METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA
October 19, 2023, 10:00 a.m.

1. **Call to Order & Introductions** – Susan Bowler, 2023 Committee Chair

2. **Approval of Agenda** – Bowler

3. **Approval of Minutes** – September 21, 2023 Meeting – Bowler

4. **Action Items**
   A. Recommendation Regarding CAD-to-CAD Interoperability Solution RFP – TOC RFP workgroup.

5. **Discussion Items**
   A. Vic Barnett of RCECC Presentation, "Integrating GIS Data into CAD".
   B. Continuing -- 911 Authority conferenced in: MESB commissioned study: identify current operating costs for PSAPs in the 10-county region – Jason Bivens "JB" of 911 Authority.
   C. Nominations for Chair, Vice Chair 2024,
   D. Nominations for committee appointments (rep/alternate) 2024:
      - SECB NG9-1-1 Committee,
      - NG9-1-1 Technical Subcommittee/Work Group,
      - NG9-1-1 Operations Subcommittee/Work Group, and
      - SECB IPAWS committee
   E. Blue Peak Consulting Resiliency Training/WG Update.
   F. Verizon Misroutes –Tony Martin.
   G. Mental Health Call Processing Standard – Tony Martin.
   H. Round Robin – any planned use or questions/items to share re: Transition to Next Generation 911 funding.
   I. Round Robin -- discussion on the use of platforms and applications that provide video, enhanced location data, text-back, etc.

6. **Reports**
   A. PSAP Operations Roundtable Workgroup
   B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
   C. 9-1-1 Data Report (attached) – Marcia Broman
   D. 9-1-1 Network Report (attached) – Jacobson
   E. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler
   F. IPAWS Report – Kari Morrissey
   G. SECB NG9-1-1 Technical Operations Workgroup – Scott Petersen
   H. SECB NG9-1-1 Operations Workgroup – Morrissey
   I. Reviewing Features of the Existing ESInet Review

7. **New Business** – None

8. **Announcements**
   A. Pizza at end of meeting; Beginning 12:30 pm -Webinar 911 System Interoperability and Data Sharing Initiative - 2 Statewide Case Studies
   B. Next Meeting: Thursday, November 16, 2023, 10:00 am.

9. **Adjourn** – Bowler

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
September 21, 2023

Committee Members Attendance:

Airport – Lauren Petersen
Allina EMS - Victoria Vadnais
Anoka County - Val Sprynczynatyk
Bloomington - LaVae Robinson
Carver County – Deb Paige
Chisago County – Mike Parker
Dakota County - Brent Anderson
Eden Prairie – Lisa Vik
Edina – Janelle Harris
Hennepin County – Tony Martin
Hennepin EMS – Marv Bachmeier (alternate)
Isanti County – **absent**

Metro Transit – **absent**
Minneapolis - Joni Hodne
North Memorial – **absent**
Ramsey County – Nancie Pass
Ridgeview EMS - John Scheuch
Scott County - Carrie Bauer
Sherburne County - Laura Anderson
St. Louis Park – Eric Lammle
U of M – **absent**
Washington County - Darlene Pankonie

Alternates/Guests:
Scott Haas, *Scott County; Code4Group;* Dave Taylor, *IES;* Scott Petersen, *Minneapolis ECC;* Sheri Stevens, *State Patrol;* Thomas Gavin, *Motorola;* Frank Jarman, *Motorola;* Matt Besser, *Motorola;* Brad Hofman, *Motorola;* Steven Ferraro, *Motorola;* Dan Palmer, *Ramsey County;* Rick Buchholz, *IES;* and Paul Mraz, *IES.*

MESB Staff: Marcia Broman; Jake Jacobson; Jacob Kallenbach

1. Call to Order & Introductions
Chair Susan Bowler unable to attend. Val Sprynczynatyk, Vice Committee Chair, called the meeting to order at 10:00 a.m. Introductions made.

2. Approval of Agenda
No adjustments needed.

Motion by LaVae Robinson, seconded by Tony Martin to approve the agenda. Motion carried.

3. Approval of August 2023 Minutes

Motion by Darlene Pankonie, seconded by Nancie Pass to approve the August 2023 minutes. Motion carried.

4. Action Items
A. Support PST Training and Certification Legislation – Darlene Pankonie
Darlene Pankonie stated that the most recent working group consisted of members and stakeholders from the NG9-1-1 Committee, SECB Legislative Committee, and others involved in the process. The group has worked on drafting language to bring back to the Minnesota Legislature for 2024. The provided letter is asking for stakeholder support so when the language is presented to the Legislature, they can show overwhelming stakeholder support. The item is looking for the 9-1-1 TOC to pass the action asking for the Metropolitan Emergency Services Board to support this legislation.

Motion by LaVae Robinson, seconded by Tony Martin to ask the MESB to support drafted legislation on statewide training and certification. Motion carried.

5. Discussion Items
A. Motorola – CHE Considerations for i3 Compatibility
Motorola presented on what to consider for VESTAs when the MN NG911 network is upgraded to i3. While there's dependencies with the network vendor selected for the MN NG911 RFP and the strategy of how the i3 network will rollout there are general CHE items involved which they spoke to. Motorola expects there will be a transition window in moving to i3 so CHE configurations will need to account for calls coming through the existing RFAI network as well as the i3 network. In that transition, there will be an option of unifying the two queues in calls coming from the legacy and new network or keeping them separate. Also, there will be the implementation of a Session Border Controller (SBC) to manage the differing network traffic as well as establishing cybersecurity components for the transition and thereafter.

B. PSAP Operational Cost Study – 911 Authority
Jason Bivens of 911 Authority provided a brief update on the cost study. Bivens explained that PSAPs will continue to hear from them as they will be requesting budgetary-related information to help them garner a true understanding of the totality of costs, which will then help them edit, direct, and detail the upcoming survey. They are finalizing the survey dataset over the next couple of weeks. Data collection will begin in October. 911 Authority will reach out over the next couple of weeks to schedule follow-up appointments. These meetings will likely occur in late October and early November.

Tony Martin asked about the level of specificity PSAPs should use when providing information regarding the budgets.

Bivens responded by stating the more specific the better. Any budgetary information, no matter how small, can add up quickly and have a significant impact on the total cost. PSAPs should provide as detailed information as possible regarding their budgets and spending.

C. Blue Peak Consulting Resiliency Training/WG Update
No update.

D. Verizon Misroutes – Tony Martin
Tony Martin stated there had been a follow-up meeting with the ECN, FCC, and some other interested parties. FCC stated they had worked with Verizon who promised that the misroutes would be solved in Q4. No additional information since the last update in July. They still believe the issues have to do with configuration and Wi-Fi Hotspots.

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E. Mental Health Call Processing Standard – Tony Martin
Tony Martin stated the workgroup met last August in St. Cloud and had a productive meeting. The group is working to compile relevant training courses for 9-1-1 telecommunicators. If people have specific 9-1-1 or 9-8-8 training and crisis training, they should send those to Tony Martin. The group is also working on finalizing a 9-8-8 fact sheet that they can distribute to PSAPs. A data dictionary and terminology list are also being created. Martin reminded the group that the NENA standard is out for public review and that you can go to the website and provide feedback or reach out to Tony Martin with your opinions.

F. PSAP Salary Survey – Jake Jacobson
Jake Jacobson reminded PSAPs to submit their salary survey information. If for some reason it can't be accessed, please reach out to Jacobson and he will put you in contact with the right people to help.

G. Reviewing Features of the Existing ESInet Review and More! – Jake Jacobson
Jake Jacobson stated that he is continuing to provide information on alternate and abandonment routing. For this month, he has provided a sheet in the packet regarding the PSAPs "backup" and "delegate" text abandonment information. "Delegate" refers to the equivalent of voice abandonment routing and has PSAPs text to a designated PSAP. "Backup" works like a voice RNA. If a text from the network perspective is reaching the PSAP, a timer begins and if not answered within four minutes, it is sent on to the designated PSAP Backup. Jacobson has created a workgroup to continue working on things revolving around this topic consisting of Nancie Pass, Darlene Pankonie, Joni Hodne, Tony Martin, and Heidi Hieserich. Jacobson will help facilitate meetings, topics, conversations, goals, etc....

H. Nominations for Chair, Vice Chair 2024, and Committee Appointments to Consider for October Meeting Discussion – Jake Jacobson
Acting Chair Val Sprynczynatyk stated that the upcoming nomination for Chair and Vice Chair for 2024 will be occurring in the fall.

6. Reports
A. PSAP Operations Roundtable Workgroup – Jake Jacobson
Jake Jacobson stated that the update is in the meeting packet.

B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
Janelle Harris stated that the meeting was held in September. Discussion on the statewide Interop information sharing initiative occurred. ECN said that they aren't interested in replacing the current systems. The Committee discussed the Rapid Deploy Radius meeting and the new product of Rapid Deploy Lightning. ECN is going into an RFP to renew the state contract with Rapid Deploy. The group also discussed a handful of legislative topics. Verizon Misroutes and Mental Health Standards were also covered.

C. 9-1-1 Data Report (attached) – Marcia Broman
Marcia Broman stated they are continuing to switch over from the traditional MSAG to the GIS MSAG. The University of Minnesota and City of Minneapolis PSAPs are the only areas left and she expects them to make the transition in October. In August, Verizon transitioned to location-based routing for their wireless calls. All three major carriers are now doing location-based routing. Dish is in a lot of networks within the Metro area and it is likely PSAPs will start seeing 9-1-1 calls from Dish. Currently, Dish is not incorporating location-based routing.

D. 9-1-1 Network Report (attached) – Jake Jacobson
Jake Jacobson stated that the report is in the meeting packet. Syl Barroso is replacing Matthew
Hoffer as the Lumen Service Manager supporting MN.

E. MN Sheriff's Association PSAP Subcommittee Report – Susan Bowler
Tony Martin stated that the group switched to meeting every other month and the upcoming
meeting will be held on Tuesday October 3. Martin asked if anyone has done the APCO Retains
as staffing will be an important topic in the upcoming meeting.

Victoria Vadnais responded by saying they have used that application in the past and found it very
helpful. Only a small fee and provides important information that would have otherwise taken
loads of time to configure.

F. IPAWS Report – Kari Morrissey
Kari Morrissey stated that phone companies are still working on updating their service polygons.
IPAWS is a great tool to alert, and staff should be familiar with it. Warn.PBS.Org is a public profile
and great tool for increasing understanding.

G. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
Scott Peterson stated that he was unable to attend the meeting but gave a brief update. Rapid
Deploy Lightning and alternate routing were conversation topics.

H. SECB NG9-1-1 Operations Workgroup- Kari Morrissey
Kari Morrissey stated that they talked about Rapid Deploy and are really trying to push that NG9-1-
1 technology. She mentioned Rapid Deploy Lightning which will be coming out shortly and is
much more user friendly than the current
version.

I. Update: CAD-to-CAD RFP – Jake Jacobson
Jake Jacobson stated that the RFP is in progress and communication is ongoing.

7. New Business – None

8. Announcements
A. Next Meeting: Thursday, October 19, 2023. 10:00 a.m.

B. Position Opening
Nancie Pass stated that they will likely have an Emergency Communications Manager position
posted soon. Please pass the word along if you know any potentially interested applicants.

9. Adjourn – Val Sprynczynatyk
Val Sprynczynatyk called the meeting adjourned at 11:58 a.m.

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Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
October 19, 2023 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership the **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.

2. **Regional GIS Dataset Aggregation and Validation:**
   a. The region has moved to a **monthly cadence for NG9-1-1 validations and submission to statewide datasets.** The next full regional NG9-1-1 data validation run is planned for the week of October 15, 2023.
   b. MESB is using a **new reporting tool** made available by MetroGIS/Met Council to better monitor the different stages in the process of aggregating, validating, and posting regional GIS datasets to the MN Geospatial Commons. Using the report, MESB can more easily track when county GIS data producers have submitted refreshed GIS data and whether that data has successfully made it through the various steps in the MetroGIS process. This report aids MESB in determining the optimal time during the month to download the regional datasets for NG9-1-1 validations and submission to the state.

3. **Regional Data QA/QC:** MESB continues to **analyze the region's NG9-1-1 data errors** identified through MESB's internal validation tools, GeoComm' s Data Hub (GDH), and 1Spatial's platform. MESB also validates "live" 9-1-1 call locations against the regional GIS to identify missing or inaccurate GIS data. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If it is determined that MSAG and/or ALI updates are needed MESB will process them on behalf of its PSAPs.

4. **Metro Regional GIS-derived MSAG transition**:
   a. *All MESB PSAPs have now made the initial transition to a GIS-derived MSAG. Complete:* Chisago County, Dakota County (incl. refresh), Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County (incl. refresh), Isanti County, Hennepin Sheriff, MAC Airport, Fort Snelling, Scott County, Sherburne County, Washington County; Carver County, Minneapolis, and U of MN PSAPs.
   b. *Next Phase:* The next phase is refreshing those PSAP GIS-derived MSAGs that were transitioned early in the regional project. These "refreshes" will be done using the GIS MSAG style of one MSAG entry for each side of each road centerline segment. Over the course of the GIS-derived MSAG project, this style was determined to be the most efficient style for ongoing maintenance.

5. **Integration with State NG9-1-1 GIS Activities:** All MESB **regional NG9-1-1 required datasets are included in the statewide enterprise database**. These datasets include: the metro regional supplier boundary, road centerlines, address points, and Emergency Services Zones (resulting in PSAP, law enforcement, fire, and EMS boundaries.) MnGeo and MESB are reviewing the enterprise database to identify any anomalies that may have occurred in the submission process and report them to 1Spatial.

6. **SECB NG9-1-1 GIS Workgroup:** At its meeting on October 18, 2023, the SECB NG9-1-1 Committee is expected to approve the Charter for its **NG9-1-1 GIS Workgroup**. Efforts have been underway to re-engage the workgroup with input from the Minnesota Counties GIS Association (MCGISA). The workgroup will be open to a broad base of the GIS and 9-1-1 communities and will be tasked with discussing and recommending best practices, standards, and workflows, as well as addressing concerns and representing the interests of the GIS community in the SECB governance process. MESB will be participating on behalf of the region. Metro county GIS data producers are also encouraged to participate.

7. **GIS Data Sharing:** The MN Geospatial Advisory Council (GAC) has started a **workgroup to pursue sharing local authoritative GIS data with nationwide and commercial assets.** The goal is to contribute Minnesota's local authoritative data (such as that address points and road centerlines used for NG9-1-1) into map resources and search engines such as the National Address Database, Google, ESRI's Community Map Program and World Geocoding Service, Apple, HERE, Bing, etc. Due to the prevalent use of these sources within a wide variety of applications, including public safety, the metro region GIS collaborative sees significant potential benefit for metro area stakeholders due to this effort. Metro county GIS data producers, MetroGIS/Met Council, and MESB are participating with state MnGeo representatives on this workgroup.

8. **Statewide Opt-In GAC Address Point and Road Centerline datasets:** MnGeo states they are nearly ready to publish a publicly available, opt-in version of the statewide Road Centerline and Address Point datasets using GAC multi-use schemas. All ten metro counties have opted into sharing their data in this manner.

9. **Minnesota GIS/LIS Conference:** MESB recently attended the Minnesota GIS/LIS conference in Duluth and represented the metro region on a panel discussing Minnesota's NG9-1-1 GIS implementation project**.**

10. **GIS supporting RapidDeploy Radius ALI Mapping:** MESB is providing regular monthly refreshes of the metro GIS datasets used for the ESRI map and geocoding services that support the RapidDeploy Radius mapping application.

11. **pANI Summary by PSAP:** MESB has prepared for PSAP managers a summary of pANI ranges broken down by MESB PSAP and by provider (e.g., wireless carrier, VPC provider). PSAPs may find this useful if they need to determine the provider to contact about a 9-1-1 call where only the pANI phone number (not callback number) is known.

12. **Quarterly PSAP MSAGs:** Quarterly MSAGs were recently distributed to PSAP 9-1-1 Data points of contact.

ONGOING ACTIVITIES
13. **Wireless Cell Sector/Routing Data:** MESB processes wireless routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email *mesbgis@mn-mesb.org* and MESB staff will investigate.

14. **Regional GIS Data Aggregation:**
    a. *Road Centerline and Address Points:* The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
    b. *Boundary Polygons:* MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at least quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.

15. **Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx.)

1. **Significant Disruption impacting MN statewide PSAPs as well as MESB-area.**
   - 911 call processing issues Saturday Oct. 7 beginning in the afternoon and through the evening before resolution from Lumen.
   - PSTs were fielding calls that were either disconnected before answering or under significant delay. Disconnected calls impacted and could result in ALI data "disappearing" from ALI screen.
   - Issue was intermittent. It's possible some PSAPs may have not experienced the issue at all, but high-volume PSAPs noticing the number of "abandoned calls" was at a higher rate than normal.
   - Reason for Outage (RFO) requested by ECN. Though it is possible Lumen will respond before the time of the 9-1-1 TOC meeting, the response deadline is October 23rd.

2. **Repeating from last month given the importance of communicating with Lumen: Lumen Senior Operations Service Manager Matthew Hoffer has retired. Syl Barroso is backfilling the position.**
   - Syl's contact info:
     Syl Barroso
     SR Operations Service Manager
     Tel: 208-207-2194 cell: 208-899-7470
     syl.barroso@lumen.com

3. **Continued Monitoring – PSAP access to Lumen Ticket Portal**
   - Lumen working with ECN on setting up PSAP access to Lumen Ticket Portal
     - This has taken higher importance by the MESB given the October 7th incident, as value of access comes into play if PSAP unable to reach the Lumen NOC via 800 call-in number.

4. **From Lumen Syl Barroso – summary weekly recaps since last TOC meeting in September:**
   - Aside from the significant incident on Oct. 7th, minimal issues have been reported.
   - Jake continues to monitor Lumen ticketing system for MESB-area issues and discusses them with Lumen in its weekly Tuesday network meeting.

5. **Sinch Ingress Status**
   - No update from last month (bullets from last month below).
   - Wireline migration with Lumen (Qwest, CenturyTel, Embarq etc.) has begun in MN, with efforts beginning in SE district with the Lumen SR.
   - While the MESB is eager to see the wireline to begin migrating off the Lumen Mpls/St. Paul LSRs, the fact that migration has started in MN is good news. Looking at a "peg count" (old PSTN terminology) weekly report, there were only 3000 calls traversing the LSRs. The rest ~40,000 calls or so (wireless, VoIP) are traversing through Sinch.

6. **Monitoring – Planned ECN PSAP Portal**
   - ECN continuing development of a PSAP portal to enter contact information, COOP plans etc.

7. **Network Project Pipeline:**
   - 11/29 - Dakota migrating to Motorola SaaS. A "GO" as MN.IT circuit provisioning issues now resolved.
   - Anoka – receiving network quotes for a 2x2 geo-diverse configuration with its planned new primary site in Andover.
   - Sherburne – Meeting of the minds – Sherburne, MESB, Lumen, MN.IT to confirm that Sherburne is pursuing a 2x2 network configuration for its geo-diver design, similar to what Anoka is pursuing.
   - CPE upgrade in pipeline for Chisago. Upgrade planned is a standalone configuration and will have minor impact on network changes (typical an IP/URI reassignment)