



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

January 16, 2025 10:00 a.m.

- 1. Call to Order & Introductions** - 2025 Committee Vice Chair Darlene Pankonie
- 2. Approval of Agenda** - Pankonie
- 3. Approval of Minutes** – November 21, 2024 Meeting - Pankonie
- 4. Action Items**
 - A. None
- 5. Discussion Items**
 - A. MESB Survey – Jill Rohret
 - B. Indoor School Mapping – Jake Jacobson
 - C. Mental Health Call Processing Standard – Tony Martin
- 6. Reports**
 - A. ECN Update/Status – ECN
 - B. SECB Workgroup Mapped ALI update – Heidi Hieserich
 - C. PSAP Operations Roundtable Workgroup – Heidi Meyer
 - D. SECB NG9-1-1 Committee Report - Janelle Harris/Brent Anderson
 - E. 9-1-1 MESB Report – Jacobson/Oslin
 - F. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler
 - G. IPAWS Report – Jacobson
 - H. SECB NG9-1-1 Technical Operations Workgroup – Jacobson
 - I. SECB NG9-1-1 Operations Workgroup –LaVae Robinson
 - J. Status Blue-Ethos Training Scheduling – Jacob Kallenbach
- 7. New Business - None**
- 8. Announcements/Roundtable**
 - A. Roundtable: Each PSAP to share at least one item. No mention of staffing levels.
 - B. Next Meeting: February 20, 2025, 10:00 am.
- 9. Presentation: Motorola Software Dispatch and Radio Integrations.**
- 10. Adjourn** – Pankonie

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
November 21, 2024**

Committee Members Attendance:

Airport – Sara Boucher-Jackson
Allina EMS – Victoria Vadnais
Anoka County – Kari Morrissey
Bloomington – LaVae Robinson
Carver County – Susan Bowler
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 – **absent**
Metro Transit – Bill Anderson
Minneapolis – Leticia Cardenas
North Memorial – Nick Jost
Ramsey County – Dan Palmer
Ridgeview EMS – **absent**
Scott County – **absent**
Sherburne County – **absent**
St. Louis Park – Eric Lammler
U of M – Joe McCollow
Washington County – **absent**

Alternates/Guests: Jill Bondhus, *ECN*; Kelley Callahan, *IES*; Laura Espy, *Ramsey County*; Chad Gappa, *Motorola*; Heidi Meyer, *Anoka County*; Mike Mihelich, *Ramsey County*; Angela Paulini, *RapidSOS*; Lauren Petersen, *Airport*; Scott Petersen, *Minneapolis*; Steve Tait, *ECN*; and Dave Taylor, *IES*.

MESB Staff: Elizabeth Clausen; Jake Jacobson; Jacob Kallenbach; Pamela Oslin; and Jill Rohret.

1. Call to Order

The meeting was called to order at 10:02 a.m. by the 2024 9-1-1 TOC Chair, Susan Bowler.

2. Approval of Agenda

Motion made by Robert Shogren, seconded by Tony Martin to approve the November 2024 9-1-1 TOC meeting agenda. Motion carried.

3. Approval of Minutes

Motion made by Kari Morrissey, seconded by Dan Palmer to approve the October 2024 9-1-1 TOC meeting minutes. Motion carried.

4. Action Items

A. 2025 9-1-1 TOC Chair and Vice Chair Nominations

Jake Jacobson of the MESB stated that the 2025 9-1-1 TOC Chair and Vice Chair need to be nominated and elected.

LaVae Robinson nominated Kari Morrissey to be the 2025 9-1-1 TOC Chair.

Motion made by Robinson, seconded by Palmer to elect Kari Morrissey as the 2025 9-1-1 TOC Chair. Motion carried.

Martin nominated Dar Pankonie to be the 2025 9-1-1 TOC Vice Chair.

Motion made by Martin, seconded by Robinson to elect Dar Pankonie as the 2025 9-1-1 TOC Vice Chair. Motion carried.

B. 2025 SECB Nominations

Jacobson stated that the 9-1-1 TOC needs to make their nominations for the 2025 SECB committees and workgroups.

SECB IPAWS Committee

Primary: Kari Morrissey

Alternate: Scott Haas

SECB NG9-1-1 Committee

Primary: Janelle Harris

Alternate: Brent Anderson

Motion made by Martin, seconded by Eric Lammler to recommend that the 2024 IPAWS and NG9-1-1 Committee members continue in their roles for 2025. Motion carried.

SECB NG9-1-1 Technical Operations Workgroup

Scott Petersen

SECB NG9-1-1 Operations Workgroup

LaVae Robinson

Kari Morrissey

Motion made by Martin, seconded by Victoria Vadnais to recommend that the 2024 SECB Workgroup members continue in their roles for 2025. Motion carried.

5. Discussion Items

A. Update from May 9-1-1 TOC: Mutual Aid Awareness

Marv Bachmeier of Code4Group presented the application, *Beacon Mutual Aid*. Marv updated the MESB members on the increasing use of this application which provides situational awareness of closest emergency service vehicles to an incident as well as for hospitals to anticipate incoming arrivals.

B. Input Needed: Help Shape MESB's Support for PSAPs

Jill Rohret of the MESB stated that the MESB is rethinking how best to support the metro PSAPs for 9-1-1 and will be sending a survey out to TOC members to gather their thoughts and recommendations. MESB will remain resolute in providing quality GIS data management for the region with its current GIS staffing, though possible that staffing may change to better align with anticipated needs and changing landscape involving 9-1-1 needs and emerging technologies.

Martin suggested that in addition of existing GIS and phone data quality resources MESB provides, that MESB consider a larger role of data analysis – collecting multiple data sources and providing metro and PSAP-level reports and gathering data across all areas and umbrellas for reports that drive advocacy and results.

C. Feedback DRAFT: MLTS Guidance for Facility Owners-Operators' Document

Sara Boucher-Jackson stated that the document draft comes from the NG9-1-1 Operations workgroup. The document will help provide guidance for those installing new systems. Please email Boucher-Jackson to give any feedback or comments on the draft.

D. Indoor School Mapping

Jacobson stated that there is a workgroup exploring vendors and processes for Metro area school mapping. The possibility of hiring a consultant with school and mapping expertise was discussed with the work group.

Bowler stated that lots of GIS vendors have been reaching out due to the passing of legislation and contract opportunities.

Jacobson asks for all vendor emails to be forwarded to him.

E. Mental Health Call Processing Standard

Martin states that the 988 presentation for training to dispatch staff is being finalized. The data dictionary and standards continue to be evaluated.

F. ECN Update

Steve Tait of ECN states that PSAPs should continue to provide feedback and thoughts on regional needs to push direction and quality.

Jill Bondhus of ECN stated that they are currently in round 2 of Director interviews. There are no new RFP updates.

6. Reports

A. SECB Workgroup Mapped ALI Update

Heidi Hieserich stated that the workgroup finalized a communication plan for the opt-in process of Mapped ALI. Please continue to provide feedback on the options. Hieserich will continue to provide updates for the group as the process continues.

B. PSAP Operations Roundtable Workgroup

The minutes from the meeting will be in next month's packet for viewing.

C. SECB NG9-1-1 Committee Report

Harris stated that the committee continue to talk on school mapping and the Mapped ALI solutions. Governor Tim Walz issues November 20 as GIS day. Thank you to all the amazing GIS specialists for your work.

D. 9-1-1 MESB Report

The report is in the packet.

E. MN Sheriff's Association PSAP Subcommittee Report

The subcommittee did not meet.

F. IPAWS Report

Morrissey stated that they discussed the addition of two new codes. The new codes could help provide more opt-out opportunities to alerts while still allowing access to others.

G. SECB NG9-1-1 Technical Operations Workgroup

The work group did not meet.

H. SECB NG9-1-1 Operations Workgroup

The work group discussed school indoor mapping and the idea of creating a unified shared communications message for schools.

I. Blue Ethos Training Scheduling

Jacob Kallenbach of the MESB gave an update on Blue Ethos training and scheduling. If you would like to see updated information, please email Kallenbach. A weekly update will be sent to the entire 9-1-1 TOC and relevant training coordinators.

7. New Business – None

8. Announcements/Roundtable

A. Roundtable

The 9-1-1 TOC members shared updates related to metro area PSAPs.

B. Next Meeting: December 21, 2024, 10:00 a.m.

9. 10-Minute Recess

The committee took a 10-minute recess.

Motion made by Robinson, seconded by Hieserich to end the recess and continue the November 2024 9-1-1 TOC meeting. Motion carried.

10. Presentation – CLOSED MEETING

- Vendor Prepared 911 presented on the use of Artificial Intelligence (AI) for PSAPs.
- As this presentation involved discussion of security systems and emergency response procedures, the TOC followed Minnesota State Statute MSS 13D.05 Subd.3(d) and closed this portion of the meeting to the public, limiting the presentation to the attending TOC members.
- Before and after the closed meeting portion, Jake reiterated the reason for having the session closed, citing the explanation provided by the MESB attorney.

11. Adjournment

Motion made by Robinson, seconded by Hieserich to adjourn the meeting. Motion carried.

The meeting was adjourned at 12:50 p.m.

Meeting Agenda: MESB PSAP Roundtable

Date & Time: Tuesday, October 8th, 2024 1000-1200

Location: Ramsey County Emergency Communications
388 East 13th Street
St. Paul, MN 55101
-or-
Microsoft Teams Meeting

Host contact: Erin Quinn – Operations Supervisor, RCEC

Committee Chair: Heidi Meyer

Agenda Items:

1. Introduction
2. Additions, changes to the agenda
 1. ESST – Impact on agencies, staffing, policy changes, etc.
Airport, Carver, Ramsey has not seen any impact, have been checking on a childcare issue if it was covered or not and have not seen if it has been resolved. Anoka seeing service impacts due to this. Anoka gets additional hours in a bank for this, no other agencies do. Leticia has not seen the impact. They are looking into having it added to the contract for waving the right to use the time depending on the situation (inclement weather etc.) Hennepin/MPLS have to use their own bank of time but it is treated such as FMLA but is only coded as such and they do not get additional hours for it. Airport runs the same. UofM agrees.
3. Training (new employee and continuing ed.)
 1. Current in-service opportunities
Airport – oct 24,27 DAL, Dec10 & 12 Enhanced Fire Dispatching NENA \$290
Ramsey APCO Comm Center Manager need 22-32 needed to schedule in person nothing currently planned 3-day class
Anoka is doing blue ethos training situation awareness training for PST's from initial training
MESB – Working to get blue Ethos training extended to other psaps first thing next year
 2. CTO training / Roundtable
No progress, TBD
 3. General training questions, updates, etc.
Anoka pushing new trainees for the MNJIS 2-day training, advised it takes a while to get people through and on the waitlist, Anoka sends someone depending on their needs and their progress, Bloomington sends within first 3 months of hiring
4. Events and exercises (plans, meetings, 205's, impact on operations)
5. PSAP technical updates and info (CAD, radio, phone, and other systems)
Lauren – upgrading CAD but not for a while central square
Mpls & Hennepin – Working on abandoned call back currently
Carver – CIS trying not roll out power phone not operational fully yet

Airport -

Ramsey – can select trainees console on rapid deploy helps with CTO / training, mobiles are being updated, testing Motorola AI and amazon for their admin calls no further knowledge on how it works, corti \$0.10 / call unable to recognize simple industry words “premise”

Bloomington – Phone system and prepared live

6. QA/QI – general updates, questions, etc.

Corti – Ramsey also currently still utilizing frontline --- QA’s 5-12 for trainees every 3 weeks

MPLS does radio QA for big calls but unable to for more routine

Hennepin is getting frontline for CTO’s and QA doesn’t currently do QA except for call taking occasionally

Bloomington – nothing formal

Carver – no QA currently

Airport doesn’t currently do QA

7. PSAP operational updates and information (management, staffing, schedules, significant changes) – around-the-table updates from each agency

MESB – NextGen 911 rfp ---- Marcia Broman data coordinator GIS retiring

Carver getting a lot of misroutes via phone calls for alarms for Dakota Co.

Plantronics headsets not being loud enough no matter what kind of volume adjustments are made

8. **Meeting calendar 2024**

~~January 9th, 2024 – MSP~~

~~April 9th, 2024 – DCG~~

~~July 9th, 2024 – Hennepin Co **** note change ****~~

October 8th, 2024 – Ramsey County Emergency Communications

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
MESB Report
January 16, 2025, 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. Monthly Regional NG9-1-1 Regional Data Maintenance & QA/QC Cadence:

The MESB region maintains a **monthly cycle NG9-1-1 data provisioning and maintenance**. This includes county GIS dataset maintenance, regional GIS data aggregation and schema validation, regional validations for the NG9-1-1 use case, and ongoing GIS-derived MSAG maintenance.

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 and 1Spatial platforms.
- b. MESB also validates each month's actual 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 the update requests on behalf of its PSAPs.
- d. From MESB's analysis of the **December** NG9-1-1 validation results, MESB made:
 - i. 201 referrals related to address validation to county GIS data producers for GIS data updates
 - ii. 4 referrals for GIS updates resulting from VoIP 9-1-1 call location validation
 - iii. 1 new ALI Telephone Number record change request (TN CR) for wireline location corrections
 - iv. 8 ALI Discrepancy Reports from VoIP 9-1-1 call location validation
 - v. 700 geometry related concerns referred to county GIS partners based on the 1Spatial platform
- e. The **January** full regional NG9-1-1 data validation run will be conducted on **01/10/25**. Due to the timing of this report, the January results are not yet available, however, once they are, MESB will analyze them and make any necessary referrals to county GIS partners.

3. Metro Regional GIS-derived MSAG Maintenance:

- a. **GIS-driven MSAG Maintenance Activity:** In **December**, MESB processed approximately 150 GIS-derived MSAG updates to keep the live MSAG in sync with authoritative GIS data.
- b. **GIS Drives MSAG Maintenance:** The monthly regional NG9-1-1 data provisioning/maintenance cadence is the **primary method of maintaining the region's live MSAG**. Each month, MESB performs a comparison between the current live MSAG and the MSAG derived from the current month's refreshed GIS data. MESB then reviews/vets any needed MSAG updates prior to submitting them to Intrado on behalf of its PSAPs.
- c. **PSAP 911NET MSAG Change Request Activity:** Because of the previously described process of GIS updates driving MSAG updates, PSAPs no longer must carry primary MSAG maintenance responsibility through submitting 911NET MSAG CRs based on information obtained from cities or other sources. They may continue to do so at their discretion, but regardless of their decision, it is most important to share that information with county GIS partners (as needed) to ensure it is flowing through the county's standard road and address processes. MESB holds any PSAP submitted MSAG CRs until the updates appear in the county's GIS data. *Exception:* If substantial construction in the area becomes visible on aerial imagery and the GIS data is still missing, MSAG will process the CR temporarily and adjust the details (such as range values) later based on county GIS data.

4. **Wireless Call Routing:** MESB processes wireless routing updates for all carriers on behalf of metro area PSAPs. Should PSAPs want the routing of a specific 9-1-1 call reviewed, they can email MESBGIS@mn-mesb.org with the details. MESB staff will investigate or recommend the PSAP open a ticket with the carrier.
5. **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 NG911 GIS Data Validation Match/Success Rate Guidelines:** The focus group submitted a second DRAFT document to the workgroup.
 - b. **Informational document on data schemas for NG9-1-1:** The focus will be submitting a draft in February to the workgroup.
 - c. **Other GIS Workgroup Activities:** Also underway: Peer-to-peer outreach with counties that have not yet submitted data to the DPS NG9-1-1 database; Best practices and/or resource materials development for edge-matching data.

ONGOING ACTIVITIES

6. **Regional GIS Data Aggregation:**
 - a. **Road Centerline and Address Points:** 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. This includes the MN State Patrol PSAP boundaries in the MESB region for wireless call Location Based Routing (LBR), as well as routing of Text-to-911 messages.
7. **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.
8. **GIS supporting RapidDeploy Radius ALI Mapping:** Every third Friday, MESB "refreshes" the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping system used at many metro PSAPs.
9. **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)**.

Three Year Renewal of Lumen NG911 Contract

- Renewal period: December 1, 2024 through November 30, 2027.

NG911 RFP still considered active. No official decision yet.

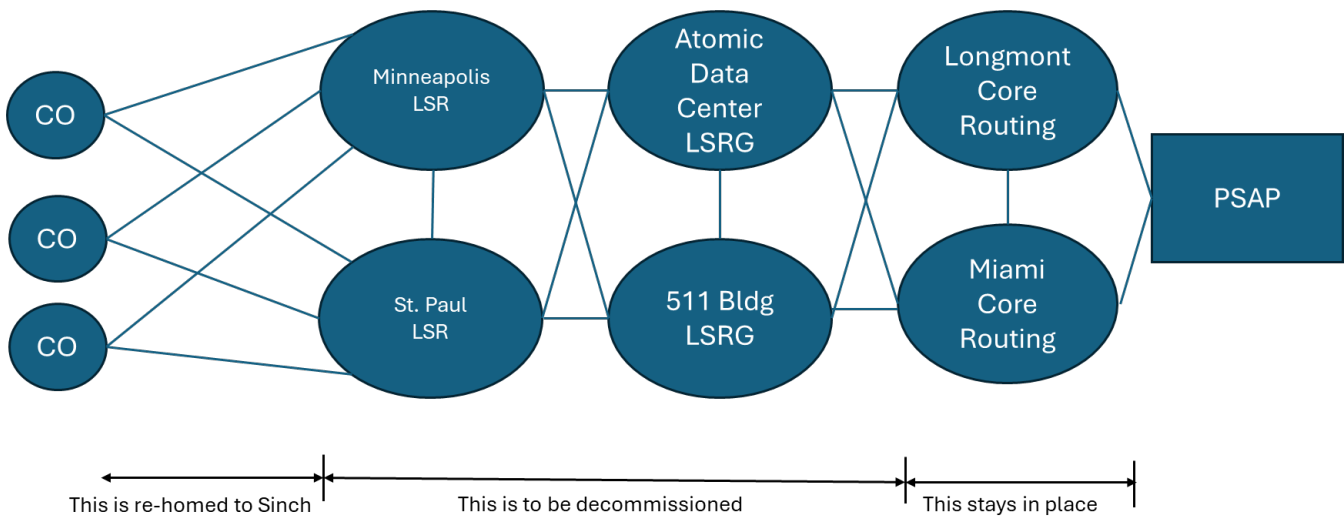
- RFP vendor responses were due December 2022.
- Eval committee has not been meeting for a considerable time.

Completed – vendor discovery review phase for Indoor School Mapping Legislation

- MESB PSAP workgroup attended four indoor school mapping vendor presentations to get a broad understanding of scope and factors to consider:
 - 11/19/24 CRG
 - 9/30/24 GeoComm
 - 11/12/24 CADY/911 Inform
 - 12/17/24 DATAMARK
- Aside from presentations, workgroup participants raised issues on operational ownership and maintenance support after project rollout. Similar concerns were brought up from those in the 911 GIS community and reported in SECB NG911 committee.

Ingress Project - incremental success continues

- Down to ~1000 calls per week traversing the Metro Lumen Legacy Selective Routers (LSRs) with the rest now processing through the ingress provider, Sinch.
- Before the migration, there were 55,000 calls per week traversing the metro LSRs. Wireless and VoIP (totaling over 95% of the calls) fully migrated.
- Good progress in 2024, though *it will take time* to complete the remaining Lumen wireline central offices. Project completion by end of 2025.
- This is an infrastructure project, transparent to PSAPs, but better reliability is expected with wireline migrated to Sinch – elimination of robo calls and spurious grounding issues triggering 911 calls.



St. Louis Park outage

- December 17, 2024, for approximately 11 hours the St. Louis Park PD experienced a major 9-1-1 disruption requiring the PSAP to execute an abandonment with their PAD (PSAP Abandonment Device) and have their traffic abandoned to Edina, its designated backup.
- The disruption was attributed to copper thievery near the serving Central Office. A workaround was put in place and traffic was restored at 2:42PM.
- MESB has requested Lumen to assess if one of the copper T1s can be replaced with a Lumen fiber with the other T1 replaced by a MN.IT circuit, which is a common carrier diverse arrangement in greater MN as well as in use

for new forklift-level upgrades in the metro area. In addition, MESB requested that the remaining handful of MESB PSAPs still using copper T1s be assessed for possible fiber replacement.

Anoka on schedule for March cutover to geo diverse system

- Anoka on track for a large remake of its PSAP with a new primary site in Andover and converting its current Anoka City site into a backup site.
- Anoka is planning to have an open house in May, inviting MESB PSAPs and others involved in public safety.

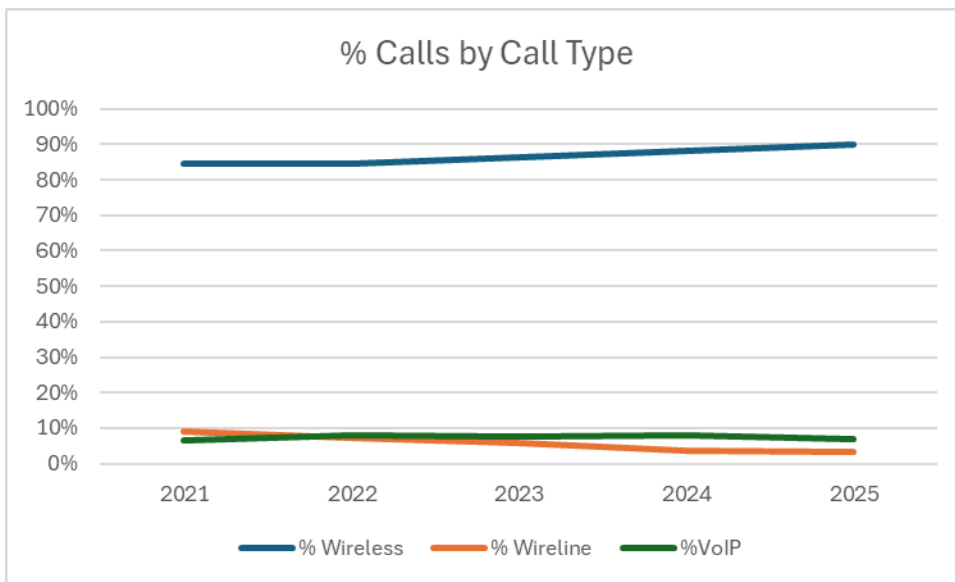
The Metro region -- 8% drop in 2024 calls compared with 2023

2023	2024	% change
2,134,433	1,967,480	-8%

Note, all other MN regions had double digit % drops, it is hard to know what the cause(s) may be.

Metro Calls increasingly from wireless, steady for VoIP, continued decline for wireline.

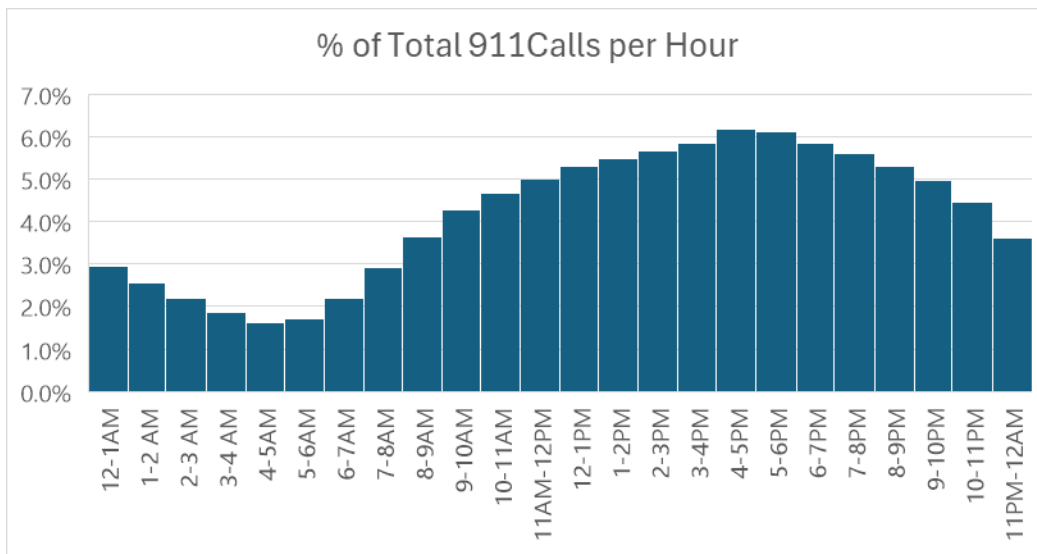
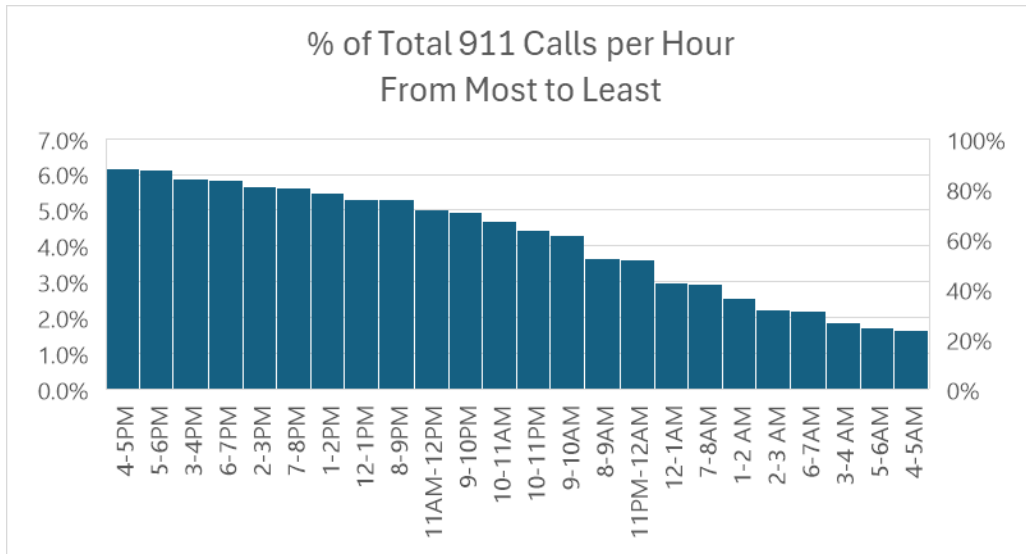
2021 to 2025*



Year	% Wireless	% Wireline	%VoIP
2021	84%	9%	7%
2022	85%	7%	8%
2023	86%	6%	8%
2024	88%	4%	8%
2025*	90%	3%	7%

*2025, only two days of data, can be skewed with wireless calls involving New Years' incidents

Afternoon Rush Hours remain the most frequent time for 9-1-1 calls



- 4-5PM has ~4x the calls of 4-5AM

Jake's last day at MESB is January 31, at the end of this month.

- It has been a pleasure supporting the MESB.
- Please begin using the email address, 911_dir@mn-mesb.org until a replacement is brought on board.