary, Ramsey
	Vicki Nelson, Dakota		Jill Martens, Scott
	Jeff Schlumpberger, Hennepin		

Others Attending

Pete Eggimann, MESB
 Jill Rohret, MESB
 Marcia Broman, MESB
 Martha Ziese, MESB
 Kay Simons, MESB
 Scott Wosje, Northland

Scott Haas, Scott Co.
 Tony Martin, Edina
 Heidi Hieserich, Airport
 Lauren Petersen, Airport
 Vikki Vadnais, AHEMS
 Jeff Lessard, U of M
 Michael Selby, North EMS

1. Call to Order

Nancie Pass called the meeting to order at 10:05.

2. Approval of Minutes / Agenda

Nancie asked for a motion to approve the agenda for the November 16, 2017 TOC.

Motion (Iverson/ Sprynczynatyk) to approve the November 16, 2017 TOC agenda. Approved.

Nancie asked for a motion to approve the draft for the October 19, 2017 minutes if there were no corrections or additions.

Motion (Pritzlaff/Iverson) to approve the draft October 19, 2017 minutes. Approved.

3. Action Items

A. Election of Officers

1. Chair

Val Sprynczynatyk, Anoka nominated Heather Hunt, Minneapolis for Chair. Heather was not in attendance, but Val had received confirmation from Heather that she would accept.

2. Vice-Chair

Dar Pankonie, Washington nominated Val Sprynczynatyk for Vice-Chair.

Motion (McPherson/Pankonie) to approve Heather Hunt as 911 TOC 2018 Chair and Val Sprynczynatyk as 911 TOC 2018 Vice-Chair. Motion carried.

B. Text-to-911 Call Processing Standard

Heidi Hieserich introduced the draft of standard to the members. The original draft was reviewed by the committee last spring. At that time, it was tabled until more testing could be completed. The testing has now been completed and the current language in the standard reflects the experience gained from that testing. Dar Pankonie said she approved. It works well with the language from the state.

Heidi was asked if there should be a disclaimer stating the CPE cannot text back. Dar suggested 8.1 indicate that. Jeff asked if it should state that PSAP can make a voice call back only? Tony suggested taking out the recommend in B.7.

Motion (Pankonie/ Pritzlaff) to approve the standard with the revised language. Approved.

Pete said he will let the state committee know that there were some minor changes. The MESB Executive committee will vote on it at the December meeting, and the MESB full board will vote on it in January.

4. Unfinished Business

A. Next Generation 9-1-1

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

Except for some State Patrol wireless sectors, the metro is now all live. The state public information campaign will start December 5th.

2. Firewall implementation

(no report – on track)

B. PSAP Operations Roundtable Work Group

(no report)

C. Emergency Communications Professionals Training Curriculum Development Project

(no report – on track)

5. Pending Business

A. Legislation

Language in Chapter 403 is being reworked to make it more applicable to NG911. ECN and the MESB have been meeting with the telephone and wireless company representatives to go over the changes and get their input and agreement.

6. Reports

A. Wireless Issues – No Report

B. Data – Written Report Provided

PSAP Managers shared their Center's news.

Adjourn

BY- LAWS
OF THE
METROPOLITAN EMERGENCY SERVICES
BOARD

ARTICLE I.

911 TECHNICAL OPERATIONS COMMITTEE

SECTION 1: COMPOSITION

There shall be a 911 Technical Operations Committee composed of no more than two representatives and two designated alternate representatives from each county and one representative and one alternate from any city that is party to the Agreement. The governing body of each party to the Agreement, by resolution shall appoint its representatives to the 911 Technical Operations Committee. The governing body may also choose to appoint alternate representatives. If alternate representatives are appointed, they shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.

SECTION 2. CHAIR

The 911 Technical Operations Committee shall recommend to the Chair of the Board at the annual organizational meeting of the Board a Chair of the 911 Technical Operations Committee. The Chair of the Board shall appoint the Chair of the 911 Technical Operations Committee subject to the approval of the Board. The Chair shall preside at all meetings of the 911 Technical Operations Committee and perform the usual duties of a Chair.

SECTION 3. VICE CHAIR

The 911 Technical Operations Committee shall recommend to the Chair of the Board at the annual organizational meeting of the Board a Vice Chair of the Committee. The Chair of the Board shall appoint the Vice Chair of the 911 Technical Operations Committee, subject to the approval of the Board. The Vice Chair shall perform the duties of the Chair in the absence of the Chair or in the event of his or her inability or refusal to act.

SECTION 4. POWER AND DUTIES

The 911 Technical Operations Committee shall have the following powers and duties:

a. Present to the Board plans, studies, and reports, prepared for the Board purposes and action and recommend to the Board, for adoption, such measures as are deemed necessary to enforce or carry out the powers and duties of the Board.

b. Monitor the installation and operations of the Regional 911 System as required by the Board.

c. Prepare and submit to the Executive Director by June 1st of each year its recommendations for items to be included in the budget request to the Board the following year.

d. Perform other such duties as may be prescribed by the Board.

SECTION 5. VOTING

Each member of the 911 Technical Operations Committee may cast one vote on any motion before the 911 Technical Operations Committee. A simple majority vote of the members present shall be required to pass any motion, provided there is a quorum. Voting can be either by voice or roll call provided that a roll call vote may be called for by any member of the 911 Technical Operations Committee. Absentee or Proxy voting is not permitted.

SECTION 6. MEETINGS

The 911 Technical Operations Committee may provide, by resolution, the time and place for holding regular meetings of the 911 Technical Operations Committee. Notice of regular meetings of the 911 Technical Operations Committee shall be given to each member of the 911 Technical Operations Committee at least five(5) days prior to such meeting, and, in all respects, shall comply with the provisions of the open meeting law. Special meetings of the 911 Technical Operations Committee may be called by the Chair provided that at least three (3) days notice be given to each member of the 911 Technical Operations Committee and otherwise comply with the provisions of open meeting law.

SECTION 7. QUORUM

The majority of the members designated by the appointing authorities shall constitute a quorum.

SECTION 8. ATTENDANCE

911 Technical Operations Committee members or their alternates are expected to regularly attend the meetings. In the event that either a regular member, or their designated alternate representative, fails to attend at least 75% of the regular committee meetings held in any calendar year, that member's appointing authority will be notified and given an opportunity to appoint a new member and/or designated alternate.

Big Tech Improvements to 911 system Raise the Risk of More 'Swatting'

MPR article from January 11, 2018

A fatal police shooting in Kansas late last month focused new attention on something that's become known as swatting. It's an extreme prank when someone calls in and reports a made-up crime in progress in order to bring out SWAT teams or large groups of officers. And the caller doesn't give away their location. Now police say that revolutionary changes already in the works for the country's 911 calling system could make swatting an even bigger problem. NPR's Cheryl Corley explains.

(SOUNDBITE OF PHONE RINGING)

UNIDENTIFIED WOMAN #1: So you can either...

CHERYL CORLEY, BYLINE: There are more than 7,000 911 call centers in the United States like this one, the Consolidated Dispatch Center in Addison, Ill., just outside of Chicago.

(SOUNDBITE OF PHONE RINGING)

UNIDENTIFIED WOMAN #2: Nine-one-one - what's the address of your emergency?

CORLEY: The National Emergency Number Association, or NENA, says 911 centers receive about 600,000 calls a day. No one keeps track of the number of swatting calls made across the country. For about a decade, though, the FBI's been monitoring the practice of those types of fake calls. Detective Richard Wistocki, an Internet crimes investigator in Naperville, Ill., says what often drives them is people playing video games, trying to get revenge on rivals.

RICHARD WISTOCKI: Usually when this happens, they hack into somebody's phone system, or they'll do something through a TTY relay, which is for the deaf.

CORLEY: Making it look like the emergency phone call is coming from the victim's home - that's what many believe happened in Wichita when a man made a hoax call to 911. That call led to an innocent man being shot and killed by police. Now some big changes for 911 are in the works - new technology that's raised concerns about what it means for swatting. The system devised 50 years ago hasn't seen much change over the years and is limited. People typically verbally describe emergencies on the phone.

The new system called Next Generation, or NG, 911 is based on the Internet instead of telephone technology. What that means, says Trey Fogerty with the 911 association, is people will be able to send information to emergency call centers as if they are posting to social media.

TREY FOGERTY: It gives us the ability to access 911 using the same voice, video, text and data applications that we're all used to using on our smartphones today.

CORLEY: That's a big deal. A picture of an accident scene might definitely help emergency crews responding to that crisis. A text to the new 911 might also be useful during a home invasion or domestic violence situations. However, Chuck Wexler, the head of the Police Executive Research Forum, says the changes could also go awry.

CHUCK WEXLER: You could conceivably have a video that is fabricated and is sent into a 911 dispatch center that appears to be one thing when in fact it is something quite different.

CORLEY: In Fairfax County, Va., Police Chief Edwin Roessler says they've worked hard to train dispatchers and police to prevent getting duped by swatting calls. And he's concerned the new system could bring more problems.

CHIEF EDWIN ROESSLER: Unfortunately there's evil people out there that continue to do this. And the more we embrace that technology, the more risk we have.

CORLEY: So spotting any red flags will be crucial. Police chiefs say dispatchers will have to become adept at quickly analyzing text and video. Trey Fogerty with the 911 association says designers are devising a way to mark suspicious video and text messages plus working to create a trustworthy alternative to today's caller ID.

FOGERTY: That would make it much more difficult for callers to fake or spoof a call from a local jurisdiction or from a phone number that looks like it's from that jurisdiction.

CORLEY: The transition won't happen right away. It's expected to cost \$10 to \$12 billion to get everything running. Some areas have already taken an interim step, though, allowing text messaging to call centers. So far, 20 states have plans to adopt the Next Generation of 911. Police chiefs and emergency call center managers say there's still much to do to prevent any potential tragedies and missteps that could come with swatting and a new emergency calling system. Cheryl Corley, NPR News, Chicago.

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