



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
November 17, 2016
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

November 17, 2016

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 RFP Update
- b. PSAP Operations Round Table Work Group
 - i. Minimum Training Standards for Telecommunicators
 - ii. Training Standard Implementation Guide
 - iii. Training Standard Skills Verification Process
- c. Storm / Natural Disaster Procedures

5. Pending Business

- a. SECB Grant Process
- b. PSAP Notification 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

October 20, 2016

Committee Members

X	Nancie Pass, Ramsey (Chair)		Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Val Sprynczynatyk, Anoka		Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD	X	Jonathan Rasch, Ramsey
X	Tim Walsh, Carver	X	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		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
Gordy Chinander, MESB
Marcia Broman, MESB
Jill Rohret, MESB
Kay Simons, MESB
Troy Tretter, MESB

Jake Jacobson, CenturyLink
Matthew Hoffer, CenturyLink
Chuck Haneca, North Memorial
Chris Blackedge, USAF 934
Chris Kummer, MAC
Dana Wahlberg, ECN

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 September 15, 2016 Minutes and the agenda for today's meeting.
(Sprynczynatyk/Dowd) Approved*

3. Action Items

a. Election of Chair and Vice-Chair for 2017

Nancie Pass opened the floor for nominations for Chair for 2017. Nancie Pass was nominated.

Motion to close nominations and cast a unanimous ballot for Nancie Pass.

(Sprynczynatyk/Eckel) Approved

Nancie opened the floor for nominations for Vice-Chair for 2017. Bob Dowd was nominated.

Motion to close nominations and cast a unanimous ballot for Bob Dowd was made.

(Pankonie/Eckel) 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.

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

This topic was discussed at the July meeting. After that meeting the MESB sent a brief email survey to the metro area PSAPs that included six questions:

- Are you interested in having your PSAP be the designated regional text-to-911 PSAP for the metro area?
- If not, would you like to deploy at the same time and take your own text messages?
- Is your answering application software ready to support text messaging?
- Do you have firewalls between the ESInet and your 911 answering application?
- Are you okay waiting until the initial text deployment is complete and have the designated regional PSAP take your text message calls until you can get your 911 answering application software ready to accept text messages?
- What brand of 911 answering application do you have?

Ten of the metro PSAPs responded to the survey. Anoka Co., U of M, and Hennepin Co. indicated they were willing to serve as the designated regional text PSAP. All of the PSAPs that responded wanted to deploy concurrently with the regional PSAP and take their own text messages. All of the PSAPs, with the exception of the U of M, indicated their 911 answering application software was ready for text messaging or would be by the expected deployment of the regional text PSAPs. The U of M indicated they would need a software update before they would be ready to accept text messages. None of the PSAPs wanted to wait until after the regional text PSAPs were deployed before getting their own 911 answering application updated

or configured to accept their own text messages. Six of the responding PSAPs use VIPER answering applications and the other four PSAPs use the VESTA answering application.

There was discussion among the members about which PSAP should be designated. Anoka Co. and Hennepin Co. were both suggested. Some members expressed frustration that there wasn't more information available to the group about how the deployment would be managed and that no definite date had been established for the deployment. Dana explained that no date could be established until 1) the designated regional PSAPs are identified and ready to go, and 2) the FCC notification and request to the carriers are made. The notification and request cannot be made until the regional PSAPs are ready to go. The turnaround time from the date of notification/request to text delivery being implemented has been a matter of days in other parts of the country. No consensus was reached on which PSAP should be designated the regional PSAP.

Motion to table this decision until the November meeting. (Pankonie/Eckel) Approved

4. Unfinished Business

a. 911 Services RFP / Contract

Dana reported that contract language negotiations are continuing, but she hopes the contract will be ready for signature in November.

b. PSAP Operations Roundtable Work Group

i. Minimum Training Standard for Telecommunicators

Pete reported that the work group met last week but had not done any additional work related to the training standard. Dar reported that the SECB NG911 Committee will be working on a process for the designated regional text PSAPs to use to relay call information they receive on behalf of another PSAP, so that the PSAP having jurisdiction for the area the text message caller is located can send the proper emergency response. She also reported that the State 911 Program had contracted with Mission Critical Partners to assist with the text-to-911 and the ESInet firewall deployment.

Jill Rohret said the MESB Executive Committee approved the minimum training standards draft. It will go before the full board November 9. There was a lengthy conversation at the Executive Meeting regarding the draft standard's potential impact on the current telecommunicator job descriptions. The commissioners were sent a list of this committee roster so they could reach out to members with their concerns and make a determination if their county HR resources needed to get involved.

c. Storm / Natural Disaster Procedures

(No action – Christine was not present)

d. Radio TOC Request – Metro Interop Zone Changes

Troy Tretter updated the committee and said the following changes would be made:

- Add two additional ME-TAC interoperability channels – LE only 9 and 10
- Add two encrypted ME-TAC interoperability channels – LE only 11 and 12

- No new regional field unit to PSAP hailing channel will be created

Troy thanked the committee members again for their input and said it enabled a consensus on the changes to be reached.

5. Pending Business

a. SECB Grant Process

Pete reported that the grant workgroup met by conference call on October 18 and identified three projects for possible grant applications – 1. CAD-to-CAD interoperability, 2. GIS Address Point Data Layer development project to complete the metro area dataset, and 3. Model Telecommunicator Training Curriculum Content development project.

Motion that the GIS project be given the highest priority, followed by the training curriculum, and then the CAD-to-CAD project. (Eckel / Kummer) Approved

Troy told the committee that there were two grant programs under discussion. The SECB grant will be for 2 years and is believed to be in the amount of \$1,050,000 to be divided statewide. The SHSP grant is for cyber security, but there are no other details available right now. Grants for equipment will require a 50% match. Grants for professional services may be covered up to 100%.

b. PSAP Notification Process

Pete explained 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. For the sake of time, Pete asked that this discussion be carried over until the next meeting.

6. Reports

a. Wireless Issues (written report attached)

Gordy reported to the committee that there had been a couple of instances where wireless carriers had started making unscheduled test calls. Gordy asked the members to report unexpected test calls to the MESB, particularly if the test calls are having an impact on normal operations. The MESB will escalate the issue with the appropriate carrier, if necessary.

Gordy also reported that the WERM application was still going through security testing by the State IT team. They hope to give West two weeks' notice to begin using once the testing has been successfully completed.

b. GIS Issues (written report attached)

Gordy asked that the committee members return their completed review of the MN NG9-1-1 GIS Data Standard stakeholder review. The reviews should be returned to the state by November 4.

c. Data Issues (written report attached)

Marcia summarized her report on the progress being made on the GIS / MSAG data synchronization project.

Call to adjourn (Hughes / Pankonie)



PSAP Interim Text-to-9-1-1 Support Documents

1.0 Purpose

1.1 The purpose of this document is to provide support information and education materials for PSAPs planning on moving forward with the Interim Solution for Text-to-9-1-1.

2.0 Scope

2.1 The scope of the Attachments included herein are intended to be offered as examples only, and PSAPs will need to consider how to implement or adapt each of them to suit their individual needs.

2.2 PSAPs will therefore need to review each of the Attachments and carefully consider what changes or modifications are required to achieve the desired outcomes.

2.3 In addition, all aspects of the ever evolving technology must be constantly reviewed, and therefore the Attachments should be considered living and evolving documents that should be reviewed on a regular basis.

3.0 Content

3.1 The following section is intended to describe the content and purpose of each of the Attachments.

3.1.1 ATTACHMENT 1 - Interim Text to 9-1-1: Information & Training for Telecommunicators – This Attachment consists of a PowerPoint slide deck that is intended to provide telecommunicators with an overview of the Interim Solution for SMS Text-to-9-1-1. It should be noted that the PowerPoint includes an overview of the current interim solutions; however, PSAPs may choose to focus only on their chosen interim solution, and remove references to any other interim solution, or the final i3 solution as referenced in the PowerPoint. As stated, PSAPs should consider this as a training template, and are encouraged to modify the presentation to suit local needs, as well as to add additional information germane to the aforementioned Interim Solution.

3.1.2 ATTACHMENT 2 - Interim Texting Policy SOP - This Attachment provides a Standard Operating Procedure (SOP) template. It is intended as a model document that PSAPs should have in place prior to implementing Text-to-9-1-1. Various operational considerations are highlighted with comments in parenthesis. PSAPs will need to consider their existing SOP's with the objective being a clear and concise set of procedures that will benefit telecommunicators in the processing of Text-to-91-1 requests for service. In addition, PSAP managers



should regularly review and update any aspect of the SOP that impacts call processing and response.

3.1.3 ATTACHMENT 3 – Canned Message List for PSAPs - This Attachment provides a list of suggested Canned Messages intended to be programmed into PSAP Customer Premises Equipment (CPE) or any other technologies employed by PSAPs when processing Text-to-9-1-1 requests for service. These messages are intended to be used by telecommunicators to quickly and efficiently send messages back to the texter and are offered here as examples only. PSAPs may wish to develop their own lists based on these examples.

3.1.4 ATTACHMENT 4 – Interim SMS Text-to-9-1-1 Operational Experiences – This attachment contains operational impacts and experiences from some of the early Interim SMS Text-to-9-1-1 adopters. All of the data is accurate as of June, 2014. It is intended as a resource for 9-1-1 authorities to assist in planning and implementation of text-to-9-1-1. The information below may be updated as text-to-9-1-1 service is implemented across the county.

4.0 Additional Considerations

4.1 Retention of SMS Text-to-9-1-1 Messages - The retention of all SMS Messaging will be dependent on your Interim Text-to-9-1-1 solution. PSAPs should seek advice from their IT Staff concerning the archiving and storage of Text-to-9-1-1 messages.

4.2 Transfer of Interim SMS Text-to-9-1-1 Sessions - Within the Interim SMS text-to-9-1-1 solution it is possible for neighboring PSAP agencies to deploy different interfaces. This prevents the transfer of the text session in some cases if the interface does not support a transfer. The 9-1-1 agency will need to coordinate with the text provider or text control center to determine when and how transfers will be possible.

As the transition to NG9-1-1 text-to-9-1-1 solution occurs, the 9-1-1 Authority will need to revisit this section of the operating procedures based on new transfer capabilities.

Attachment 1

Interim Text to 9-1-1: Information & Training for Telecommunicators



Interim Text to 9-1-1

Information & Training for Telecommunicators

Version 2 August 26, 2013

AGENDA

- Overview of Texting Solution
- Why solution is needed
- How it will work here
- Public Education
- Question & Answer Time



Overview of Interim Text-to-9-1-1 Status

- **Interim solution agreed to by big four providers, NENA & APCO by May 15, 2014**
 - TDD/TTY Interface
 - Web Portal
 - i3 NG9-1-1 Interface
- **Bounce back message by June 30, 2013**



PSAP Web Portal

- **Third party operates a web server accessed by PSAPs via the public Internet**
 - Requires Internet Service and a browser-equipped workstation
 - Call taker/PSAP authenticates to web server and receives SMS calls
 - No new PSAP CPE required – may require a separate monitor
 - Separate from existing PSAP operations flows & logging systems
 - Depends on ISP connections (Who do you call if the Internet is down?)
 - If PSAP is not connected to web server, messages are alternately routed or bounced back by gateway



TDD/TTY Interface

- Text calls forwarded to Legacy Selective Routers as TDD/TTY calls.
- Accommodates legacy PSAPs without changes.
- PSAP CPE answers call and detects TDD tones.
- Call taker converses with SMS caller via TDD functions.
- Less impact on PSAP operations than Web Interface.
- Works within existing legacy 9-1-1 standards.



NENA i3 NG9-1-1 Interface

- Requires IP connectivity between Provider and the PSAP
 - Carriers have stated willingness to accomplish this connectivity via regional and state ESInets, if available.
- Requires PSAP NG9-1-1 readiness
- Requires NG9-1-1 capable equipment
- Should be fully compatible with future NG9-1-1 systems



Bounce Back Message

- Wireless carriers have agreed to provide a standard message when text-to-9-1-1 not available.
- The big four implemented by June 30, 2013
- Remaining carriers must implement by September 30, 2013 per FCC order.



IMPORTANT TO REMEMBER

➤ Interim texting solution:

- Will only deliver SMS, no other forms of text messaging
- A text that is too long or sent to more than one recipient becomes MMS automatically



Why Text-to-9-1-1 ?

- 330 million connected wireless devices in the U.S.
- Exponential increases in text messaging
- Equal Access
- Public Safety

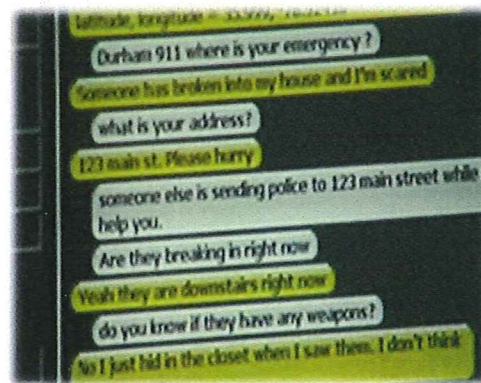
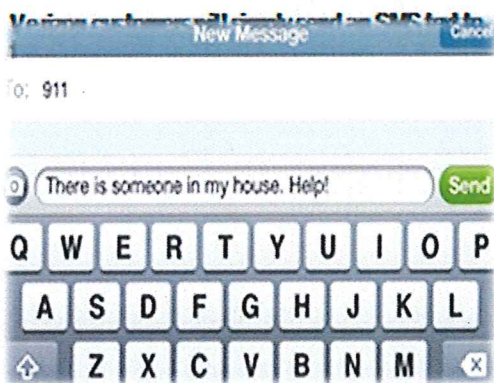


Interim Text-to-9-1-1 in my PSAP

- Currently offered to {insert carrier name} wireless customers only {but plans are to expand in the future.}
- {insert the appropriate procedures for PSAP}



How do you text-to-9-1-1?



**Communicators will respond via
text dialog**



Interim Text-to-9-1-1- Training

- Additional Duties & Skills Required {insert local policies and practices}



Public Education

- NENA message – 9-1-1: Call if you can, text if you can't
 - Citizens should be encouraged to text only when calling 9-1-1 is not an option
- Stress first thing 9-1-1 will need is location information and nature of the emergency
- Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.



Note – More information concerning Text to 9-1-1 may be found at:

<http://www.nena.org/?page=textresources>

Attachment 2

Interim Texting Policy SOP

ATTACHMENT 2
Interim Texting Policy SOP



AGENCY NAME HERE
INTERIM NG TEXTING POLICY/SOP

Subject:	Interim NG Text to 911		
Revision:		Effective Date:	
Supersedes:	Any Previous		Pages: 4

POLICY

It shall be the policy of the (your agency name here) to follow the procedures set forth in this (written directive, policy, standard operating procedure) for the processing of calls received via Short Message Service (SMS) text messaging.

PROCEDURE

In lieu of voice communications, callers may opt instead to contact the (your agency name here) via SMS Messaging, also called ***texting***.

Calls received via SMS Messaging will come into the Center on a designated queue labeled as "TXT-2-911".

If appropriate, when processing a SMS Messaging call, a Telecommunicator may place himself/herself as '***Not Ready/Busy***' on the phone system until the SMS Messaging call has been handled. (Agency policy in this regard may vary according to the Interim Text-to-9-1-1 solution adopted by the PSAP, staffing levels, etc.)

To initiate a two-way conversation the Telecommunicator will answer the call coming in on that queue like any other 9-1-1 call. A window will appear allowing two-way conversation between the Telecommunicator and the caller.

If pre-set messages are available, the Telecommunicator may choose to use those messages as appropriate.

If it is determined that a field unit response is indicated, the Telecommunicator will generate the call in CAD using the ***New Event*** function, or fill out the appropriate card(s) if on a manual system. Initial information will be gathered in the following order:

1. The caller will be greeted with the same script that voice callers receive:

Example: "Anywhere 9-1-1, where is your emergency?"

2. The Telecommunicator should ask the caller if they can call in by voice. (If it is safe to do so).

ATTACHMENT 2
Interim Texting Policy SOP

3. (Enter your agency policy of verifying information that displays during a 9-1-1 call).
4. The nature of the call will be asked for and the appropriate call-types entered into the call. Once a call is classified it will be routed for dispatch to the appropriate unit(s).

(NOTE: Below are two examples from actual SOP documents of how EMD could be handled. Please insert your agencies policy here.)

- a) Medical calls will not be processed using the EMD protocol. These calls will only be assigned a Chief Complaint.
 - b) The Telecommunicator will provide the same level of service in regard to Emergency Medical Dispatch for text calls as they do for voice calls. Telecommunicators will follow the same protocol they do for voice calls, by gathering the same information, dispatching the appropriate units and providing the same post-dispatch instructions.
5. Telecommunicators will ensure that all scene-safety information is obtained to ensure that bystander and responder safety issues have been addressed.
 6. All scene-safety and any other pertinent information will be recorded and relayed to the responders as appropriate.

Before ending of the call, the Telecommunicator will inform the caller that the requested assistance is being sent to address that the caller initially requested. This will help confirm that the address of the incident is correct.

Example – “EMS will be dispatched to 505 W. Chapel Hill St (or as per your Agency policy)”.

Ending a call is accomplished by using the **Release** button (or however your agency ends a SMS call. (Note that Agency policy in this regard may vary according to the Interim Text-to-9-1-1 solution adopted by the PSAP). Once a call is released, a message should be sent to the caller indicating that the session has ended. A SMS Messaging session cannot be restored/initiated by the 9-1-1 Center again unless the caller messages 9-1-1 again in a new session.

GENERAL

At no time will a Telecommunicator use 'texting' lingo, shortcuts, or acronyms. All correspondence from the Telecommunicator will be in full-length form, with the exception of common acronyms, which include, but are not limited to:

- **St** for Street
- **Rd** for Road
- **Hwy** for Highway
- **EMS** for Emergency Medical Services
- **NC** for North Carolina
- **US** for United States
- **I-xx** for Interstate Highways

The caller should be encouraged not to use 'texting' lingo, shortcuts, or acronyms so as

ATTACHMENT 2

Interim Texting Policy SOP

to help eliminate any confusion on the part of both parties; however, callers are not required to oblige. In the event it becomes difficult to understand a caller's need due to the use of these shortcuts, the Telecommunicator will ask the caller if they can call in by voice.

If appropriate, the ***Class of Service*** source field should be changed to "TEXT" as a Text-to-9-1-1 call may not automatically populate correctly with the appropriate class of service (i.e. landline, wireless, etc.). This is done in order to facilitate searching for text-to-9-1-1 messages.

When appropriate, non-English text-to 9-1-1 messages should be handled in the same manner as voice calls (i.e. according to PSAP policy). If the Telecommunicator is unable to explain to the caller that they need to call 9-1-1, the Telecommunicator will initiate a voice call to the originating number and attempt contact.

A caller should not be called back in cases where their safety, or the safety of another, is in question; however, if a responder requests that a callback be made on a request for service that was initially received via SMS Messaging, the Telecommunicator will inform the officer of such. If the officer still requests a callback at that point, the callback request will be honored.

The content of all SMS Messages to/from the 9-1-1 Center are public record and are available upon request of any citizen or media. All communication from the 9-1-1 Center shall be of a professional nature and work-related.

NON-RESPONSE FROM TEXTER

Response to this would depend upon the initial text that is received. If there is language within the message to indicate it might be a legitimate 9-1-1 text, then text message back "If you have an emergency, text or call 9-1-1". If there is still no response, (enter your agency's policy for hang-up or silent 9-1-1 calls).

If the language within the text is garbled and might indicate a "misdialed or accidental text" then text message back "If you have an emergency, text or call 9-1-1". If there is still no response (enter your agency's policy for hang-up or silent 9-1-1 calls).

TRACING ANONYMOUS TEXT

Currently no anonymous text can be sent. However, if they are through another carrier, any traceable information provided should be handled as it would for voice calls. If there is no information, no action can be taken.

MULTIPLE TEXT HANDLING

Multiple text sessions will be prioritized in the same manner as 9-1-1 calls. The highest priority Text-to-9-1-1 call will be determined by the nature of the emergency. Make sure you respond to each message and ensure, if multiple texts are received about the same call, that they are indeed the same and not a different call.

Telecommunicator's will need to make others in the room aware of multiple text sessions to ensure multiple calls are not entered.

MISDIRECTED TEXT

ATTACHMENT 2

Interim Texting Policy SOP

If technically possible, transfer to the proper agency. If not technically possible, take pertinent information and relay to proper agency. Maintain contact with the complainant and handle as appropriate for call type. Release the complainant when appropriate for situation according to policy or when unit(s) is on-scene. The Telecommunicator may have to provide contact information for the proper agency on end of session or when appropriate. (See Other Considerations (section four) for more detail).

TEXT FOR NON-EMERGENCY

(Enter your agency policy for non-emergency call processing.)

PRIORITY VOICE vs. TEXT

Calls shall be prioritized based on the nature of the call, whether voice or text.

TRACKING MOVING TEXT-TO-9-1-1 CALLERS

(Note – this section will require modification according the interim text-to-9-1-1 solution used by the PSAP.)

Depending on the Text-to-9-1-1 solution adopted by the PSAP, the Telecommunicator shall use the rebid feature to obtain a current location of the caller. If the caller leaves the agency jurisdiction, the Telecommunicator will transfer the text session to the agency responsible for that jurisdiction, only if they are capable of receiving text sessions. If the receiving agency does not have the capability of receiving text, the original Telecommunicator will maintain the session and relay information to the appropriate agency. If the text session enters another jurisdiction, then the incident will be passed onto that agency, either by transferring the session or by relaying all information by voice.

If there is a session in progress, it will need to be passed on to any relieving personnel.

SHIFT CHANGE

The passing on of text sessions at shift change between operators must include information related to the open sessions. All queues are to be checked at shift change.

RETENTION OF SMS MESSAGES

The retention of all SMS Messaging *will be in accordance with the current (enter in your agency's policy for the retention of records).*

POLICY ENFORCEMENT

Failure of an employee to comply with any of the provisions set forth in this policy may result in disciplinary action. The 9-1-1 Director reserves the right to alter this policy at any time. Employees will be notified of any updates to this policy including the effective date of any changes.

Attachment 3

Canned Message List for PSAPs

Canned Message List for PSAPs

First Canned Questions

9-1-1, What is the address of your emergency?

What City?

What is your Emergency?

What is your Phone Number?

What is your Name?

What is happening now?

Instructional Canned statements

Please use full, simple words

Do not use abbreviations

Do not Text and drive, please pull over

Get out now!

Wait outside for First Responders

Please wait, you are being transferred

Stay calm, help is on the way

Please call our non-emergency number to report this non-emergency

(XXX)XXX-XXXX

Ending session, if you need more help contact 9-1-1

Secure or put away your animals

Unlock the door

Turn the outside light on

Subsequent Canned Questions

Are you driving?

Are you traveling on foot?

Are you on public transportation?

Are you in a vehicle?

Location of suspect?

Are there any weapons?

Is anyone hurt?

What does the person look like?

What are they wearing?

What is the nature of the injuries?

Is the person breathing?

Is the person awake?

How old is the person?

What kind of house?

Where is the fire?

What floor is on fire?

Are there any people inside?

Do you need the Police?

Do you need Fire Trucks?

Do you need an Ambulance?

Do you have any further information, or need additional help?
An ambulance will be been dispatched.
A fire/rescue crew will dispatched.
Law enforcement will be dispatched.

Attachment 4

Interim Text to 9-1-1: Operational Experiences

Interim SMS Text-to-9-1-1 Operational Experiences

This document contains operational impacts and experiences from some of the early Interim SMS Text-to-9-1-1 adopters. All of the data is accurate as of June, 2014. It is intended as a resource for 9-1-1 authorities to assist in planning and implementation of text-to-9-1-1. The information below may be updated as text-to-9-1-1 service is implemented across the county.

Monroe County 9-1-1 New York - City of Rochester (handles calls for the entire county including City of Rochester)

Interface: TCS Gem 9-1-1 Web Portal on separate terminal also includes their mapping, etc.

Population served with text? – 747,813

How long have you had text? June 20, 2013 tested about a month & did press conference on 7/17/2013. (Verizon only) Monroe County will test and deploy with T-Mobile on April 21, 2014.

Public Education/PR

During a press release they announced it was Verizon only and if possible call 9-1-1 because it's faster & easier. There is a large Deaf & Hard of Hearing community in area that they worked with, and they were in attendance at the press conference. In addition, the Deaf and Hard of Hearing community came to the center to help with training and to educate call takers on what they would see if a deaf person were texting. They gave tips on how to communicate better with Deaf & Hard of Hearing community.

Statistics:

In that time how many texts have come into your center?

73 texts from citizens

30 resulted in CAD events

10 of them were secondary calls on an event already in the system; they did add info to the event.

6 requesting info – it was 9-1-1 but no response needed

10 of them did then hang up & make a 9-1-1 call

17 were inappropriate

For December, 2013 they had 13 texts not including tests.

They have also had some texts (not sure how many) related to suicide but they weren't from the person attempting suicide, but a friend.

Do you have statistics on the length of time a text is taking your call takers to handle?

1/13 – 00:29 text regarding friend that was going to commit suicide & 00:50 conversation ended

Domestic violence – 8:32, job entered at 8:34 and with officers at 8:47. That's a little longer than a phone call, but not too much.

Telecommunicator Feedback: At first Telecommunicators were afraid to be bombarded, thinking they'd need a whole console just for texting. They were worried they wouldn't be able to provide level of service to either phone or text; now it's pretty run of the mill for them.

Monroe County has the supervisor at the beginning of each shift do a test text to make sure all call takers have volume turned up on their web portals. The volume must be turned up in order for the call taker to hear the text come in. Everyone logged in to the portal gets the sound.

At the end of a text session they have call taker "print screen" because once the session is ended the conversation disappears. TCS has upgraded the administrative functionality and the Monroe County administrator now has access to search, view, and download SMS conversation logs via the GEM Admin website-no need to email TCS and request activity log.

State of Vermont – one PSAP is taking all SMS text messages for the 8 PSAPs in the state

Interface: i3/IP into equipment

Population serving: 98% coverage with AT&T, Verizon, Sprint and T-Mobile

Launched with Verizon in April 2012, did a trial with Sprint for 4 months in December 2012, and launched a trial with AT&T in August 2013. Sprint and T-Mobile were implemented in the middle of May, 2014.

Public Education/PR

Vermont has utilized the "9-1-1: Call if You can, text if you can't" tag line. They have now done several radio and TV Public Service Announcements (PSAs). They have a YouTube page with all of the PSAs. One of the PSAs is targeted to the Deaf and Hard of Hearing community and provides information on how to text 9-1-1.

Statistics:

Since April of 2012, 588 texts to 9-1-1 have been processed and received. The majority or 329 of those texts were tests sent as part of the implementation of each new carrier. The 259 non-test texts break down as follows:

- 39 confirmed accidental texts where no emergency existed.
- 85 appeared to be accidental texts, but we were not able to confirm the status due to a lack of location information and/or because the individual did not respond when the call taker asked where their emergency was.
- 19 were contacts regarding a crime that were not deemed to be an emergency
- 11 were repeat texts from the same person that were not emergencies where we had to take action to stop the unnecessary texts (first and only confirmed incident of "spam").
- 4 that we suspected were "spam" but we were unable to confirm.
- 26 were continuations or follow ups to a previous text session reporting an emergency.
- 74 were legitimate emergencies that required some type of response. Those emergencies included auto accidents, burglaries, intruders, erratic driving, drug dealing, assaults and threats of assault. 8 were related to suicide threats and 8 involved domestic violence situations.
- 1 that remains unclassified.

State of Maine - Two of the 26 PSAPs for Maine are taking Interim SMS text for the state. These PSAPs were already used as back-ups for the others, so familiar with handling Maine-wide 9-1-1 calls.

Interface: TTY interface, no modifications, but did shut off auto-answer since text needs the opposite interaction

Some adjusting of audio volumes required.

They do not have Internet at PSAP positions, so TTY interface was attractive vs a remote webserver.

Started service May 2013

No costs other than staff time, minimal training since TTY already in place

Public Education/PR

Joint press release with Verizon Wireless and they did public education through the Deaf and Hard of Hearing groups and their newsletters

Statistics:

Texting very low volume and Telecommunicators do testing among themselves for practice

Texting is not just nice to do. It is a need in the community. Please don't be afraid of it.

North Central Texas Council of Governments –

Program Information: The NCTCOG Regional 9-1-1 program has 44 PSAPs in 13 counties surrounding the Dallas Fort Worth Metroplex. The program does not include Dallas, Tarrant, or Denton County. They serve a population of 1.6 million and 10,000+ square miles coverage area.

Out of the 44 PSAPs in the program, 33 are Text ready. The project began in January 2013 with Verizon Wireless. T-Mobile deployment began on April 7, 2014. As of June 2014, all 44 PSAPs have been implemented with T-Mobile and Verizon, and they are in the process of implementing now with AT&T and Sprint.

Interface: GEM 911 over ESInet with core services on 9-1-1 workstations.

Public Education: 30 days after each county has deployed they hold a public announcement where they invite the local newspapers, city officials, business owners, and first responder personnel to attend. During these public announcements they provide information on how to use Text to 9-1-1, give a live demonstration of what the Telecommunicators see when a text message comes in, and then open the floor for questions. Due to the complexity of the region, NCTCOG 9-1-1 is taking a grassroots approach when doing additional public education outreaches. Promoting the service only in the areas where it has been deployed. NCTCOG 9-1-1 has created a public service announcement and pamphlets to be used when back into the PSAP cities and counties to do more informative training after the public announcement.

Statistics: Since deployment, they have received 9 requests for help via SMS – Text.

Training: All Telecommunicators are required to attend a - hour training, which encompasses not only training on the product, but also covers components of Next Generation 9-1-1. Each PSAP by Interlocal agreement is required to process 20 test requests for help via text per month.

Meeting Agenda: PSAP Roundtable

Date & Time: October 11, 2016 from 10:00-12:00

Host: Airport Emergency Communications Center (ECC)
Contact: Heidi Hieserich (651)334-5539 or Heidi.hieserich@mspmac.org

Location: Airport ECC - MSP Airport Fire Station #1
Room: Level 1, Training Room
6920 34th Ave South
Minneapolis, MN 55450

Members present:

Heidi Hieserich – Airport	Chad Loeffler – Metro Transit
Tim Walsh – Carver County	Bill Anderson – Metro Transit
Jenn Bruner – Washington County	Stef Taylor – University of MN
Linda Curtis – Washington County	Sara Boucher-Jackson – Minneapolis
Dan Klawitter – Hennepin EMS	Candy Capra - Airport
Charles Sloan III – Hennepin EMS	Lauren Petersen - Airport
Cheryl Pritzlaff – Dakota County	Vikki Peckman – Allina EMS
Vicki Nelson – Dakota County	Pete Eggimann – MESB
Kari Morrissey – Anoka County	Tony Martin – Edina

Agenda Items:

1. Training

- a. *Upcoming opportunities:* The following opportunities were discussed. All have been posted to the shared PSAP Training and Operations Roundtable Basecamp calendar.
 - Coaching and Mentoring – Oct 20 – Hosted by MSP Airport
 - Crimes in Progress Oct 24th – Hosted by Carver County
 - Hostage Negotiations Oct 25th – Hosted by Carver County
 - Incident Dispatcher – Two class opportunities being offered, both are being held at Metro Counties Government Center. See Basecamp PSAP Roundtable calendar for additional information.
 1. Mon Oct 31 – Nov 1, 0800-1600
 2. Wed Nov 2 – Nov 3, 0800-1600
 - PSTC course sponsoring – Airport, Metro Transit, State Patrol, Scott County and Washington County have teamed up to sponsor two Public Safety Training Consultant courses in December. Price per registration for doing a joint sponsorship averages \$82-\$100 per person, depending

upon how many each agency can send. Contact Heidi for additional information if you are interested in a shared sponsoring opportunities in 2017. The December session is full.

- Airport announced the possibility of hosting a NENA course in December.

b. *General discussion*: No further discussion.

2. Standards/procedures/policies

- a. *Update on minimum training requirements standard for metro (Heidi Hieserich)*: Heidi shared that the Metro Region draft minimum training requirements standard was presented to the TOC in July with a vote to accept the standard 'as is' at the September TOC meeting. Formal board approval is expected at the MESB November board meeting.

At the September meeting the TOC also approved additional work/projects for the PSAP Roundtable group. That work involves the following:

- 1) To develop an implementation guide or accompanying resource that will provide guidance to agencies in meeting the requirements.
- 2) To develop a skills verification/documentation process for training standard

Action item: If you have an interest in working with the project team on these open projects, please contact Heidi. Work is expected to begin in November-December.

3. Events and exercises:

- a. Airport announced an active shooter response exercise on December 1st. The exercise will run all day, with morning and afternoon simulations.

4. PSAP technical updates and info (CAD, radio, phone and other systems)

- a. *Statusboard*: Heidi relayed an update for Cathy Anderson (ECN) who was unable to attend. A regional Statusboard representative conference call is scheduled for Nov 2nd to discuss resource naming, specifically dropping the old name from dual named resources. Cathy anticipates that the change will be effective the first week of January. This will impact agencies that have already made reservations for resources beyond that date and require them to make the reservation again after the change is made.

5. QA/QI – general updates, questions, etc.: No discussion items

6. PSAP operational updates and information (management, staffing, schedules, major changes)

a. Airport

- Staffing: Airport announced an active hiring process to fill one vacancy. A new video surveillance specialist started on Monday October 10th; this is a newly created position for Airport.
- Upgrading to TriTech CAD to 5.7 at the end of the November into early December.

- CAD to CAD with Allina is going well. There have been a couple brief network glitches causing the interface to lose its connection; however, the notifications are working as intended alerting staff of the issue when this occurs.

b. U of M:

- Staffing: U of M will be looking to hire one supervisor by the beginning of the year. Will be at full staffing soon.
- Went live with Smart 9-1-1 at the beginning of the school year.

c. Metro Transit

- Metro Transit shared that they are preparing to accept texts from customers in first quarter of 2017.
- Planning to go live with TriTech CAD in the spring of 2017 and will be working on a CAD to CAD with Minneapolis in the future.

d. Minneapolis:

- Minneapolis shared that they are looking at protocol software and recently viewed demos from Priority Dispatch and Power Phone.
- Working on an active shooter training exercise with command staff in November – December.
- Busy with new service training.

e. Anoka:

- Staffing: Will have a group of trainees complete the training program soon. They have 15/38 staff in training at this time.
- Anoka shared that they recently revised their training program and developed a daily checklist for trainers. They have also been coaching their trainers on revised performance expectations.
- Will be upgrading phone system to Positron soon.

f. Carver

- Staffing: Currently have an open process to fill three positions. Accepted 119 applications.
- New warrants clerk in training.

g. Allina:

- Staffing: Hiring one supervisor and two dispatcher position soon.
- Vikki reported that they have ten people in various stages of training.
- Will probably be looking to hold an EMD training course in December.

h. Edina:

- Edina reported that they will have a staffing study done soon by the Novak Consulting Group out of Ohio. They are optimistic that an overview of the study will be ready by the end of the year.
- Staffing: One part time position in backgrounds.

i. Washington County:

- Staffing: Two dispatchers will finish the academy soon which will bring the center to full staffing.
- Recently started having regular CTO meetings which has been helpful.

- In the process of looking at TriTech CAD and negotiating prices.

j. Dakota County:

- Staffing: Reported seven in training, down four, and two just finished training. A new posting just went out on October 10th, with interviews planned before the Thanksgiving holiday.
- Vikki Nelson introduced herself as the new training supervisor, replacing Rose Kruchten.
- New DCC executive director, Tom Folie, started October 10th.

k. MESB:

- Pete reported issues with PSAPs that have gone to direct SIP connections regarding the separation of wireline, VoIP, and wireless calls into separate call handling groups. When a PSAP used the legacy PSAP gateway to convert the ESInet SIP call format into analog trunks at the PSAP, the MESB had the ability to designate separate wireline and wireless trunks on the ESInet side of the demarcation point between the ESInet and the PSAP 911 call answering system. The MESB could arrange with CenturyLink to overflow wireline trunks into wireless trunks as a way to ensure that a high visibility event did not overwhelm all of the available PSAP trunks with wireless calls. When a PSAP converts to direct SIP, the MESB and CenturyLink lose the ability to divide wireline, VoIP, and wireless calls from each other on the ESInet. That type of call control now has to be configured on the PSAP call answering system.

Pete asked that PSAPs consult with the ME on the configuration of their answering system before going to direct SIP so that the call types can remain separated after the conversion. The number of simultaneous calls that a PSAP can accept relates directly to compliance with the State Administrative Rule requiring sufficient 911 system capacity at the PSAP so that no more than 1 call out of 100 gets a busy signal during the busy hour of a median week. The MESB conducts a 911 call traffic study to measure this compliance by the metro PSAPs each year, and makes recommendations to the PSAPs regarding the need to add additional call capacity when it is needed to keep them in compliance with the rule.

- The DPS/ECN and MESB are still in contract negotiations with the preferred vendor for NG services and text to 9-1-1. The push for text to 9-1-1 is expected later in the year or early into next year.

Pete asked the group to consider a recommended procedure for the designated text capable PSAPs to relay response information to the responding PSAP. There was some brief discussion, with an initial

reaction from the group showing favor to utilize METCOM for hailing and then move to an open ME-TAC for the detailed exchange of information.

7. General discussion:

- a. Metro Transit reminded the group that they do not have 9-1-1 equipment to accept ANI/ALI when calls are transferred in. PSAPs were asked to stay on the line to announce the transfer and provide any pertinent information upfront. This is a good reminder for all agencies to remember the importance of announcing transfers, regardless of whether an agency has ANI/ALI capability.

8. Meeting calendar 2017

- a. Anticipated meeting calendar for 2017 is as follows:

January 10, 10:00-12:00

April 18, 10:00-12:00

July 11, 10:00-12:00

Oct 10, 10:00-12:00

MESB 9-1-1 Technical Operations Committee PSAP Notification Process

Issue:

In the event of a significant outage or other service effecting problem with the metro 9-1-1 system, there is a need to be able to communicate quickly and reliably with PSAP managers and on-duty supervisors. The current process utilizes the CJIS system to deliver a message to the PSAPs on their criminal justice system data terminal interface. The process requires the 9-1-1 Service Provider (CenturyLink) service manager to verbally pass on the message they want delivered to the metro PSAPs to the on-duty supervisor at the Hennepin Co. PSAP, who then has to manually key in the message on the CJIS system. In addition this communication is one way. There is no way for a PSAP to respond to the CJIS message with any questions they might have. The MESB staff would like input from the PSAP managers on what method of communication they believe would be a more effective way to communicate in the event of a 9-1-1 system outage.

Background:

In January, 2000, US West, who was the 9-1-1 Service Provider at that time in the metro area, initiated a software upgrade to the 9-1-1 selective router switch in Minneapolis. The software upgrade failed and required the switch programming to be reloaded from their backup files, which took several hours. During this time the Minneapolis selective router was down and could not process 9-1-1 calls. The St. Paul selective router continued to perform as expected and was handling the metro 9-1-1 traffic. US West notified the PSAPs that the Minneapolis router was down. One of the PSAPs put out a press announcement that "9-1-1 was down in Minneapolis". This announcement generated a large influx of 9-1-1 calls from people testing to see if they had service or not, which eventually began to overwhelm the St. Paul selective router. This did prevent some 9-1-1 callers from getting through to the PSAPs.

As a result of this event the MESB and US West met and discussed how a recurrence could be prevented. If there had not been an influx of test calls following the press announcement, it was believed that the redundancy in the system would have been sufficient to support the 9-1-1 call load. Another part of the discussion was a desire to find an alternate means of notifying PSAPs that didn't rely on the telephone system, which might also be down as part of a significant 9-1-1 outage. The conclusion was, 1) A consistent news release statement needs to be sent to all of the PSAPs, so that any message coming from the PSAPs to the news media contains the same information, and 2) the CJIS system offered a communications path to the PSAPs that was not dependent on the regular telephone network.

This process has been in place since 2001 and is tested quarterly. The test message asks that the PSAP person who receives the message either respond by email or call into a conference bridge that is manned by the 9-1-1 service provider. All of the PSAPs have responded to a test message at one time or another, so there is confidence that the message does reach all of the metro PSAPs. However, only about 60% of the PSAPs respond on any given test date. The process is not fast and includes a substantial risk of misinformation being sent.

Technical Operations Committee

9-1-1 Database Update – 11/09/2016

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's newly revised GIS data is being used to re-run geocoding; New error spreadsheets will be shared the PSAP when they are ready.
 - 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 (centerline ties, centerline only, and GIS MSAG issues for Nowthen).
 - iii. **Bloomington** MSAG postalization is complete.
 - iv. **Carver County** GIS department is still working on their ALI geocoding error resolutions (one community left.)
 - v. **Chisago County** is working to add address points or update ALI for their remaining ALI geocoding address errors. They still plan to complete their transition to the MRCC schema format before the end of the year.
 - vi. **Dakota County** GIS is working on the remaining errors from the Address ESN/ESZ assignment validation. MESB is meeting with Tom Folie, Diane Lind, DCGIS, and Logis to provide a project overview on 11/16/16.
 - vii. **Eden Prairie** is working on resolving their ALI geocoding errors. County GIS street name changes are targeted to be done by the end of the year.
 - viii. **Edina** completed their MSAG postalization on 10/5/16.
 - ix. **Hennepin Co Sheriff's Office** MSAG and TN CRs are being entered by MESB from the HCSO ALI geocoding error resolutions.
 - x. **Isanti County** staff, MESB, MnGeo, DPS, MnDOT met on 11/4/16 to discuss ongoing county-wide GIS support and NG9-1-1 GIS requirements. Isanti County is reviewing MESB's recommendations for MSAG/TN/GIS changes based on their ALI geocoding error resolutions.
 - xi. **MECC** MSAG postalization is set for 12/12/16.
 - 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. Marv Solberg resigned as PSAP Manager.
 - 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** revised GIS data was used to re-run ALI geocoding; MESB and Scott County reps are meeting in November to go over the results.
 - xvi. **U of M** made revisions to both their Minneapolis and St. Paul campus ESZ boundaries. The details of the resulting MSAG changes are being worked through with the U of M, MECC, and RCECC PSAPs. The U of M MSAG postalization is scheduled for 12/12/16, along with MECC.
 - xvii. **White Bear Lake** MSAG postalization completed on 9/13/16.
 - xviii. **Washington County** ALI geocoding was performed, with results stats and error spreadsheets shared with County GIS and the PSAP. County GIS is working through the errors.
-
- 2. The MRCC counties are working through issues identified in their second build of the regional centerline.
 - 3. On 11/3/16, MESB submitted comments to DPS/MnGeo in response to the second stakeholder review of the State's NG911 GIS Data Standard.
 - 4. PSAP ALI Audittrail reports have been distributed.

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

PSAP	9-1-1/GIS Data Synchronization						GIS Integration				
	ESZ Validations	Response Area Validations	Street Name Validations	Postalize MSAG	Address Validations	Address ESN/ESZ 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	not started	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	active	complete	complete	not started	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	not started	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