



METROPOLITAN EMERGENCY SERVICES BOARD 9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA

August 15, 2024 10:00 a.m.

1. **Call to Order & Introductions** - Susan Bowler, 2024 Committee Chair Susan Bowler
2. **Approval of Agenda** - Bowler
3. **Approval of Minutes** – June 20, 2024 Meeting - Bowler
4. **Action Items**
 - A. None
5. **Discussion Items**
 - A. Closed Session to Review PSAP Network Options, per Minnesota Statute sec. 13D. subd. 3(d)
 - B. Session Re-Opens: Updating Minnesota Statewide Communication Interoperability Plan (SCIP) - Jacobson
 - C. Blue Ethos Training - Jacobson
 - D. Mental Health Call Processing Standard - Tony Martin
 - E. ECN Update/Status – ECN
6. **Reports**
 - A. PSAP Operations Roundtable Workgroup - Heidi Meyer
 - B. SECB NG9-1-1 Committee Report - Janelle Harris/Brent Anderson
 - C. 9-1-1 GIS and 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
7. **New Business - None**
8. **Announcements/Roundtable**
 - A. Roundtable: Each PSAP to share at least one item
 - B. Next Meeting: September 19, 2024, 10:00 am.
9. **Adjourn** – Bowler

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
June 20, 2024**

Committee Members Attendance:

Airport – Sara Boucher-Jackson
Allina EMS – Victoria Vadnais
Anoka County – Kari Morrissey
Bloomington – **absent**
Carver County – **absent**
Chisago County – Mike Parker
Dakota County – Heidi Hieserich
Eden Prairie – **absent**
Edina – Janelle Harris
Hennepin County – Tony Martin
Hennepin EMS – Dan Klawitter
Isanti County – Robert Shogren

M Health EMS – Elias Charif
Metro Transit – Carri Sampson
Minneapolis – **absent**
North Memorial – **absent**
Ramsey County – Nancie Pass
Ridgeview EMS – **absent**
Scott County – **absent**
Sherburne County - **absent**
St. Louis Park – Eric Lammler
U of M – Jeff Lessard
Washington County - **absent**

Alternates/Guests: Bobby Adney, *Hennepin County*; Brent Anderson, *Dakota County*; Marvin Bachmeier, *Code4Group*; Jill Bondhus, *ECN*; Rick Buchholz, *IES*; Andrew Cain, *Enterprise Vision*; Kelley Callahan, *IES*; Mike Guadan, *RapidDeploy*; Frank Jarman, *Motorola*; Dawn Kenyen, *Hennepin*; Donelle Lawrence, *Anoka*; Lauren Petersen, *Airport*; Doug Plooster, *Enterprise Vision*; Dave Taylor, *IES*; and Jenni Wade, *RapidDeploy*.

MESB Staff: Marcia Broman; Greg Hayes; Jake Jacobson; Jacob Kallenbach; Pamela Oslin; and Jill Rohret.

1. Call to Order/Quorum Determination (Workgroup: All are Welcome)

The group met at 9:00 a.m. but the quorum was not met.

2. Discussion – Review Abandonment/Alternate Routing and other Network Features

The group discussed abandonment/alternate routing, but no action was taken as the quorum was not met.

3. Call to Order (9-1-1 TOC)

The meeting was called to order at 10:00 a.m. and a quorum was met. As the 9-1-1 TOC Chair and Vice-Chair were absent, a motion was made to appoint Heidi Hieserich as temporary meeting Chair.

Motion made by Tony Martin, seconded by Jeff Lessard to appoint Heidi Hieserich as the temporary Chair for the June 2024 9-1-1 TOC meeting. Motion carried.

4. Approval of Agenda

Motion made by Robert Shogren, seconded by Nancie Pass to approve the June 2024 9-1-1 TOC meeting agenda. Motion carried.

5. Approval of Minutes

*Motion made by Martin, seconded by Pass to approve the May 2024 9-1-1 TOC meeting minutes.
Motion carried.*

6. Actions Items – None

7. Discussion Items

A. Presentation: Management of Administrative Lines

Doug Plooster and Andrew Cain of Enterprise Visions (EV) gave a presentation on the management of administrative lines. EV reviewed how impending FCC rulings for replacing POTs lines are driving up maintenance costs and incenting entities to migrate to VoIP solutions. There is a myriad of VoIP solutions; it will make sense for PSAPs to engage an independent provider who can offer consulting on which VoIP solution will best meet their needs.

Hieserich stated that she is currently working with Enterprise Visions.

Frank Jarmin of Motorola asked who makes the Integrated Access Device (IAD)

Dough Plooster responded by stating there are dozens of reputable options when looking to purchase the IAD.

Pass stated that SIP lines have worked well especially in a year with significant flooding which would have impacted their POTS lines which they replaced. She says the experience and service provided has been great.

B. Legislative Update: GIS Mapping of School Facilities

Jill Rohret of the MESB stated that \$7 million has been allocated for digital school mapping. Details on this process will likely not be available till late 2024 or early 2025. No new equipment purchases will be necessary. Some schools have stated their reluctance in participating so State clarification will be needed. The MESB will work on providing updates as they become available.

C. PSAP Data Collection for NG911 Transition Prep

Jill Bondhus of ECN stated that PSAPs should receive a communication from Joe Fick containing a worksheet for data entry. Please fill out and submit the worksheet by the end of July. Please reach out to Jill or Joe if you have any questions.

Martin asked if the email came from Joe Fick.

Bondhus responded by stating that the email should have come from Fick. Secondary PSAPs are not included. Please reach out to Jill or Joe if you need the worksheet to be redistributed.

D. SECB Resiliency Grant

Jake Jacobson states that Blue Ethos will be granted the resiliency training based on the recommendation from the 9-1-1 TOC. Blue Ethos is locally based and have a great reputation among PSAPs in the metro area. More updates will be distributed in the future as resiliency training/scheduling begins. These trainings will ideally begin in the fall of 2024 and go through early 2025.

E. COOP Planning: PSAP and Regional Level

Jacobson stated that he will be working with Greg Hayes of the MESB on the creation of a regional COOP plan. Updates on this will begin in the fall of 2024 and they are currently sorting through the PSAP COOP plans submitted early in the year.

Rohret stated that PSAPs should review their COOP plans and redact necessary security information prior to submitting to Jacobson and Hayes.

F. Mental Health Call Processing Standard

Martin stated that they are focusing on the Data Dictionary and aligning terminology with 988. The group continues to meet and have important conversations.

8. Reports

A. PSAP Operations Roundtable Workgroup

There are no new updates.

B. SECB NG9-1-1 Committee Report

The committee discussed the data collection worksheet mentioned earlier in the meeting. The group also discussed the \$7 million awarded for school mapping, reviewed SECB standards, and went over survey results for the Standard priorities.

C. 9-1-1 GIS and Data Report

The report is attached to the meeting materials.

D. 9-1-1 Network Report

The report is attached to the meeting materials.

E. MN Sheriff's Assoc. PSAP Subcommittee Report

Marting stated that the subcommittee discussed recruitment, vacancies, telecommunicator training and certification.

F. IPAWS Report

There are no new updates.

G. SECB NG9-1-1 Technical Operations Workgroup

Scott Peterson stated that the workgroup continues to discuss cybersecurity and are working on phase 2 of their cybersecurity assessment.

H. SECB NG9-1-1 Operations Workgroup

The workgroup created an additional leadership team workgroup. A reminder that NG9-1-1 transition funds need to be used by June 30, 2025.

9. New Business – None

10. Announcements/Roundtable

A. Next Meeting: Thursday, July 18, 2024, at 10:00 a.m.

B. Beacon Mutual Aid

Dan Klawitter thanked everyone for their support during the shooting a couple weeks ago. Klawitter expressed the need to continue in regional collaboration and gave a brief presentation with Marvin Bachmeier of 'Code4Group' on Beacon Mutual Aid. Beacon Mutual Aid aims to continue metro-wide collaboration in incident response. Klawitter also stated that metro EMS

agencies should work with their radio programmers to make sure their radio number is the same as their vehicle number to avoid confusion in staging during incident response.

Hieserich asked what the benefits of Beacon Mutual Aid are if CAD-to-CAD would successfully be established.

Klawitter responded by saying that you could still see all the available units and their locations and see multiple staging areas. Estimated time of arrivals could be seen in the hospital to improve handoff efficiency. There is lots of room for customization and future updates and improvements to the system.

Pass asked if the cost would be on PSAPs.

Klawitter responded by saying PSAPs would cover the cost, but it is affordable compared to other equipment of the same stature.

C. ECN Director Vacancy

ECN has wrapped up interviews with stakeholders regarding the search for a new director. They will begin their search for a new director in the fall of 2024.

11. Recess

The 9-1-1 TOC took a recess at 11:50 a.m. for lunch.

12. Resumption of Meeting/Determination of Quorum

The 9-1-1 TOC meeting was resumed at 12:30 and a quorum was reached.

13: RapidDeploy Presentation

RapidDeploy reviewed their product portfolio of offerings – Eclipse Analytics, Indoor Mapping, Skyline Video Sharing, Smart 911 Profiles etc. with a real-time use of the applications using test data.

14. Adjournment

The meeting was adjourned at 2:45PM



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 15, 2024

Agenda Item: 5A. Open Reference Materials for Alternate & Abandonment Routing. For Closed Session to Review PSAP Network Options

Below, along with the attached ***SECB Standard 911-7, 911 Call/Text Abandonment and Alternate Routing***, additional items discussed in the MESB Network Workgroup settings.

Read this ahead of the meeting. In the meeting, we'll have a closed session to review MESB PSAP's actual data for these topics.

Re Abandonment Call Routing 911 Voice Calls

- Abandoning administrative lines is handled differently. PSAPs need to contact their administrative line provider, even if it's Lumen as administrative lines involve a different Lumen division from the 9-1-1 NOC.
- Abandoning Text – different request but similar process from Voice. Text is addressed later in the SECB standard and in this document. In essence, you may have to make two separate requests when calling the NOC but have perspective and focus on voice as number of voice-to-text calls is ~300:1.
- If needing to abandon in the scenario of an outright outage of unable to receive 9-11 calls, the network is set up to invoke Alternate Routing until Abandonment Routing is invoked. This may or may not help with the incident your PSAP is experiencing.
- The Standard mentions FCC rules that abandonment should occur within 30 minutes. MESB has communicated to the Lumen NOC that 30 minutes is unacceptable given the high volume PSAPs in the metro. The NOC commitment is 10 minutes, but we seek a shorter time.
- There is no automation or auto-triggering for PSAP abandonment. Contrast with Alternate Routing which is automatically invoked when routing rule criteria are met (discussed in the Alternate Routing Rules section).
- If involving another PSAP for abandoning traffic, have a mutual agreement in place with that PSAP. MOU template draft in progress.
- PSAPs have 10 entries for pre-defined abandonment but the #1 listed abandonment will be the abandonment in place for invoking immediately, all others require telling the NOC that you wish to change your abandonment option to whatever else is listed.
- At minimum PSAPs should have at least one abandonment to a PSAP and one to its administrative lines.
- An abandonment to administrative lines allows for PSAP personnel to remain in place to process calls which is beneficial in scenarios such as emergency maintenance on technology impacting 9-1-1 voice traffic with PSAPs using supporting location products such as from RapidDeploy and RapidSOS.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 15, 2024

Agenda Item: 5A. Open Reference Materials for Alternate & Abandonment Routing. For Closed Session to Review PSAP Network Options

Regarding Alternate Call Routing: 911 Voice calls

- Defined as NG911 Alternate Routing. There are scenarios, such as handoffs among the chain of vendors from carrier to the Lumen core routing service in which the call is obstructed from being successfully delivered. Those instances use the common term of Default Routing, which PSAPs have limited options given where these disruptions occur upstream of the ESInet.
- There are scenarios where a Call Handling Equipment (CHE) system successfully receives a 9-1-1 call from the ESInet but did not in turn successfully deliver the call to the PST's position. NG911 Alternate routing won't be invoked.
- Besides reaching maximum capacity of incoming calls to your PSAP (as set by your CHE vendor), Alternate routing will be invoked when:
 - No PSTs logged in (can happen when staging new upgrade).
 - CHE down and not creating SIP session.
 - Ring No Answer (RNA) timer exceeded.
- Recommended each PSAP has two alternate routing rules, one for an Admin line and one for Fast Busy.
- Routing to Admin lines does not give ANI/ALI but it does provide a caller-id phone number (may be different than ANI). Some location information for wireless calls may be available via RapidSOS or RapidDeploy Radius.
- Routing to Fast Busy is useful when maximum capacity is reached and there is no available PST to handle the call.

Regarding Text-to-911 Alternate Routing

- Alternate Routing for Text is the text equivalent of Abandonment for Voice. This can be confusing but just think of it as sending text to someplace else other than your PSAP. There are no equivalent scenarios in text for the alternate routing as in voice. If there are issues processing text, the customer will receive a message to the effect that text isn't working, please make a voice call if possible.
- When abandoning a PSAP for both voice and text, focus first on the voice abandonment. Number of voice calls to text is 300:1.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 15, 2024

Agenda Item: 5A. Open Reference Materials for Alternate & Abandonment Routing. For Closed Session to Review PSAP Network Options

PSAP CHE Maximum Capacity Settings– Not in Standards Document

- **Definition:** CHE has to be configured for the number of maximum 9-1-1 calls it is to receive from the ESI-net. When the maximum is achieved, the NG911 network will execute Alternate Routing following the rule the PSAP has set. Without the CPE having this capacity set, the NG911 network can send nearly an unlimited number of calls.

What is important for PSAPs: there can be call type rules within the set maximum capacity. Example: A PSAP can be set to receive a maximum of 15 9-1-1 calls of which a maximum of 10 of these calls be wireless, allowing for capacity to receive VoIP and wireline calls more likely to involve separate incidents.

- **How it is invoked:** Automatically. When maximum is achieved, Alternate Routing is invoked.
- **When it is invoked:**
 - Next call(s) after hitting maximum capacity.
 - Other scenarios in which the CHE appears “busy” to the NG911 network.
 - CHE down and not creating SIP session with NG911 network.
 - No PSTs logged in.
 - Blocked by firewall or firewall-like security settings.
- **How to Modify:** Contact your CHE vendor.

Regarding Ring No Answer (RNA) – Not in Standards Document

- **Definition:** PSAP Ring No Answer (RNA) timer is applied when an agreed-to defined amount of time has expired between the network presenting the call and the CHE system failing to answer the call. If timer is expired, the NG911 network will invoke Alternate Routing.

RNA for 9-1-1 is similar to “Time Out” timers used in commercial call centers and PBX systems in which an action is invoked so the caller can be addressed in some manner, such as a voice recording.

- **What is excluded in the definition:**
 - If the network system detects some sort of error with its delivery and handoff to the Call Handling Equipment, other alarms and alerts will be invoked. RNA applies to the condition of the network system believing the call eventually will be successfully answered.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: August 15, 2024

Agenda Item: 5A. Open Reference Materials for Alternate & Abandonment Routing. For Closed Session to Review PSAP Network Options

- Caller may experience a lengthy ringing without no one answering as a result of the CHE “answering” the call with a voice server but not connecting to a PST position for whatever reason. This is a possibility in some Automatic Call Distribution (ACD) scenarios.
- **How it is invoked:**
 - Automatically. RNA is always present. Timer begins when network begins delivering a 9-1-1 call
 - In the current ESInet configuration, calls reach PSAP using two paths – an “A” and a “B” path. RNA timer uses one path for a set number of seconds and if not reaching the PSAP’s CPE, will then switch to the other path for 120 seconds. Meant to serve as a “Fail Safe” as it looks for the CHE to have its own rules to invoke if calls are being left unanswered (e.g. a noticeable audible alert is triggered so PSTs and staff become aware of call yet to be answered).
- **When it is invoked:**
 - When timer is exceeded by the PSAP agreed-to time.
 - Timer is currently set for 120 seconds, which provides $2 \times 120 = 240$ seconds total RNA before Alternate Routing is invoked. MESB PSAPs agree this is too long and should be shortened.
- **Considerations:**
 - Won’t be applicable if PSAP has ACD as call is successfully delivered to CHE though yet to reach PST.
- **How to Modify:** Make request to Jake who will create official request to Lumen.

Standard 911-7

911 Call/Text Abandonment and Alternate Routing

Purpose

The purpose of this standard is to socialize the utilization of 911 voice call abandonment routing, alternate 911 voice call routing, and alternate Text-to-911 routing capabilities to ensure that 911 calls for service are received and processed in continuity of operation (COOP) situations and/or during periods of high call volume.

Statement of Standard

The 911 system includes functionality that allows a Public Safety Answering Point (PSAP) to select alternative routing options as a means of delivering 911 and text calls when certain circumstances or conditions occur.

It is recommended that PSAP managers implement this standard and train their personnel accordingly.

Abandonment Call Routing: 911 Voice Calls

A set of circumstances exist where 911 telephone service to the PSAP is out of service or the PSAP is unable to function as a dispatch facility.

There are two methods to evoke abandonment routing.

- Call the Lumen NOC at 1-800-357-0911, option 1, and request your pre-defined abandonment routing.
 - Note: FCC rules indicate that this should occur within 30 minutes.
- Via your PSAP Abandonment Device (PAD) device. When activated this device instantaneously abandons your 911 lines to another pre-determined PSAP. Once activated you should call the Lumen NOC at 1-800-357-0911, option 1, and advise them of your PAD device activation.
 - Note: This device can only be utilized by stand-alone systems, not shared systems.

It is possible to schedule an abandonment, but it is recommended that you still call Lumen 10 minutes prior to the scheduled time.

PSAPs can have up to ten entries “pre-defined” with Lumen that determines where their 911 calls should be delivered.

After normal routing is restored, the PSAP should perform test calls to 911 to verify that normal routing is in effect.

STATEWIDE EMERGENCY COMMUNICATIONS BOARD

It is recommended that PSAPs review and test their 911 voice call abandonment routing configuration on an annual basis

Alternate Call Routing: 911 Voice Calls

A set of circumstances where the 911 system is functioning normally, but all lines are busy (normal call routing), and your PSAP has designated call routing protocols.

- From 911 to an administrative line – This option may be desirable when a Call Handling Equipment (CHE) malfunction occurs.
- From 911 to a “fast busy” – This option may be desirable when the PSAP can be overwhelmed with calls and no personnel are available to field the incoming calls.
- From 911 to another PSAP – This option may be desirable in smaller PSAPs when call volume spikes due to a large incident. In lieu of a rollover to an administrative line or “fast busy”, the call can be routed to a pre-determined PSAP.

PSAPs can have up to ten entries “pre-defined” with Lumen that dictate where their 911 calls should be delivered.

It is recommended for PSAPs to have one protocol for administrative lines and one for fast busy.

After normal routing is restored, the PSAP should perform test calls to 911 to verify that normal routing is in effect.

It is recommended that PSAPs review and test their 911 voice call alternate call routing configuration on an annual basis.

Alternate Call Routing: Text-to-911

A set of circumstances where your PSAP had identified a need to route text-to-911 calls to a pre-determined alternate location.

- Contact Intrado at 1-800-664-5231 and/or Txt2911support@intrado.com.

After normal routing is restored, the PSAP should perform text-to-911 test messages to verify that normal routing is in effect.

It is recommended that PSAPs review and test their alternate text-to-911 call routing configuration on an annual basis.

Authority

Minnesota State Statutes 403.36, 403.37, and 403.382 authorize the Statewide Emergency Communication Board (SECB) to establish and enforce standards related to emergency communications.

The SECB NG911 Committee is responsible for the oversight and maintenance of this standard.

Document History

Created: 02/07/24

Approved: 06/27/24

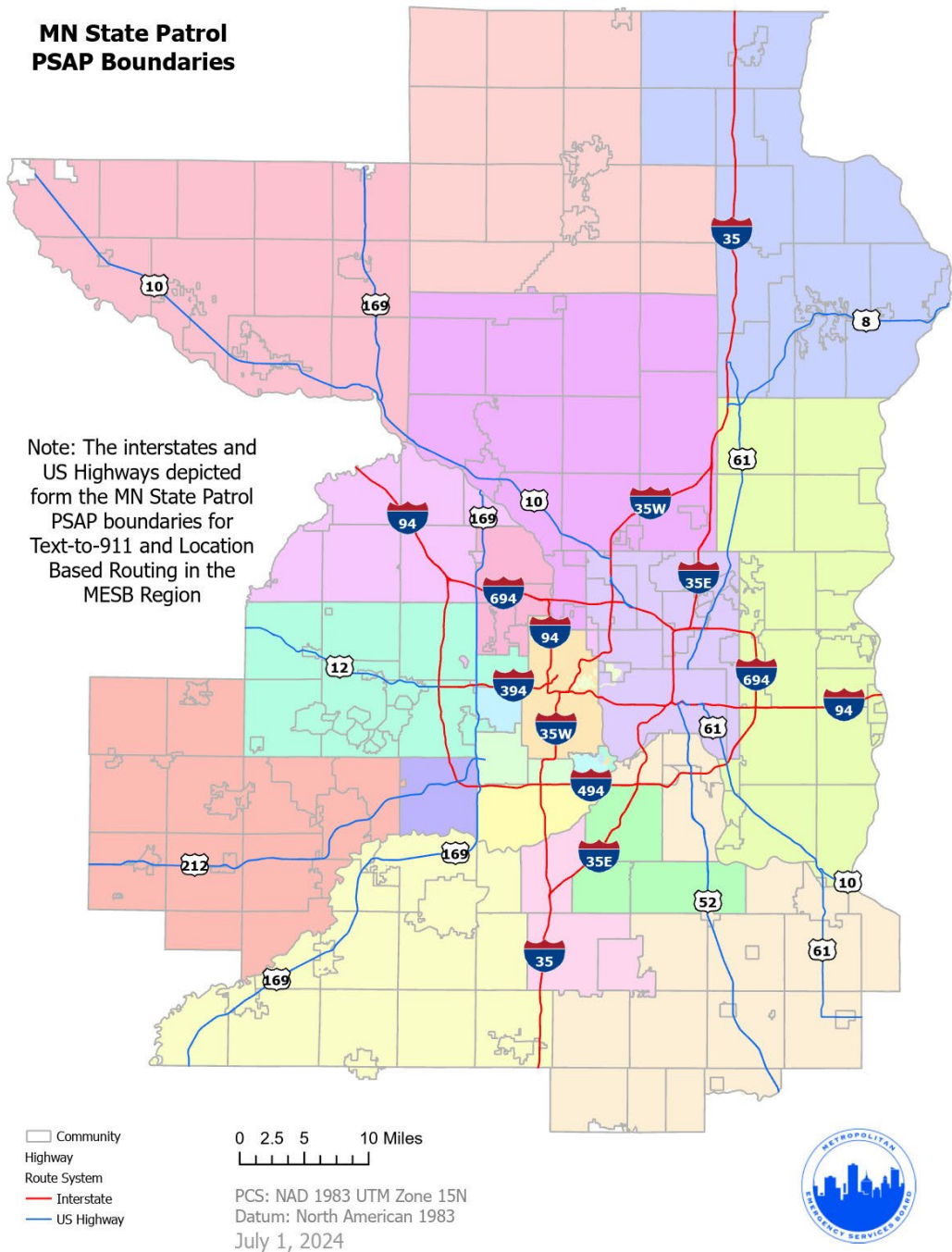
Revisions:

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 GIS/Data Report
August 15, 2024 Meeting

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

1. **GIS Regional GIS Dataset Aggregation and Validation:** The region has a **monthly cadence** for NG9-1-1 validations and submission to statewide datasets. All metro county GIS data producers resubmit their road centerline and address point datasets for regional aggregation each month. The next full regional NG9-1-1 data validation run is planned for on or before **8/15/24**.
2. **Regional 9-1-1 Data QA/QC:**
 - a. MESB continues to **analyze the region’s NG9-1-1 data errors** that are identified monthly through MESB’s internal validation tools, GeoComm’s GIS Data Hub (GDH), and 1Spatial’s platform.
 - b. MESB also validates “live” 9-1-1 call locations against regional GIS to identify missing or inaccurate GIS data.
 - c. 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.
 - d. From the **July** NG911 validations and MESB’s error analysis:
 - i. MESB made 102 new referrals to county GIS data producers for GIS data updates related to address validation. (There were 27 additional GIS referrals still outstanding that were carried over from June).
 - ii. MESB made 14 referrals for GIS updates resulting from VoIP 911 call location validation.
 - iii. MESB also issued multiple ALI Telephone Number record change requests for needed wireline location corrections.
 - e. MESB’s monthly validation process using the GeoComm tools now more efficiently produces regional load files to send forward for statewide NG9-1-1 aggregation. GeoComm continues to refine the ongoing County/PSAP-level reporting provided to MESB.
3. **Metro Regional GIS-derived MSAGs:**
 - a. **GIS-derived MSAG Maintenance:** In **July**, MESB processed approximately 700 GIS-derived MSAG updates to keep the “live” MSAG in sync with authoritative GIS data.
 - b. **Quarterly MSAGs:** The 3rd Quarter distribution of PSAP MSAGs was recently sent out to PSAP Data coordinators and county GIS contacts.
4. **Interagency GIS Support Agreements:** An initial list of PSAP GIS support functions/tasks was provided to PSAP managers at the June TOC, as well as through Jake Jacobson’s Friday email communications to MESB TOC members. There were no requested additions to the list that was developed. As a result, it has been shared with Ramsey Co. GIS, RCECC, and MESB reps who are drafting an interagency GIS support agreement template to assist metro counties in **documenting the ongoing functions that county GIS data producers provide to metro PSAPs**.

- Wireless Call Routing:** Recently, the areas of Highway 10 and 169 in Sherburne County were added to the MN State Patrol (MSP) PSAP boundary polygons used for wireless Location Based Routing (LBR). The updated PSAP boundary polygons were included in the MESB's 3rd Quarter distribution to wireless carriers, Mobile Positioning Center providers, and Text Control Center providers. Wireless 9-1-1 calls that can use LBR and are located on these highways will now be routed directly to MSP. An image of the updated MSP boundaries used for Text-to-911 and LBR in the 10-county MESB region is included below.



6. **SECB NG9-1-1 GIS Workgroup:** The GIS Workgroup continues to meet monthly to discuss topics of interest to statewide GIS stakeholders:
 - a. **Best practice on Periodic NG9-1-1 GIS Data Resubmission:** The SECB NG9-1-1- Committee is considering a best practice for GIS Data Suppliers to re-submit NG9-1-1 GIS data to the MN NG911 Enterprise Aggregate GIS Database quarterly, with a minimum frequency of at least annually. Currently, the MESB region re-validates regional NG9-1-1 GIS data monthly and will be able to accommodate the proposed timeframe for updating statewide datasets as outlined in the best practice.
 - b. **Best practice on MSAG and ALI TN Change to Support NG9-1-1 Data Preparation:** The GIS Workgroup has finalized a draft best practice for GIS Data Suppliers, in coordination with their PSAPs, to submit MSAG and ALI telephone number record change requests to their current 911 service provider to correct known MSAG and ALI TN data errors detected during the NG9-1-1 GIS data preparation process. This best practice will be moving forward from the workgroup to the NG9-1-1 Committee for consideration. The MESB region already complies with this best practice.
 - c. **Other GIS Workgroup Activities:** In addition to the above items, peer-to-peer outreach with counties that have not yet submitted data to the DPS NG911 database is underway. Best practices and/or resource materials are also in development related to edgematching data with neighboring counties, required match rates, and data submission schemas. At its 8/8/.24 meeting, the workgroup also had a general discussion about Minnesota’s legislation allocating \$7 M for digital indoor mapping of schools.

ONGOING ACTIVITIES

7. **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. 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.
8. **Regional Data Viewer:** PSAPs are encouraged to use the Metro Regional Dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid and current for regional 9-1-1 use. This is the authoritative source of NG9-1-1 GIS data for the 10-county MESB region.
9. **GIS supporting RapidDeploy Radius ALI Mapping:** MESB continues regular monthly “refreshes” of the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping system used at many metro PSAPs.
10. **Integration with State NG9-1-1 GIS Activities:**
 - a. All MESB regional NG9-1-1 required datasets are included in the **MN DPS NG9-1-1 enterprise database**, including: the metro regional supplier boundary, road centerlines, address points, and emergency service boundary polygons.
 - b. **Metro Regional GIS datasets are shared publicly** on the MN Geospatial Commons. (See resources under the MetroGIS and MESB organizations on the Commons.) In addition, the regional data is also included as **part of the MN Road Centerline and MN Address Point datasets (Opt-In Open Data Counties)**.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
August 2024 Meeting

The Cyber Security Summit October 30, 2024 - Minneapolis Marriott Northwest

While not typically fitting a TOC Network Report, using this as an additional opportunity to reach PSAPs on the importance of their getting fully engaged in this area. Look to other communications for specifics such as registration.

Topics:

- Cyber Incident Intel: How Common are These, Really?
- Ransomware Response: Tactical and Practical
- Reporting Requirements for Frauds, Scams, Sextortion and Deep Fakes
- Got your Six: State and Federal Support Capabilities
- Cyber Threat Prevention – Community Education Cuts
- Bad Actor Lineup: Domestic and Foreign Threats
- AI, Deep Fakes, Scams and Solicitations
- Hostage Hotwash: School System Shutdown

Lumen NOC Ticket Review – not seeing anything significant in the metro area

- Review of tickets show minor items. Those with VIPERS from Lumen have CPE tickets which MESB rarely gets involved unless PSAPs want us to for escalation.

With ECN, Pursuing Two Year MN NG911 Contract Renewal with Lumen

- Regardless of MN NG911 RFP outcome, the relationship will continue with Lumen to support the existing 9-1-1 network.
- The current contract expires November 30.

RFO requested on 7/28 Polk County incident having parallels to metro SaaS PSAPs

- Incident involved service disruption for both 9-1-1 and administrative lines for Polk County, a Motorola SaaS PSAP.
- Issue has parallels with 2/8 Dakota disruption, a SaaS PSAP in the metro, but now looks to have a different root cause. Regardless, RFO may provide learnings that could benefit MESB area.

July 8th timeframe: Suspicious calls to PSAPs from the “FCC” turned out to be legitimate.

- FCC Ops Center reaching out to PSAPs in wee hours asking if their PSAPs experienced an outage. Suspicious but was legitimate as MESB contacted the FCC for confirmation.
- The FCC Ops Center has two major sources of input that alerts them of potential disruptions which in turn may lead to calling PSAPs directly:
 1. Carrier/9-1-1 Network providers notifying them of outages.
 2. Internet searches that uncover a claim of a service disruption that occurred or is occurring – which was the case here. Potentially a case of intentional disinformation.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
August 2024 Meeting

- If PSAPs needing an immediate response to eliminate suspicion, PSAPs can email or contact the FCC for confirmation:

Email: FCCOPS@fcc.gov

Phone: 202-418-1122

NG911 Data Collection Spreadsheets were due to ECN.

- Near full compliance with the MESB area in returning the data.
- While at this time not eligible for potential ECN/SECB funding to address gaps in NG911 i3 readiness, Medical Secondary PSAPs can participate in identifying what areas may need to be addressed for operational readiness.
- MESB will be working with ECN in making a regional i3 readiness assessment.

RapidDeploy and RapidSOS (non-free) now have Somali and Hmong translate.

- Google translate now has Somali and Hmong – which Deploy and SOS draw from.
- MESB is making request to Google to provide Karenic language translation.

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
August 2024 Meeting**

RapidDeploy and RapidSOS (non-free) now have Somali and Hmong translate.

- Google translate now has Somali and Hmong – which Deploy and SOS draw from.
- Request made to Google Translate to have the Karenic language translation added.

CrowdStrike July 19th -- Biggest Outage in History, having impact on some metro PSAPs with non-911 systems

- Core issue: Cybersecurity vendor CrowdStrike making software update. Includes major customer Microsoft, creating the biggest impact on the populace.
- Some metro PSAPs were impacted with non-911 systems. Mitigation was tedious but completed within a week.
- RapidDeploy not impacted.

ECN Initiatives

- **MN NG911 RFP:** Pending.
- **Mapped ALI RFP:** Pending.
- **Interoperability:** Pending Mapped ALI RFP.

Planning re-started: obtaining elevation value with Z coordinate in ALI feed.

- Implementation requires a sweeping in of latest ALI format version from Intrado which includes Z coordinate and associated uncertainty.
- Requires coordination with CPE and CAD vendor.
- Has been completed for Isanti County and RCECC awhile back with success, but interest renewed given impending school mapping from state legislative grant.
- MESB has initiated discussions with CPE vendors, Intrado and Lumen, and some PSAPs to begin scheduling.
- Goal is to complete MESB area by end of year. Shared systems may bring complexity.

Fewer 9-1-1 Calls this Q1 and Q2 Year Compared with Last

| Year | Jan | Feb | Mar | 1st Qtr. | Apr | May | Jun | 2nd Qtr. | 1st Half |
|--------------|---------|---------|---------|----------|---------|---------|---------|----------|-----------|
| 2024 | 148,959 | 142,443 | 155,103 | 448,529 | 156,792 | 180,688 | 186,847 | 524,327 | 972,856 |
| 2023 | 161,404 | 145,300 | 168,300 | 477,027 | 172,681 | 207,140 | 213,380 | 593,201 | 1,070,228 |
| % difference | -7.71% | -1.97% | -7.84% | -5.97% | -9.20% | -12.77% | -12.43% | -11.61% | -9.10% |

Feb 2024 - Leap Year

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
August 2024 Meeting**

