



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

November 21, 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** – October 17, 2024 Meeting - Bowler
4. **Action Items**
 - A. 2025 9-1-1 TOC Chair & Vice Chair Nominations
 - B. 2025 SECB Nominations
5. **Discussion Items**
 - A. Update from May 9-1-1 TOC: Mutual Aid Awareness - Marv Bachmeier
 - B. Your Input Needed: Help Shape MESB's Support for PSAPs – Jill Rohret
 - C. Feedback DRAFT 'MLTS Guidance for Facility Owners-Operators' document - Sara Boucher-Jackson
 - D. Indoor School Mapping – Jake Jacobson
 - E. Mental Health Call Processing Standard - Tony Martin
 - F. ECN Update/Status – ECN
6. **Reports**
 - A. SECB Workgroup Mapped ALI update– Heidi Hieserich
 - B. PSAP Operations Roundtable Workgroup - Heidi Meyer
 - C. SECB NG9-1-1 Committee Report - Janelle Harris/Brent Anderson
 - D. 9-1-1 Staff Report - 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 –LaVae Robinson, Kari Morrissey
 - I. 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 mentioning of staffing levels.
 - B. Next Meeting: December 21, 2024, 10:00 am.
9. **10 Minute Recess**
10. **Presentation – CLOSED MEETING to Discuss Security Systems & Emergency Response Procedures**
 - A. Prepared 9-1-1 Presentation
11. **Adjourn** – Bowler

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
October 17, 2024**

Committee Members Attendance:

| | |
|--|--------------------------------------|
| Airport – Sara Boucher-Jackson | M Health EMS – absent |
| Allina EMS – absent | Metro Transit – absent |
| Anoka County – Kari Morrissey | Minneapolis – Leticia Cardenas |
| Bloomington – LaVae Robinson | North Memorial – absent |
| Carver County – Susan Bowler | Ramsey County – Dan Palmer |
| Chisago County – Mike Parker | Ridgeview EMS – John Scheuch |
| Dakota County – Brent Anderson & Heidi Hieserich | Scott County – Carri Bauer |
| Eden Prairie – Lisa Vik & Dennis Clark | Sherburne County – Laura Anderson |
| Edina – Janelle Harris | St. Louis Park – absent |
| Hennepin County – Tony Martin | U of M – Jeff Lessard & Joe McCollow |
| Hennepin EMS – Dan Klawitter | Washington County – Darlene Pankonie |
| Isanti County – Robert Shogren | |

Alternates/Guests: Bobby Adney, *Hennepin*; Marv Bachmeier, *Code4Group*; Vic Barnett, *Ramsey County*; Jill Bondhus, *ECN*; Kelley Callahan, *IES*; Chad Gappa, *Motorola*; Scott Haas, *Scott County*; Frank Jarman, *Motorola*; Dawn Kenyon, *Hennepin County*; Hanna Lord, *GeoComm*; Cordell Norman, *ECN*; Kevin McNallan, *Anoka*; Heidi Meyer, *Anoka ECC*; Mike Mihelich, *Ramsey County*; Angela Paulini, *RapidSOS*; Todd Pieper, *GeoComm*; Steve Tait, *ECN*; and Dave Taylor, *IES*.

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

1. Call to Order

The meeting was called to order at 10:03 a.m. by the 2024 9-1-1 TOC Chair, Susan Bowler.

2. Approval of Agenda

Motion made by Dar Pankonie, seconded by Tony Martin to approve the October 2024 9-1-1 TOC meeting agenda. Motion carried.

3. Approval of Minutes

Motion made by Martin, seconded by LaVae Robinson to approve the September 19, 2024, 9-1-1 TOC meeting minutes. Motion carried.

4. Action Items

A. 2025 9-1-1 TOC Chair & Vice Chair

Jake Jacobson stated that it is time for the 9-1-1 TOC to elect the Chair and Vice Chair for the 2025 calendar year.

Bowler stated that she has found it difficult to attend all the meetings in 2024 as Chair and is looking to step away from the role.

Motion made by Bob Shogren, seconded by Dar Pankonie to table the action item and return to the election of the Chair and Vice Chair at the November 2024 9-1-1 TOC meeting. Motion carried.

B. Approve 2025 – 2027 IECSP

Jacobson stated that the MESB seeks approval of the proposed 2025 – 2027 Interoperable Emergency Communications Strategic Plan (IECSP). The six strategic priorities are listed as follows:

1. Expanded Interoperability between PSAPs
2. Emergency Communications Continuity of Operations
3. Continue to Invest, Upgrade, and Expand the ARMER System
4. Secure Funding – Stable, Planned, Predictable, and Sufficient
5. Emergency Communications Staff – Recruitment, Development, and Retention
6. Successfully Transition to NG Core Services

There are two items that will be removed that were present in the previous plan. Those two items are listed below:

1. Engaging in Industry Research and Standard Development
2. Educating Policy Makers

While these items are considered overall priorities for staff and TOC members, they are addressed in an on-going basis and weren't considered necessary to capture in this type of document.

Motion made by Pankonie, seconded by Kari Morrissey to approve the 2025 – 2027 IECSP. Motion carried.

C. Approval of 2024 Regional SECB Grant Funding Priorities

Jacobson stated that the MESB staff recommends the 9-1-1 TOC include the following items as regional funding priorities for grants available in 2025:

1. Indoor Mapping (colleges, large venues, industrial facilities)
2. Emergency Communications Center Staff Recruitment/Retention Workload Study
3. Regional Communications Interoperability Planning
4. Regional Smart 911 Rollout
5. Exchange Link Pilot
6. MnDOT Camera Integration Pilot

Heidi Hieserich stated that the 5th item could be changed to "CAD-to-CAD Pilot" to allow for a more generic and open approach.

Martin asked if specificity would help to acquire grant funds.

Jill Rohret stated that the funding priorities can be generic. Specificity will be needed when funding opportunities and grant proposals are identified.

Motion made by Martin, seconded by Brent Anderson to approve the regional SECB grant funding opportunities with the 5th item being changed to "CAD-to-CAD Pilot". Motion carried.

5. Discussion Items

A. Mapped ALI Solution Offerings

Hieserich provided an update and recapped findings from the workgroup focusing on the Mapped ALI options. Members of the workgroup met with the RapidSOS team prior to the October 9-1-1 TOC meeting to discuss their offerings and the specificity of their products. Hieserich stated that the workgroup feels RapidSOS and RapidDeploy both offer competitive products. More time will be needed for PSAPs to test both offerings. The workgroup has rolled back their former notion of advancing and recommending RapidDeploy as the RapidSOS offering is just as reasonable.

Martin stated that both offerings are competitive and that he wished they could work together to share data and information in future circumstances for the purpose of interoperability.

Morrissey stated that she likes both offerings and could see her PSAP using both solutions. She would like to see some integration between the two.

Pankonie stated that the top priority for the 9-1-1 TOC is CAD-to-CAD. She states that RapidSOS is in the more promising position to deliver this top priority in the future and that it should be considered when deciding.

Dan Palmer stated that he wishes to slow the breaks on deciding a solution so PSAPs have time to test both platforms and their functionalities adequately, so they are well-prepared to make a decision.

Sara Boucher-Jackson stated that it could be useful to provide use-case evaluations to the platforms to showcase their uses in everyday scenarios.

Cordell Norman of ECN provided brief update on the targeted timeline for the process.

- October-November 2024: Continue to study the platforms and their functionality.
- December 2024: Opt-in process
- January 1, 2025: Rollout
- Late January 2024: Phase 2 begins with outreach/communications for add-on functions

Rohret stated that PSAPs should continue to study both solutions, and that Jacobson will look to arrange demonstrations with case study evaluations.

B. Mental Health Call Processing Standard

Martin stated that the final factsheet for 988 and the dictionary of terms are being amended into the best practices draft. PSAP protocols are being updated.

C. ECN Update/Status

Steve Tait ECN stated that the NextGen 9-1-1 data transition worksheets will look to take the raw data and look at the readiness of PSAPs. This process will occur in early November. Jacobson will coordinate for the Metro region. This data will be used to build individual and regional transition plans.

6. Reports

A. PSAP Operations Roundtable Workgroup

The workgroup met on October 8. They discussed PST training and its impact on communication centers. Dashboards with call statistics on agency website can be beneficial. Some talk on the online PSAP manual as some are firewalled due to Dropbox.

B. SECB NG9-1-1 Committee Report

The meeting minutes will be in the November 9-1-1 TOC meeting packet.

C. 9-1-1 GIS and Data Report

The report is in the meeting packet. The October 2024 9-1-1 TOC will be Marcia Broman's last as she is retiring. The MESB, 9-1-1 TOC, and industry partners all over Minnesota thank her for her tremendous work on advancing the 9-1-1 system over the past 40 years.

D. 9-1-1 Network Report

The report is in the meeting packet. If you have any more misroutes, please report them and the necessary information to Jacobson.

E. MN Sheriff's Assoc. PSAP Subcommittee Report

The subcommittee talked about the PST certification and training proposal as the MSA is looking to support. Other topics included the ECN Director posting and the Motorola SUA.

F. IPAWS Report

There is no new report.

G. SECB NG9-1-1 Technical Operations Workgroup

There is no new report.

H. SECB NG9-1-1 Operations Workgroup

There was some discussion on school mapping and that there were/will be early discussions with schools. A consistent message across the metro needs to be told. They will look to create a short document or statement to provide consistency.

7. New Business – None

8. Announcements/Roundtable

A. Roundtable

The 9-1-1 TOC members shared PSAP updates.

B. Next Meeting: November 21, 2024, at 10 a.m.

9. Adjourn

The meeting was adjourned at 11:31 a.m.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: November 21, 2024
Agenda Item: 4A. 2025 9-1-1 TOC Chair & Vice Chair
Presenter: Jacobson

RECOMMENDATION

The 9-1-1 TOC must annually nominate a Chair and Vice Chair for approval by the MESB at its January meeting.

BACKGROUND:

According to MESB bylaws, the 9-1-1 TOC must make a recommendation to the Board on the Chair and Vice-Chair of the committee.

ISSUES & CONCERNS

Nominations are open to all committee members.

Current Chair Susan Bowler and Vice Chair Laura Anderson have expressed gratitude for the opportunity to serve in 2024. However, due to their current workloads, they would welcome others stepping in to take on the responsibilities of these positions.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: November 21, 2024
Agenda Item: 4.B Recommendation of 2025
MESB Representation to SECB NG911 Committees
Presenter: Jacobson

RECOMMENDATION

The 9-1-1 TOC should recommend primary and alternate representatives from the metro region to the SECB NG911 Committees for approval by the MESB. Additionally, the 9-1-1 TOC should designate a lead for SECB's workgroups, though all members are encouraged to participate.

BACKGROUND

The Metropolitan Emergency Services Board, per Minnesota Statute Chapter 403, has a seat on the SECB, and has maintained seats on all SECB committees since its inception.

ISSUES & CONCERNS

The 9-1-1 TOC should make a recommendation to the Board for 2024 primary and alternate representatives to SECB Committees.

The 2024 representatives and alternates are:

SECB IPAWS Committee

Primary: Kari Morrissey (Anoka Co.)

Alternate: Scott Haas (Scott Co.)

SECB NG9-1-1 Committee

Primary: Janelle Harris (Edina)

Alternate: Brent Anderson (Dakota Co.)

Final approval will come from the MESB Board at its January meeting.

2024 representatives for SECB Workgroups:

SECB NG9-1-1 Technical Operations Workgroup - Scott Petersen

SECB NG9-1-1 Operations Workgroup – LaVae Robinson and Kari Morrissey – Workgroup Leaders

FINANCIAL IMPACT

None

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

911 Requirements for Multi-Line Telephone Systems (MLTS): Guidance for Facility Owners/Operators

Summary

When it comes to an emergency response, seconds matter. When a 911 call is placed, one of the most important pieces of information public safety telecommunicators (PSTs) need is the caller's location. Without this vital information, an emergency response may be delayed. That is why the Statewide Emergency Communication Board (SECB) is conducting outreach to help facility owners/operators understand the important role they play in making sure that their multi-line telephone systems¹ (MLTS) are properly configured to provide accurate location and callback number information.



The MLTS are typically installed in enterprise settings such as business campuses, schools, factories, hotels, hospitals, clinics, or similar facilities. When a 911 call is placed from an MLTS device, the 911 system automatically provides the Emergency Communications Center (ECC), also known as a Public Safety Answering Point (PSAP), with the caller's location based on records associated with phone number. Unfortunately, the location information provided to the ECC may not always be accurate. For example, an improperly configured MLTS may erroneously provide the address and/or phone number of the main office rather than the specific satellite location within the facility from which the 911 call was placed.

Recommendations

The SECB recommends that facility owners/operators take the following actions to ensure that their MLTS is properly configured to provide emergency responders with the information necessary to quickly identify the location and callback number of a 911 caller.

Action #1 (Understand MLTS Requirements):

Become familiar with the federal and state requirements for MLTS and how they apply to your facility.

- **Federal Requirements:** In August 2019, the Federal Communications Commission (FCC) adopted rules implementing two federal laws related to MLTS requirements.
 - [Kari's Law](#) requires MLTS devices to allow users to dial 911 directly, without dialing a prefix, such as "9", to acquire an outside line. It also requires these devices to send a notification to a central location, such as a front desk or security center, when a 911 call is placed from the facility.
 - [Ray Baum's Act](#) requires that a "dispatchable location" is conveyed with all 911 calls placed from an MLTS device. "Dispatchable location" means location information delivered with a 911 call that consists of the validated street address of the calling party, plus additional information such as building, suite, apartment, or room number to adequately identify the location of the calling party within a larger facility or campus.

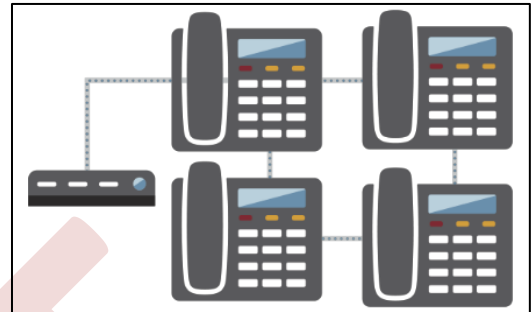
¹ The term 'MLTS' includes the full range of network and premise-based communications systems that serve enterprises, including private branch exchange (PBX), central office exchange service (Centrex), Voice over IP (VoIP), and other IP-based/cloud-based systems.

- State of Minnesota Requirements: [Minnesota State Statute 403.15](#) addresses the need for MLTS devices to provide ECCs with a callback number and emergency response location when a 911 call is placed.

Action #2 (MLTS Configuration):

Engage your MLTS vendor and/or IT staff to review the configuration of your MLTS devices. Ensure that each MLTS device meets the following requirements:

- All MLTS devices can dial “911” directly without first dialing an extra digit such as “9”.
- Each telephone number associated with an MLTS device is linked to the actual physical/assigned location of the device.
- When a 911 call is placed from an MLTS device, a central notification point within the facility is alerted.
- All MLTS devices provide an accurate “callback” telephone number when a 911 call is placed.



Action #3 (Train Users):



Ensure that employees and other end users receive training on how to make emergency calls using MLTS. This training is especially important for nomadic and hybrid workers who operate from different locations during the work week. These workers are often equipped with “soft phones” (A soft phone is a software-based phone that lets you make calls over the internet). These types of MLTS devices may require special configurations and/or additional manual interventions to provide ECCs with a “dispatchable location” when a 911 call is placed.

Action #4 (Test Regularly):

Perform regular testing to ensure that your facility’s MLTS provides direct access to 911 as well as accurate location/callback information to the ECC. Coordinate this testing by using the [Interactive ECC Directory](#) to identify the ten-digit non-emergency number of your local ECC. Contact the ECC and let them know that you are interested in conducting a test of your MLTS and ask what time and day would work best for them.



When conducting the test, call 911 from various MLTS devices and ensure that each of them are providing the ECC with an accurate callback number and detailed location information such as street address and the building, floor, and/or room number. Remember, if the caller’s location and callback number cannot be quickly validated in the 911 system, an emergency response could be delayed.

For More Information

In December 2023, the SECB published a comprehensive “911 Requirements for Multi-Line Telephone Systems (MLTS)” document. A copy of the document can be found at: [Insert Hyperlink](#)

Document History

- Created: **DRAFT** 09.05.24
- Approvals: SECB NG911 Technical Workgroup – 10.08.24
 SECB NG911 Operations Workgroup – 10.09.24
 SECB NG911 Committee – Sent to regions for review on 10.16.24
 SECB –
- Revisions: N/A

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
GIS, Data and 9-1-1 Network Report
November 21, 2024 Meeting**

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 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 October NG9-1-1 validation results:
 - i. MESB sent 227 referrals related to address validation to county GIS data producers for GIS data updates.
 - ii. MESB made 12 referrals for GIS updates resulting from VoIP 9-1-1 call location validation.
 - iii. MESB also issued 30 ALI Telephone Number record change requests (TN CRs) for needed wireline location corrections.
 - iv. MESB issued 8 ALI Discrepancy Reports from VoIP 9-1-1 call location validation.
- e. In October, MESB forwarded many geometry related concerns to county GIS partners based on validations from the 1Spatial platform. The **November** full regional NG9-1-1 data validation run will be conducted on **11/14/24**. Due to the timing of this report, the November results are not yet available, however, once they are, MESB will analyze them and make any necessary referrals to county GIS partners.

2. Metro Regional GIS-derived MSAG Maintenance:

- a. **GIS-driven MSAG Maintenance Activity:** In **October**, MESB processed approximately 212 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.

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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.

3. 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.

4. 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 MSAG and ALI TN Changes to Support NG9-1-1 Data Preparation:** The SECB approved this best practice 10/24/2024. The document was published to Minnesota NG9-1-1 GIS Hub site 11/4/2024.

b. **Best practice on NG911 GIS Data Validation Match/Success Rate Guidelines:** The focus group submitted a DRAFT document to the workgroup 11/14/2024.

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, and data submission schemas.

MESB Board Action Approvals 11/13

NG911 Lumen three-year contract renewal

- Contract window: December 1, 2024 through November 30, 2027
- No significant differences were made from the existing contract.
- Regardless, if a different vendor is selected for an i3 configuration, the current environment will need to remain operational for some time

2025 Regional Funding Priorities

- As presented in 9-1-1 and Radio TOC

2025-2027 MESB Strategic Plan

- As presented in 9-1-1 and Radio TOC

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
GIS, Data and 9-1-1 Network Report
November 21, 2024 Meeting**

Continued Progress on Migration of Metro-area Wireline COs to ingress vendor Sinch

- In this reporting period, Lumen has completed or is in the process of completing migrations of its wireline COs to ingress vendor Sinch.
- Multiple COs in Minneapolis have migrated. Multiple COs in St. Paul are scheduled for Migration the week of November 18.
- The rest of the metro area Lumen COs will begin migration 1st quarter 2025.
- This is the last leg of call type migrations, cell and VoIP have been completed.
- ECN planning and analysis to begin: Decommissioning of Minneapolis and St. Paul Lumen Legacy Selective Routers.

Federal “Ft. Snelling” PSAP Refresh Project Kickoff November 13th

- Commonly named “Ft. Snelling AFB” this is the PSAP associated with the 934th Air Force Wing but includes other military entities housed within the same footprint.
- Implementation is scheduled for 2026 though yet to receive full funding.
- Geo-Diverse configuration with fiber ESInet fiber connections is planned.

SECB NG911 Meeting

October 16, 2024

Announcements

- Upcoming PST Training and Education Opportunities
- The time is now open to selecting chairperson(s) for various SECB committees. Anyone interested in these positions should submit a letter of Interest to Asst. Commissioner Cunningham. Decisions will be made at the December SECB Board meeting.
- Recognition of Marcia Browman's Contributions to 9-1-1 (Retiring on 10/31/24)
 - Her knowledge and experience has greatly improved GIS and 911 not just in the metro but throughout the entire state. We will certainly miss her.

Action Items

- Best Practice: MSAG and ALI TN Changes to Support NG911 Data Preparation
 - Performing corrections to ALI telephone records and MSAG. There have been no concerns raised about this document in the GIS community.
 - Approved through committee to move forward to the SECB for adoption.

New Business

- Committee Recommendations re: GIS Mapping for School Facilities
 - GIS workgroup put together recommendations and concerns that are found in the meeting packet.
 - The purpose and use of these school maps must be clearly articulated.
 - Maintenance is vital to the ongoing usefulness of any maps created under this legislation and needs to be addressed.
 - If interoperability and consistency with these maps is desired across the state, a common set of baseline requirements for map content, look and feel would be useful.
 - School district and PSAP/region boundaries will likely not align, resulting in cross-boundary coordination issues that may reinforce the need for data interoperability.
 - GIS work would likely not be done by existing county GIS staff.
 - Project management is anticipated to be a challenge in this effort.
 - Indoor maps themselves will be most useful for school safety and response plans.
 - Digital maps should be easily integrated into systems used by PSAPs and allow for easy use/access by responders in the field.
 - Recommend engaging in a consultant for this work.
 - The NG911 Committee leadership may want to thoughtfully consider this input when developing its overall plan and/or assessing the need for any proposed legislative wording changes.
 - It is recommended that the state should provide resources for the regions to make procurement successful.
- DHS-CISA Resources
 - Stakeholder Awareness re: DHS-CISA "Vulnerability/Web Apps Scanning" and "Cybersecurity Protective Goals (CPG)/Ransomware Readiness Assessment (RRA)" offerings.

- Technical workgroup had this presentation by CISA team members.
- There is no cost for CISA to come into the PSAP and complete this vulnerability training.
- Commonly, entities will start with CPG and Ransomware Readiness – this will give you the posture of your PSAP and opens the door to what other assessments can be done. Does not take long – usually like a week or so.
- Traditionally, these services are coordinated by the SWIC and benefit the entire state. These types of services discussed with the technical committee are different and PSAP specific and will not have to go through the SWIC.
- Requesting DHS-CISA support for regional cybersecurity tabletop exercise events.
 - This may be a good way to get PSAP and IT folks together to focus on COOP planning.
 - Requester would like NG911 to work with Jim and his team to help promote all of these offerings throughout the state. Stakeholder Awareness training would be done individually, while the cybersecurity tabletop exercise would take a regional approach.

Old Business

- SECB Member Responsibilities
 - Reviewed what the SECB board approved at their last meeting for its members as it seems fitting for our board as well.
- Mapped ALI Solutions
 - In September, the mapped ALI solution workgroup met with vendors to review each assessment tool. Finalized some of language for Phase 1 but this is not yet complete. ECN is still working on E911 use documentation, but it will not be ready until Nov 20th.
 - Purchases can be made now – if what was purchased becomes part of statewide solution later on, vendors are willing to work with PSAPs to move these over to the statewide contract at that time.
 - Target is Q1 of next year.
- FY 2024-2025 one-time NG911 appropriation (\$7 million)
 - Reminder we are under a year to get these funds spent.
- ECN Grant Program: GIS Mapping for School Facilities
 - Already covered this in the earlier agenda item.
- Location Based Routing (LBR) and Wireless Provisioning
 - Task requirements are currently in greater MN. No asks of the metro region.
- SECB Standards/Best Practice Development
 - If you want to participate or have folks in your agencies that want to participate, let us know. Having additional participation makes things easier to move forward.
- Regional Feedback re: DRAFT “911 Requirements for Multi-Line Telephone Systems (MLTS): Guidance for Facility Owners/Operators” document
 - Looking for regional feedback on the draft document (attached in these notes)
 - The team would like a final draft to be available by January for distribution. Therefore, feedback will be reviewed at the December meeting following regional feedback for its January distribution.
 - Steve Tait agreed to send the document to the regions with these instructions.

- Recommendations re: 911 Network/Service Disruptions (Response, Reporting, & Tracking)
 - Looking for clarification from SECB on their expectations on these topics.

Standing Work Group Reports

- Mental Health Crisis Response
 - This group is planning to reconvene to review a draft 988 fact sheet.

Next meeting of the NG911 Committee is Wednesday, November 20, 2024, at 1pm.

911 Requirements for Multi-Line Telephone Systems (MLTS): Guidance for Facility Owners/Operators

Summary

When it comes to an emergency response, seconds matter. When a 911 call is placed, one of the most important pieces of information public safety telecommunicators (PSTs) need is the caller's location. Without this vital information, an emergency response may be delayed. That is why the Statewide Emergency Communication Board (SECB) is conducting outreach to help facility owners/operators understand the important role they play in making sure that their multi-line telephone systems¹ (MLTS) are properly configured to provide accurate location and callback number information.



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Recommendations

The SECB recommends that facility owners/operators take the following actions to ensure that their MLTS is properly configured to provide emergency responders with the information necessary to quickly identify the location and callback number of a 911 caller.

Action #1 (Understand MLTS Requirements):

Become familiar with the federal and state requirements for MLTS and how they apply to your facility.

- **Federal Requirements:** In August 2019, the Federal Communications Commission (FCC) adopted rules implementing two federal laws related to MLTS requirements.
 - [Kari's Law](#) requires MLTS devices to allow users to dial 911 directly, without dialing a prefix, such as "9", to acquire an outside line. It also requires these devices to send a notification to a central location, such as a front desk or security center, when a 911 call is placed from the facility.
 - [Ray Baum's Act](#) requires that a "dispatchable location" is conveyed with all 911 calls placed from an MLTS device. "Dispatchable location" means location information delivered with a 911 call that consists of the validated street address of the calling party, plus additional information such as building, suite, apartment, or room number to adequately identify the location of the calling party within a larger facility or campus.

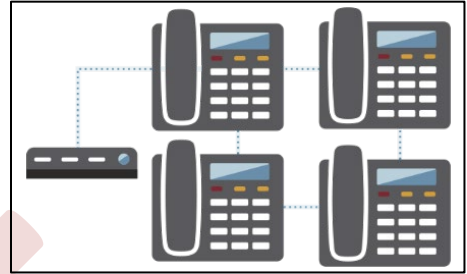
¹ The term 'MLTS' includes the full range of network and premise-based communications systems that serve enterprises, including private branch exchange (PBX), central office exchange service (Centrex), Voice over IP (VoIP), and other IP-based/cloud-based systems.

- State of Minnesota Requirements: [Minnesota State Statute 403.15](#) addresses the need for MLTS devices to provide ECCs with a callback number and emergency response location when a 911 call is placed.

Action #2 (MLTS Configuration):

Engage your MLTS vendor and/or IT staff to review the configuration of your MLTS devices. Ensure that each MLTS device meets the following requirements:

- All MLTS devices can dial “911” directly without first dialing an extra digit such as “9”.
- Each telephone number associated with an MLTS device is linked to the actual physical/assigned location of the device.
- When a 911 call is placed from an MLTS device, a central notification point within the facility is alerted.
- All MLTS devices provide an accurate “callback” telephone number when a 911 call is placed.



Action #3 (Train Users):



Ensure that employees and other end users receive training on how to make emergency calls using MLTS. This training is especially important for nomadic and hybrid workers who operate from different locations during the work week. These workers are often equipped with “soft phones” (A soft phone is a software-based phone that lets you make calls over the internet). These types of MLTS devices may require special configurations and/or additional manual interventions to provide ECCs with a “dispatchable location” when a 911 call is placed.

Action #4 (Test Regularly):

Perform regular testing to ensure that your facility’s MLTS provides direct access to 911 as well as accurate location/callback information to the ECC. Coordinate this testing by using the [Interactive ECC Directory](#) to identify the ten-digit non-emergency number of your local ECC. Contact the ECC and let them know that you are interested in conducting a test of your MLTS and ask what time and day would work best for them.



When conducting the test, call 911 from various MLTS devices and ensure that each of them are providing the ECC with an accurate callback number and detailed location information such as street address and the building, floor, and/or room number. Remember, if the caller’s location and callback number cannot be quickly validated in the 911 system, an emergency response could be delayed.

For More Information

In December 2023, the SECB published a comprehensive “911 Requirements for Multi-Line Telephone Systems (MLTS)” document. A copy of the document can be found at: [Insert Hyperlink](#)

Document History

- Created: **DRAFT** 09.05.24
- Approvals: SECB NG911 Operations Workgroup –
 SECB NG911 Technical Workgroup –
 SECB NG911 Committee –
 SECB –

Revisions: N/A

DRAFT

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 ID: 257 388 573 931 Passcode: kSfAzP

Host contact: Erin Quinn – Operations Supervisor, RCEC
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Committee Chair: Heidi Meyer O:763-324-4750 C:612-418-7283
Heidi.meyer@anokacountymn.gov

Agenda Items:

1. Introductions
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 child care issue if it was covered or not 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 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 is treated such as FMLA but is only coded as such 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 powerphone 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 ---- marsha browman 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 – DCC~~

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

October 8th, 2024 – Ramsey County Emergency Communications