



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
May 17, 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

May 17, 2018

1. Call to Order
2. Approval of Minutes / Agenda
3. Action Item
 - A. Emergency Communications Professionals Training Curriculum Development Project
 1. PSAP Roundtable Recommendation
4. Unfinished Business
 - A. Next Generation 9-1-1
 1. Text-to-9-1-1 implementation
 - a) Greater MN
 - b) Metro Area
 - c) Regional PSAP service deadline – 12/31/18
 - (1) Take your own text messages
 - (2) Agreement with another PSAP to take them
 2. Firewall implementation
 - B. By-law Change Request
5. Pending Business
 - A. Legislation
 - B. Continuity of Operations Plans (COOP)
6. Reports
 - A. Data Issues Report - Wireless, Wireline, VoIP, GIS (see attached)
 - B. PSAP Operations Round Table Work Group Report
 - C. SECB NG9-1-1 Committee Report
7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
April 19, 2018

Committee Members

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

Alternates

X	Jeff Schlumpberger, Hennepin		Bob Shogren, Isanti
	Deb Paige, Carver	X	Christine McPherson, Minneapolis
	Susan Bowler, Carver	X	Jill Martens, Scott
	Vicki Nelson, Dakota		

Others Attending

Joe Fick, Airbus
 Heidi Hieserich, Airport
 Lauren Petersen, Airport
 Mary Ehram, Solacom
 Brian Kyllonen, PSC Alliance
 Dan Craigie, ECN
 Diane Lind
 Chad Loeffler, Metro Transit

Tony Martin, Edina
 Matthew Hoffer, CenturyLink
 Jake Jacobson, CenturyLink
 Rhonda Kriss, CenturyLink
 Dana Fortier, Hennepin
 Scott Wosje, Northland Business Sys.
 John Olson, IES
 Dominic Taylor, North EMS
 Michael Melby, North EMS

MESB Staff

Pete Eggimann	Jill Rohret
Marcia Broman	Martha Ziese

1. Call to Order

Heather Hunt called the meeting to order at 10:02. Heather asked each of the people attending to introduce themselves.

2. Approval of Minutes / Agenda

Heather asked for a motion to approve today's agenda and the minutes from March 15, 2018. *Motion (Eckel / Schwartz) to approve the agenda and the committee meeting minutes from March 15, 2018. Approved.*

3. Action Items

A. Emergency Communications Professionals Training Curriculum Development Project

1. PSAP Roundtable Work Group Recommendation

Heidi Hieserich reported that the Roundtable work group had been meeting with Diane Lind, the contractor under the grant tasked with developing the curriculum content. The work group provided feedback on the draft curriculum as each chapter was developed. The PSAP Roundtable recommends that the 911 TOC accept the draft curriculum.

Diane told the committee that she was reviewing the draft for format and grammar and would have the final version to the MESB by May 1. Nancie Pass recommended that the final version be sent to the committee members when it was available, so that the committee members could review the document before acting on the recommendation to accept the document at the May TOC meeting.

4. Unfinished Business

A. Next Generation 9-1-1

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

Dan Craige said that Isanti will be turned up next week. Carver, Dakota and Eden Prairie are finalizing their transition plans. He asked the PSAP managers to start a ticket with CenturyLink and cc Pete, your CPE provider, and ECN if there were any issues with text message delivery or transfers. Dan told the committee that ECN will construct a log document listing identified issues / solutions.

2. Firewall implementation

Dan said he has sent surveys to Phase 1 PSAPs regarding network access for firewall management monitoring. These are the PSAPs that are the regional text centers and those waiting for text upgrades. There will need to be discussions with the local IT expertise since all PSAPs have variations in how they manage Internet access.

A committee member raised the question with Dan asking what specific threat(s) will the firewall implementation protect against? Dan said the firewall should isolate the PSAP

from external threats and contain internal threats, preventing threats originating within the PSAP from spreading throughout the ESInet.

Dan went on to explain that putting firewalls into an existing network is more complicated compared to starting with a green field network implementation. Installing the firewalls is mandatory for all PSAPs with direct SIP connections to the ESInet. The firewalls are only monitoring traffic on the ESInet. There should be no impact on other equipment, including other firewalls, installed by a vendor.

Dan will be doing a presentation at the Public Safety Communications Conference next Tuesday.

B. CAD-to-CAD Feasibility Study

Pete said that the study document was shared with the SECB NG9-1-1 Committee. The committee members agreed to take the study back and share it with the PSAPs in their regions. The committee is interested in assessing the level of interest in having a statewide CAD-to-CAD interoperability system.

Winbourne will be doing a presentation at the Public Safety Communication Conference. There has been a request to see if any of the CAD-to-CAD interoperability vendors have videos or PowerPoint presentations to help PSAP managers better visualize how an interoperable system could be used in their day-to-day operations.

Dan Craig said a statewide shared CAD-to-CAD interoperability system was the #1 topic at the Strategic Planning Sessions. He thinks it is likely that funding priorities for a CAD-to-CAD interoperability system will be allocated by ECN in 2019.

C. By-law Change Request

The MESB Executive Committee approved the by-law change request and it will go before the full board in May. The biggest change proposed to the 9-1-1 TOC by-laws relates to committee membership. The new by-laws allow for one representative and one alternate from each metro area PSAP. Depending on the process of the governing entity for each PSAP, it will be necessary to formally appoint new committee members and alternates either by written board resolution or Sheriff's appointment. Jill Rohret said she believes following a consistent appointment process for each PSAP representative / alternate every year will make documentation of the annual appointments or renewal of the appointments easier.

5. Pending Business

A. Legislation

Jill Rohret said that a Heart Association sponsored bill requiring all dispatchers to be CPR trained is to be introduced next session. The language indicates all dispatchers. It will need to be discussed whether centers that do not provide medical pre-arrival instructions by using a secondary PSAP will be required to train their personnel. Governor Walker of Wisconsin signed a bill with this language on Monday.

6. Reports

A. Data Issues -Wireless, Wireline, VoIP, GIS (see attached)

Marcia Broman said the Minnesota Road Centerline Standard GIS schema is out for review. This is the first step towards adoption as a state standard. It is 99 % in alignment with the metro schema. Marcia summarized the GIS Data Preparation by PSAP chart. Comparing the MSAG to GIS reconciliation data, the fallout rate is 0.2% metro wide. Thank you to all the people who have been involved over the past couple of years to achieve that level of accuracy.

B. PSAP Operations Roundtable Work Group

(Meeting minutes are posted on the MESB website)

C. SECB NG9-1-1 Committee Report

Christine McPhearson reported that most of the meeting's discussion centered around the CAD-to-CAD interoperability system and how it might be implemented statewide. There were no action items on the agenda.

PSAP representatives provided updates from their respective centers.

Brian Kyllonen told the committee that PSC Alliance had been commissioned by the Metropolitan Council to work with the Transit Control Center to bring them on to the 9-1-1 system as a PSAP. PSC Alliance will be assisting with the procurement of their NG9-1-1 telephone system. Chad Loffler was introduced as the manager at the Transit Control Center. The intent is to request a 9-1-1 plan change for the metro area that will designate the Transit Control Center as a metro area PSAP with responsibilities for the transit system trains, buses, tracks, and platforms.

Adjourn

BY- LAWS
OF THE
METROPOLITAN EMERGENCY SERVICES
BOARD

9-1-1 TECHNICAL OPERATIONS COMMITTEE

SECTION 1: COMPOSITION

There shall be a 9-1-1 Technical Operations Committee composed of no more than one representative and one designated alternate representative from each primary and secondary Public Safety Answering Point (PSAP) in the metropolitan region. The governing body of each PSAP, by resolution, shall appoint its representative to the 9-1-1 Technical Operations Committee or the governing body of each PSAP shall, by resolution, designate an appointing authority to make representative appointments. The governing body or appointing authority may also choose to appoint an alternate representative. 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 9-1-1 Technical Operations Committee shall recommend to the Chair of the Board at the annual organizational meeting of the Board a Chair of the 9-1-1 Technical Operations Committee. The Chair of the Board shall appoint the Chair of the 9-1-1 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 9-1-1 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 9-1-1 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 9-1-1 Technical Operations Committee shall have the following powers and duties:

a. Present to the Board plans, operating standards, 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 9-1-1 system as required by the Board.

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

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

SECTION 5. VOTING

Each member of the 9-1-1 Technical Operations Committee may cast one vote on any motion before the 9-1-1 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 9-1-1 Technical Operations Committee. Absentee or proxy voting is not permitted.

SECTION 6. MEETINGS

The 9-1-1 Technical Operations Committee may provide, by resolution, the time and place for holding regular meetings of the 9-1-1 Technical Operations Committee. Notice of regular meetings of the 9-1-1 Technical Operations Committee shall be given to each member of the 9-1-1 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 9-1-1 Technical Operations Committee may be called by the Chair provided that at least three (3) days notice be given to each member of the 9-1-1 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

9-1-1 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.

Minnesota PSCC: Dana Wahlberg outlines approach to implementing text-to-911 service statewide

Dana Wahlberg, director of Minnesota's Emergency Communications Networks (ECN) division, explains how Minnesota initially provided text-to-911 service at eight regional centers before expanding the capability statewide. Minnesota began accepting texts to 911 center in December 2017, and 60 of the state's 102 [public-safety answering points](#) (PSAP) have implemented the functionality to date, according to Wahlberg.

Wahlberg spoke with *IWCE's Urgent Communications* Editor Donny Jackson at the recent Minnesota Public Safety Communications Conference conducted in St. Cloud, Minn.

Video Interview:

<http://urgentcomm.com/ng-911/minnesota-pscc-dana-wahlberg-outlines-approach-implementing-text-911-service-statewide>