



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
March 17, 2016
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda March 17, 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 9-1-1
 - i. State 9-1-1 Program 9-1-1 Services RFP Update
 - e. PSAP Operations Round Table Work Group
 - i. Minimum Training Standards for Telecommunicators
 - f. Legislation – PSAP Manager Concerns / Needs?
 - g. Metro Area 9-1-1 Strategic Planning Initiative
 - i. Issues and Needs Analysis Final Report
 - ii. MESB NG9-1-1 Transition 2016-2017 Strategic Plan
4. New Business
 - a. ?
5. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
February 18, 2016

Committee Members

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

Alternates

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

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Gordy Chinander, MESB
 Marcia Broman, MESB
 Jill Rohret, MESB
 Scott Wosje, Northland Business
 Brian Kyllonen, PSC Alliance
 Chris Kummer, MAC

Dawn Evangelist, CenturyLink
 Matthew Hoffer, CenturyLink
 Jeff Lessard, U of M
 Lauren Petersen, MAC
 Victoria Peckman, AHEMS
 Heidi Hieserich, MAC
 Jake Jacobson, CenturyLink
 Jeff Nelson, PSC Alliance

1. Call to Order

Nancie Pass called the meeting to order at 10:00

2. Approval of Minutes

Motion to approve the draft January 21, 2016 Minutes (Pankonie/Lind) 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. Gordy highlighted that he believed the wireless tower sectors in the database with “provisional” routing will be cleaned up by the end of the month. Gordy also reported that the State’s WERM wireless routing database application is now scheduled to go live at the end of April. The intent is to provide PSAP training before then. Gordy will pass on more information as it becomes available.

The committee members were asked to share if their PSAP had experienced any issues with wireless 9-1-1 calls in the past month. *(none were reported)*

i. Creation of a Wireless Routing Recommendation Work Group

Gordy led a continuation of the discussion started at last month’s meeting about the need to set up a work group to provide some guidance and consensus on the wireless routing process and the ALI record content. Another issue identified involves agreement on metro guidelines for how wireless carrier testing should be conducted. (e.g. request notice timing, testing hours, number of calls / PSAP, or /hour, or / day)

Christine asked Gordy if there was a way for the PSAP to get the ALI data the PSAP received sent back to a wireless carrier. Gordy said this could be added to the work group agenda.

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)*

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 – Dar Pankonie

The RFP respondents all submitted their best and final pricing. The Department of Administration is following up with two of the respondents asking for some clarification. The hope is to begin negotiations with the highest scoring respondent by the end of February.

Dar brought up the VMBL class of service (COS) that CenturyLink said could be used in MN. The idea behind using that COS would be to apply it to all 9-1-1 calls that originate on a wireless device, but use the Internet and a VPC to complete the call to the PSAP. That would be a heads up to the telecommunicator that the location information is coming from the VPC and not from the usual wireless mobile positioning equipment. MESB staff will continue to work with the State and CenturyLink to determine if all of the carriers and VPCs are willing to support that COS.

e. PSAP Operations Roundtable - Pete Eggimann

A smaller work group has been formed to work on identifying curriculum content that could be incorporated into a minimum training standard for entry level TCs. The first meeting of the small group was held on 02/16, with a follow-up call on 02/25. The group is comparing their individual agency training curriculum with the APCO / NENA training criteria which was recently released.

i. Ramsey Co. Mental Health Referral SOP Draft – Nancie Pass

Nancie shared the draft policy with the committee. The PSAP is beginning to send more 9-1-1 mental health calls to the Ramsey Co. Mental Health Hot Line. The intent is to implement the policy on March 1. Both the Pioneer Press and Minneapolis Star Tribune have expressed interest in the policy and how it will work.

f. Legislation – Jill Rohret

Jill told the committee that the legislative session will formally begin on March 8. There are still no specific bills dealing with 9-1-1 or the ARMER system. The sales tax exemption for joint powers organizations bill is still being considered, and the MESB lobbyist is actively working in support of that bill.

g. Metro Area 9-1-1 Strategic Planning Initiative – Brian Kyllonen

i. Issues and Needs Analysis Report

Jeff Nelson and Brian Kyllonen from PSC Alliance have been facilitating meetings and surveying the metro area PSAPs to identify common issues and needs that the MESB could assist them with. The draft report was distributed with the meeting packet material so the committee could review it prior to the meeting. Brian asked for continued input, correction

of any errors, and any questions the committee members may have before February 26, so that the report can be finalized before next month's meeting.

ii. NENA ESInet Design – Pete Eggimann

Pete explained to the committee members that NENA was close to approving an ESInet Network Design document. In reviewing that document, the design proposed is significantly different than the current ESInet. The new design calls for the use of multiple network service providers, multiple network transport mediums (e.g. fiber, cable, wireless), multiple network protocols (e.g. MPLS, Ethernet, Internet VPN), and multiple paths that are physically diverse. Pete expressed some concern about migrating to that type of ESInet without conducting some trials first that didn't involve live 9-1-1 call traffic. The idea of setting up a pilot project involving at least two PSAPs by connecting those PSAPs to a commercial data center using some of the new ESInet connectivity was suggested. Pete thought that setting up mirrored CAD servers at the data center would provide some redundancy and continuity of operations options, while permitting the network traffic between the data centers and the PSAP to be monitored.

Committee members expressed concern about meeting NCIC and CJRS security standards in a commercial data center and the costs involved. Jon Eckel indicated he didn't think that any of the new ESInet recommendations coming from NENA were controversial and had been deployed in other systems successfully many times. He did not believe that a pilot project would be necessary as long as the new network options were properly engineered and installed.

Pete thanked the committee for providing good feedback, and said the MESB staff would continue to explore ESInet options that would conform with the NENA guidelines once they are published.

2. New Business

a. Committee Member Roundtable

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

Call to adjourn (Dowd/Pankonie)

Technical Operations Committee

GIS Manager's report – 3/17/2016

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 Intradocs wireless database. **Completed 3/2016**

T-Mobile community name issue – a community name issue in the wireless ALI was discovered with some T-Mobile towers located in the metro area. The community name in a wireless ALI represents the community where the **Tower** is located. The towers in question have the PSAP abbreviations in place of the community name. MESB is currently reviewing the database records and submitting changes to T-Mobile. Should be completed by **4/2016**

State Wireless Emergency Routing Maintenance (WERM). The application allows you to review, change, approve, and update routing information online from anywhere. WERM registration and training and invite will be sent out prior to TOC meeting

New MESB PSAP wireless workgroup. (This is separate meeting from the WERM training) This workgroup will address wireless routing processes, wireless ALI screen info, sector description needs, PSAP concerns, PSAP needs with wireless data. Reporting wireless issues **Meeting date pending**

Technical Operations Committee

9-1-1 Database Update – 03/17/2016

(including GIS this month)

Metropolitan Emergency Services Board
2099 University Avenue
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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 working on their ALI geocoding errors.
 - ii. MESB is preparing a full Chisago County centerline-generated MSAG to ALI MSAG comparison. Results will be shared with the County for their review and investigation as necessary.
 - iii. Dakota County is finishing up their ALI geocoding errors.
 - iv. Ramsey County is reviewing addresses with ESN assignment differences (i.e. across 4 methods: MSAG-assigned ESN, centerline attribute ESN, address point ESN, and centerline geocoded (point-in-polygon) ESN).
 - v. Hennepin Co Sheriff's Office PSAP completed their initial review of ALI geocoding errors that did not geocode to HCGIS address points or centerline.
 - vi. Minnetonka will be cutting to the new Logis (Tritech) CAD system at 0600 hours on 3/30/16.
 - vii. Washington County continues their progress on street name validation errors with the help of a part-time GIS staff person from the State.
 - viii. DPS/ECN has secured statewide ALI extracts from CenturyLink/Intrado and IES for use in an overall NG9-1-1 data readiness/address validation assessment. MESB has access to this information to assist the metro County/PSAP data assessment, validation, and synchronization efforts.
 - ix. MESB is waiting for confirmation from MECC on the date for their MSAG postalization, and will then proceed with contacting and scheduling the remaining PSAPs (Bloomington, Carver Co., Edina, Scott Co., U of M, White Bear Lake).
2. On 2/29/16, DPS/MnGeo presented an initial draft of the State's NG911 GIS Road Centerline standards to the Metro Regional Collaborative GIS managers. Adam Iten is currently accepting input of suggestions and comments on the centerline standards. Adam has communicated a tentative 4/15/16 deadline for that input.
3. CenturyLink is still investigating some nuances about the handling of ANI failure conditions in the State's current 9-1-1 network configuration.
4. February 2016 ALI Audittrail reports will be distributed in the next week, once received from CenturyLink.

Summary of MSAG/GIS Data Synchronization Activity (as of March 11, 2016)

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