



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
July 20, 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

July 20, 2017

1. Call to Order

2. Approval of Minutes / Agenda

3. Action Items

- a. Radio TOC Request – National Weather Service modification work group
- b. EMD Guidelines – Metro Standard? (see attached examples)

4. Unfinished Business

- a. Next Generation 9-1-1
 - i. Text-to-9-1-1 implementation
 - ii. Firewall implementation
- b. PSAP Operations Round Table Work Group
 - i. Training Standard Implementation Guide
 - ii. Training Standard Skills Verification Process
 - iii. Checklist of Minimum Training Standards for the Metro Region

5. Pending Business

- a. Emergency Communications Professionals Training Curriculum Development RFP Draft update
- b. CAD-to-CAD Interoperability RFP Draft update
- c. Text-to-9-1-1 Call Processing Standard update
 - i. Text-to-9-1-1 EMD Transfer

6. Reports

- a. Wireless Issues
- b. Data/GIS Report (see attached PowerPoint)
- c. Data Issues

7. Adjourn

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Draft Meeting Minutes

May 18, 2017

Committee Members

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

Alternates

	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
Chris Kummer, MAC
Lauren Petersen, MAC

Matthew Hoffer, CenturyLink
Jake Jacobson, CenturyLink
Brian Kyllonen, PSC Alliance
Frank Jarman, Solacom
Chuck Haneca, North Memorial

1. Call to Order

Nancie Pass called the meeting to order at 10:00.

2. Approval of Minutes / Agenda

Nancie asked for a motion to approve the posted agenda for today's meeting, if there were no corrections or additions.

Motion (Eckel / Sprynczynatyk) to approve the agenda for today's meeting as distributed.

Approved.

Nancie asked for a motion to approve the draft March 16, 2017 minutes if there were no corrections or additions.

Motion (Pritzlaff / Hughes) to approve the draft March 16, 2017 Minutes as distributed. Approved.

3. Action Items

a. Telecommunicator Training Curriculum Development RFP Draft

Pete said that as part of the grant proposal development process three priorities were identified, including the development of training curriculum to meet the Minimum Training Requirements standard. This RFP is intended to solicit someone to help develop and put the curriculum together. Nancie asked what will be the next step after the curriculum was developed? Pete said that the curriculum would then be distributed to all the metro PSAPs for use in their training programs.

Jon asked if there was discussion of a training class? Nancie said that Hennepin Tech. is working to develop curriculum also. Nancie said their curriculum is a before hire training and would be a two-semester internship with one of the PSAPs.

Kathy Hughes said a couple of years ago she brought the training issue before the group. Hennepin and Minneapolis Workforce Development Group had tried to initiate, but they didn't get the grant money. They are working with the group Hired to do that initial up front leg work for the PSAPs to get the recruitment for call takers up. They are going to do the initial background work and get them in the door with a certificate for training and a potential internship. We don't know how many we will get. Nancie said and they are going to do some targeting recruitment. They have a U Tube video out that Kathy will send to the 9-1-1 TOC members.

Pete asked if those training efforts would change the on the job training if someone from that class was hired? Kathy said that she felt they should go through the same training as if they hadn't gone through that class and that both trainings would be helpful.

The Minimum Training Standard has been approved and will be used as part of the RFP.

Nancie asked if the scope of work and the coordinators have been identified at this time? Pete said no and he imagined it would fall on Heidi's group. Nancie asked what happens if the curriculum is developed and a PSAP doesn't implement it? Pete said that the PSAP Managers are responsible for its implementation. Chris Kummer said it would be much like APCO and NENA standards. They are recommended. Eckel said that the wording highly recommended would be a problem in court. It's basically compliance by default and if not compliant, there better be good reasons. Kummer said he would like to see next steps as a region to push the state. The state is looking at this standard

as well, but all the regions are making up their own standards and until that is done the state most likely will not write a state standard.

Heidi said that some regions are making the minimum training requirements a best practice, rather than a standard.

Kummer asked the group for thoughts as to how to get the state to adopt the minimum training requirements as a standard. Dar said that all the groups that are working on it independently will move us in the right direction.

Motion (Pankonie / Eckel) to approve the RFP. Approved.

b. CAD-to-CAD Interoperability RFP Draft

Eggimann said that the expectation of this RFP was that this work would be the first step in the research and development of a couple of CAD-to-CAD interoperability options. If more grant money becomes available, that would be used for implementation. This RFP would tell us if it is worth doing and what some of the next steps would be.

Motion (Eckel /Hughes) to approve the RFP. Approved.

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

Heidi Hieserich said that eight different members from PSAPs plus two members from ECN were on this workgroup. Relied on existing documentation from NENA and Red River Dispatch Center. There are unknowns so after going live there might be revisions. Dar said she thinks some of the technology needs to be verified first. Is the class of service going to be “TEXT”? Jake said he would like the 9-1-1 TOC to send him a written request for what is wanted from West. Dar suggested we need more information before we can finalize this as a metro standard.

Motion (Pankonie / Rasch) to keep the standard in draft form and approve at a later date. Approved.

4. Unfinished Business

a. Next Generation 9-1-1

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

Pete said every Friday the MESB, vendors and the state’s contractors have a conference call. Some testing is likely to start mid-July or beginning of August

ii. Firewall Implementation

Pete reported that the responses to the RFP have been evaluated. The top three vendors will be interviewed mid-June. The MESB will participate in the evaluation scoring and the vendor presentations. The review panel is made up of ECN, Mission Critical Partners, MNIT, and the MESB. A representative from the MN Dept. of Administration is managing the RFP process.

b. PSAP Operations Roundtable Work Group

i. Training Standard Implementation Guide

(on hold)

ii. Training Standard Skills Verification Process

Heidi said there is a check list for the Skill Verification Process that is about finished. Heidi asked if there was still relevance to the Implementation Guide. Cheryl said it was shaved down to just a resource guide and there is still a long way to go if it is used that way. It makes more sense to table it until the RFP is completed.

5. Pending Business

a. Implementation of Non-Dialable 9-1-1 Routing Numbers

i. Who Would Be Adversely Affected?

Pete reported that the Red River PSAP in Fargo continues to receive telemarketing sales calls on their 9-1-1 sessions. It is believed the calls are getting into the 9-1-1 system by the telemarketer's dialing carrier routing numbers used to send the carrier's customer 9-1-1 calls into the system. These numbers are supposed to be non-dialable, but it appears that some of the routing numbers are dialable. The state is working with Level 3. CenturyLink has been doing test calls from the state patrol and has concluded they are not the source of the problem. Edina and Isanti Co. have received a limited number of the robo calls, but nothing like Red River is experiencing. The MESB and ECN have asked CenturyLink to investigate the consequences of making the current routing numbers non-dialable. Dar reported that St. Croix Co., WI, uses the routing number to transfer calls back to her PSAP.

b. GIS Address Point Layer Development Grant Request

Jill Rohret said the grant agreement is fully executed with the state. The sub grant agreement with Isanti has been executed. The Washington County grant was approved on Tuesday.

The MESB is now fully staffed. Kay Simons became a permanent full- time staff member last month and the new 911 Data Coordinator is Vic Barnett, previously from Ramsey County. Vic was the Ramsey County MSAG Coordinator and GIS data for the CAD system.

c. EMD Guidelines – Metro Standard?

These documents were originally created as part of a project to improve cardiac arrest survival rates. The goal was to standardize how medical pre-arrival instructions were given by the telecommunicators. Chris asked the group to consider using this material as the basis for a new operational standard. No action was taken.

6. Reports

a. Wireless Issues

(no report)

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 June 9-1-1 TOC meeting because it conflicts with the NENA conference.

Adjourn

Hennepin County EMS System
Title: Standard Operating Procedure for 9-1-1 Medical Caller Transfer for Pre-Arrival Instructions
SOP Sponsor: Hennepin County EMS Council Quality Committee
Final Approval Body: Hennepin County EMS Council
Original Approval Date: 11-7-2011
Reviewed/ Revised:

PURPOSE

The objective of Pre-Arrival Instructions (PAI) is to provide a “zero response time” by providing over-the-phone intervention to improve patient outcome for specific patient complaints. It is critical that the call transfer to PAI takes place as quickly as possible so that the outcome is maximized. This SOP is meant to give direction to primary PSAP’s in Hennepin County for the transfer of 9-1-1 medical callers to secondary EMS PSAP’s for the purpose of providing PAI.

DEFINITIONS

- EMD: Emergency Medical Dispatcher
- PAI: Pre-Arrival-Instructions. Pre-arrival instructions are medically approved, written instructions given by trained EMD's to callers that help provide necessary assistance to the victim and control of the situation prior to the arrival of EMS personnel.

STANDARD OPERATING PROCEDURE

- A. The dispatcher will obtain and verify the following information:
 1. Address of the emergency
 2. The phone number the caller is calling from
- B. The dispatcher should ask:
 - "What's the problem, tell me exactly what happened?"
 - "Is the patient responsive/conscious?" - if NO, Transfer the caller immediately

If the caller indicates any of the following symptoms (or similar symptoms) are present, advise the caller you are transferring them to the EMS dispatcher and transfer without delay:

- Unconscious
- Possible Cardiac Arrest
- Not breathing
- Choking
- Burns
- Child Birth
- Severe Bleeding
- Any call where the caller wants additional medical help

- C. Transfer the caller and advise the EMS dispatcher of the following:
 1. Your agency name and that you’re transferring a caller
 2. Address of the emergency

3. Brief description of medical issue

Example: "This is Hennepin County with a transfer at 1234 Main Street in Brooklyn Park on a Heart."

- D. Allow the EMS dispatcher to confirm the address information and take control of the call. DO NOT tell the caller to go ahead or prompt the caller to start talking.
- E. Disconnect from the call.

ADDITIONAL GUIDELINES

- For PAI to be effective, the caller must be in a position to assist the patient. If the call is from a second or third party who is not able to assist, then there is little usefulness in transferring to PAI. In such cases, do not transfer the call.
- Not all calls will fit neatly into a certain category. If conditions exist that would benefit from PAI, the call should be transferred even if criteria is not met. When in doubt, transfer the caller.
- For most medical calls only address, phone number, and complaint are needed before rapidly transferring the caller to the EMS dispatcher for PAI. The EMS dispatcher will obtain the remaining relevant information from the caller and relay any additional pertinent information for first responders back to the Primary PSAP.

SUPPORTING DOCUMENTS

1. Association of Public Safety Communications Officers (APCO), Minimum Training Standards for Public Safety Telecommunicators. (APCO ANS 3.103.1-2010)
2. National Emergency Number Association (NENA) Call Processing Protocol 56-006
3. National Emergency Number Association (NENA) Best Practice Model for Third Party EMD 56-509
4. National Highway Traffic Safety Administration (NHTSA) Standard for Emergency Medical Dispatch (ASTM F 1258)
5. National Fire Protection Association (NFPA) Standard 1221
6. 9-1-1 Dispatching - A Best Practices Review, State of Minnesota, Office of the Legislative Auditor, published on April 6, 1998.
7. Position Paper: Emergency Medical Dispatching, National Association of Emergency Medical Services Physicians (NAEMSP), 1989.
8. Hennepin County EMS System 9-1-1 Medical Caller Processing Best Practice
9. Emergency Medical Service Dispatch Cardiopulmonary Resuscitation Prearrival Instruction to Improve Survival From Out of Hospital Cardiac Arrest. American Heart Association. 1-9-2012



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Hennepin County EMS System 9-1-1 Medical Caller Processing Best Practice

Several professional standards bodies have recommended best practices and standards for emergency medical caller processing. They include the National Highway Safety Administration (NHTSA), American Society for Testing and Materials (ASTM), the National Fire Protection Association (NFPA), the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officers (APCO). All of these organizations agree that a comprehensive plan for managing the quality of care during 9-1-1 medical caller processing must include careful planning, program/software vendor selection, proper system implementation, employee selection, training, certification, QA/QI, performance evaluation, continuing dispatch education, recertification, and risk management activities. These functions must be designed and implemented to assist dispatch management in monitoring and modifying the system with QA/QI to protect the public against poor performance, as well as changing resource or protocol deficiencies that exist in the emergency medical dispatch system.

In Hennepin County, all of these medical caller processing activities exist today at the 4 EMS *Secondary* 9-1-1 Public Safety Answering Points (Allina Medical Transportation, Hennepin EMS, North Ambulance & Ridgeview EMS) and 1 *Primary* 9-1-1 Public Safety Answering Point (Edina). With the exception of Edina, a 9-1-1 medical caller may be transferred from the initial 9-1-1 call taker to a Secondary EMS Dispatch Center if the caller meets an established list of criteria as outlined in the attached Standard Operating Procedure (SOP). However, adherence to the procedures varies widely. Medical 9-1-1 caller processing in Hennepin County is not handled the same in every 9-1-1 PSAP and a caller could have a very different experience depending on their location when they call 9-1-1. There has also been a failure to recognize the vital role that dispatch plays in operational efficiency and the delivery of patient care to provide a zero response time.

The EMS agencies operating in Hennepin County and the Hennepin County EMS Council want to highlight these issues and make best practice recommendations for now and the future to improve the EMS dispatch system and patient outcomes.

Current Best Practice Recommendations:

1. The Hennepin County EMS Council recommends that all primary 9-1-1 Public Safety Answering Points (PSAP) in Hennepin County immediately implement and strictly adhere to the attached Standard Operating Procedure for 9-1-1 Medical Caller Transfer to Secondary EMS Dispatch Centers for Pre-Arrival Instructions. This should include training and evaluation of performance in partnership with the EMS agency and EMS dispatch center responsible for the specific response area. Unfortunately, the EMS Secondary PSAP's are not staffed to handle transfers for all medical callers. Currently the pre-arrival instructions provided by the Secondary EMS PSAP's is unfunded and has been provided as a courtesy to the Primary PSAP's and the public for over 15 years.

2. The Hennepin County EMS Council recommends that the 9-1-1 PSAP ask the right questions during caller intake for all medical callers, and avoid “freelancing” or asking unnecessary questions to ensure a fast transfer for PAI. This may require the PSAP to develop standardized questions to methodically process the caller, transferring to the Secondary PSAP for PAI when indicated based on the attached SOP.

Future Best Practice Recommendations:

1. The Hennepin County EMS Council strongly recommends that all standardized medical caller processing and Pre-Arrival Instructions (PAI) be performed at the Primary 9-1-1 Public Safety Answering Point and not transferred. This is a best practice recommendation, understanding that the training and implementation involved is extensive. This practice will:
 - a. Ensure a *zero* response time and intervention, assisting the caller in preventing the patient from further injuring himself, and to enable the caller to do as much as possible to help or resuscitate a victim in a life-threatening situation.
 - b. Ensure a standardized and methodical approach is used for all medical 9-1-1 callers in Hennepin County.
 - c. Allow for more accurate interrogation of the medical caller, including more pertinent information, and ensuring the ability to make more sensible decisions about resource response (ambulance, police, fire). Allowing for preplanned responses and safer responses (fewer units responding in the red-light-and-siren mode), and decreasing over-response.

The Hennepin County EMS Council is committed to improving the 9-1-1 medical caller experience, patient care and patient outcomes. The EMS agencies in the Hennepin County EMS System take this role very seriously and have developed the current system of Primary and Secondary PSAP transfers as an alternative to best practice. If public safety is going to continue to be dynamic and responsive to the citizens it serves, continued reassessment is necessary and may require the use of innovative, and possible changes to dispatch and response.

Checklist of Minimum Training Requirements for Metro Region

Roles and Responsibilities: Public safety emergency communications professionals must understand the roles and responsibilities of their position as it relates to the agency's stakeholders. Stakeholders include the public, response and ancillary agencies, as well as other PSAPs that might be involved in the incident. The level of professionalism exemplified is a direct reflection upon the agency and the public safety industry.

☐ *Recommended Training Topics – Roles and Responsibilities*

- Introduction to agency mission, vision and terminology
- Duties and responsibilities of the position
- Explanation of the communities and agencies served
- Roles and responsibilities of public safety partners (police, fire, EMS, emergency management, etc.)
- Ethics, professionalism, values, personal conduct, image
- Local, regional, state and industry wide policies, procedures, rules, regulations and standards
- Role of the emergency communications professional as it relates to responder safety
- Structure of local governance

Legal Concepts: The emergency communications professional must be aware that every action taken could be scrutinized within a court of law, as well as by the community served. Preparation for the role of emergency communications professional should cover the rules and regulations that govern the emergency communications profession at both the local and federal level.

☐ *Recommended Training Topics – Legal Concepts*

- Liability, confidentiality, negligence, duty
- Overview of criminal and civil law as it pertains to agency response
- Documentation, MN Data Practices Act, recording, and records retention
- Media/information dissemination
- Health Insurance Portability Accountability Act (HIPAA)

Interpersonal Communications: The techniques used by the emergency communication professional could have a drastic impact on the outcome of the incident. This section focuses on the knowledge, skills, and abilities that every emergency communication professional should have to perform effectively in their role.

☐ *Recommended Training Topics – Interpersonal Communications*

- Communication and de-escalation techniques
- Active listening techniques

*Checklist of Minimum Training Requirements for Emergency Communications Professionals
Metro Region*

- Information processing, communications cycle
- Internal and external customer service and interactions with others
- Diversity/demographics
- Non-Native-Language Callers
- Communication-Impaired callers

Emergency Communications Technology & Information Systems: Each PSAP within the U.S. faces a constantly changing landscape of communications technologies and advancements. It is important that emergency communication professionals understand the terminology associated with call delivery, call processing, and dispatch infrastructure. Each subtopic is intended to be customized to meet the instructing agency's needs, with the understanding that the technology component serves as a building block for future learning environments.

☐ *Emergency Communications Technology & Information Systems:*

- Telephone technologies (selective routing, wireline, wireless, multi-line telephone systems, private branch exchange, voice over internet protocol, class of service, etc.)
- Basic and enhanced 9-1-1, NG 9-1-1
- Automatic Number Identification (ANI)/Automatic Location Identification (ALI)
- Wireless Phase I and Phase II
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)/Telephone Relay Service (TRS)
- Text to 9-1-1 capabilities
- Telematics and enhanced third party call delivery capabilities
- Computerized mapping/geographic information systems (GIS)
- Logging recorders
- Computer-aided dispatch (CAD) systems
- Mobile data systems (MDS), automatic vehicle location (AVL), paging, alarms, etc.
- Call transfers, alternate and default routing, etc.
- Mass notification systems and procedures
- Criminal Justice Information Systems (CJIS)/National Law Enforcement Telecommunications System (NLETS)
- Agency department information technology operations
- Interagency networks and databases

Call Processing: This section covers many of the most essential skills that an emergency communications professional needs to possess. They must be able to process a variety of incident types and sizes. The management of the call from delivery through categorization, prioritization, pre-arrival instructions, and dispatch of appropriate resources is the core of the emergency communication professional's position. Even when PSAPs are discipline specific (i.e., law

enforcement only), the reality of multidiscipline incidents is evidence that working knowledge of other disciplines is necessary. The development of a local curriculum that includes all response disciplines is in the best interest of the responder and the public.

☐ *Recommended Training Topics – Call Processing*

- Call receiving (hang-up, abandoned, open line, call tracing and records retrieval procedures)
- Interviewing/interrogation techniques
- Structured call-taking protocols and standards overview
- Maintaining control of the call
- Escalated incidents and managing high-risk calls (domestic assault, active shooter/hostile events, suicidal, mass casualty incident, etc.)
- Managing specialty calls (children, elderly, mentally or emotionally challenged, communications impaired)
- Call categorization/prioritization
- Homeland security/terrorism/weapons of mass destruction (WMD)
- Aircraft/rail incidents/marine
- Hazardous materials incidents
- Missing/exploited/trafficked Persons
- Discipline specific call processing and dispatching (law, fire, EMS)
- Responder-initiated calls
- Amber Alerts

Emergency Management: The emergency communications professional plays a pivotal role in the management of emergency incidents, especially as the scope of an incident grows in complexity. Having a minimum-level understanding of incident management and the Incident Command Systems (ICS) is necessary to ensure they can effectively serve small incident response to disaster-level events.

☐ *Recommended Training Topics – Emergency Management*

- Introduction to ICS – IS 100
- ICS for Single Resources and Initial Action Incidents - IS 200
- National Response Framework an Introduction - IS 800
- National Incident Management System (NIMS) – IS 700
- Emergency management roles and responsibilities
- Disaster preparedness
- Mutual-aid/Telecommunicator Emergency Response Taskforce (TERT) – IS 144
- Governmental and private resources
- Local emergency operation plans

Radio Communications: With the majority of emergency calls coming from mobile devices, it is important to understand radio systems play a lead role in both

call delivery and dispatch functions. The emergency communications professional should possess an understanding of the rules, regulations, abilities, and limitations of the local radio system and how this can affect the response.

☐ *Recommended Training Topics – Radio Communications*

- ARMER system and state standards; at a minimal 1.11.3 Training Radio Telecommunicators & 1.11.4 Training ARMER End Users
- Minnesota Dispatchers Communications Best Practice Guide
- Radio communication techniques (rate of speech, terminology, formulating communication)
- Radio technology and equipment (system information and coverage, malfunction and failure procedure)
- Rationale for radio procedures and protocols
- Radio discipline (professionalism, controlled communication, etc.)
- Interoperability and role of emergency communications professional in coordinating multi-agency communications (COML, COMT, etc.)
- Federal Communications Commission (FCC) Rules

Stress Management: All members of the public safety family experience intense levels of stress. It is important for an emergency communications professional to understand the effects of stress on their job performance and life outside of work. A well-designed stress-management program, accounting for both personal and organizational needs, results in a better quality of life for the emergency communications professional and a higher level of service for the responder and citizen.

☐ *Recommended Training Topics – Stress Management*

- Definition, Causation, Identification
- Strategies for dealing with stress/accumulative stress and burnout (peer support, lifestyle changes)
- Critical Incident Stress Management (CISM)
- Post-traumatic stress disorder (PTSD)
- Employee assistance program (EAP)

Quality/Performance Standards Management: To ensure a training program is effectively meeting the needs of the emergency communications professional and the organization, metrics should be put in place to measure the success of the program. Items such as daily observation reports (DOR) and skills performance testing are recommended to track progress and identify areas of performance needing improvement. The same process should be applied to all emergency communications professionals to ensure that the organization is providing a uniformly high level of service to its customers.

☐ *Recommended Training Topics – Quality Management*

- DOR/Skills Performance Testing/Performance Standards

*Checklist of Minimum Training Requirements for Emergency Communications Professionals
Metro Region*

- Acceptance of feedback
- Attendance
- Quality Assurance (QA)/Quality Control (QC)/Quality Improvement

Employee Name: _____

Employee signature: _____

Management Name: _____

Management signature: _____

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of July 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 (TBD by State)	Integration to Statewide SIF & ECRF/LVF
Airport	complete	na	complete	complete	complete	not started	active	active	active	not started	not started	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	not started	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	not started	not started
Edina	complete	complete	complete	complete	active	not started	active	active	active	not started	not started	not started
Ft Snelling/Airbase	active	not started	complete	complete	active	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	not started	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	not started	not started
Minnetonka	complete	complete	complete	complete	complete	not started	active	active	active	not started	not started	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

Reported Wireless Call Misroutes

Steps taken by MESB to investigate

1) Determine if the call is an actual misroute, i.e. Was the call initially answered at a different PSAP from where the cell sector is routed to?

- Check MESB Wireless Archive to see what PSAP routing was sent to the wireless carrier. (If routing was correct go step 2)

- Check ALI run logs, to see if a PSAP is seeing a call as a misroute, when it is actually an unannounced transfer.

- Check with West analyst for that carrier, to see if they have the correct wireless ESN for the cell sector.

- Contact CenturyLink to investigate the call on the network.

Reported Wireless Call Misroutes

Steps taken by MESB to investigate

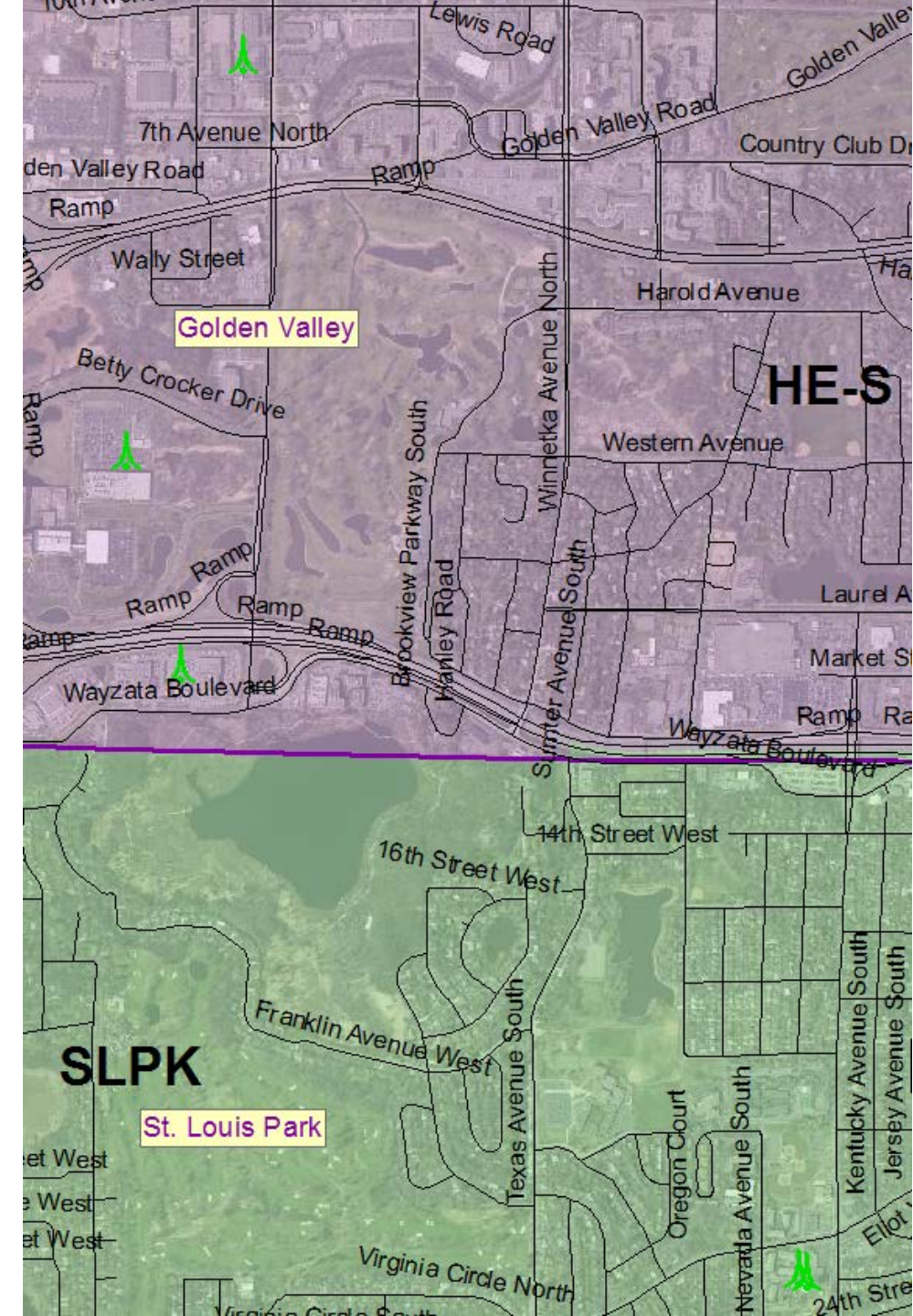
- 2) If the call landed at the PSAP the sector is routed to, investigate if that sector should be routed differently.
 - If available for the sector look at wireless transfer report.

04	00333-G-001	MN CARVER / RIDGEVIEW A911	1	9.1%	5	17.9%	12	22.2%	21	12.9%
04	00333-G-001	MN CARVER COUNTY A911	0	0.0%	0	0.0%	0	0.0%	24	14.7%
04	00333-G-001	MN HENNEPIN CNTY GROUP1	0	0.0%	0	0.0%	0	0.0%	1	0.6%
04	00333-G-001	MN HENNEPIN CNTY GROUP2	10	90.9%	23	82.1%	42	77.8%	117	71.8%
04	00333-G-001	Total	11	100.0%	28	100.0%	54	100.0%	163	100.0%

Reported Wireless Call Misroutes

Steps taken by MESB to investigate

- 3) If no transfer report exists for the sector in question, discuss with the PSAPs involved, and follow their recommendation.



Proactive Monitoring High Rate Transfer Report

CenturyLink Wireless High Rate Transfer Report

Date : Entity : Carrier : High Rate Percentage :

[Submit Report](#)

Wireless Carrier	Cell Sector	Answering PSAP	Responding PSAP	Current Month Transfers	% of Cell Sector	Previous Quarter Transfers	Previous Quarter % of Cell Sector	Previous 6 Months	Previous 6 Months % of Cell Sector	Previous 12 Months	Previous 12 Months % of Cell Sector
↑ ↓	↑ ↓	↑ ↓	↑ ↓		↑ ↓						
04	01125-B-004	MN STATE PATROL/ROSEVILL	MN BENTON COUNTY	3	75.0%	4	80.0%	6	75.0%	16	29.6%
04	00003-G-007	MN STATE PATROL/ROSEVILL	MN RCECC	2	66.7%	5	83.3%	9	81.8%	11	61.1%
04	00358-B-001	MN BLOOMINGTON	MN STATE PATROL/ROSEVILL	2	66.7%	3	75.0%	3	37.5%	8	50.0%
04	00419-B-007	MN BLOOMINGTON	MN STATE PATROL/ROSEVILL	4	66.7%	11	61.1%	21	51.2%	71	51.4%
04	00447-B-007	MN STATE PATROL/ROSEVILL	MN RCECC	2	66.7%	4	66.7%	5	55.6%	10	29.4%

GIS Data Standard for NG 9-1-1

Recent changes in the proposed standard

- Separate data schema and roles and responsibilities, into two separate standards.
- State has agreed to accept data in the Metro Regional Centerline Collaborative format.

Take home message

Continue building a working relationship your county GIS department