9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
September 21, 2017
10:00 AM**

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

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee
Tentative Agenda
September 21, 2017

1. Call to Order

2. Approval of Minutes / Agenda

3. Action Items
   a. Emergency Communications Professionals Training Curriculum Development Project
      i. Advisory group formation
   b. CAD-to-CAD Interoperability Feasibility Study
      i. Advisory group formation
   c. 2017 SHSP Grants
      i. Establish project priorities

4. Unfinished Business
   a. Next Generation 9-1-1
      i. Text-to-9-1-1 implementation
         1. Greater MN
         2. Metro Area – Hennepin Co. Preparations
         3. Text-to-9-1-1 Call Processing Standard update
      ii. Firewall implementation
   b. PSAP Operations Round Table Work Group update

5. Pending Business
   a. EMD Guidelines – Metro Standard?

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
July 20, 2017

Committee Members

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

Alternates

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

Others Attending

Jill Rohret, MESB
Troy Tretter, MESB
Vic Barnett, MESB
Marcia Broman, MESB
Martha Ziese, MESB
Pete Eggimann, MESB
Dana Wahlberg, ECN
Dan Craigie, ECN
Heidi Hiesrich, MAC
Lauren Petersen, MAC

Matthew Hoffer, CenturyLink
Jake Jacobson, CenturyLink
Dan Swiderski, CenturyLink
Greg Gruma, CenturyLink
John Olson, IES
Brian Kyllonen, PSC Alliance
Joe Fick, Airbus
Tim Boyer, MSP
Frank Jarman, Solacom
Georgine Bohl, Airbus
Chuck Haneca, North Memorial

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 July 20, 2017 TOC.
Motion(Bowler/Eckel) to approve the July 20,2017 TOC agenda. Approved.

Nancie asked for a motion to approve the draft for the May 18, 2017 minutes if there were no corrections or additions. Dar Pankonie asked that two changes be made: Doug Anschutz should not be marked as attended, and #5. a. should read "Dar reported that Pierce County WI. uses the routing number to transfer calls back to her PSAP." It should be St. Croix County – not Pierce County.
Motion (Eckel/Rasch) to approve the draft July 20, 2017 Minutes as amended. Approved.

3. Action Items

a. Radio TOC Request – National Weather Service modification work group

Pete Eggimann reported the Radio TOC is requesting five members of the 9-1-1 TOC to join the National Weather Service modification workgroup. Jon Eckel said that this workgroup was formed to review the metro standard because of the state changing the state standard. 9-1-1 TOC members from Anoka, Carver, Isanti and Washington will submit names from their counties to Troy next week.

b. EMD Guidelines – Metro Standard

Some draft language originally put together by the secondary PSAPs was introduced and provided to the 911 TOC in July for consideration as a starting point for a metro call handling standard on EMD. Dar Pankonie said this standard needs to be looked at but it only affects those that do EMD transfers. Eckel said they are and will not handle EMD. Jill interpreted it that it was just for those that did EMD transfers. Pete asked if here is a need for those that do that service in the metro? Dar said the question is did they or did they not do a pre-arrival. A discussion should be had but in a much smaller group then the TOC.

There is nothing about call handling in the training standard. There is no standard yet for call processing in the metro. It continues to go through changes at NENA. It is done with public comments and the changes are getting narrower so it is about ready for the process review committee.

The committee decided to hold off taking action until the NENA work was complete and just carry this issue on the Unfinished Business section of the agenda until then.

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4. Unfinished Business

a. Next Generation 9-1-1

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

Dana Wahlberg said that yesterday at the NG Committee meeting they distributed the timeline for the first round of PSAPs. Four have already connected their CPE to the Text Control Center (TCC). They are not live with the carriers yet, but this connectivity verifies that their CPE is compatible. The connected PSAPs can also send and receive test messages which allows their staff to train and practice.

The first carrier testing is scheduled with Waseca County in the Southcentral region on August 21st. After that the testing will be Southeast, Central, Northeast, Northwest, Metro and lastly Southwest. These are scheduled from mid-August to October. The Metro is scheduled for the second week in October. The airport and U of M will probably be done the same weekend as Waseca County, as well as the State patrol. Dana can provide these timelines for texts to you as they are not public documents.

Jill asked what was the process for getting on the second-round deployment list? Dana said the technical standard was passed yesterday at the State Emergency Communications Board (SECB) meeting. The first step is to notify the ECN that your PSAP is ready to go. Then you will have a consultation with the CPE vendor. If in the metro you will include Pete in that consultation. ECN will be included in outstate consultations. Some of the quotes are including things you will already have been provided. After you accept your quote you will notify ECN of the dates of your upgrade.

Eckel said he was planning to just call CenturyLink to schedule the text deployment for Chisago Co. Is whatever time they give him ok? Dan Swiderski said he will be working with him on that. Dana said that coordination between the PSAP, the PSAP's CPE vendor, CenturyLink, West will need to happen to establish TCC connectivity, conduct testing / training, and finally reroute the carrier traffic from Hennepin Co. to the local PSAP. ECN and the MESB want to be included in the transition process as the second round of deployments are implemented.

ii. Firewall Implementation

Dan Craigie of ECN gave an update to the committee. He indicated that the firewall RFP responses were in the final evaluation phase, and that no contract award letter had been sent yet. Dan asked for volunteers to form a technical NG9-1-1 Workgroup. The work group would initially help develop the firewall policies. Once that project is in place the work group would be utilized to provide input on the next phases of the transition from the current 9-1-1 system toward an end-to-end standards-based NG9-1-1 system.

Jill asked if we will meet the December firewall timeline. Dan said he was confident the timeline would be met. Jill said that even if a PSAP is not receiving the grant money, the PSAP Managers will still receive the sub grant agreement.

b. PSAP Operations Roundtable Work Group
i. Training Standard Implementation Guide

(on hold)

ii. Training Standard Skills Verification Process

Heidi reported that the work group had developed a draft Training Standard Skills Verification Checklist. The checklist is intended to document the trainee's progress as they master the required skills. This meeting packet contains the draft checklist. Heidi anticipates that her PSAP would use the checklist and include a copy in the trainee's staff file.

Motion made by (Rasch/Sprynczynatyk) to recommend the checklist of Minimum Training Requirements for Emergency Communications for Metro Region be attached to the Minimum Training Standard for the Metro Region. Approved.

Heidi said at the meeting last week there was discussion on a project to form a sub group for CTO training. Heidi asked if members would volunteer any staff to be on that sub group. She asked that they contact her with interested parties.
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5. Pending Business

a. Emergency Communications Professional Training Curriculum Development RFP

Pete reported that clarifications and preliminary negotiations are underway with the RFP respondents. Based on the responses, the project looks like it will take about six months to complete once work gets underway.

b. CAD-to-CAD Interoperability RFP Draft

Pete reported that this project was in about the same stage as the training curriculum RFP described in item 5.a. There were four respondents to this RFP.

c. Text-to-9-1-1 Call Processing Standard

Kathy Hughes said they have been asked how they will handle the transfers. Without knowing exactly how the 9-1-1 system will support text message transfers, including whether the transcripts will go with the transfer, Hennepin expects they will have to act as a middle man, verbally relaying information between the text caller and the PSAP serving the caller's location.

Jill asked how it would be handled if a county did not do their own EMD. Kathy said that is still one of the unknowns.

6. Reports

a. Wireless Issues

Vic Barnett said that there have been questions on how to handle wireless misroutes. Previously the GIS mailbox was used. Vic said he would prefer they are sent to him directly.

b. GIS / Data Issues (written report was provided)

Marcia Broman said metro-wide ALI extracts were requested from CenturyLink.

Members shared their PSAP news.

There will be no August 9-1-1 TOC meeting because it conflicts with the APCO conference.

Adjourn

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of September 1, 2017)

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

Your call for a lifeline could be shut down as cyber-attacks on 911 are becoming more common.

Hackers are trying to block 911 systems right here in middle Tennessee.

A quick response to your call is what we expect in an emergency, but some calls only end up in a busy signal thanks to hackers.

"It is very real, and it's already happened," IT Specialist Tabitha Hawk said.

Most recently here in the mid-state, Henry County's 911 system was hacked with ransomware in summer 2016, taking over computer files, wanting money in return.

The virus shut down before attacking the call system, but years of 911 records had been wiped clean. Without a back-up, years of emergency response and service data would have been lost.

"I've been here now 22 years, and I've never had anything like this happen before," Henry County 911 Director Mark Archer said. "We thought we had everything buckled down."

The hackers found a back door through mobile police car and ambulance systems. They launched a virus, which attached itself to files and spread through the Computer Aided Dispatch server.

"When you call in, that's where everything is recorded," Archer said. "'What's wrong, where are you at?' All those things are recorded in the CAD. So it [the virus] shut that stuff down."

If a caller didn't know where they were, police wouldn't have been able to find them.

Federal investigators are still working to find who's responsible for this.

According to the Department of Homeland Security in November 2016, attacks on the 911 system have increased ten-fold in the past five years.

Tabitha Hawk said hacking and pranking the 911 systems in the US is even easier through phones.

"It's the one that's probably hardest to curtail, and probably the easiest to create programs for," Hawk said.

One of the most well-known attacks to 911 happened in November in five states, starting with a teen in Arizona. Meetkumar Desai is accused of programming a link through Twitter to take control of phones and dial 911 over and over.

"With all these people calling the number, it jams the phone line so real emergencies can't get in," Hawk said.

Apple has since fixed the bug that allowed that hack, but the system remains vulnerable to other attacks.

"We see cyber-attacks every day in the news with a security breach of somebody's personal information or whatever it is," Williamson County 911 Director Stephen Martini said. "Anything that's in a computer environment has potential to be hacked."

These phone calls tied to computer systems, as seen at the Williamson County 911 Center.

"A lot of people think 'Oh this is funny. This is a prank,' but it can literally have life and death consequences," Hawk said.

It's as much of a threat throughout Tennessee and the rest of the country as it is here in the mid-state.

Software is always being updated, and preparations always made, making sure your calls are answered.

"When downloading apps to your iPhone, only get them through the app store because those pass apple standards against hacking," Hawk said. Also, make sure you have strong passwords. Henry County's IT specialists suggest using https://howsecureismypassword.net/ to test yours.