METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA
July 15, 2021 10:00 a.m.

In-person at the MESB Office with Virtual Option
WebEx Meeting Link
(408) 418-9388
Meeting Access Code: 182 261 1113
Passcode: 9119

1. Call to Order

2. Approval of Agenda

3. Approval of Minutes – June 17, 2021 Meeting

4. Action Items
   A.   (None)

5. Discussion Items
   A.   RapidDeploy / GeoComm Presentation
   B.   T-CPR Training Compliance Letters
   C.   Mental Health Call Processing Standard
   D.   9-1-1 Telecommunicator Pension Work Group - Survey
   E.   Legislation Update
   F.   T-Mobile Location Based Routing
   G.   PSAP ESInet Connection Design and Funding
   H.   Text-to-911 Standard Update Review
   I.   SECB Grant Priorities

6. Reports
   A.   PSAP Operations Round Table Work Group
   B.   SECB NG9-1-1 Committee Report
   C.   9-1-1 Network Report (Attached)
   D.   9-1-1 Data Report (Attached)
   E.   MN Sheriff's Assoc. PSAP Subcommittee Report

7. Announcements

8. Adjourn

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee
June 17, 2021
Draft Meeting Minutes
Meeting Held via WebEx

Members Present

Allina EMS	Victoria Vadnais	MAC/Airport	Lauren Petersen
Anoka County	Val Sprynczynatyk	Metro Transit PD	Chad Loeffler
Bloomington PD	LaVae Robinson	Minneapolis	Joni Hodne
Carver County	Susan Bowler	North Memorial	**Absent**
Chisago County	**Absent**	Ramsey County	Nancie Pass
Dakota County	Cheryl Pritzlaff	Ridgeview EMS	John Scheuch
Eden Prairie PD	Lisa Vik	Scott County	Carrie Bauer
Edina PD	Janelle Harris	Sherburne County	Laura Anderson
Hennepin County	Tony Martin	St. Louis Park PD	**Absent**
Hennepin EMS	Wade Johnson	University of Minnesota PD	Robin Carter
Isanti County	Bob Shogren	Washington County	Dar Pankonie

Guests: Vic Barnett, Ramsey County; Tim Boyer, MN State Patrol; Marcus Bruning, ECN; Greg Ehrsam, Motorola; Matthew Hoffer, Lumen; Dan Klawitter, Hennepin EMS; Kari Morrissey, Anoka County; Jon Rasch, RCECC; Sheri Stevens, MN State Patrol; and Scott Wosje, Northland Business Systems.

MESB Staff: Marcia Broman; Pete Eggimann; Jill Rohret; and Martha Ziese.

1. Call to Order
Susan Bowler, the 9-1-1 TOC Chair, called the meeting to order at 10:00 AM.

2. Approval of Agenda
Pete Eggimann said that item 5H. Text-to-9-1-1 standard review was added to the agenda.

Motion made by Tony Martin to approve the amended agenda for June 17, 2021. Victoria Vadnais seconded. Motion carried.

Roll Call for Approval of Agenda

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	**Absent**		
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	Shogren	X	
MAC/Airport	Petersen	X	

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Metro Transit	Bauer	X	
Minneapolis	Hodne	X	
North Memorial	**Absent**		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	**Absent**		
U of M PD	Carter	X	
Washington County	**Absent**		

Yea:18 Nay: 0 Motion passed

3. Approval of Minutes

Tony Martin asked that in item 5E of the May 20 meeting minutes, the language be changed to reflect it was Brooklyn Center that presented the police reform bill, not Minneapolis.

Motion made by Val Sprynczynatyk to approve the corrected minutes from May 20, 2021. Cheryl Pritzlaff seconded. Motion carried.

Roll Call for Approval of Minutes

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	**Absent**		
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	**Absent**		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Hodne	X	
North Memorial	**Absent**		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	**Absent**		
U of M PD	Lessard	X	
Washington County	**Absent**		

Yea:18 Nay: 0 Motion passed

4. Action Items

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4A. 9-1-1 Crisis Communications Plan
Tony Martin reported that several months ago the 9-1-1 TOC agreed to create a workgroup to create a 9-1-1 Crisis Communication Plan. The current communications plan was developed about 20 years ago, utilizes the CJRS messaging system, and has been rarely used. This new plan provides guidance for on-duty telecommunicators on what to do when they become aware of a problem with the 9-1-1 system or are notified by an originating service provider of a problem with 9-1-1 service. The plan utilizes a combination of telephone, radio, IPAWs, and online collaboration tools to communicate between PSAPs, the 9-1-1 service provider, and the general public regarding a 9-1-1 system outage or partial service disruption. The workgroup met weekly and included participation from Lumen and ECN representatives at several of the meetings.

Martin said the plan presented today is for review and approval as a living document.

Motion made by Nancie Pass to approve the Crisis Communications Plan. Victoria Vadnais seconded. Motion carried.

Roll Call for Approval of 4A.

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Robinson	X	
Carver County	Bowler	X	
Chisago County	**Absent**		
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	**Absent**		
MAC/Airport	Petersen	X	
Metro Transit	Carter	X	
Minneapolis	Hodne	X	
North Memorial	**Absent**		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	**Absent**		
U of M PD	Carter	X	
Washington County	**Abstained**		

Yea:18 Nay: 0 Motion passed

4B.   Regional Workload Sharing/Situational Awareness Recommendation
Jon Rasch said the regional Workload Sharing and Situational Awareness Workgroup requests the 9-1-1 TOC to recommend to the board that the MESB issue an RFP for a consultant to assist the workgroup in the development of an RFP for the implementation of a CAD-to-CAD interoperability and regional situational awareness solution.

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Rasch requested that the recommendation ask the MESB to fund this RFP process and consultant fees in an amount not to exceed $75,000. The cost for this RFP would be paid out of the MESB's Hennepin County Investment Fund and that cost has been included in the MESB's 2022-2026 capital budget draft.

Dar Pankonie asked if going forward should state funding be explored. The state includes CAD-to-CAD interoperability in their strategic plan. She also asked if the workgroup had considered trying to achieve CAD-to-CAD interoperability and situational awareness using a common, shared CAD system by all of the PSAPs in the region.

Rasch said strategic planning and coordination with ECN on funding is definitely a goal, but the workgroup did not want to jeopardize implementation at the regional level if ECN is not ready to move forward with a statewide solution at this time. The workgroup believes there is political momentum to get a system in place within the metro region now and would like to utilize that support while it exists.

Motion made by Tony Martin to recommend the MESB fund this RFP not to exceed $75,000. Nancie Pass seconded. Motion carried.

Roll Call for Approval of 4B.

Agency	Member	Yes	No
Allina EMS	Vadnais	X	
Anoka County	Sprynczynatyk	X	
Bloomington PD	Scanlon	X	
Carver County	Bowler	X	
Chisago County	**Absent**		
Dakota County	Pritzlaff	X	
Eden Prairie PD	Vik	X	
Edina PD	Harris	X	
Hennepin County	Martin	X	
Hennepin EMS	Johnson	X	
Isanti County	**Absent**		
MAC/Airport	Petersen	X	
Metro Transit	Loeffler	X	
Minneapolis	Robinson	X	
North Memorial	**Absent**		
Ramsey County	Pass	X	
Ridgeview EMS	Scheuch	X	
Scott County	Bauer	X	
Sherburne County	Anderson	X	
St. Louis Park PD	**Absent**		
U of M PD	Carter	X	
Washington County	Pankonie	X	

Yea:18 Nay: 0 Motion passed

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5. Discussion Items

5A. Telecommunicator Resiliency Training
Eggimann reported that at the request of the 9-1-1 TOC at the last meeting, a call was scheduled with Moetivations to provide a project status update and to respond to any other questions the PSAP managers had. The call was held on May 27 with over 20 PSAP representatives on the call. The train-the-trainer sessions have all been scheduled, and each of the sessions will be presented three times before the end of June. The sessions will be recorded and available online for playback for anyone who is unable to attend the live sessions.

5B. T-CPR Training Grant Requests
Eggimann told the committee that several PSAPs have already sent in their request for reimbursement and their training has been completed. Eggimann reminded the committee that all training must be complete by June 30th. All reimbursement requests and supporting documentation must be submitted to Tracey Frederick by the end-of-day July 16th.

5C. Mental Health Call Processing Standard
Martin reported to the committee that he attended a meeting in May of the Minnesota Police Chiefs Association, Minnesota Sheriffs Association, and the Minnesota League of Cities. The goal of that meeting was to begin creating a long-term best practices guide. There were about forty-five representatives on that call. They plan to meet 2-3 more times.

Kari Morrissey said the PSAP Roundtable is currently discussing draft content that could go into a metro standard. The Roundtable meets again July 6, 2021.

Nancie Pass said Ramsey County has a county-wide initiative starting called Appropriate Responses to People in Need (ARPIN). It is a joint effort through county managers, 9-1-1, and social services. The scope of the project is yet to be determined. One area being discussed is embedding a social worker with other emergency responders on calls. There is a social worker on the planning team for race, health, and for juvenile. Pass told the committee members to feel free to call her with questions. The Ramsey County group meets bi-weekly.

Pankonie asked if anyone is working on this because of the Governor's initiative? Pass said, "No". The Ramsey County Initiative came about from the St. Paul Community First Public Safety Initiative. The citizen commission published a 148-page document which is posted on the Citizen League website.

Pankonie asked if this plan would be merged with Blue Print for Safety? Pass said these are two different initiatives. Blue Print for Safety is more related to aftercare from domestic abuse. ARPIN is about different types of responses other than EMS, law enforcement, and fire.

Tony Martin said a retired police chief was hired to assist in defining goals for the Hennepin County pilot and to act as a liaison between the different groups that are involved, and to identify and research existing programs in other areas or states.

5D. Legislation Update
Eggimann said the MESB is still waiting to hear what is in the public safety budget bill. Keeping the 9-1-1 fee at $.95 is believed to be still under consideration. Also, under consideration is the bill to reclassify telecommunicators and to change the metro counties list from nine to ten. A government shutdown is possible if the legislature and the Governor do not reach agreement on the budget bills.

Pankonie added that a couple of senators asked if pensions should be addressed as part of the reclassification bill.   As a result, a new bill was created that moved telecommunicators into a public safety pension. The bill was read but did not go further. A senior senator recommended creating a workgroup to look at all options for telecommunicator pensions and it appears like that workgroup will be formed. Pankonie will sit on that work group representing APCO/NENA and will keep the TOC updated.

5E. T-Mobile Location-Based Routing
Marcia Broman said the goal for location-based routing (LBR) is to connect more wireless 9-1-1 calls directly to the appropriate PSAP and to reduce the number of 9-1-1 calls that need to be transferred between PSAPs. LBR uses the location of the caller's device to route 9-1-1 calls from that device to the PSAP that serves the caller's location as opposed to sector-based routing. T-Mobile has begun the metro area pilot with four participating PSAPs. If the pilot goes well, the next step would be to implement the rest of the metro area PSAPs.

Martin asked how far the other carriers were behind T-Mobile. Broman said that it appears T-Mobile is setting the bar and the other carriers probably will not make any announcements now until they are ready to implement.

Martin asked if State Patrol was noticing any changes in the number of transferred calls? Tim Boyer said they did not have any numbers to compare at the moment but that they will be looking into it.

5F. PSAP ESInet Connection Design and Funding
(No Update)

5G. Event and Exercise Communications Planning Standard Feedback
Jill Rohret said this item is on the MESB July 14 agenda for approval. This item does not need to remain on the 9-1-1 TOC agenda after board approval.

5H. Text-to-9-1-1 State Standard Review
Pankonie asked that members review and send feedback to her regarding the Text-to-9-1-1 State Standard, and in particular the abandonment part.

6. Reports

6A. PSAP Operations Round Table Workgroup
(No Update)

6B. SECB NG9-1-1 Committee Report
Chad Loeffler reported to the committee that the SECB NG911 Committee met yesterday (June 16) and the items that were on the NG Committee agenda have all been discussed at this meeting. Loeffler reminded the committee that ECN has put together a series of webinars and encouraged the committee members to take advantage of the opportunity to learn more. The question was raised to find out if ECN could utilize Outlook calendar events as part of the webinar advertising so that people interested in attending could click on the calendar link and create an event in their calendars to remind them to attend and what the webinar connection requirements are for each meeting.

6C. 9-1-1 Network Report (written report in the packet)
Eggimann said he did not have anything that was not already covered in the written network report.

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6D. 9-1-1 Data Report (written report in the packet)

Broman said the GIS/MSAG work continues in the Hennepin and Carver County areas. ALI GEO coding is being prepared. The question was raised if there would be any expected increase in misrouted calls with T-Mobile's Location Based Routing. Broman advised that misrouted calls would only be a problem if the PSAP shape files were not accurate. She does not believe we will have an issue in the metro area.

6E. Minnesota Sheriff's Association PSAP Subcommittee

Bowler said this subcommittee was formed last month. The next meeting will be June 22, 2021. That meeting will prioritize items to be sent for review to the Minnesota Sheriff's Association. Those items include the reclassification of telecommunicators, education, defining best practice recommendation for staffing, establishing minimum training requirements, address data entry, communication between PSAPs and the courts, and identifying quality assurance models.

7. Announcements

Carrie Bauer announced that she had been appointed to the PSAP Manager position for Scott County. Congratulations to Carrie.

The meeting adjourned at 11:36 a.m.

DISPATCH/CALL-TAKING (https://urgentcomm.com/type/dispatch-call-taking/)

NEWS

Kentucky turns to RapidDeploy, AT&T for statewide 911 mapping, analytics

Written by Donny Jackson (https://urgentcomm.com/author/donald-jackson/) 4th July 2021

Public-safety answering points (PSAPs) in the state of Kentucky soon will have the opportunity to leverage cloud-native RapidDeploy mapping and analytics solutions through a statewide deal with AT&T that is designed to help improve response times to emergency calls.

RapidDeploy CEO Steve Raucher said the Kentucky announcement represents the fifth statewide deal for his company's 911 technology offerings, after previous announcements from the states of the California, Arizona, Kansas and Minnesota—most through the RapidDeploy's relationship with AT&T. In the case of Kentucky, 911 call centers will have the capability of using RapidDeploy's RadiusPlus mapping and Eclipse Analytics platforms, which can be fully integrated into existing 911 systems.

"Our analytics can monitor misroutes, cell-sector traffic, call-answer time and staffing levels," Raucher said during an interview with *IWCE's Urgent Communications*. "We built something that's never been

done before. In near real time, a state 911 director can see the efficacy of their entire 911 system right across their network, and it's delivered in a browser—there's no software to install. We use our patented Emergency Data Gateway, our IoT appliance that can consume all of the on-prem signals and then assimilate and display them on a statewide level.

"With the expectation of a huge amount of government money and an influx of grants in the marketplace, nothing is more important now than to be able to determine the efficacy of a 911 system as a statewide leader. Eclipse Analytics puts the power and the information in the state's hands, in order to make the best decisions on how to improve its services."

Stacy Schwartz, AT&T's vice president for global public safety and FirstNet solutions, cited the importance of the AT&T's partnership with RapidDeploy as the carrier helps 911 call centers make the transition to IP-based next-generation 911(NG911) technologies.

"We are—by our and others' estimates—the market leader in providing next-generation 911 services, in terms of the total number of systems deployed," Schwartz said during an interview with *IWCE's Urgent Communications*. "We're not resting on that. We continue to want to push new capabilities to all of the public-safety community as we continue to progress and grow.

"A critical aspect of that is our relationship with RapidDeploy and what we've been able to provide to the state of Kentucky—cloud-enablement, the ability to use analytics, location services, and sort of the redundancy aspect of working with RapidDeploy just strengthens the net that next-generation 911 provides to the community."

Josiah Keats, chair of the Kentucky 911 Services Board, said the agreement with AT&T and RapidDeploy should be beneficial—and affordable—to all PSAPs in Kentucky that want to leverage the mapping and analytics solutions, which are designed to provide key NG911 functionalities while call centers continue to operate in legacy 911 environments.

"The ultimate goal of NextGen 911 is to increase caller location accuracy and reduce response time when a citizen of the commonwealth needs emergency services—which will ultimately save lives," Keats said in a prepared statement. "These products, which will be offered at no cost to all certified 911 call centers in Kentucky, will lay a solid foundation for statewide Next Generation 911 deployment."

Schwartz cited a significant perception change within the 911 community toward the notion of cloud-based solutions like RapidDeploy's RadiusPlus Mapping and Eclipse Analytics offerings. Just a few years ago, virtually all 911 directors were adamant that operational solutions be hosted within the 911 call center, or on-premise, but many now are embracing the flexibility, efficiency and resiliency that can be realized with cloud-hosted technologies, she said.

"I think having the flexibility and agility to use the cloud … I would argue that, in some instances, it creates a greater sense of resiliency than even imagined," Schwartz said. "Even before [the pandemic],

the concern was resiliency while moving from a hardware-based solution to more of a software-based solution. Now, I think it's more of a hybrid approach.

"Conditions like pandemics and other disasters have educated us all on the need for having that agility and flexibility as being critical. We suffered a bombing at one of our facilities. Having cloud capability and having that flexibility, I think everyone understands how that is a great option, especially as it relates to 911."

While RapidDeploy products provide a glimpse into the NG911 while call centers utilize legacy 911 technology, Schwartz emphasized that AT&T believes RapidDeploy should be viewed as an augmentation to the 911 environment, not a substitution for the need for NG911 upgrades across the country.

Raucher agreed and noted that RapidDeploy solutions should continue to play a key role in 911 centers even after NG911 is implemented.

The fact is that we have built a solution that sort of leapfrogs certain elements of the next-gen-911 rollout, but it certainly does not get replaced when the next-gen-911 is completed," Raucher said. "We are already integrating with next-gen core services across America, and we will be going live in California very shortly with text to 911."

In the meantime, RapidDeploy will continue to develop and deploy solutions that will let 911 centers some of the key benefits of NG911—for instance, improved caller-location accuracy—in a manner that is designed to simplify PSAP operations, according to Raucher.

"Here's the crucial part: Our map is totally integrated into the 911 call system," Raucher said. "We integrate that directly into the CPE—there's no swivel-chair networking. The people looking at the map are seeing their calls presented in real time, and there's no typing in of additional information from another screen."

This approach seems to be resonating in the 911 community, particularly in the case of the RadiusPlus Mapping solution, according to Raucher.

"RapidDeploy's RadiusPlus map has a 100% win rate in RFPs," he said. "It's never lost a competitive bid."

Both Raucher and Schwartz indicated that more 911-related news from the companies' relationship could be announced in the near future.

Tags: Analytics , Applications , Companies , Dispatch/Call-taking , Funding , Incident Command/Situational Awareness , News , NG-911 , Public Safety , Public-Safety Broadband/FirstNet , Regional Coordination , Software , State & Local Government , System Design , System Installation , System Operation , Tracking, Monitoring & Control , News

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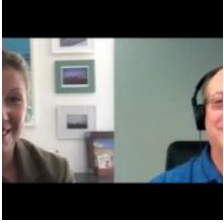
IWCE: Nicole Perlroth discusses cyberthreat landscape, impact on critical infrastructure

(https://urgentcomm.com/2021/07/08/iwce-nicole-perlroth-discusses-cyberthreat-landscape-impact-on-critical-infrastructure/)

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(https://urgentcomm.com/2021/07/08/attacks-on-kaseya-servers-led-to-ransomware-in-less-than-2-hours/)

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Related Content

RapidDeploy adds 911 mapping, analytics products to partnership with AT&T

(https://urgentcomm.com/2020/11/24/rapiddeploy-adds-911-mapping-analytics-products-to-partnership-with-att/)

California 911 centers access OnStar crash data via RapidDeploy (https://urgentcomm.com/2021/03/26/california-911-centers-access-onstar-crash-data-via-rapiddeploy/)

RapidDeploy sees its cloud-native 911 solutions gain acceptance during COVID-19 pandemic (https://urgentcomm.com/2020/07/08/24698/)

Kansas 911 organization selects AT&T, RapidDeploy to shift key PSAP solutions to the cloud (https://urgentcomm.com/2019/08/10/kansas-911-organization-selects-att-rapiddeploy-to-shift-key-psap-solutions-to-the-cloud/)

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2021 SECB Grant Program- Eligible Uses of Funds

DRAFT May 17, 2021

The Minnesota Department of Public Safety division of Emergency Communication Networks (DPS-ECN), in partnership with the Statewide Emergency Communication Board (SECB), is tasked with providing grant funding to support activities related to the development of emergency communications capabilities within the state's seven Emergency Communications Board (ECB) and Emergency Services Board (ESB) regions.

The SECB Grant Program is funded by the 9-1-1 Special Revenue Account. As such, the funds allocated through this grant program must follow the allowable uses as determined by the Federal Communications Commission (FCC) and Chapter 403 of the Minnesota State Statues. This document was developed to provide guidance to stakeholders regarding allowable uses of funds for the 2021 SECB Grant Program.

Funds made available through the 2021 SECB Grant Program may be used to:

- Fund the implementation, operation, maintenance, enhancement, and expansion of enhanced 911 service, including the acquisition of necessary equipment. This includes purchasing, leasing, and/or maintaining the technology and equipment necessary to deliver the 9-1-1 call to the PSAP, identify the location of the caller, communicate with the caller, and dispatch appropriate emergency response resources. Examples include:
    - The network infrastructure, computer hardware, computer software such as Computer Aided Dispatch (CAD), voice logging systems, call handling equipment, and other equipment necessary to support 9-1-1 call routing and PSAP operations.
    - Developing and maintaining the Master Street Address Guide (MSAG) and GIS data necessary to support 9-1-1 call routing and PSAP operations (this includes personnel costs related to PSAP specific activities).
    - The technology and equipment within the PSAP necessary to support Land Mobile Radio (LMR) communication and emergency responder paging system capabilities.
    - Furnishings (chairs, dispatch consoles, equipment racks, etc.) necessary to support PSAP operations.
- Fund the technology and equipment within the PSAP necessary to support public alert & warning capabilities.
- Fund training activities for PSAP employees related to equipment proficiency, operational skills, employee wellness, and professional development (eligible expenses include course fees, travel, wages, backfill, etc.).
- Fund PSAP employee personnel costs (wages, overtime, etc.)*. While allowable, personnel costs should not be prioritized to the detriment of PSAP technology and equipment needs.

Items noted with an asterisk (*) are deemed allowable expenses based on guidance received from the federal government.

Meeting Agenda: PSAP Roundtable

Date & Time: Tuesday July 6th, 2021 1000-1200

Location: WebEx

Host contact: Kari Morrissey 763-324-4758 kari.morrissey@co.anoka.mn.us

Attendance: Kari Morrissey, Heidi Meyer, Candy Capra, Lauren Petersen, Cheryl Pritzlaff, Bobby Adney, Todd Moen, Tonia Klinkner, Dawn Kenyon, Sheri Stevens, Joni Hodne, Robin Carter, Jennifer Radde and Alicia Stovern

Agenda Items:
1. Introductions
2. Additions, changes to the agenda
3. Training (new employee and continuing ed.)
    1. Current in-service opportunities
    2. Metro curriculum change/maintenance process
        1. Add new COS of to 5. Emergency Communications Technology and Information Systems

        Training curriculum was reviewed by the work group. The curriculum will be updated and posted on Basecamp for review before being sent to MESB for review. The curriculum is hosted on the MESB website under Online PSAP Manual "PSAP Training Curriculum (Updated July 2020).
    3. CTO training/roundtable discussion update

        Hennepin county will host a CTO roundtable meeting in person! Candy will work with them and get an invite sent to the CTO roundtable group. Agencies are encouraged to have as many of their CTOs attend as possible. It provides CTOs to engage with their peers from other agencies. They can all learn from each other and bring ideas back to their own center.
    4. General training questions, updates, etc.

        Ramsey county sent 5 dispatchers to INTD (Incident Tactical Dispatcher) training that was offered through MESB and FEMA. The training was a weeklong and included classroom and 2 days of simulations. The dispatchers were responsible for tracking and sending units without the use of CAD. All that attended thought it was great training. Having had this training, they can continue training towards INTD certification.

        Joni has had this same training and highly recommends the class.

        Candy had worked a detail as a INTD for Dakota County. It was a good experience and Dakota County appreciated the help.

        Chisago County is hosting a Basic Crisis & Hostage Negotiation for Law Enforcement and Corrections class October 4-7, 2021. This is the registration link: https://mnpolicetraining.org/hostage/

Anoka County is hosting two PSTC classes in October. A one day "It's Your Ship – Leadership" October 13th and a two day "CTO Update" October 14th & 15th. There is no registration link at this time.

5. Leadership Mentoring
6. MESB grant – Moetivations – Resiliency Training
Those in the group that have attended training sessions agreed that while the content was good, the delivery lacked. There were technical difficulties during some of the sessions. Good material was delivered and there were good points but having training virtually as train the trainer sessions left most feeling underprepared. Moetivations indicated that their staff and material is available to all trainers as each agency continues to build their own curriculum. Maureen stated several times that their staff is available and that they'd continue to support trainers throughout 2021.

Dakota County's train the trainer felt that the resiliency training in Virtual Academy contained good material. She felt she got more out of that training than the Moetivations training.

4. Standards
1. Mental Health Call Processing Standard or best practice
Discussed that it will be difficult to come up with a standard since each PSAP has varying resources available for mental health callers. The majority of mental health calls are medical related, unless there are responder safety factors to consider, so EMS or fire/rescue response is more appropriate than a law response. Many law agencies aren't wanting to respond to mental health calls due to state legislation that was passed. A best practice is desired until the 988 line becomes operational and we understand all that 988 can provide.

Ramsey County states that St. Paul fire handles mental health calls. They will respond and transport to the hospital when needed, unless the patient is uncooperative, has a weapon or there is some other safety issue. Ramsey County works with Ramsey County social services. They have a 24/7 transfer line to Ramsey County social services that they utilize when the call meets the transfer criteria. The social service call taker has the ability to transfer the back to Ramsey County if the situation changes and a law response is needed.

Carver County has a crisis working on duty that responds to calls when requested. The position is not staffed 24/7. They do have a 24/7 crisis line that they can transfer to as well.

2. Text to 9-1-1 Standard
MESB had asked for a review of this standard. Ramsey County has done a thorough review and made notations on the document. MESB is asking that the roundtable group review the document as well and offer input.

5. Events and exercises (plans, meetings, 205's, impact on operations)
Anoka County has the 3M PGA tournament July 22nd – 25th, 2021. Not expecting major impacts to operations. All agencies working the event will be Anoka County agencies. Dispatch will be working on site in the command trailer.
Ramsey County dispatch has the state fair coming up in August. They don't know which law agency(s) will be providing law enforcement.

6. PSAP technical updates and info (CAD, radio, phone, and other systems)

Anoka County is close to implementing APCO GuideCards. There is an interface problem with Central Square CAD in that the GuideCard won't open up until after the call is sent to queue which isn't ideal. Central Square is aware of the problem and stated they have other customers with the same complaint.

Anoka County has been experiencing a number of small issues with their Viper phone. Random things like abandoned calls disappearing, calls staying stuck on a screen but not showing as open at other positions, etc. We had a Viper windows upgrade and were hopeful the issues would be resolved but we're still experiencing them. Chisago County had a Viper upgrade and now isn't able to update users in Viper. Alicia has to open a ticket and get someone on site to do the work. She's been told to purchase more software even though she had the ability before the upgrade.

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

Ramsey county started a new process for QAs. They pull 2 hours of call taking for each person working, even if working a radio channel. They want to make sure expectations are being met by all dispatchers and not just call takers. They have also started sending out monthly training sheets pertaining to procedure. The worksheets have sparked discussion on the floor between those working together as they complete their worksheets. Bobby said this helps keep dispatchers aware of expectations and management aware of inconsistencies that might show up. It leads to better training or updating of policy. They're able to make sure resources are being use. Bobby says it has opened their eyes in management.

State implemented a QA/QI program. They have a demo with Frontline scheduled. If anyone has questions about the program feel free to reach out to Sheri.

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

Anoka County has 4 dispatchers starting July 12th. Another class starting in September. Very low number of applicants.

Airport Is filling 2 positions. Have 1 in training about to be released from training. The manager position has not been filled yet.

Carver County has a new supervisor. They have 1 in backgrounds.

Chisago County had only 30 applicants for their 2 open positions.

Dakota County has 4 in backgrounds. They had offered to 7 recently but none started due to various reasons. Went back to 10-hour shifts starting today for 6 months.

Hennepin County have 4 starting in August. Will have some supervisor promotions.

Minneapolis had 3 scheduled to start but none did for various reasons.

Ramsey County a telecommunicator academy was just completed. Had 1 student who had a lot of attention. Others that were supposed to start with her didn't for various reasons.

University of Minnesota has 1 in backgrounds scheduled to start August 1st.

9. Meeting calendar 2021

January 5th, 2021 Remote
April 6th, 2021 Remote
July 6th, 2021 Remote
October 5th, 2021 at Hennepin County ECC 1245 Shenandoah Ln N, Plymouth

Agenda Number 6.C.

Text-to-9-1-1:
Washington Co. is the only remaining primary PSAPs in the metro area that has not yet implemented text capabilities on their answering applications. Washington plans to implement text messaging concurrent with their 9-1-1 answering application upgrade. Installation work is now underway is expected to be complete by the end of July or early August.

Scott Co. cut over to their new 9-1-1 answering application on June 30 and is now taking their own text messages.

NG9-1-1 ESInet:
The NG9-1-1 ingress system implementation is underway. Inteliquent has identified the point of interconnect (POI) locations across the state with two legacy telephone POIs in each LATA. This will make it easier for the legacy telephone companies to connect to the 9-1-1 system and reduce network costs. Inteliquent will also have two SIP POIs for telecommunications service providers who have IP-based systems capable of delivering 9-1-1 calls to the system as SIP calls. Contract negotiations and design work with Lumen is taking place to get the Inteliquent network connected to the Lumen peering points for the current 9-1-1 system on an interim basis until the NG Core Services vendor is selected.

Additional work remains for the MESB and ECN on the RFP(s) for NG9-1-1 core services and 9-1-1 system egress connectivity between the core services and the PSAP. ECN has contracted with Federal Engineering for professional and technical services to assist in the RFP process. The MESB has issued an RFP for professional and technical services to also assist in the core services and egress RFP process.

The MESB continues to focus on giving our PSAPs better continuity-of-operations (COOP) options as well as enabling workload sharing for the PSAPs that are interested in working together. We want to ensure that our ESInet infrastructure can support shared/hosted and cloud-based applications and not limit the use of the ESInet to just handling 9-1-1 traffic. We are working now with ECN to consider ESInet options that would rehome our PSAP ESInet connections to redundant, diverse datacenters that can become the hubs for delivery of shared/hosted and cloud-based applications to all the metro PSAPs such as CAD, CAD-to-CAD interoperability, logging, as well as 9-1-1 answering applications.

In April 2018, NENA published a new NG9-1-1 ESInet Design document that outlines new modifications to the existing ESInets in use today. The new design focuses on increasing reliability and resiliency by incorporating multiple network service providers using different network protocols (e.g. MPLS, Ethernet, cable broadband Internet, wireless carrier broadband Internet). The MESB will continue to work with ECN to develop an implementation strategy to bring the metro area ESInet configuration into compliance with the NENA design recommendations.

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to continue to assist their GIS counterparts in communicating to key decisionmakers and county leadership what a **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. **Wireless Location Based Routing:** The metro area **pilot of T-Mobile's location-based routing (LBR) capabilities** is currently underway. A second phase of PSAPs was added to the pilot on June 29th. PSAPs participating in the pilot include: Anoka, Hennepin, Ramsey, Sherburne, and Washington Counties, as well as MECC, MAC Airport, University of MN and the MN State Patrol East and West. The LBR method uses the device location and PSAP boundary polygons, rather than cell site/sector, to make call routing decisions. The overall goal is to achieve more precise routing of wireless 9-1-1 calls, thereby reducing any delays introduced by PSAP-to-PSAP call transfers. Activation of remaining metro PSAPs for LBR will occur after the July 9-1-1 TOC meeting.

3. **Wireless Data Audits:** MESB is currently working with TMobile on an audit of **legacy Sprint cell site/sector** wireless data.

4. **Statewide GIS Data Standards:**
   a. Discussions on a **polygon standard for the exchange of 9-1-1 emergency service boundaries** (PSAP, ESZ/ESN, and response agency) continue at a state level.
   b. The NG9-1-1 Committee will be coordinating the circulation of a proposed domain list of **normalized/standardized response agency names** to be used in the GIS data. This is needed for the statewide polygon standard. PSAPs will be asked to review that list and confirm that all agencies they dispatch for are included and there are no significant concerns with the proposed naming that would be used in the GIS data. A similar list of PSAP names will also need to be finalized.

5. **Vertical location on wireless 9-1-1 calls:**
   a. The **new ALI format that transmits to the PSAP z-axis information** provided by wireless carriers is available for any PSAP that would like to update their ALI format to receive this information. Jake Jacobson at Lumen will schedule and coordinate the change. PSAPs will also want to coordinate with their PSAP CPE and CAD/mapping vendors in advance of scheduling the change because the update will change the ALI data stream format interfacing into those systems.
   b. MESB receives daily **ALI logs reflecting z-axis information available on wireless calls** even if it is not yet being delivered to PSAPs via the new ALI format. This information can be made available to any PSAP that is interested.
   c. **NENA's 3D Geomatics workgroup** is developing a guidance document on the topic of three-dimensional 9-1-1 call location data (x, y, and z-axis). Vic Barnett from RCECC is representing the metro region on that workgroup. PSAP managers will be apprised when NENA's document has been approved for public review.

6. **Statewide NG9-1-1 GIS Project:**
   a. The SECB Steering Committee will be discussing how to proceed with implementing the **NG9-1-1 GIS Workgroup's recommendations for the statewide NG9-1-1 GIS project** during their July meeting.

b. ECN and 1**Spatial** are continuing their work to stand up their solution and validation tools. As more information becomes available, MESB will monitor where and how the 1Spatial solution can add value to the regional NG9-1-1 data processes.

ONGOING ACTIVITIES

7. **Regional NG9-1-1 Data QA/QC and GIS-derived MSAG activity:**
   a. **NG9-1-1 QA/QC support:** MESB continues its use of GeoComm's Data Hub to perform supplemental NG9-1-1 validations on the regional 9-1-1 and GIS data. MESB's error vetting and remediation support to the PSAP/counties if focusing on areas that have not yet made a significant stride toward GIS-derived MSAG transition and other data inconsistencies found through the GeoComm process.
   b. **Current GIS-derived MSAG status:**
      i. *Complete*: Chisago County, Dakota County, Anoka County, Eden Prairie, St Louis Park, Edina, Bloomington, Ramsey County, Isanti County, Hennepin Sheriff (partial set of communities)
      ii. *In preparation stage at MESB*: Carver County, Hennepin Sheriff (additional communities)
   c. **Proactive 9-1-1 call location audits** continue for the 10-county region once a week using ALI retrieval logs and the metro regional road centerline, address point, and MSAG data. This process has been helpful in identifying needed VoIP service provider data remediations, as well as some address point additions.

8. **ECN NG9-1-1 Federal Grant work:**
   a. *Metro Regional GIS-derived MSAG Processes:* MESB continues to work with GeoComm to refine the GeoComm Data Hub configuration and related processes.
   b. *Sherburne County:* GeoComm is actively editing Sherburne's data for NG9-1-1 readiness.

9. **Wireless Cell Sector/Routing Data:** MESB continues to process 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.

10. **Regional GIS Data Aggregation:**
    a. *Road Centerline and Address Points:* The MetroGIS/Met Council continues to process 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 continues to maintain 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 a minimum of 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.

11. **Regional Data Viewer:** The datasets pertinent to regional 9-1-1 interests are available in the dataviewer developed by MetroGIS/Met Council. (https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx.) PSAP MSAG coordinators are encouraged to use the dataviewer as a resource for geospatial data their county GIS departments consider valid and current for regional 9-1-1 use.