METROPOLITAN EMERGENCY SERVICES BOARD
EXECUTIVE COMMITTEE MEETING AGENDA

October 12, 2022, 10:00 a.m.

1. **Call to Order** – 2022 Board Chair, Commissioner Irene Fernando

2. **Approval of Agenda** – Commissioner Fernando

3. **Approval of June 8, 2022 Executive Committee Minutes (page 3)**

4. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
   A. Approval of City of Edina ARMER Participation Plan Amendment (**page 9**)
   B. Approval of Appointments to SECB LMR Change Management Workgroup (**page 15**)
   C. Approval of Amendments to Appendix C of Metro ARMER Standards (**page 17**)
   D. Approval of Northfield Hospital ARMER Participation Plan (**page 23**)

5. **9-1-1 Items** – Mike Mihelich, 9-1-1 Manager
   A. Approval and Acceptance of MESB NG9-1-1 Transition Plan **(page 47)**
   B. Approval of Amendment 1 to Blue Peak Consulting Contract (**page 83**)
   C. Approval to Issue RFP for CAD-to-CAD Interoperability Project (**page 87**)
   D. Approval of Amendment 2 to Winbourne Consulting Contract (**page 109**)
   E. Award of RFP for GIS Services (**page 111**)
   F. Approval of New Appointments to SECB NG9-1-1 Committee (**page 133**)

6. **EMS Items** – Greg Hayes, EMS Coordinator
   A. Approval of 2022 Letter of Agreement for Metro Health & Medical Preparedness Coalition (**page 135**)

7. **Administrative Items** – Jill Rohret, Executive Director
   A. Approval of 2023 MESB Legislative Agenda (**page 137**)
   B. Approval of Legal Services Agreement with Hennepin County (**page 139**)

8. **Old Business** – None

9. **New Business – CLOSED MEETING for Performance Evaluation**
   A. 2022 Executive Director Performance Review – Commissioner Fernando

10. **Adjourn**

METROPOLITAN EMERGENCY SERVICES BOARD
EXECUTIVE COMMITTEE MEETING AGENDA
October 12, 2022, 10:00 a.m.

Metropolitan Emergency Services Board Members

Anoka County
- Commissioner Mike Gamache*
- Commissioner Mandy Meisner

Carver County
- Commissioner Gayle Degler* (2022 Treasurer)
- Commissioner John Fahey

Chisago County
- Commissioner Richard Greene*

City of Minneapolis
- Council Member Andrew Johnson*

Dakota County
- Commissioner Joe Atkins*
- Commissioner Mary Hamann-Roland

Hennepin County
- Commissioner Irene Fernando* (2022 Chair)
- Commissioner Chris LaTondresse

Isanti County
- Commissioner Greg Anderson* (2022 Vice Chair)

Ramsey County
- Commissioner Trista Matascastillo* (2022 Secretary)
- Commissioner Jim McDonough

Scott County
- Commissioner Dave Beer
- Commissioner Tom Wolf*

Sherburne County
- Commissioner Barbara Burandt*

Washington County
- Commissioner Stan Karwoski
- Commissioner Fran Miron*

*Denotes Executive Committee member

METROPOLITAN EMERGENCY SERVICES BOARD

EXECUTIVE COMMITTEE MEETING MINUTES
June 8, 2022
Meeting held via WebEx

Commissioners Present:

Greg Anderson, Isanti County
Joe Atkins, Dakota County
Barbara Burandt, Sherburne County
Gayle Degler, Carver County
Irene Fernando, Hennepin County
Mike Gamache, Anoka County
Rick Greene, Chisago County
Andrew Johnson, City of Minneapolis
Trista Matascastillo, Ramsey County
Fran Miron, Washington County
Tom Wolf, Scott County

Staff Present: Marcia Broman; Tracey Fredrick; Greg Hayes; Kelli Jackson; Mike Mihelich; Jill Rohret; and Martha Ziese.

Guests Present: Jay Arneson, *Board Counsel*; and Margaret Vesel, *Larkin Hoffman*.

1. Call to Order:
The meeting was called to order at 10:00 a.m. by MESB Chair Commissioner Irene Fernando.

2. Approval of the June 8, 2022 Agenda
Motion made by Commissioner Degler, seconded by Commissioner Matascastillo to approve the June 8, 2022 Executive Committee agenda. Motion carried.

3. Approval of the April 13, 2022 Minutes
Motion made by Commissioner Gamache, seconded by Commissioner Miron to approve the April 13, 2022 Executive Committee meeting minutes. Motion carried.

Roll call for approval of agenda items 2 and 3

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 11 Nay: 0

4. Radio Items – None

5. 9-1-1 Items
A. Informational Discussion – Draft MESB NG9-1-1 Transition Plan
Mike Mihelich said this is the third and final project deliverable from 911 Authority. The plan has been extensively reviewed by MESB staff and the 9-1-1 TOC. It is expected that the 9-1-1 TOC will make a formal recommendation for MESB approval it its July meeting. The plan estimates a

24-48-month time frame for the NG9-1-1 roll out in the state of Minnesota after the final contracts are signed. This discussion ties into the next agenda item regarding an amendment to the 911 Authority contract for on-going support services.

Commissioner Fernando asked if the SECB's NG9-1-1 Committee was moving forward with this topic.

Mihelich said that without 911 Authority it is unclear where the process would be at this time.

Jill Rohret said MESB staff have requested the state create a transition plan many times. At this time, there is not a detailed statewide transition plan. It is unknown if the state is waiting for the NG9-1-1 core services RFP to be awarded to start the plan development.

B. Approval of Contract Amendment 2 with 911 Authority for On-Going Support Services for NG9-1-1 Transition

Mihelich said that because of the complexity and timeline of the NG9-1-1 rollout, as seen in the draft transition plan, staff would like the Executive Committee to recommend approval of Amendment 2 of the 911 Authority contract which would provide continued support services to the metro's NG 9-1-1 transition in an amount not to exceed $143,720.00.

C. Informational Discussion – Need for GIS Services for GIS-derived MSAG Conversion and Maintenance

Marcia Broman said the MESB received federal grant funding for a NG9-1-1/GIS project in 2020. The board issued an RFP for a vendor; the RFP resulted in a contract with GeoComm for services in support of GIS-derived Master Street Address Guide (MSAG) processes.

Broman said with GeoComm services, the MESB was able to trial the process of creating new MSAGs that were consistent with geospatial data and replacing live legacy MSAGs with those derived from the GIS data. This effort supports the NG9-1-1 transition period where legacy and next generation data must be simultaneously maintained.

Broman said because the need to continue to maintain GIS-derived MSAGs, an RFP is needed for a vendor to continue to provide GIS services for MSAG maintenance.

Mihelich said it is hoped this RFP request will be approved at the July MESB meeting.

Motion made by Commissioner Atkins, seconded by Commissioner Matascastillo to approve agenda items 5A., 5B., and 5C. Motion carried.

Roll call for approval of agenda items 5A., 5B., & 5C.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	
Miron, F.	Washington	X	

Wolf, T.	Scott	X	

Yea: 11 Nay: 0

6. EMS Items – None.

7. Administrative Items

A. Approval of 2023 MESB Operational Budget

Rohret presented the proposed 2023 MESB operational budget. She said there is an 8% increase in the budget, not including pass-through radio expenses. Since 2016, staff has made an effort to reflect actual expenses and to minimize any increases in assessments to member counties.

Rohret said the proposed budget includes a 3% merit increase and a 2% lump sum for merit for staff. The Dakota County 2023 Merit Compensation Plan is not yet available, but the 2022 plan has a 2% base increase and a 1% lump sum increase. The cost-of-living adjustment for 2022 was 5.9%. The overall salary line increases for 2023 are 5.6% MESB staff. More funds were added to cover more staff cashing out FTO hours in open enrollment.

Rohret said the Contract/Professional Services line increased 61% due to the loss of grant funds for radio training. The current lobbying services rate was adjusted to reflect the actual rate. There was a minor increase for IT services. There was a $35,000.00 increase for NG9-1-1 project support, related to contracted GIS services as discussed in agenda item 5C.

She said the rent line increased 3% and communications decreased by 33% due to new office phones service. Equipment increased 171% due to four staff computer replacements and insurance increased 13%. Board meeting expenses decreased by 8%.

Rohret said the assessments for 2023 increased by 12.20%. Factors leading to the increase include low interest rates and there were no retained earnings from 2022. 2019 population figures were used to calculate county assessments in this budget as the State Demographer website has not updated the population as determined by the 2020 census.

Rohret presented additional options to include retained earnings from the Hennepin County Investment Fund to reduce assessment increases which were created by Kelli Jackson. T

Commissioners Atkins, Gamache and Miron voiced support for the MESB 2023 Operational budget as presented in the meeting packet, without including retained earnings to lower assessments.

B. Approval of 2023-2027 MESB Capital Budget

Rohret presented the 2023-2027 capital budget, which is more of a planning document than a true capital budget. For 2023, there are no administrative needs. Some of the 9-1-1 line items have been removed due to changing needs. The 9-1-1 lines use capital funds pay for a portion of the GIS services contract as previously discussion, the 911 Authority contract amendment, and a possibility that the board will need to retain some cloud-based mapping services.

C. Approval of 2023-2024 Lease with MMCD for Office Space

Rohret said the annual lease with the Metropolitan Mosquito Control (MMCD) included in the 2023 budget includes a three percent (3%) rent increase over the lease term, which will increase the MESB monthly rent payment by $66.00, to make the payment $2,267.00 per month. The rent includes utilities, security, cleaning services and parking.

Motion made by Commissioner Miron, seconded by Commissioner Degler to approve agenda items 7A., 7B. and 7C. Motion carried.

Roll call for approval of agenda items 7A., 7B., & 7C.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J.	Dakota	X	
Burandt, B.	Sherburne	X	
Degler, G.	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Johnson, A.	Minneapolis	X	
MatasCastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Wolf, T.	Scott	X	

Yea: 11 Nay: 0

8. Old Business

A. Update on Meeting with DPS Commissioner John Harrington

Commissioner Fernando said she and Commissioner Matascastillo met with Commissioner Harrington. Commissioner Matascastillo said they voiced their concerns with the Statewide Emergency Communication Board (SECB), in particular the lack of dedicated staff and ECN's vagueness and lack of transparency. Commissioner Harrington has appointed Assistant Commissioner Tom Smith to to oversee and chair the SECB. Asst. Commissioner Smith was a former Chief of Police in St. Paul and also joined the meeting.

Commissioner Matascastillo said there were other entities with similar concerns. The commissioners from the MESB felt they were heard and there will be changes as to how the ECN operates and communicates.

Commissioner Fernando said there was a request for state-wide leadership and a strategy to accomplish the SECB's statutory responsibilities. Carli Stark from AMC joined the meeting and shared that other regions were voicing the same concerns as the MESB.

Commissioner Gamache said there has been a noticeable lack of representation of the regions by ECN in the last year. It is good to start seeing a re-focus by SECB Vice Chair Jeff Jelinski. Commissioner Gamache will meet with Stark for more discussions on representation.

9. New Business

A. 40th Anniversary of E9-1-1 in Metro Region

Rohret said our metro area was the first to implement E9-1-1 in Minnesota; the first E9-1-1 call was made on December 1, 1982. At the time, the only other areas to implement E9-1-1 in the country 2 were Orange County, Florida and Orange County, California. The Twin Cities region's implementation was the largest multi-jurisdictional E9-1-1 system in the world. The group that got together in 1979 to create this system had amazing foresight.

Rohret wanted to discuss with the Executive Committee what should be done for the 40th anniversary. She said the Governor issued a resolution for the 20th anniversary; an open house lunch was held for the 25th anniversary; PSAPs across the region participated in the Holidazzle parade as part of the 30th anniversary. No funds have been set aside for a 40th anniversary

celebration, but it is possible there will be unspent funds that could be used to commemorate the anniversary in December.

Commissioner Matascastillo said she agreed that the planners and employees that worked to buildout the E9-1-1 system should be commemorated, especially as NG9-1-1 is being rolled out. She said a Governor proclamation would be nice, and perhaps some media coverage.

Commissioner Fernando said county participation could serve as a history lesson and education as to the current 9-1-1 system. This might aid in the state-wide advocacy that is so badly needed. Members could come to the next Executive meeting with ideas to then bring before the board in September. Additionally, a draft resolution for the metro county boards of commissioners to pass might be nice.

10. Adjournment
The meeting adjourned at 10:59 a.m.

DRAFT

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 4A. Approval of Amendment to City of Edina's ARMER Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee recommends the Board approve the amendment to the City of Edina's ARMER participation plan.

BACKGROUND

The City of Edina is an ARMER participant. It currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

The City of Edina requests approval to add two Motorola MCC7500e consoles, which will be primarily used for continuity of operations (COOP) should the Edina PSAP ever need to be evacuated and could also be used for tactical deployments. These consoles will utilize CRYPTR modules to aid use of encryption-capable resources. In addition to the consoles, the City will also add a network management terminal (NMT) for access to the ARMER network when outside of the PSAP.

The University of Minnesota will host the City's consoles on its firewall and proxy server. The University planned for this addition and received permission for 20 additional licenses from the MESB at its July 2022 board meeting. Two of these 20 licenses will be used for the City of Edina.

The Radio TOC included in its approval that the City's use of these consoles must to be in accordance with SECB Standard IOP-11; that if a non-law enforcement staff member and/or telecommunicator(s) who have access to those talkgroups is using the console, that person should be on a different profile without access to law enforcement-only talkgroups.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

8/15/2022

Tracey Fredrick, MA
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Avenue West
St. Paul, MN 55104

RE: Edina ARMER Participation Plan Amendment

Dear Tracey,

The City of Edina is requesting approval for the following modifications to our ARMER participation plan:

1. The addition of two (2) Motorola MCC7500E laptop dispatch consoles. These deployable dispatch consoles will provide continuity of operations should the Edina PSAP need to temporarily relocate as well as for Edina Emergency Operations Center activations. Additionally, these consoles will support our Incident Tactical Dispatchers when they activate for local, regional, state, and federal incidents/events.

   The Motorola MCC7500E consoles will include hardware encryption (CRYPTR). Initial set-up and configuration of the MCC7500E's will be accomplished by On Target Training & Consulting (OTTC). Connection to the ARMER system will be accomplished through the University of Minnesota's ECC firewall with a secure VPN connection. See proposed network connection diagram on the next page for details.

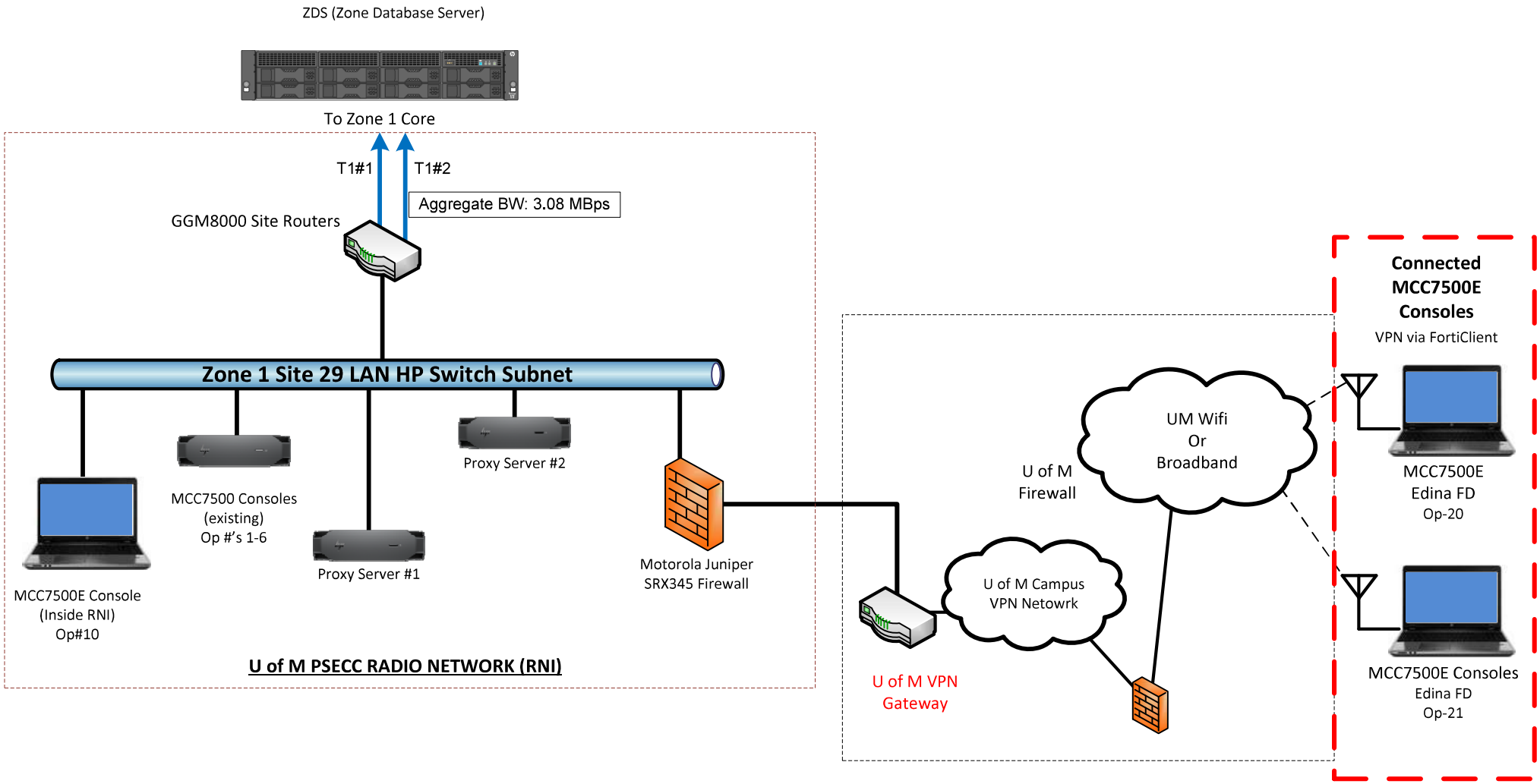
2. Addition of one (1) ARMER Network Management Terminal (NMT). The NMT would be located at the Edina PSAP in a secure area for access to the ARMER network for authorized users in accordance with Standard LMR-28. Remote NMT access may be established via an IP-KVM on the City of Edina's network (VPN) in accordance with Standard LMR-34.

Should you have any questions, please don't hesitate to contact me.

Sincerely,

Digitally signed by Andrew LaVenture
Date: 2022.08.15 09:44:23 -05'00'

Andrew LaVenture
Communications Unit Leader
Edina Fire Department
952-826-0343
alaventure@edinamn.gov



When connected to a VPN, all communications from the MCC7100 Console to the RNI occur via a secure encrypted IPIP tunnel to prevent eavesdropping or sniffing of radio traffic. The MCC7100 laptop will not be allowed access to the Internet when connected (no split-tunnelling).

University of Minnesota

PROJECT: City of Edina Fire Dept MCC7500E Addition

TITLE: **System Release 2020.1**

DATE	ENGINEER	PROJECT MGR	ST	SIZE
8-2-2022	Dave Theis		Dave Theis	8.5x11

UNIVERSITY OF MINNESOTA

Twin Cities Campus

Department of Public Safety
Emergency Communications

University Office Plaza – Suite 123
2221 University Avenue S.E.
Minneapolis, MN 55414
Office: (612)624-7828

August 15, 2022

Tracey J. Fredrick, MA
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Avenue West
St. Paul, MN 55104

ARMER Participation Plan Amendment

Dear Tracey,

The University of Minnesota Public Safety Department is requesting approval for the following modifications to our ARMER participation plan:

1. The City of Edina is planning to add 2 MCC7500E laptop consoles to the ARMER network. The City desires to make the connections to ARMER by way of the University of Minnesota's ARMER firewall and Proxy Server. The VPN connection for this console will be through the University of Minnesota's Twin Cities Police Dispatch site located in zone 1 (dispatch site #29). Remote access connectivity will be from either local Wi-Fi, cellular broadband, or FirstNet. The method of connecting to the University of Minnesota's VPN will not matter as all connections will be routed to the University's VPN server.

2. The University has planned for this addition and will reconfigure the system accordingly. Edina will be allocated two of the 20 available Proxy Server licenses previously approved by the Committee.

3. The Unit IDs assigned to the console will be in the ID range allocated to Edina via Hennepin County.

4. Security Group structure in Provisioning Manager will be Univ of MN.

5. Technical support for the console will be through a combination of On Target Training and Consulting and The University of Minnesota PSECC.

6. Local System responsibility for the consoles will be assigned to

   Andrew LaVenture
   Communications Unit Leader (COML)
   Work: 952-826-0343
   Cell: 612-590-0877
   alaventure@EdinaMN.gov

UNIVERSITY OF MINNESOTA

Twin Cities Campus

Department of Public Safety
Emergency Communications

University Office Plaza – Suite 123
2221 University Avenue S.E.
Minneapolis, MN 55414
Office: (612)624-7828

Sincerely,

Dave Theis
Radio System Administrator
University of Minnesota Dept of Public Safety
(320) 423-8828
dtheis@umn.edu

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 4B. Approval of Representatives to SECB Change Management Workgroup
Presenter: Fredrick/Mihelich

RECOMMENDATION

The Radio Technical Operations Committee and 9-1-1 Technical Operations Committee (TOCs) recommend approval for appointments to the newly formed Statewide Emergency Communications Board (SECB) Change Management Workgroup from the Metro region.

BACKGROUND

The SECB Land Mobile Radio (LMR) Committee identified the need to form a workgroup to aid in the change management process, defined by SECB Standard LMR-47. Each region was asked to appoint up to two technical and two operational representatives to this committee.

ISSUES & CONCERNS

The Radio TOC voted to appoint Dave Theis from the University of Minnesota and Peter Sauter from Carver County to fill the two technical seats from the region to the workgroup. The 9-1-1 TOC voted to appoint Jonathan Rasch from Ramsey County and Scott Haas from Scott County to fill the two operations seats from the region to the workgroup. Additionally, the region will have several representatives filling seats under system administration and the Minnesota Ambulance Association; however, those seats did not need to be appointed by the region.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Change Managaement Workgroup Update: 06.14.22

The SECB approved implementing the Change Management Workgroup of the LMRC including a variance regarding the four-year cycle of Change Management per ARMER Standard. LMR-47. The process is to begin now. The Statewide Emergency Communication Board (SECB) Land Mobile Radio Committee (LMRC) met on June 14, 2022 and developed a proposed structure for the Change Management Workgroup under the LMRC. The proposal needs your feedback.

The LMRC is initiating the Change Management process due to the recommendations approved by the SECB as a result of the LMRC Encryption Summit. The LMRC is committed to ensuring the right mix of technical and operational perspectives from all regions and interoperability partners are engaged while maintaining a balance between all disciplines and regions including Metro and Outstate. The group wants to build bridges, not silos.

The LMRC is seeking input from all regions through LMRC Representatives on the following proposed workgroup structure:

- Up to two technical representatives from each of the seven SECB Regions.
- Up to two operational representatives from each of the seven SECB Regions.
- An ARMER System Administrator (Level 2 or higher) representative from each system owner/operator of a subsystem with six or more channels on the ARMER Network.
- A representative from MNDOT and Emergency Communication Networks.
- A representative from MSP, DNR, BCA, HSEM, State Fire Marshall and National Guard.
- A representative from the Minnesota Sheriff's Association.
- A representative from the Minnesota Fire Chief's Association.
- A representative from the Minnesota Police Chief's Association.
- A representative from the Minnesota Ambulance Association.
- A Tribal representative.
- A representative from ARMER interoperability partners (FBI, CBP, USPIS, NPS, and cross border).

ACTION ITEMS:

The intention of the LMRC is to have a good mix of technical expertise while providing opportunity for input from a wider variety of operational perspectives. **The LMRC is placing this item on their August 9, 2022 Agenda. Your region's LMRC Representative will be voting on the makeup of the Change Management Workgroup of the LMRC and needs your input. If you need information on who your rep is, please contact Marcus Bruning.**

Any region requesting change management items to be included in addition to encryption should submit those for consideration prior to the August LMRC meeting.

The LMRC Change Management Workgroup will begin meeting after the August LMRC meeting. All representative nominations should be sent to LMRC Chair Dave Thomson and RIC Marcus Bruning.

Dave Thomson, LMRC Committee Chair
DThomson@rochester.mn.gov

Marcus Bruning
Marcus.Bruning@state.mn.us

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 4C. Approval of Amendments to Metro Radio Standard Appendix C
Presenter: Fredrick

RECOMMENDATION

The Radio TOC recommends the Executive Committee recommend approval of changes to Metro Radio Standard Appendix C.

BACKGROUND

The Metropolitan Emergency Services Board has established 43 standards for operating the ARMER system in the Metro Region. These standards range from how utilities are billed to how to request changes on the system. Several standards were updated after the merger of the 9-1-1 and Radio Boards and the creation of the MESB but have not had language or content changes for over ten years.

ISSUES & CONCERNS

One Metro Radio Standard has been reviewed for content and language changes.

Amendments to Appendix C were made to include instructions for entities which have been granted permissions to encrypted talkgroups if devices with those talkgroups have been lost or stolen. This change reflects work that the SECB Encryption Workgroup has been doing.

The Radio TOC has reviewed the standard and has approved the amendments as shown.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metro Region ARMER Standards

Section Appendices – Appendix C Talkgroup Permission Letter Template

Date Established **5-12-01**
Date Revised/Reviewed **9-16-221-27-21**

1. **Purpose or Objective**
   The purpose of this template is to provide a guide for requesting the use of another owner's talkgroup resources. Procedure for use of this letter is found in SECB Standard LMR-13 *Use of Shared Talk Groups*. (See next page)

AUTHORIZATION TO USE TALKGROUPS
NOT OWNED BY THE REQUESTING AGENCY

Date: _____

Requesting Agency: _____

Authorizing Agency: _____

Reason for Request
___ Add Talkgroup(s) to Radios
___ Add Talkgroup(s) to Dispatch Console
___ Scan/Monitor Talkgroup(s)
___ Other _____

I. Request permission to ADD the following clear talkgroup(s)

Talkgroup	**Installation: Console, Portable, Mobile, Command Post**	**# of Work Units**
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

II. Request permission to SCAN/MONITOR the following clear talkgroup(s)

Talkgroup	**Installation: Console, Portable, Mobile, Command Post**	**# of Work Units**
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

III. Encrypted Talkgroup Requests

A. If an entity is granted ~~you are given~~ permission for a talkgroup that is encrypted, neither the talk group nor the encryption key will be shared without written permission from the grantor entity.

B. If an entity is granted permission for a talkgroup that is encrypted, all lost or stolen radios with the talkgroup must be reported to the owning entity as soon as possible.

C~~B~~. The encrypted talkgroup will be granted and programmed via:

___ In-person encryption key transfer
___ Keyloader to Keyloader transfer
___ Loaded by granting agency Keyloader only

___ **Other: please specify**

DC. Request permission to ADD the following encrypted talkgroup(s)

Talkgroup	Talkgroup Hex ID	CKR #	Patching Capability (Gateway, Dispatch, LTE)

ED. Request permission to SCAN/MONITOR the following encrypted talkgroup(s)

Talkgroup	Talkgroup Hex ID	CKR #	Special Notes

IV. Other Request/Requirements (Explain)

_____

V. Reason for Request
Note: If given permission for talkgroups on a temporary or event basis, the permission will be rescinded on dd/mm/yyyy.

_____

(Attach supporting documentation)

Name of individual completing application _____

Address _____

Phone _____ **Email** _____

This Page for Authorizing Agency Only

AUTHORIZATION TO USE TALK GROUPS
NOT OWNED BY THE REQUESTING AGENCY

Request Approved _____ Approved with Conditions _____ Denied ____

Conditions:

Authorized Signature _____

Name of Authorizing Individual _____

Address _____

Phone _____ **Email** _____

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 4D. Approval of Northfield Hospital ARMER Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee recommends the Executive Committee recommend approval the Northfield Hospital ARMER participation plan.

BACKGROUND

Northfield Hospital, including Northfield EMS joined the ARMER system via Allina Health EMS, which used to provide dispatch service for Northfield Hospital. Northfield service area includes parts of two metro counties, Dakota and Scott Counties.

ISSUES & CONCERNS

Northfield Hospital is requesting full ARMER participation and as such has drafted an ARMER participation plan. Though Northfield Hospital is a long-time ARMER user, it was previously included in Allina Health EMS's ARMER participation plan. Northfield Hospital's main service area is in the southeast region; however, it's service area does include service in portions of the metro region. The Hospital has been expanding services and now desires to have its own full ARMER participation plan.

Northfield Hospital currently uses radio IDs that have been assigned to Allina and M Health Fairview (its current dispatch agency). Those IDs would be returned to those entities upon full participation approval and Northfield Hospital will receive new radio IDs. Northfield Hospital is requesting 45 radio IDs and five talkgroups.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

ARMER Participation Plan

Version 3.0

August 19, 2022

Prepared by:

On Target Training and Consulting, LLC

13517 Larkin Drive
Minnetonka, MN 55305
(320) 293-9011

SECTION 1. INTRODUCTION

Northfield Hospital + Clinics (referred to as NH+C in this plan) provides primary EMS/ambulance and hospital medical services to several local municipalities and public safety entities in southeast Minnesota. NH+C is currently an ARMER radio system user operating under the Alinna EMS Participation Plan. EMS Dispatch services for Northfield EMS operations are being provided by M Health Fairview 2019. Radio management for NH+C is currently provided by both the M Health Fairview Radio System Administrator and Ancom Communications from their Burnsville, MN location.

Northfield Hospital + Clinics facilities is located at 2000 North Avenue, Northfield, Minnesota. Northfield operations encompass one hospital with several clinics located near Northfield, MN along with their ambulance service operation. All agencies are based in Northfield Minnesota.

The NH+C EMS service area encompasses 284 square miles and covers parts of Rice, Goodhue, Dakota, and Scott counties. A map of the service area is provided in Section 4C of this plan.

Operations have grown over the past several years to include expanded services in conjunction with the potential for Northfield EMS to establish their own dispatch site at a future date (adding connected dispatch consoles is not part of this plan amendment). It has become appropriate for Northfield Hospital + Clinics to develop a full ARMER Plan to encompass all operations to better increase efficiency, security, safety, and operations.

There are four agency components to this ARMER Plan:

1. Northfield Hospital + Clinics Emergency Medical Services (EMS) ambulance operations
2. Hospital security staff operations
3. Hospital Emergency Room operations
4. Hospital Emergency Management operations

A review of each of these agency work groups is provided in following sections of this plan.

A web site link to Northfield EMS is as follows:

https://www.northfieldhospital.org/ems

SECTION 2. ARMER APPLICATION

Northfield Hospital + Clinics requests that this application and plan be reviewed and approved by the following agencies and committees:

- Southeast Region Advisory Committee and Emergency Communications Board
- ARMER Land Mobile Radio (LMR) Committee
- State of Minnesota Emergency Communications Board (SECB)

This ARMER Participation Plan for NH + C has been developed based on the requirements for participation in and use of the ARMER radio system. Northfield Hospital + Clinics desires to contract as required with the Southeast Region Minnesota ECB and Minnesota Department of Transportation (MnDOT) for use of the ARMER system once all approvals have been obtained.

Northfield Hospital + Clinics is requesting approval as a **full ARMER participant** for the service entities included in this ARMER Participation Plan per LMR Standard LMR-41.

A list of the NH+C hospital and ambulance facilities included in this plan are provided in table 2A of this plan document.

Table 2A. Northfield Hospital + Clinics Physical Locations

1	Northfield Hospital + Clinics EMS 1600 Riverview Drive Northfield, MN 55057 507-646-1414
2	Northfield Hospital + Clinics 2000 North Avenue Northfield, MN 55057 507-646-1000

SECTION 3. PRIMARY CONTACTS

The primary points of contact for this project and plan are:

Brian Edwards
EMS Chief
Northfield Hospital + Clinics
2000 North Ave.
Northfield, MN 55057
Phone: 507.646.1444
Email: edwardsb@northfieldhospital.org

Dave Theis
On Target Training and Consulting
25775 Hazelnut Trail
Nevis, MN 56467
Phone: 320.423.8728
Email: dave.theis@ontargettc.com

Northfield Hospital + Clinics will be obtaining and managing the actual assigned ARMER radio and talkgroup IDs for all NH+C agencies through this new plan request.

SECTION 4. AGENCY SUMMARY AND JURISDICTIONAL COVERAGE

Northfield Hospital + Clinics entities to be included in this ARMER Participation Plan are listed in Tables 4A and 4B. As previously noted, all are existing ARMER system users through the existing Allina Health EMS ARMER participation plan:

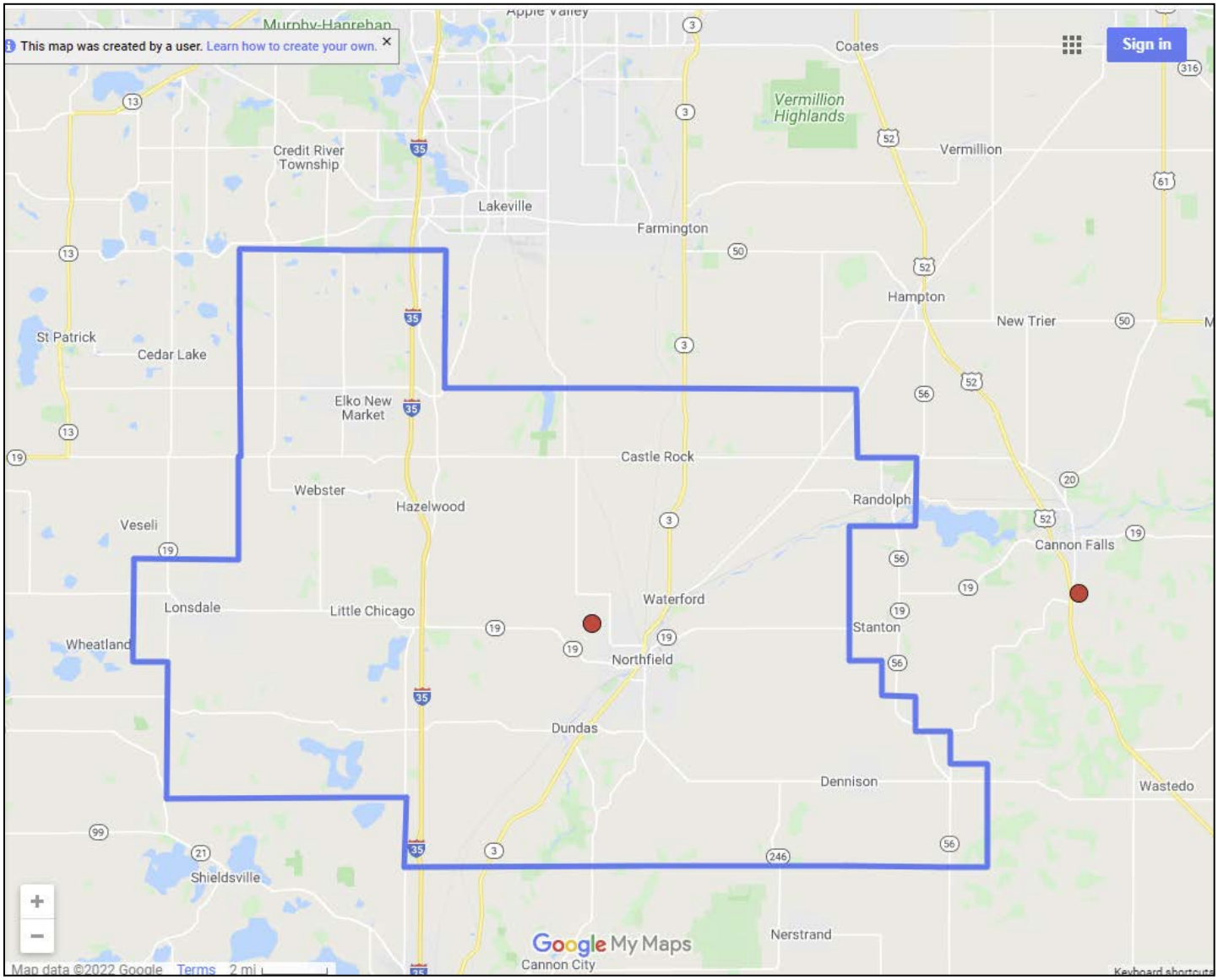
Table 4A: Northfield Hospital + Clinics

	Entity/Agency	Existing ARMER User?	Service Area	Current Plan Owner
1.	Northfield Hospital + Clinics ❖ Emergency Preparedness ❖ Emergency Room Operations	 No Yes	Northfield and surrounding areas	Allina Health EMS

Table 4B: Northfield Hospital + Clinics EMS Ambulance Services

	Entity/Agency	Existing ARMER User?	Service Area	Current Plan Owner
1.	Northfield Hospital + Clinics ❖ EMS Ambulance Service	Yes	284 square miles (refer to map)	Allina Health EMS

4C. Map of Northfield Hospital + Clinics EMS Ambulance Primary Service Area



SECTION 5. EXISTING AGENCY JUSTIFICATION FOR ARMER USAGE

As noted in the previous section, all NH+C entities listed are existing ARMER radio system users and will be incorporated into this plan.

The use of the ARMER 800 MHz Trunked Radio System has been shown to provide the best technology solution to meet the operational radio needs of public safety agencies and hospitals throughout Minnesota. The key performance benefits provided by the ARMER system include:

- Radio Coverage (mobile and portable communications)
- System Capacity (Talkgroups through Trunking technology)
- Interoperability (a shared statewide radio network platform)
- Reliability (multiple tower sites, overlapping coverage, redundant site links)

SECTION 6. NORTHFIELD HOSPITAL + CLINICS EMS AMBULANCE OPERATIONS

The EMS/Ambulance division of Northfield Hospital + Clinics is based in Northfield, Minnesota. From this location, they are the primary ambulance/EMS service provider for the PSA section map noted in section 4 and Map 4C of this plan request:

- Areas of Dakota County
- Areas of Goodhue County
- Areas of Rice County
- Areas of Scott County

6A: Northfield Hospital + Clinics EMS Ambulance Current Radio Operations Management:

Northfield Hospital and EMS ARMER unit and talkgroup ID assets are currently managed by the M Health Fairview radio system administrator, Eli Charif. Radio and talkgroup IDs currently in use were assigned from the Allina Health ID pools when Northfield began ARMER operations as part of the Allina Health participation plan amendment. Current radio programming is provided by Ancom Communications, Burnsville, MN

6B. Northfield Hospital + Clinics EMS Ambulance Future Radio Operations and Management:

Assuming the plan request passes all required regional and state Emergency Communications Boards, NH+C will propose to reprogram all radios with new trunked unit IDs from a pool granted by approval of this plan. This new pool of IDs will be assigned by John Anderson, ARMER Statewide Radio System Administrator. Existing trunked Unit IDs will be de-assigned and returned to MHealth Fairview and Allina's unit ID pools. Radio unit ID

management will be managed by the NH+C EMS radio manager, and radio programming will remain the same with Ancom Communications providing this service.

6C. Current dispatch operations are as follows:

Northfield Hospital + Clinics EMS ambulances are currently being dispatched by the M Health Fairview EMS Dispatch Center located in St. Paul, MN. There are no plans to change this relationship.

The M Health Fairview dispatch center has 4 MCC7500 console positions directly connected to the ARMER zone-1 master site located in Waters Edge (Roseville, MN). With respect to radio tower site traffic, this plan amendment ***will not*** change talkgroup loading for any tower that is currently allowed usage of Northfield EMS talkgroups.

All NH+C ambulances currently use the Emergency Alarm/Call feature on the radio. When pressed, radios will automatically switch to a pre-assigned talkgroup designated as "emergency". This talkgroup, EMSHE-ALS, ID 2296 (dec), is present on the M Health Fairview dispatch consoles and is currently allowed statewide tower access. M Health Fairview will remain the primary point of contact for any ambulance or radio that presses the orange Emergency button for assistance coordination.

SECTION 7. HOSPITAL OPERATIONS

7A. Emergency Preparedness Operations

Northfield Hospital + Clinics Emergency Preparedness department will utilize the ARMER 800 MHz system to coordinate and interact with public safety agencies to mitigate hospital evacuation or major incidents affecting NH+C and community operations.

The purpose and scope of NH+C Emergency Operations Plan is to provide an organized process to prepare for, respond to, manage, and recover from a variety of incidents, both external and internal, which could impact any NH+C sites and the surrounding community. Northfield Hospital + Clinics Emergency Preparedness Plan is attached to this document and is labeled as **Addendum A.**

Northfield Hospital + Clinics operations include the locations as listed in Table 4A of this plan. Entities using ARMER radios in the listed facilities are limited to Hospital Security, Emergency Management/Planning, and Emergency Room operations. These facilities are existing ARMER users through the associated Allina Health ARMER participation plan.

7B. Hospital Emergency Room Departments

The ARMER system provides a critical communications link connecting NH+C Emergency Department and ambulances transporting patients into facilities. This communications link provides transporting ambulances critical medical control and life-saving advice from emergency department physicians. Emergency departments depend on ARMER communications to manage beds, and assemble trauma, stemi, and stroke teams allowing rapid delivery of lifesaving care rapidly after a patient arrives in the emergency department.

Northfield Hospital ER is currently equipped with an ARMER radio selected to the NF EMS Main talkgroup and is used for situational awareness for arriving ambulances.

7C. Hospital Security

The Department of Homeland Security (DHS) has identified hospitals as critical facilities in the event of a chemical and/or biological emergency. Two-way radio communications between persons inside the hospital and public safety personnel outside the building is a critical need when an emergency occurs. The Statewide Emergency Communications Board (SECB) is empowered to enter into system use agreements with eligible hospitals when such use is consistent with the protection of life and safety.

Hospitals are vulnerable environments to threats like theft and violence. If there is a threat, it can have a huge impact on the well-being of sick or injured patients. Northfield Hospital + Clinics security responds to emergency incidents in the hospital facility and surrounding clinics. They work with local law enforcement in those situations where a law presence is needed to manage emergency room operations. Working with interoperability partners using ARMER radios and talkgroups, they can mitigate these problems to protect the hospital building and its occupants.

The NH+C hospital Emergency Department (ED) is open to the general public 24 hours a day, seven days a week. As such, hospitals may utilize the ARMER system per SECB Standard LMR-32, Hospital Access, for communication with public safety personnel where such use is consistent with and supportive of the facility's Emergency Response Plan (ERP). d

All NH+C Hospital Security radios currently do not use the Orange Emergency button feature. However, upon approval of this plan and with a formal agreement with Rice-Steel Dispatch, security radios will be re-programmed to enable the feature. On an emergency button press, Security radios will automatically switch to the pre-assigned Rice-Steele Emergency talkgroup, SL-EMERGENCY (ID 22464 dec), which appears on Rice/Steele dispatch consoles. This will provide a direct link between hospital security and county dispatchers so that assistance can be provided from local law enforcement for whatever situation may occur.

SECTION 8. ARMER RADIO USERS

The 800 MHz ARMER Trunked Radio System has been shown to be the best technology solution to meet the operational needs of the agencies included in this plan. All Northfield departments included in this plan are existing ARMER system users.

The ability of Northfield Hospital + Clinics agencies to work seamlessly with local public safety agencies daily and having a common radio system in place for all agencies is key to successful operations.

A review of the planned ARMER system use and/or changes to ARMER use for each group of Northfield Hospital + Clinics operations is provided in the following sections. Refer to Table 8A for quantities of existing ARMER radios and proposed additions of radios for each facility and entity.

Table 8A. Northfield Hospital + Clinics ARMER Radio Inventories

	Entity/Agency	Existing Mobiles	Existing Portables	Existing Consolettes	Future Mobiles	Future Portables	Future Consolettes
1	Northfield Hospital + Clinics EMS	7	20	0	3	7	none
2	Northfield Hospital + Clinics ER	0	1	0	none	none	none
3	Northfield Hospital + Clinics EM and Security	0	3	0	none	none	none
	Totals	**7**	**24**	**0**	**3**	**7**	**0**

Northfield Hospital + Clinics currently has 31 radios active on the ARMER system. The 800 MHz radios being used by these entities are currently using ARMER ID's sourced from both the Allina EMS and M Health Fairview ARMER plans. A component of this plan is to bring these radios into the NH+C operations inventory and assign new IDs obtained through this planning process. Northfield Hospital + Clinics will be reprogramming all existing radios with new Unit IDs from the newly allocated pool of IDs that will be assigned to them. Because NH+C anticipates moderate growth in ambulance and hospital services, more radios will eventually be needed. **Northfield Hospital + Clinics requests that the total number of IDs assigned to them be at least 31 plus a modest growth factor allowing for 14 new IDs for a total of 45 new radio IDs.**

Addendum B provides the details of radios assigned to ambulance services and hospital entities.

Northfield Hospital + Clinics does not plan to add any additional radios at this time other than those identified in Table 8A and Addendum B as part of this plan amendment.

SECTION 9. ARMER TALKGROUP NAMING AND SERVICE AREAS

Where applicable and logical, NH+C will continue to use the three existing talkgroups with IDs already assigned to them via the parent agencies based on their existing participation plans. These talkgroup IDs will NOT be changed due to the large quantity of radios currently programmed with these IDs external to Northfield EMS. However, any new talkgroups that will be added will have IDs assigned from the proposed Northfield Hospital + Clinics new talkgroup ID pool or State Shared pool per the Statewide System Administrator.

Northfield Hospital + Clinics requests to obtain new talkgroups identified in Table 9A and modify talkgroups listed in Table 9B with the changes listed in the table.

No talkgroups will be encrypted; all will be clear mode. However, in the future, NH + C may request modifications to this participation plan to add encryption to some talkgroups.

Existing talkgroups are defined as follows:

- NF EMS MAIN: Existing Regional access to allow all Northfield Hospital + Clinics EMS Ambulances to have ARMER radio coverage in the PSA area and border region.
- NF EMS ADMIN: Existing Regional access to allow all Northfield Hospital + Clinics EMS supervisors to have ARMER radio coverage in the PSA area and border region for departmental use.
- NF EMS T2T: Existing regional access to allow ambulances and supervisors to communicate with each other for coordination of on-scene tactical events.

New talkgroup use will be defined as follows:

- TAC1, TAC2: Regional coverage to allow ambulances, emergency rooms, and emergency management to coordinate appropriate responses to planned and unplanned events as well as training. Northfield Hospital + Clinics is requesting **2** new talkgroups.
- Hospital Security: Local coverage for hospital security services per SECB Standard LMR-32. which governs usage for hospital security services. Northfield Hospital + Clinics is requesting ***1*** new talkgroup.
- Emergency Preparedness: Emergency events coordination between hospital security, EMS, and ER. Northfield Hospital + Clinics is requesting ***1*** new talkgroup.

In addition to the 4 new talkgroups requested, NH+C requests that 1 additional talkgroup be assigned for future growth and expansion.

Table 9A. Proposed NEW Talkgroup Names and Coverage Areas

	Talk Group Function	Proposed TG Alias	TG ID	TGMG Service Area Profile
1	Northfield TAC training and coordination	EMSNF-TAC 1	TBD	Regional + Border
2	Northfield TAC training and coordination	EMSNF-TAC 2	TBD	Regional + Border
3	Northfield Security operations	EMHNF-SEC	TBD	Local Sites in Rice, Dakota, and Goodhue Counties
4	Northfield Emergency Management	EMHNF-EMGT	TBD	Local Sites in Rice, Dakota, and Goodhue Counties

Table 9B. Proposed Modifications to Existing Talkgroup Names and Coverage Areas

Function	Existing TG Name	New TG Alias	Owner ID	TG ID	Existing Sites	New Sites
Northfield Hospital + Clinics EMS Primary Dispatch	EMS-AL-NF-MAIN	EMSNF-MAIN	Allina Health Note-1	2268 (dec)	EMSAL-WIDE	Multi Regional Note-2
Northfield Hospital + Clinics EMS truck to truck	EMS-AL-NF-T2T	EMSNF-EMS	Allina Health Note-1	2269 (dec)	EMSAL-WIDE	Multi Regional Note-2
Northfield Hospital + Clinics EMS Admin (supervisors)	EMS-AL-NF-ADMIN	EMSNF-ADMIN	Allina Health Note-1	2476 (dec)	EMSAL-WIDE	Multi Regional Note-2

Note-1: The existing ARMER talkgroup IDs being used by NH+C, local, city, and county agencies will continue to these existing IDs assigned under the Allina parent pool to avoid having to reprogram deployed radios with this talkgroup active in its code plug. These talkgroups will be owned by NH + C though they will exist in the Allina Talkgroup range.

Note-2: The proposed new Talkgroup Site Access Profile will be created by the ARMER Statewide Radio System Administrator based on requirements defined by the NH+C Radio Administrator.

SECTION 10. LOCAL TOWER ENHANCEMENTS

There are no planned tower site or 800 MHz RF channel expansion enhancements planned with this Northfield Hospital + Clinics participation plan request and implementation.

SECTION 11. ARMER RADIO TRAFFIC USAGE

An ARMER plan typically includes a review of the amount of traffic expected to be added to the radio system from the mobile and portable radios identified in the participation plan. In this plan for NH+C entities, all radios previously identified are currently in use by existing entities, and therefore present no additional traffic loading on the system. The small growth factor for additional radios will have virtually no impact on system loading.

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SECTION 12. ARMER RADIO SYSTEM COVERAGE

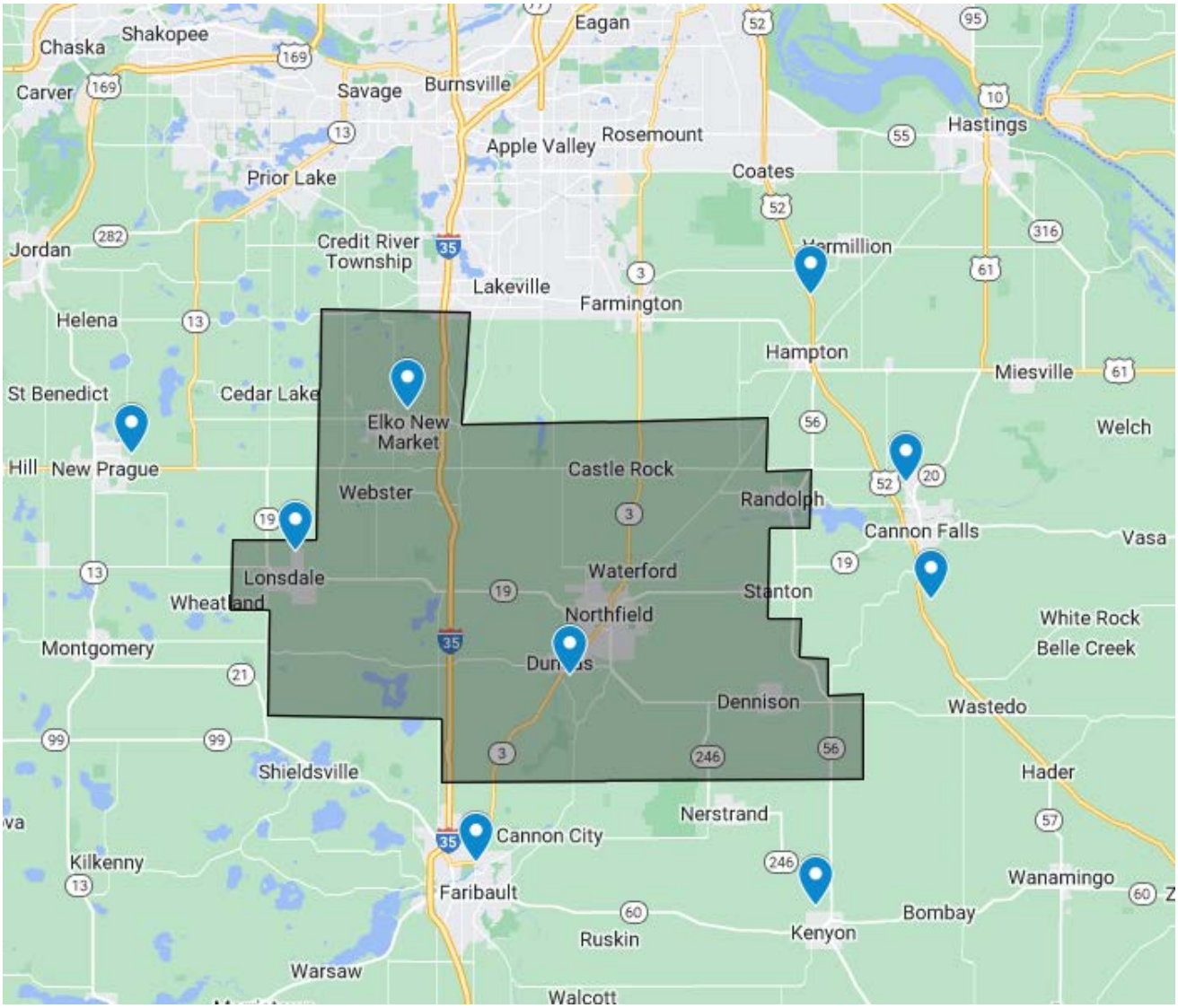
Radio system range or coverage is considered the most critical function of any radio system, especially in public safety operations. While there are other important elements to a good system (equipment reliability, channel capacity), the ultimate factor by which a system's measure of success or failure is usually measured is how reliably it covers the intended service area.

The Northfield Hospital + Clinics EMS ambulance services and hospitals identified in this plan are existing ARMER radio system users and report good ARMER system coverage throughout their service areas. No proposed site expansions are being considered. The generally accepted tower site coverage where Northfield Hospital + Clinics ambulances and hospitals require coverage is shown in the following attachments.

Map 12A details the NH+C EMS ambulance PSAs with ARMER Tower Site overlay. Several of the tower sites that cover the primary service area for NH + C are simulcast subsites. As such, the entire simulcast site must be added to a new Site Access profile that will cover the required area. This will include:

- Zumbrota Simulcast Site
- Norwood Simulcast Site
- Faribault Simulcast Site

Map 12A. Northfield Hospital + Clinics EMS Ambulance PSA & ARMER Tower Sites



SECTION 13. LEGACY VHF EQUIPMENT

N/A

SECTION 14. RADIO USER TRAINING

Implementation of a full participation plan will follow ARMER system requirements and associated operational standards requiring that all personnel who will be using the system receive proper training on the use, capabilities, and features of the system. Trunked radio systems, including the ARMER system, have operational requirements that differ from traditional conventional repeater systems, and it is necessary that and users be trained on the capabilities and proper operation of the system.

Northfield Hospital + Clinics recognizes this need and will conduct in-house end-user training using NH + C certified trainers for all radio system users. Additional training is also planned through the services of independent contractors recognized by the state as proficient in the operation of the ARMER radio system.

The program will include training for the following workgroups and functions:

- Radio end user training
  - Security
  - EMS
  - EP
  - ER
- Proper Radio Usage
- ARMER Standards
- Training Modules
  - Radio 101
  - Interoperability 101

Radio training will occur when any EMS or Hospital Security/EP/ED service migrates to the new plan scheme.

SECTION 15. INTEROPERABILITY

The need for interoperability is an important factor in NH+C's plan to merge all aspects of its operations onto the ARMER radio system. Radio interoperability will exist at multiple levels within public safety radio operations. However, having all entities using a common radio system platform is the preferred and easiest method to establish good interoperability.

Northfield Hospital + Clinics intends to utilize the following ARMER Regional and Statewide talkgroups to facilitate interoperable communications with public safety and Emergency Management agencies operating regionally and statewide. Northfield Hospital + Clinics is in formal process of requesting access to these talkgroups with respective RAC and MESB Chairs and will plan to have all approvals prior to operational use.

Northfield Hospital will send new Talkgroup Permission letter requests to all agencies previous identified.

MN	CM	SW	NW	SR	SE	NE	ME	8C	7C	EMS	DRO
STAC1	CM CALL	SW CALL	NW CALL	SR CALL	SE CALL	NE CALL	ME TAC 1	8CALL90	7SOA1	EMS-SMRCC	DRO1
STAC2	CM2	SW2	NW2	SR2	SE 2	NE 2	ME TAC 2	8TAC91	7SOA2	EMS-MRCXP1	DRO2
STAC3	CM3	SW3	NW3	SR3	SE 3	NE 3	ME TAC 3	8TAC92	7SOA3	EMS-MRCXP2	DRO3
STAC4	CM4	SW4	NW4	SR4	SE 4	NE 4	ME TAC 4	8TAC93	7SOA4	EMS-COORD	DRO4
STAC5	CM5	SW5	NW5	SR5	SE 5	NE 5	ME TAC 5	8TAC94	7SOA5	EMS-ETAC 1	
STAC6	CM6	SW6	NW6	SR6	SE 6	NE 6	ME TAC 6	8CALL90D	7SOA6	EMS-ETAC 2	
STAC7	CM7	SW7	NW7	SR7	SE 7	NE 7	ME TAC 7	8TAC91D	7SOA7	EMS-ETAC 3	
STAC8	CM8	SW8	NW8	SR8	SE 8	NE 8	ME TAC 8	8TAC92D	7SOA8	EMS-ETAC 4	
STAC9	CM9	SW9	NW9	SR9	SE 9	NE 9		8TAC93D	7SOA9	EMS-WMRCC	
STAC10	CM10	SW10	NW10	SR10	SE 10	NE 10		8TAC94D	7SOA10	EMS-EMRCC	
STAC11	CM11	SW11	NW11	SR11	SE 11	NE 11		8SOA1	7SOA11		
STAC12	CM12	SW12	NW12	SR12	SE 12	NE 12		8SOA2	7SOA12		
MSP CALL		SW13	NW EOC		SE 13	NE 13		8SOA3			
		SW HOSP	NW HOSP		SE EOC	SE EOC		8SOA4			
		SWR5EM	NW EMS		SE HOSP	SE HOSP		FSOA1			
								FSOA2			

Northfield Hospital + Clinics acknowledges that usage of these talkgroups and channels on the ARMER system are limited to the coverage boundaries of the ARMER system, their designed operational use, and when need requires based on ICS principles and management.

Northfield Hospital + Clinics locations intend to use the ARMER 800 MHz radio system to achieve internal and external interoperable communications with responding agencies during a disaster or exercise. Talkgroup assignments will be issued by a Communications Unit Leader (COML) or PSAP (Public Service Answering Point) through a request by Incident Command based on ARMER and ICS standards. Radio's will be issued by a COML, ARMER trainer or designee at the time of the incident in accordance with ARMER standards and will be returned to the same person. An ICS 205 (Incident Communications plan) will be filled out for each event and kept with all other incident documentation.

SECTION 16. STANDARDS

The primary technology standard applied to this plan is the Project 25 (P25) Standard. Specifically, the Phase 1 Frequency Division Multiple Access (FDMA) standard currently in use by the ARMER system. P25 is specifically designed for digital radios systems for public safety.

Northfield Hospital + Clinics will adopt and comply with the standards published by ARMER, the State Emergency Communications Board (MN SECB) and the various Minnesota Regional Advisory Committees. Use of these standards will ensure that users of the system will adopt the appropriate naming conventions, talk group usage, and other operational and technical standards that are in use throughout the ARMER system.

SECTION 17. RADIO MAINTENANCE AND SERVICE

Northfield Hospital + Clinics has established plans and procedures with Motorola or its local service entity for service and maintenance of the radio equipment currently being used and proposed in this plan. Northfield Hospital + Clinics will continue to work with Motorola and its local Service Shops for radio repair and tuning. The radio shop contracted for repair and service is:

Ancom Communications
1800 Cliff Rd E # 17
Burnsville, MN 55337

SECTION 18. SYSTEM MAINTENANCE

Northfield Hospital + Clinics plans to manage all aspects of its radio and talkgroup management whereas today this is managed by the M Health Fairview radio system administrator.

Northfield Hospital + Clinics will designate a non-NH + C radio system administrator that will manage radio programming and radio level maintenance. This administrator will comply with ARMER Standard LMR-07 (Agency Maintenance) and LMR-27 (System Maintenance-Programming and Qualifications) to protect the overall functionality and integrity of the system for all users.

Ancom Communications will provide system-level service for all matters that involve Provisioning Manager. A select quantity of Ancom Communications technicians have been trained and certified as Level 2 Radio System Administrators per ARMER standard LMR-28 (System Administrators Definition and Minimum Training Requirements).

Ancom Communications
1800 Cliff Rd E # 17
Burnsville, MN 55337
(952) 808-0033

SECTION 19. CHANGE MANAGEMENT

Northfield Hospital + Clinics will follow established procedures to seek approval of all relevant Committees and Boards prior to making any changes to the provisions outlined in this plan request.

ADDENDUM A. NORTHFIELD HOSPITAL + CLINICS EMERGENCY PREPAREDNESS PLAN

Initiating Department: Safety
Effective Date: January, 1999
Date Reviewed: Revised: September 2002; April, 2003, June, 2004; October, 2005)
Revision Date: November 2016, July 2017, July 2018, June 2022
Policy Title: **Emergency Management Policy**

ORGANIZATION POLICY

POLICY STATEMENT:

The Emergency Management Policy establishes and maintains effective systems to manage disasters and other emergencies that disrupt the organization's ability to provide care and treatment. This plan incorporates the National Incident Management System Framework (NIMS) and the Hospital Incident Command System (HICS). This plan outlines actions to be taken to mitigate, prepare for, respond to and recover from the effects of any disaster or emergency.

Workforce have been oriented to and educated about the environment and possess the knowledge and skills to perform their responsibilities.

This policy covers all CMS Concept of Participation licensed/certified locations and is an overarching document covering all NH+C entities. (Home Care, Hospice, Hospital, Long Term Care Center, Rehabilitation Northfield and Lakeville, Orthopedics Northfield and Faribault, Lakeville and Northfield Urgent Care, and the Kenyon, Lonsdale, Farmington, Lakeville, Northfield Medical Clinics.

PROCEDURE:
Ensure a safe and secure environment for patients, residents, staff, visitors, and workforce members while safeguarding the facility in the event of a disaster or emergency.

Mitigate

- Regularly conduct a hazard vulnerability analysis to identify potential emergencies that could affect the need for the organization's services, or its ability to provide those services. Establish priorities among these potential emergencies.
- Limit the number of hazardous materials in storage
- Eliminate products that are no longer necessary by disposing of them properly.
- Store products in approved, labeled containers in areas that are dry and free from heat or fire.
    - Routinely test utility systems to ensure backup.
- Orient and train staff regarding their roles and responsibilities
- Train staff to recognize specific types of emergencies (symptoms caused by agents that may be used in chemical or bioterrorist attacks).

- Identify and test an alternative means of meeting essential building utility needs.
- Define backup internal and external communication systems in the event of failure during emergencies.
- Develop systems to notify personnel when emergency response measures are initiated.
- Orient and train staff on the information and skills required to perform assigned duties during emergencies
- Develop a cross-training/staffing plan to cover all necessary staff positions under emergency conditions
- Initiate and evaluate emergency drills
- Define a command structure within the organization for responding to and recovering from emergencies that links with the command structure in the community.
- Define a plan to obtain adequate food, equipment, and supplies to be self-sustaining for 96 hours.

Respond

- If there is a Presidential Disaster Declination and the Health and Human Services Secretary issues a 1135 Waiver, Northfield Hospital + Clinics will contact the Regional CMS Office at Phone: 312-886-6432 and Email: ROCHISC@cms.hhs.gov and copy the Minnesota Department of Health at Email: health.fpc-licensing@state.mn.us to request inclusion under the waiver(s).
- Communicate with the community command structure about the Northfield Hospital + Clinics status.
- Determine the need to modify or discontinue services.
- Evacuate the facility when the environment cannot support adequate patient care and treatment.
- Establish an alternate care site(s) that has the capability to meet the clinical needs of patients when the environment cannot support adequate patient care or workforce safety.
- Establish procedures that address:
  - Transportation of patients, staff, and equipment to the alternate care site.
  - The transfer of patient necessities (for example, medications, medical records) to and from the alternate care site.
  - Patient tracking to and from the alternate care site.
  - Inter-facility communication between the organization and the alternate care site.
  - Define alternate roles and responsibilities for personnel during emergencies
  - Initiate call trees to ensure appropriate staffing during an emergency/disaster. (use of the Mass Notification System)
  - Secure staff as needed from the labor pool for delivery of patient care

- Define the reporting structure within the organization's command structure.
- Offer childcare on-site or at a nearby location.
- Implement appropriate decontamination and isolation procedures if needed.
- Reduce water use when water supplies are limited. Facilities may need to reduce bedside water, and regular bathing. Hydration and hygiene needs must be met, but usual procedures can be modified.
- Secure access and control traffic and crowds as necessary.
- Communicate with the news media.

Recovery

- Re-establish usual operations following an emergency.
- Evaluate physical plant, surroundings and availability of resources (water, electricity, etc…)
- Return/relocate/repatriate patients/residents to the hospital or Long Term Care Center or transferred to alternate facility.
- Provide for incident stress debriefing as necessary for workforce and assist with the coordination of community based support for the wider psychological footprint of the disaster.

Emergency Management Drills

- Drills are conducted regularly to test emergency management.
- Orange Alert (disaster with patient influx) drills are conducted regularly but may be substituted by a real world event.

a. At least one drill or real world event yearly includes an influx of volunteer or simulated paper patients. A drill may be deferred when a real Orange Alert has been experienced by the facility in the course of the year.

b. At least one drill or real world event yearly includes a community-wide practice drill relevant to the priority emergencies identified by the organization's hazard vulnerability analysis, that assesses communication, coordination, and the effectiveness of the organization's and surrounding community's command centers using NIMS principles in the NH+C HICS. A tabletop drill is an acceptable substitute for community-wide disaster drills.

Orientation, Education and Training

Orientation and education programs are provided for all personnel, including licensed independent practitioners, who participate in implementing the emergency management plan. Plans/responsibilities are reviewed during drills and at mandatory education sessions annually.

Education addresses, as appropriate to the individual:

- specific roles and responsibilities during Hospital Incident Command System activations.
- the information and skills required to perform assigned duties during HICS activations.

Evaluation

The Emergency Management Task Force (EMTF) (membership is from each CMS licensed / certified business division) will review the Emergency Management Policy to assess the program's objectives, scope, and effectiveness, making changes as necessary and appropriate in the plan.
The Hazard Vulnerability Analysis will be updated and reprioritized as necessary. Performance measures, orientation, education and training programs will change based on the results of the evaluations.

BACKGROUND / GENERAL INFORMATION

1. Effectively respond to a variety of disasters or emergencies (through simulation drills) that affect the environment of care.
2. Define and integrate the organization's role with that of community-wide emergency management efforts, integrating NIMS policies and principles.

REFERENCES / SUPPORTING Documents / Annexes:

- 1. Hospital Incident Command System (HICS)
- 2. HICS Assignment Sheets and Organization Chart
- 3. Disaster Privileging Policy
- 4. Orange Alert
- 5. Severe Weather Precautions
- 6. Shelter In Place
- 7. Evaluation Plan
- 8. Bioterrorism Response Plan
- 9. Continuity of Operations Plan (COOP)
- 10. Mass Notification System
- 11. Closed Point of Distribution
- 12. Code Pink / Missing Person
- 13. Fire Alarm
- 14. Hostage
- 15. Lockdown Internal Threat
- 16. Lockdown External Threat
- 17. Mass Fatality
- 18. Metro Region Surge Plan
- 19. Visitor Pass System
- 20. Crisis Communications Plan
- 21. EMP and HICS Education Plan

REVIEW FREQUENCY: Annual

Date approved: _____

Department Leader: DocuSigned by: Andrew Yurek 83AF90D163BC401...

Administration: DocuSigned by: Jerry Ehn 34E09B253BFA4D7...

Signature of Chairperson of the Executive Committee (if applicable): _____

Signature of Chairperson of the Clinic Executive Committee (if applicable): _____

Board of Directors (if applicable):

_____

ADDENDUM B. NORTHFIELD HOSPITAL + CLINICS RADIO SUBSCRIBERS

Inventory Form Radio **August 1, 2022**

Northfield Hospital + Clinics Subscriber List

On Target Training and Consulting, LLC

	Radio Type	Radio Make	Radio Model	Serial Number	Current Radio Alias	Current System Alias	New Radio Alias	New System Alias	Current Unit ID	Current ID Owner	NEW Unit ID	NEW ID Owner	Assigned User
1	Portable	Motorola	APX6000Li	481CXK2887	NF EMS TAC 301	EMSMF NF301	NF-EDWARDS	EMSNF-301 P	107113	M Health	TBD	NH+C	Edwards
2	Portable	Motorola	APX6000Li	755CVD0050	303 Johnson	EMSAL-NF-303-P	NF-JOHNSON	EMSNF-303 P	105795	Allina	TBD	NH+C	Johnson
3	Portable	Motorola	APX6000Li	755CVD0042	302 DeGroot	EMSAL-NF-302-P	NF-DEGROOT	EMSNF-302 P	105660	Allina	TBD	NH+C	DeGroot
4	Portable	Motorola	APX6000Li	755CVD0053	304 Matek	EMSAL-NF-304-P	NF-ERICKSON	EMSNF-304 P	105656	Allina	TBD	NH+C	Erickson
5	Portable	Motorola	APX6000Li	755CVD0041	306 Fischer	EMSAL-NH-304	NF-SPARE-1P	EMSNF-SPARE-1 P	105655	Allina	TBD	NH+C	Spare portable
6	Portable	Motorola	APX6000Li	755CVD0043	305 Yurek	EMSAL-NH-305	NF-YUREK	EMSNF-305 P	105792	Allina	TBD	NH+C	Yurek
7	Portable	Motorola	APX6000Li	755CVD0044	NF HOSP P	EMSAL-NFLD-ED-NF	NF-HOSP-ED	EMHNF-ED P	106098	Allina	TBD	NH+C	Emergency Department
8	Portable	Motorola	APX6000Li	755CVD0054	330-1 Portable	EMSAL-NF-330-1	NF-330-1-P	EMSNF-330-1 P	105793	Allina	TBD	NH+C	330 shift
9	Portable	Motorola	APX6000Li	755CVD0048	330-2 Portable	EMSAL-NF-330-2	NF-330-2-P	EMSNF-330-2 P	105704	Allina	TBD	NH+C	330 shift
10	Portable	Motorola	APX6000Li	755CVD0051	331-1 Portable	EMSAL-NF-331-1	NF-331-1-P	EMSNF-331-1 P	105953	Allina	TBD	NH+C	331 shift
11	Portable	Motorola	APX6000Li	755CVD0056	331-2 Portable	EMSAL-NF-331-2	NF-331-2-P	EMSNF-331-2 P	105952	Allina	TBD	NH+C	331 shift
12	Portable	Motorola	APX6000Li	755CVD0047	332-1 Portable	EMSAL-NF-332-1	NF-332-1-P	EMSNF-332-1 P	106097	Allina	TBD	NH+C	332 shift
13	Portable	Motorola	APX6000Li	755CVD0055	332-2 Portable	EMSAL-NF-332-2	NF-332-2-P	EMSNF-332-2 P	105658	Allina	TBD	NH+C	332 shift
14	Portable	Motorola	APX6000Li	755CVD0045	335-1 Portable	EMSAL-NF-335-1	NF-335-1-P	EMSNF-335-1 P	105661	Allina	TBD	NH+C	335 shift
15	Portable	Motorola	APX6000Li	755CVD0052	335-2 Portable	EMSAL-NF-335-2	NF-335-2-P	EMSNF-335-2 P	105703	Allina	TBD	NH+C	335 shift
16	Portable	Motorola	APX6000Li	755CVD0046	336-1 Portable	EMSAL-NF-336-1	NF-336-1-P	EMSNF-336-1 P	105794	Allina	TBD	NH+C	336 shift
17	Portable	Motorola	APX6000Li	755CVD0049	336-2 Portable	EMSAL-NF-336-2	NF-336-2-P	EMSNF-336-2 P	105657	Allina	TBD	NH+C	336 shift
18	Mobile	Motorola	APX6500	527CRT6982	NF 316 M	EMSAL-NF-M316a	NF-321-M	EMSNF-321 M	105947	Allina	TBD	NH+C	Ambulance 321
19	Mobile	Motorola	APX6500	524CSM2001	NF 317 M	EMSAL-NF-M317a	NF-317-M	EMSNF-317 M	105967	Allina	TBD	NH+C	Ambulance 317
20	Mobile	Motorola	APX6500	527CTM4543	NF 318 M	EMSAL-NF-M318a	NF-318-M	EMSNF-318 M	106061	Allina	TBD	NH+C	Ambulance 318
21	Mobile	Motorola	APX6500	514CNH0463	NF 423 M	EMSAL-M423	NF-319-M	EMSNF-319 M	105655	Allina	TBD	NH+C	Ambulance 319
22	Mobile	Motorola	XTL2500	514CHF1257	NF 315 M	EMSAL-NF-M315	NF-320-M	EMSNF-320 M	105765	Allina	TBD	NH+C	Ambulance 320
23	Mobile	Motorola	APX6500	527CUR1054	NF 301 M	EMSAL-NF-301-M	NF-301-M	EMSNF-301 M	106214	Allina	TBD	NH+C	Squad 302
24	Mobile	Motorola	APX6500			EMSAL-NF-M-310a	NF-310-M	EMSNF-310 M	105948	Allina	TBD	NH+C	Squad 310
25	Portable	Motorola	APX6000Li	755CVD0057	NF EMS Spare	EMSAL-NF-301-P	NF-SPARE-2P	EMSNF-SPARE-2 P	106096	Allina	TBD	NH+C	Spare portable
26	Portable	Motorola	APX6000Li	755CVD0058	NF EMS Spare	EMSAL-NF-SPARE1	NF-SPARE-3P	EMSNF-SPARE-3 P	105705	Allina	TBD	NH+C	Spare portable
27	Portable	Motorola	XTS2500	205CJD1057			NF-CACHE-1-P	EMSNF-CACHE1 P			TBD	NH+C	Spare portable
28	Portable	Motorola	XTS2500	205CJD1056			NF-CACHE-2-P	EMSNF-CACHE2 P			TBD	NH+C	Spare portable
29	Portable	Motorola	XTS2500	205CDS0363			NF-CACHE-3-P	EMSNF-CACHE3 P			TBD	NH+C	Spare portable
30	Portable	Motorola	XTS2500	205CDS0320			NF-CACHE-4-P	EMSNF-CACHE4 P			TBD	NH+C	Spare portable
31	Portable	Motorola	XTS2500	205CDS0287			NF-CACHE-5-P	EMSNF-CACHE5 P			TBD	NH+C	Spare portable
32	Portable	Motorola	XTS2500	205CDS0352			NF-CACHE-6-P	EMSNF-CACHE6 P	105659	Allina	TBD	NH+C	Spare portable
33	Portable	Motorola	XTS2500	205CLB0629			NF-CACHE-7-P	EMSNF-CACHE7 P	105862	Allina			Spare portable
34	Portable	Motorola	XTS2500	205CDS0369			NF-CACHE-8-P	EMSNF-CACHE8 P					Spare portable
35	Portable	Motorola	XTS2500	205CDS0289			NF-CACHE-9-P	EMSNF-CACHE9 P					Spare portable
36	Portable	Motorola	XTS2500	205CDS0317			NFH-SEC-1-P	EMHNF-SEC-1 P					Hosp. security
37	Portable	Motorola	XTS2500	205CLB0631			NFH-SEC-2-P	EMHNF-SEC-2 P					Hosp. security
38	Portable	Motorola	XTS2500	205CNZ2449			NFH-SEC-3-P	EMHNF-SEC-3 P					Hosp. security
39	Mobile	Motorola	XTL2500	514CHF1256			NFH-SPARE-1-M	EMSNF-SPARE-1 M					Spare mobile
40	Mobile	Motorola	XTL2500				NFH-EDUC-1-M	EMSNF-EDUC-1 M					Training ambulance
41	Mobile	Motorola	XTL2500				NFH-EDUC-2-M	EMSNF-EDUC-2 M					Expedition

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5A. Approval of Draft NG9-1-1 Transition Plan
Presenter: Mihelich

RECOMMENDATION
The 9-1-1 Technical Operations Committee (TOC) recommends the Board approve the draft NG9-1-1 Transition Plan.

BACKGROUND
In 2021, the Board awarded an RFP for an NG9-1-1 Transition Plan to 911 Authority. The agreement with 911 Authority included three tasks as project deliverables:

- Task 1 – Develop an NG9-1-1 transition strategy (MESB accepted on March 9, 2022)
- Task 2 – Assess the current metro region 9-1-1 system (MESB accepted on March 9, 2022)
- Task 3 – Develop an MESB NG9-1-1 transition plan (slated for acceptance on September 14, 2022).

ISSUES & CONCERNS
The transition to NG9-1-1 contains many variables as the state's RFP breaks up NG9-1-1 into multiple components: NG Core Services, ESInet Egress, and 9-1-1 Control Center. Respondents to the RFP can bid on one or more of the components, which could result in multiple vendors providing the overall NG9-1-1 system to the state. Each vendor has different methods on how they provide NG9-1-1 services, and 911 Authority has been contracted to assist us with the transition and its many variables. Task 3 will assist not only the MESB, but also metro region PSAPs with better understanding the operational and financial impacts that will come with the new NG9-1-1 system.

NG9-1-1 will provide enhanced capabilities such as the ability to send photos and videos through multi-media messaging on cellular phones. The new ESInet will allow PSAPs to use the NG9-1-1 system for more than just 9-1-1 phone calls, opening the possibilities of connecting data such as Computer Aided Dispatching (CAD) and online mapping solutions. All PSAPs in the State of Minnesota will need to evaluate these new capabilities and choose which of them to implement along with a strategy on how best to accomplish the roll-out while ensuring that residents have a consistent 9-1-1 experience throughout the state.

MESB staff will work with staff from DPS' Emergency Communication Networks (ECN) division, as well as with the system vendor and PSAPs, to schedule the various transition elements in a

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logical and sequential manner that will work for all parties involved.

Lastly, MESB staff will work with ECN on any public education efforts for the public related to new 9-1-1 capabilities as they are implemented.

FINANCIAL IMPACT

None to the MESB for this item. In the future, it is possible that the MESB could incur expenses related to this transition.

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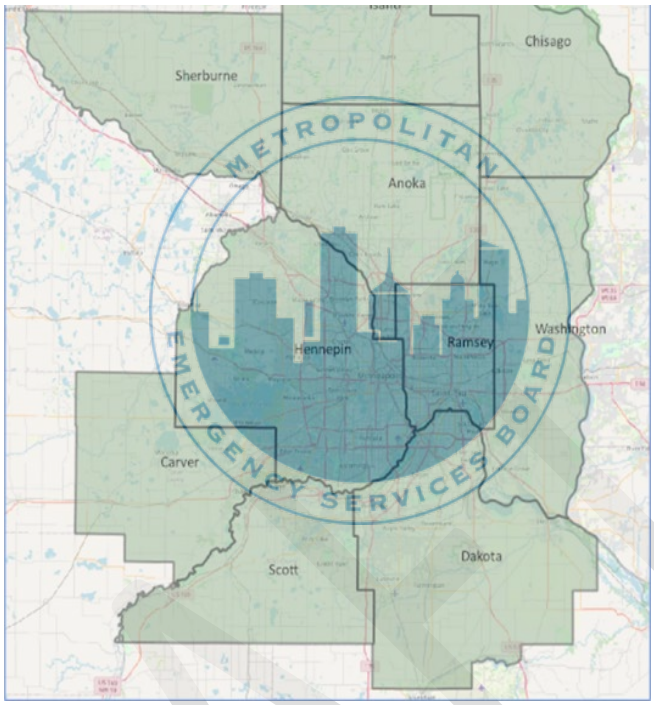

MESB NG9-1-1 Transition Plan

2022-2025

Working Draft April 2022

Prepared by

911 Authority

Connecting Public Safety with Technology

DRAFT

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Executive Summary

The Metropolitan Emergency Services Board (MESB) supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties, and the City of Minneapolis. This support includes oversight and management of the metropolitan portion of the ARMER radio system; oversight and management of the regional 9-1-1 system; and coordination of the regional EMS system. This regional approach to planning and supporting Public Safety Answering Points (PSAPs), radio system users, and EMS providers ensures optimal response to emergencies and large-scale public safety events occurring within the metropolitan region.

The MESB provides regional leadership, planning, coordination, and support for public safety communications and EMS providers, resulting in efficiencies for local governments and consistent public safety response within the metropolitan region.

The MESB works closely with the Minnesota Department of Public Safety, Division of Emergency Communication Networks (ECN) to not only manage the current E9-1-1 system, but to plan and implement Next Generation 9-1-1 (NG9-1-1). NG9-1-1 is Internet protocol based and will provide increased functionality for 9-1-1 callers and Minnesota's public safety answering points, which answer 9-1-1 calls and dispatch public safety resources in response to those calls.

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and inform specific MESB NG9-1-1 RFP requirements. The data gathered for the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan.

The purpose of this plan document is to articulate the vision of the MESB PSAPs as it relates to the transition of the regional PSAPs to a fully operational NG9-1-1 network in the metropolitan area. This document identifies initiatives requiring additional action and activity to achieve the stated goals and objectives established in this transition plan. The goals and objectives presented in this transition plan, some of which are in progress, are designed to step the MESB and the regional PSAPs through an orderly transition to full end state i3 NG9-1-1 operations, build on the existing common capabilities of the region and support a sustainable program for years to come.

The vision for the MESB NG9-1-1 Transition Plan is to facilitate a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.

The table below provides a high-level summary of the goals and objectives established by the MESB Regional PSAPs for this plan, identifies actual and planned initiatives that support the plan goals and

objectives, and provides and identifies measurements and milestones to indicate progress toward achieving the goals and objectives of the plan.

MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
1. The MESB desires a planned, diligent, and seamless transition from the current 9-1-1 system serving the MESB PSAPs to fully NG9-1-1 capable and compliant systems supporting the MESB PSAPs.	• Implement MESB NG9-1-1 Transition Strategy and Plan (Initiated Q4-2021)	• Execute NG9-1-1 transition plan identified in this document
2. The MESB requires reliable and resilient NG9-1-1 service and will leverage NG9-1-1 standards-based technology to support the eighteen primary and six secondary PSAPs serving the citizens of and visitors to the Minneapolis/St. Paul metropolitan area.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• Distribution of the MN-ECN NG9-1-1 RFP • (anticipated Q1-2022)
3. The MESB, in cooperation with Minnesota PSAPs and ECN, seeks to leverage common Minnesota NG9-1-1 operational, technical, and functional requirements in the procurement of any future NG9-1-1 systems to continue the long history of public safety interoperability across Minnesota.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• MN-ECN-NG9-1-1 RFP awarded and transition begins • (anticipated Q1-2023)
4. The MESB maintains a focus on offering PSAPs better continuity-of-operations (COOP) options as well as enabling resource sharing for the PSAPs that are interested in working together.	• Develop new regional processes for NG9-1-1 call overflow and backup scenarios between PSAPs • Establish regional COOP plans that leverage the NG9-1-1 network capabilities • Regional CAD to CAD initiatives will overlap during the transition time frame • Regional 988 initiatives will overlap during the transition time frame	• MESB Regional NG9-1-1 COOP Plan approved by the Board • COOP planning should include consideration for other MESB PSAP initiatives like CAD to CAD and radio interoperability
5. The MESB works with ECN to procure an NG9-1-1 network with enhanced support for the delivery of shared/hosted and cloud-based applications for PSAPs. (e.g. hosted call handling, CAD, CAD-to-CAD interoperability, logging/recording)	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP	• MN-ECN-NG9-1-1 RFP awarded and transition begins • (anticipated Q1-2023)
6. The MESB sees the local, authoritative data maintained by its counties as a strategic asset for its PSAPs and seeks to create data processes that allow the region to effectively use and maintain high-quality geospatial data to support NG9-1-1.	• Continue investment in GIS data development projects • Plan for all PSAPs to transition to full geospatial location-based routing • Establish process and procedure • Operationalize the data	• All PSAPs transitioned to end state location-based routing as defined by the NENA i3 end state assumptions
7. The MESB works with the PSAPs in planning for the transition of their PSAP 9-1-1 technology to NG9-1-1 capable systems needed to operate on a fully standards compliant NG9-1-1 network.	• Formalize the coordination role of the MESB staff for the transition to NG9-1-1 • Establish a Call Handling Equipment (CHE) upgrade plan for all regional PSAPs and incorporate it into the	• Final MESB PSAP CHE Upgrade plan • Published MESB PSAP network cutover schedule

MESB NG9-1-1 Transition Plan Goals and Objectives	Supporting Initiatives	Measurement / Milestone
	overall network deployment and PSAP cutover schedule from the new ECNSP	
8. The MESB seeks a single-point of contact for PSAPs to report 9-1-1 issues and problems to have resolution proficiently coordinated among vendors and providers.	• The MESB work with ECN to establish a PSAP help desk function that supports and coordinates on behalf of the regional PSAPs with ECNSPs • Leverage the transition work done for Goal #7	• MESB participates in the service definition with ECN to facilitate the system wide help desk function necessary to support the PSAPs
9. The MESB, in partnership with Minnesota PSAPs and ECN, seeks to leverage common, statewide 9-1-1 funding and grant opportunities in the purchase and deployment of NG9-1-1 systems.	• MESB Participation in the 2022 ECN NG9-1-1 RFP and procurement process to include the evaluation of proposed solutions to the RFP • CHE Upgrade plan • All future procurements related to public safety	• Q1-2022 RFP awarded and transition begins • (anticipated Q1-2023)

These elements of the plan are explored in greater detail in Section 2 and Section 3 below.

1. NG9-1-1 Transition Plan Background

This section of the plan provides definitions relevant to the plan, establishes the methodology used to develop the plan and provides context for understanding the plan.

1.1 Relevant Legislative Definitions

Proposed changes to Chapter 403 of the Minnesota Statute, 911 Emergency and Public Safety Communications, include updated terminology in 403.2 that is referred to throughout this plan. Although there are many additions to 403.02 Definitions, the list below reflects those pertinent to this document.

1. **911 network.** "911 network" means (1) a legacy telecommunications network that supports basic and enhanced 911 service, or (2) the ESInet that is used for 911 calls, that can be shared by all public safety answering points, and that provides the IP transport infrastructure upon which independent public safety application platforms and core functional processes can be deployed, including, but not limited to, those necessary for providing next generation 911 service capability. A network may be constructed from a mix of dedicated and shared facilities and may be interconnected at local, regional, state, national and international levels.
2. **911 system**. "911 system" means a coordinated system of technologies, networks, hardware, and software applications that a PSAP must procure and maintain in order to connect to the state 911 network and provide 911 services.
3. **911 service**. "911 service" means the emergency response service a public safety answering point provides as a result of processing 911 calls through their 911 system
4. **Emergency Communications Network Service Provider** (**ECNSP**). "Emergency Communications Network Service Provider (ECNSP)" means a service provider, determined by the commissioner to be capable of providing effective and efficient components of the 911 network or its

management, that provides or manages all or portions of the statewide 911 emergency communications network. The ECNSP is the entity or entities that the state contracts with to provide facilities and services associated with operating and maintaining the Minnesota statewide 911 network.

5. **Emergency Services Internet (ESInet)** "ESInet" means a network which is Internet Protocol-based and multi-purpose in supporting local, regional, and national public safety communications services in addition to 911. The ESInet is comprised of 3 network components: ingress network, NGCS and egress network.

1.2 MESB NG9-1-1 Plan Development Methodology

The MESB commissioned the NG9-1-1 Transition Strategy and Planning Project leading to this transition plan in August 2021. The project consisted of three tasks. They are:

Task 1 – Develop a NG9-1-1 transition strategy document

A document that summarizes the MESB regional business needs, circumstances, and goals for the NG9-1-1 implementation. The strategy must recognize synergies, dependencies, and constraints of the metro regional 9-1-1 system's existence within the context of a statewide 9-1-1 system.

- *The MESB NG9-1-1 Transition Strategy Document [1]was published in November 2021 and established the goals and objectives used as a foundation for this plan*

Task 2 – Conduct an assessment of the current MESB 9-1-1 systems

For the ten-county metropolitan region, including:

a. Current state of the ESInet.
b. Current state of the GIS data available to support location-based call routing using NG9-1-1 Core Services functional elements.
c. Current state of the 9-1-1 system monitoring and management.
d. Current inventory of PSAP call handling equipment, computer aided dispatch, and mapping systems for NG9-1-1 readiness.

- *The MESB NG9-1-1 System Assessment Report [2]was published in February of 2022 and provides regional initiatives, actions and next steps for this plan*

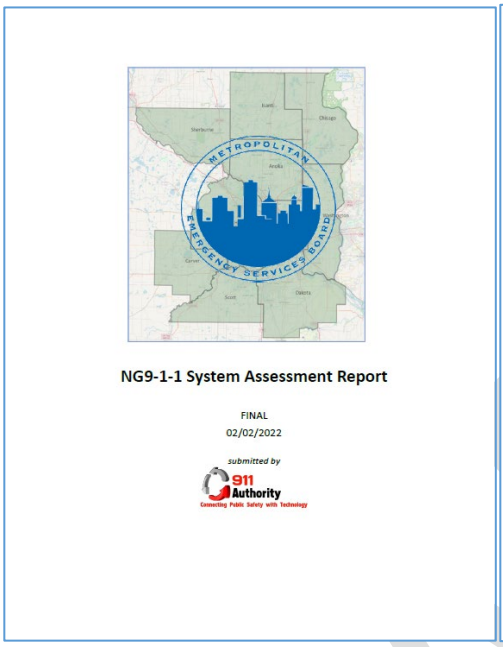
Task 3 – Develop an MESB NG9-1-1 Transition Plan

The plan should contain information related, but not limited, to clearly defined stages of transition, presented within an anticipated time horizon and noting specific sequencing dependencies and linkages. Additionally, the plan should specifically address the following areas

1) The MESB ESInet Transition

[1] MESB NG9-1-1 Transition Strategy Document, 11/15/2021
[2] The MESB NG9-1-1 System Assessment Report, 2/2/2022

2) The MESB NG9-1-1 Core Services Transition
3) The MESB NG9-1-1 Data Transition



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2 MESB NG9-1-1 Transition Plan Scope

This section of the plan establishes the boundaries of the plan, begins to delineate roles and responsibilities in the region required to assist the region in the execution of the MESB NG9-1-1 Transition Plan.

2.1 MESB NG9-1-1 Transition Elements

Referencing the diagram below, there are three (3) primary points of 9-1-1 system that must be addressed in an NG9-1-1 transition. An additional way to view it is in terms of 9-1-1 call flow or how a 9-1-1 call gets to a PSAP

1. **Ingress** - getting the 9-1-1 call traffic (all types) to the NG9-1-1 network for routing to a PSAP
    - Getting a 9-1-1 call into the system
2. **Core** - anchoring, routing, and distributing the NG9-1-1 call traffic
    - Decides which PSAP to send the 9-1-1 call to
3. **Egress** - getting the NG9-1-1 call traffic routed to the PSAP with location data
    - Getting the 9-1-1 call to a PSAP

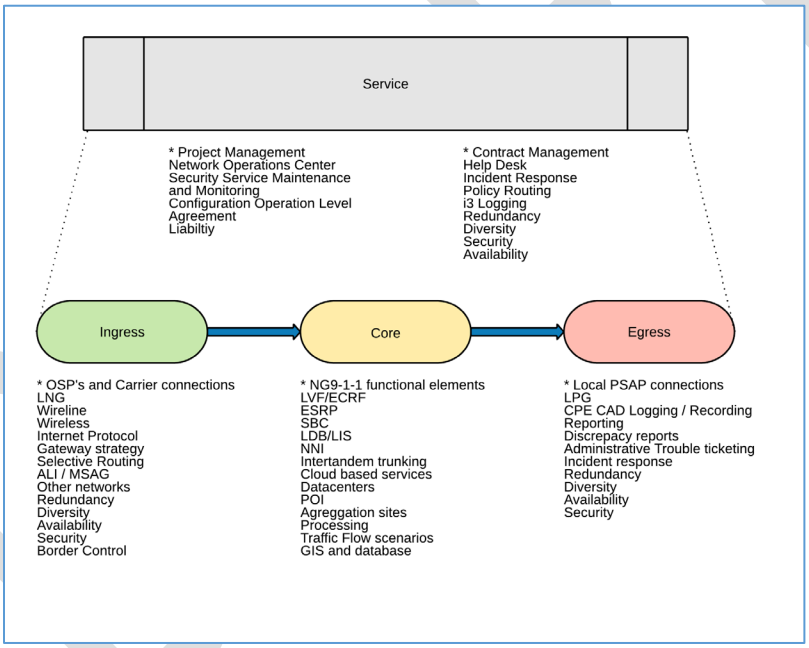

Figure 1 - Transition Elements Categorized by Ingress/Core/Egress

These three areas each have technical, operational, and administrative considerations that will be addressed in this end-to-end NG9-1-1 plan for a successful transition of the MESB PSAPs to NG9-1-1. Along with participating in the transitions occurring in the Ingress, Core and Egress components of the NG9-1-1 system, the local PSAPs will need to take the responsibility for updating the current technologies used in their operations to be NG9-1-1 ready.

The MESB identified planning emphasis around the following three areas of transition at the beginning of the project. They are:

1) The MESB ESInet Transition
2) The MESB NG9-1-1 Core Services Transition
3) The MESB NG9-1-1 Data Transition

As a result of the MESB Transition Strategy Document project coupled with the assessment report findings, the elements requiring planning, action and initiatives on the part of the MESB or MESB PSAPs in order to transition to a full NG9-1-1 end state expands to include the following:

1) 9-1-1 call origination network transition (ingress)
2) 9-1-1 call routing functions transition (core)
3) 9-1-1 call delivery network to the PSAPs transition (egress)
4) 9-1-1 PSAP system technology migrations and updates (egress)
5) 9-1-1 call database functions transition (core)
6) 9-1-1 network support and monitoring transition (all)
7) 9-1-1 network disaster recovery and continuity of operations (all)

These planning elements are translated to planning milestones with specific actions, timelines and activities necessary for a successful transition of the MESB PSAPs to NG9-1-1 in Section 3.

2.2 Transition Roles and Responsibilities in NG9-1-1

It is important to establish clearly defined roles and responsibilities during the transition to NG9-1-1.

The MESB

The MESB will provide the guidance and framework for ensuring that call delivery to each PSAP will meet operational requirements. In addition, the MESB will be instrumental in providing MESB PSAPs with implementation oversight and project management of the configuration and operation of ESInet and NG core services. In this capacity, the MESB will maintain a focus on call delivery to ensure that MESB PSAPs will be able to meet their requirements once the network is fully deployed.

The transition of MESB PSAPs to a new NG9-1-1 network will be managed through additional documented practices and procedures. During the transition, the MESB will:

- Support MESB PSAPs in coordinating the implementation of and transition to NG9-1-1.
- Assist PSAPs by coordinating with the NG9-1-1 ECNSP to ensure that guidelines and best practices will be followed during all transition and implementation activities.
- Support MESB PSAPs as 9-1-1 system changes occur during the transition to NG9-1-1 by applying established change management process, practices and procedures in order to plan for and mitigate any operational disruption during the transition to NG9-1-1.
- Support the MESB 9-1-1 Technical Operations Committee (TOC) in the engagement of the MESB stakeholders in the planning and implementation of the transition to NG9-1-1.
- Assist PSAPs/counties in meeting NG9-1-1 core services data requirements and coordinating the transition of legacy MSAG/ALI to NG9-1-1 data management processes.
- Assist PSAPs in ensuring that quality assurance and quality control measures performed by the ECNSP are met for all components of the NG9-1-1 network and services.

- Establish a baseline for connectivity among PSAPs.

Metro Regional PSAPs

The metro region PSAPs will be the end users of the NG9-1-1 network. In this user role, each PSAP will be a stakeholder and will collaborate with the MESB at various stages of transition. PSAPs will be responsible for ensuring that their requirements are communicated such that the NG9-1-1 network is operationally focused on their mission. PSAPs will be responsible for engaging with their county GIS support organization(s) to maintain quality geospatial data required for the operation of the NG9-1-1 network. PSAPs must coordinate with the MESB to configure changes to the NG9-1-1 network. PSAPs will be accountable to provide the information required by the ECNSP when they begin an upgrade or replacement of PSAP applications that affect call delivery or any other applications that are utilizing the NG9-1-1 network for connectivity. During the transition, and on an on-going basis, PSAPs must report issues with call delivery, routing, and location information.

During the transition Metro Region PSAPs will:

- Work individually and collectively with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Be responsive to requests for information and input prior to and during the transition
- Be engaged stakeholders that participate in the transition planning process and are vested in the outcomes for the region
- Champion PSAP operational requirements to drive the technology decisions made in the transition to NG9-1-1
- Communicate plans and activities that could impact the operation of the PSAP NG9-1-1 systems or the NG9-1-1 network. Examples might include buying a new CAD system or moving into a new building

NG9-1-1 ECNSP(s)

The NG9-1-1 ECNSP(s) will be required to deliver a NG9-1-1 network that meets the technical specifications of the MESB, which will be developed in conjunction with the PSAPs. The ECNSP(s) will be required to support the transition of MESB PSAPs from legacy to NG9-1-1 and for maintaining the NG9-1-1 network to ensure that 9-1-1 service is available 99.999 percent of the time.

During the transition, the ECNSP(s) will:

- Coordinate with the MESB to plan, schedule and execute an orderly transition to NG9-1-1
- Work individually and collectively with MESB PSAPs throughout the transition
- Migrate and cutover individual MESB PSAPs from the current network to the new NG9-1-1 network
- Transition location data from current processes and platforms to those used for NG9-1-1, coordinating with originating service providers, as well as MESB and its PSAPs
- Coordinate and facilitate changes at the PSAP related to the operation of the NG9-1-1 network
- Provide 24x7x365 operational support to MESB PSAPs for the NG9-1-1 network

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The figure below provides a visual representation of the roles and responsibilities involved in the migration to NG9-1-1. A successful transition will require the coordination and cooperation between and among these entities.

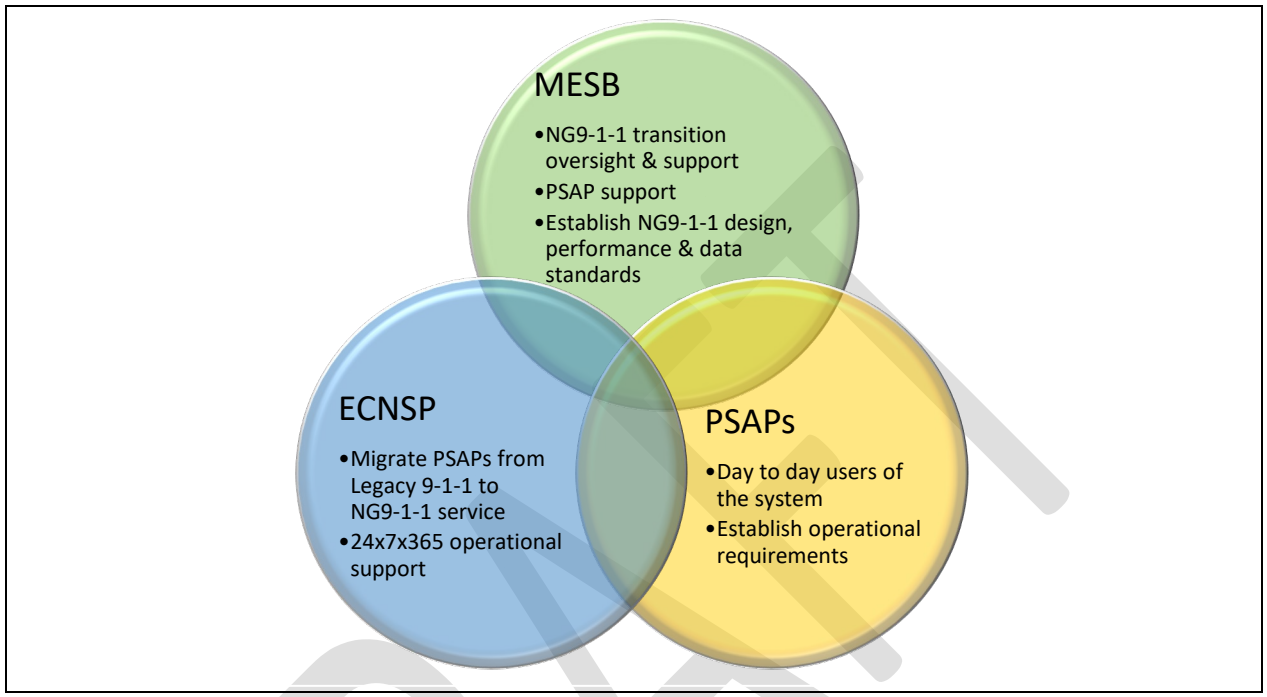

Figure 2 - NG9-1-1 Transition Roles and Responsibilities Diagram

2.3 2021 MESB PSAP Assessment Report Findings Relevant to NG9-1-1 Transition

In preparation for the planned transition to NG9-1-1 in 2022 and beyond, the MESB commissioned an assessment report of the MESB regional PSAPs in Q4-2021 to provide a current analysis of 9-1-1 and PSAP operations across the MESB region. A key objective of that report was to establish a 9-1-1 technology baseline to use for planning and to inform specific MESB NG9-1-1 RFP requirements. The data gathered during the report is also used here to focus and guide the completion of this MESB NG9-1-1 Transition Plan. The specific findings from the survey report include the following:

Assessment Report Finding	Planning Implications
1. The anticipated level of upgrades to systems and equipment necessary for MESB PSAPs to transition to full NG9-1-1, i3 operating capability is low to moderate from a PSAP cost, training and major equipment change out perspective.	• Assuming a transition to full NG9-1-1 capability occurs within the next 12 to 24 months (2023 – 2024) • Schedules are critical • Coordination is critical • Practice Risk management and apply sound project management methodologies at all times during the transition.
2. All MESB PSAPs will require some level of upgrade to transition away from the current 9-1-1 system provided	• Require Call Handling Equipment (CHE) upgrades be incorporated into the overall network deployment and PSAP cutover schedule from the

Assessment Report Finding	Planning Implications
under contract with Lumen to a system that fully supports the NENA NG9-1-1 i3 specification	new ECNSP
3. Staffing in a NG9-1-1 environment will require different skill sets like cybersecurity and networking or social media and texting. Personnel costs could be impacted by specialized skill sets or from the increased reliance on accurate data like GIS which will require an increase in maintenance activities.	• Establish a training subcommittee to periodically review new training requirements and cross jurisdictional training opportunities as the transition to NG9-1-1 occurs.
4. The MESB PSAPs are well prepared for the transition to NG9-1-1 as evidenced by the level of investment in technology, applications, resources and funding committed to public safety across the MESB region in addition to specific 9-1-1 funding from ECN	• Think regionally, act regionally, buy regionally. • Economies of scale, interoperability and consistency should drive regional decision making related to the continued investment in public safety and NG9-1-1 technologies in the region.
5. As more integration occurs across the MESB region on applications like Computer Aided Dispatch (CAD) and CHE the more efficient the MESB PSAPs will become at operating as one logical entity at the systems level. Examples include CAD to CAD interoperability, hosted CHE and alerting applications	• Think regionally, act regionally, operate regionally. • Leverage existing common applications and platforms in order to maximize new NG9-1-1 capabilities
6. The MESB PSAPs will benefit from a diverse, scalable, redundant NG9-1-1 system that delivers data and information about and from emergency events (calls, data and supplemental information)	• Impacts to policy, procedure, and training • New policies will need to be developed to take full advantage of NG9-1-1 capabilities
7. Once the NG9-1-1 system is operational, the MESB region will have the ability to prepare alternative arrangements, agreements including mutual aid for the PSAPs.	• Develop mutual aid agreements that enhance the operational polices of the PSAPs to aid in how each PSAP interoperates and shares NG9-1-1 information and/or systems where appropriate
8. The NG9-1-1 system will provide for a common approach for Cybersecurity across all MESB PSAPs in addition to the current local efforts. This will enhance the ability to recognize, divert or isolate DDoS, TDoS and intrusions that can compromise the entire operation.	• Develop a MESB Regional PSAP focused Cybersecurity plan • Establish new security policy and procedure as necessary to enable the NG9-1-1 transition
9. Establish a centralized monitoring and reporting capability that can manage all operational components within the NG9-1-1 network Service Level Agreement (SLA) and maintain service integrity across all MESB PSAPS.	• Establish this capability for the MESB PSAPs within the MESB. • Establish an MESB PSAP help desk function that supports and coordinates on behalf of the PSAPs. • Ensure consistent monitoring and management of the services provided (ESInet, Hosted Call Handling, GIS, Telecommunications, Radio, CAD, Recording, etc.) and quick resolution of any problem or trouble with the associated provider.

These findings and conclusions will be incorporated into the transition plan detailed in Section 3 below.

3 MESB NG9-1-1 Transition Plan

The transition to NG9-1-1 will be completed in a phased approach that will allow the PSAPs to use the ESInet and NG core services as they are operationally ready. The MESB PSAPs transition to NG9-1-1 is dependent on and subject to the results of the Q1-2022 MN-ECN RFP process that is anticipated to conclude by Q1-2023. That process will identify a single ECNSP vendor or multiple ECNSP vendors that will become part of the planning and scheduling of specific tasks and actions during the transition.

Specifically, the new ECNSP vendor(s) will play a role in planning, coordinating and transitioning all MESB PSAPs to a new NG9-1-1 end state system as envisioned by the Q1-2022 RFP requirements developed in cooperation between the MN-ECN and the MESB.

Regardless of the schedule established by the new ECNSP vendor(s), transitional milestones are identified for planning purposes and will need to be completed in order to transition from the current system to a new system achieving end state NG9-1-1. Additional planning, actions and activities may become evident as the Q1-2022 ECN RFP process completes by Q4-2022. The milestones presented below are derived from the planning elements identified in Section 2.1 above.

The MESB NG9-1-1 transition plan milestones can be used to measure progress and focus actions and activities of the region over the next 24 months. The milestones are as follows:

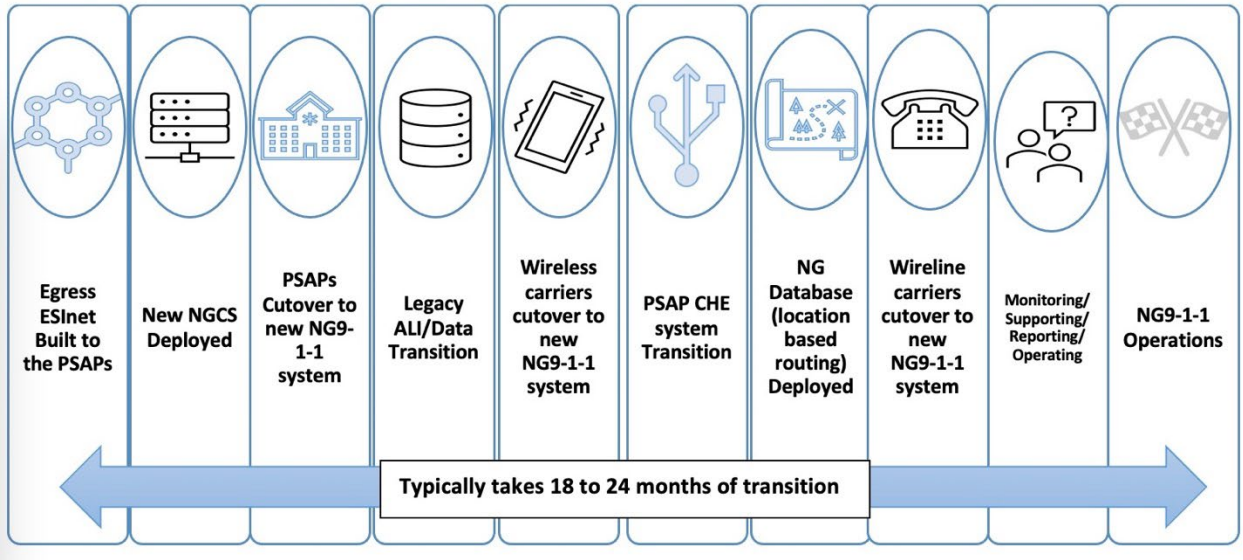

Figure 3 - NG9-1-1 Transition Milestones

3.1 NG9-1-1 Transition Sequencing and Schedule

NG9-1-1 Transition does not follow a straight line. The transition milestones listed above are displayed in order from left to right but that does not mean they must be completed in a sequential order. The first few milestones will need to be completed before the latter milestones can be achieved. Final sequencing will be determined in coordination with the new ECNSP.

The sequencing and scheduling of the transition will follow this basic timeline

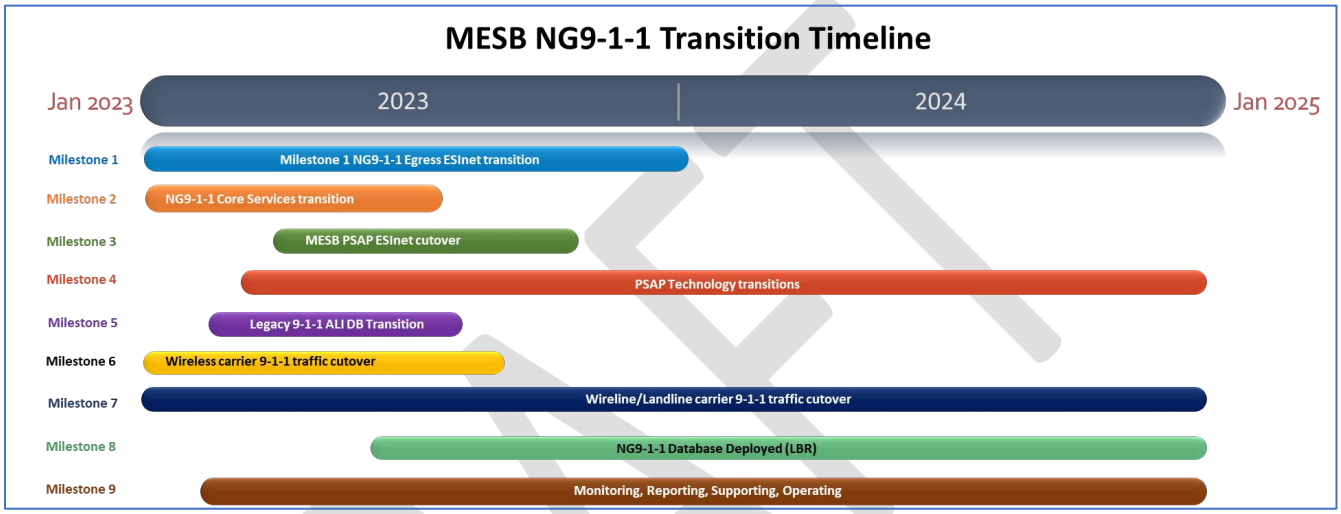

Figure 4 - MESB NG9-1-1 Transition Timeline

3.2 MESB NG9-1-1 Transition Plan

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 1 NG9-1-1 Egress ESInet transition	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
NG9-1-1 Egress ESInet transition is focused on establishing managed and secure ESInet connectivity to the MESB PSAPs and the PSAP CHE. The end result/outcome is to establish new 9-1-1 call paths from the new NG9-1-1 network to the MESB PSAPs. Milestone 1 is the foundational milestone that serves as a prerequisite for later transition milestones to be achieved. Milestone 1 is heavily dependent on the results of the current Q1-2022 ECN NG9-1-1 RFP award. All MESB PSAPs will be impacted by this milestone. This section identifies the actions and activities required of the MESB and the MESB PSAPs in order to facilitate the orderly completion of Milestone 1			
Transition project management - Egress Network	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
MESB supports the planning and coordination required to implement new ESInet Services to all MESB PSAPs as part of the transition to NG9-1-1. This involves the buildout of networks and installation of equipment throughout the region and at the PSAPs in 2023.			

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
MESB Coordination with Egress Network ECNSP	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-egress**
Discuss and coordinate Egress ESInet architecture considerations of the MESB PSAPs	**1/1/2023**	**1/31/2023**	
Discuss and coordinate Egress network failover specific to the MESB region	**1/1/2023**	**1/31/2023**	
Establish network security policies specific to the MESB region	**1/31/2023**	**3/31/2023**	
Determine remote access support requirements of the PSAPs	**2/1/2023**	**1/31/2023**	
Discuss and coordinate 9-1-1 Call/Traffic Flow Requirements specific to the MESB region	**2/1/2023**	**3/31/2023**	
Discuss and coordinate Egress network traffic routing and re-routing for the MESB region	**3/1/2023**	**5/31/2023**	
Coordinate connectivity to MESB PSAPs, align to statewide PSAP cutover schedule	**4/1/2023**	**6/30/2023**	
Coordinate PSAP site visits, power requirements, rack space, align to statewide schedule	**2/1/2023**	**4/30/2023**	
The configuration of the ESInet will be a constantly changing infrastructure that will require that all configuration information is documented and updated as the ESInet grows and evolves			
Establishing a formal change process that The MESB and the PSAPs can use to manage changes to the NG9-1-1 service during the duration of the contract.			
Session Initiation Protocol (SIP) delivery of Traffic	**1/1/2023**	**6/30/2023**	
Milestone 2 NG9-1-1 Core Services transition	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-core**
Milestone 2 ensures that the NG core service functional elements are implemented to support further migration to NG9 1 1. This transition is typically completed in two parts. One part is the NG core and turn up of the functional elements that create the NG9 1 1 capabilities that can be delivered to the PSAP. The second part is the migration of PSAPs from current services to the new NG9-1-1 core services.			
Transition project management - NGCS	**1/1/2023**	**6/30/2023**	**MESB, MESB PSAPs, ECN, ECNSP-core**
The MESB supports the planning and coordination necessary to transition the MESB PSAPs to the new ECNSP core services. Including the testing and validation of services prior to PSAP cutover to full operations on the new system	**1/1/2023**	**6/30/2023**	
Planning and coordination for MESB PSAP call handling equipment to ECN NGCS functional elements	**3/1/2023**	**5/31/2023**	
Verify functional element deployment and testing results with ECNSP prior to migration of MESB PSAPS	**5/1/2023**	**6/1/2023**	
Establish schedule with ECNSP for MESB PSAP cutover	**4/1/2023**	**5/31/2023**	
Coordinate operational readiness testing and acceptance testing with ECNSP and MESB PSAPs	**5/15/2023**	**6/1/2023**	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Certify test results and document configuration management data	6/15/2023	6/30/2023	
Coordination with Inteliquent - Ingress network	1/1/2023	6/30/2023	
Discuss and coordinate legacy ALI database operations for MESB region	1/1/2023	3/31/2023	
Prepare and submit geodata and legacy ALI information to ECNSP for MESB PSAPS	4/1/2023	5/31/2023	
Participate in testing of LIS/LDB functionality with ECNSP	4/1/2023	5/31/2023	
Conduct an Originating Service Provider (OSP) Assessment - Conduct a regional assessment to identify the local OSPs and determine their ability to directly connect to the ESInet.	1/1/2023	3/31/2023	
Establish workflow for ALI and geodata maintenance with ECNSP and OSP	4/1/2023	6/1/2023	
Coordinate training of database maintenance operations / tools with MESB region	5/1/2023	6/1/2023	
Coordination with ECNSP - NGCS	1/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core
Verify NGCS configuration with ECNSP and coordinate communication with MESB PSAPs	1/1/2023	1/31/2023	
Establish timeline and project plan for MESB PSAP cutover	1/1/2023	1/31/2023	
Coordinate cutover with ECNSP and MESB PSAP's	4/1/2023	5/31/2023	
Milestone 3 MESB PSAP network cutover	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the MESB PSAPs in the planning and coordination needed for the successful cutover from answering 9-1-1 calls on the old system to answering 9-1-1 calls on the new system. This will take place in coordination with the new ECNSP and the other PSAPs of greater Minnesota. Dates represented here are valid in terms of durations, but the actual start and end dates will be dependent on a larger cutover schedule controlled by the new ECNSP.			
Coordination with new ECNSP – Egress Network	4/1/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	4/1/2023	6/30/2023	
Certify acceptance of ECNSP operational testing results	6/1/2023	7/1/2023	
Discuss ECNSP cutover process and coordinate planning with ECNSP and MESB PSAP's	4/1/2023	6/1/2023	
Establish timeline and project plan for MESB PSAP cutover	4/1/2023	4/30/2023	
Develop rollback plans for MESB PSAP's with ECNSP as part of pre-cutover	7/31/2023	8/31/2023	
New system transition coordination	6/1/2023	6/30/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Conduct outreach on transition to ECNSP NG system with all MESB PSAP's	6/1/2023	6/30/2023	
Collect individual MESB PSAP operation policies, procedures, agreements and data to be followed during transition and cutover to share with ECNSP	6/1/2023	6/15/2023	
New system PSAP cutover testing coordination and scheduling	6/15/2023	8/31/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate call flow testing between ECNSP and MESB PSAP's (legacy, NG, transfers, etc.)	6/15/2023	8/1/2023	
Certify acceptance of ECNSP operational testing results	8/1/2023	8/15/2023	
Milestone adjustment as needed based on ECN timeline	4/1/2023	6/1/2023	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Participate as a stakeholder during the ECNSP NG system rollout on behalf of MESB PSAPs	4/1/2023	6/1/2023	
Milestone 4 PSAP technology transition	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
The MESB supports the planning, coordination, actions and activities necessary to manage the changes that will occur at the MESB PSAPs during the transition to NG9-1-1, especially as they relate to CHE systems			
Transition project management - MESB PSAP Technology Changes	3/1/2023	12/31/2024	MESB, MESB PSAPs, ECNSP-core, ECNSP-egress
Coordinate and communicate with MESB PSAPs on specific PSAP technology changes taking place during the transition to NG9-1-1 related to the Call Handling Equipment (CHE)	3/1/2023	7/1/2023	
Develop an MESB PSAP upgrade plan based on known/planned changes to PSAP CHE systems taking place during the transition to NG9-1-1	7/1/2023	8/31/2023	
Establish an MESB PSAP upgrade schedule. May need to align this with the ECN project schedule	9/1/2023	9/30/2023	
Transition changes at the PSAP will require coordination with other PSAP vendors like CAD, radio console, electrical	9/30/2023	12/1/2023	
Consider aligning PSAP upgrade schedules with the MESB PSAP cutover schedule established in Milestone 3	10/1/2023	12/1/2023	
Manage the MESB PSAP CHE upgrades and modifications	3/1/2023	12/31/2024	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 5 Legacy 9-1-1 ALI Database transition	**2/1/2023**	**5/31/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
ALI database transition to the ESInet / NG9-1-1 core will require coordination with PSAPs that may already have an ESInet and NG9-1-1 core services. The State ESInet may allow for some ALI database services to be consolidated and provide redundancy. Each PSAP will need to be "audited" independently to determine which ALI services can be migrated. This type of ALI audit is typically done as part of the development of a Location Information Server (LIS).			
Transition project management - MESB ALI Database Data Transition	**2/1/2023**	**5/31/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
The MESB supports the planning, coordination, actions and activities necessary to manage the migration of 9-1-1 call related data from the old system to the new system. This allows the MESB PSAPs to transition to full operation on the new system	**2/1/2023**	**5/31/2023**	
MESB coordinates the 9-1-1 call data transition of MESB PSAPs in preparation for cutover to the new NG9-1-1 ECNSP	**2/1/2023**	**4/1/2023**	
MESB coordinates with the new NG9-1-1 ECNSP to implement new 9-1-1 call data update procedures for the regional PSAPs	**3/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and the new ECNSP on data formats, data availability and initial data loads necessary for cutover to the new system	**3/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and the new ECNSP on the validation and ongoing maintenance of 9-1-1 call related data for the regional PSAPs	**5/1/2023**	**5/31/2023**	
MESB coordinates data transition with Inteliquent on behalf of the MESB PSAPs	**3/1/2023**	**5/1/2023**	
Milestone 6 Wireless carrier 9-1-1 traffic cutover	**1/1/2023**	**6/30/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
MESB will help coordinate the transition of carriers to the NG9-1-1 System. During transition, collaboration with each PSAP will be necessary to ensure that PSAP services, particularly call handling, are implemented to support the delivery of 9-1-1 calls across the NG9-1-1 platform. Doing so will allow call transfer between PSAPs and others.			
Transition project management - MESB Wireless 9-1-1 call traffic cutover	**1/1/2023**	**6/30/2023**	**MESB, ECN, Inteliquent, ECNSP-core**
the MESB supports the MESB PSAPs in the cutover of wireless 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireless carriers serving the MESB region	**1/1/2023**	**6/30/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireless 9-1-1 traffic	**4/1/2023**	**5/1/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireless carrier 9-1-1 traffic from the old system to the new system	**5/1/2023**	**6/30/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireless carrier 9-1-1 traffic from the old system to the new system	**6/29/2023**	**6/30/2023**	

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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Milestone 7 Wireline carrier 9-1-1 traffic cutover	**1/1/2023**	**12/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core**
Wireline carrier transition is defined as the process of migrating all existing OSPs to direct connections to the ESInet and migrating the 9-1-1 service onto the ESInet. OSPs include those providing 9-1-1 service to PSAPs that may be integrated into the state system			
Transition project management - MESB Wireline 9-1-1 call traffic cutover	**1/1/2023**	**12/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress**
the MESB supports the MESB PSAPs in the cutover of wireline 9-1-1 call traffic from the old system to the new system in coordination with the Ingress ECNSP Inteliquent and the wireline carriers serving the MESB region	**1/1/2023**	**12/31/2024**	
MESB coordinates with MESB PSAPs and Inteliquent for any necessary Letters of Agency/Authorization required to legally facilitate the transition of wireline 9-1-1 traffic	**1/1/2023**	**7/31/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the testing of wireline carrier 9-1-1 traffic from the old system to the new system	**8/1/2023**	**12/31/2023**	
MESB coordinates with MESB PSAPs and Inteliquent for the migration of wireline carrier 9-1-1 traffic from the old system to the new system	**1/1/2024**	**12/31/2024**	
Milestone 8 NG9-1-1 Database Deployed (LBR)	**6/1/2023**	**5/31/2024**	**MESB, ECN, Inteliquent, ECNSP-core, ECNSP-egress**
The MESB supports the MESB region and the MESB PSAPs in preparing for and deploying additional data capabilities in the region as the transition to NG9-1-1 continues. Location Based Routing (LBR) focuses on the transition to geographic based location data used for 9-1-1 call routing in the NG9-1-1 system			
Transition project management - Geodata normalization / synchronization	**6/1/2023**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Identify Primary MESB PSAP stakeholders for NG9-1-1 Geodata transformation and support	**6/1/2023**	**6/30/2023**	
Establish communication strategy for all MESB PSAP stakeholders with ECNSP Geodata service	**6/1/2023**	**7/31/2023**	
Finalize the development of GIS dataset requirements for MESB PSAPs	**7/1/2023**	**9/1/2023**	
Invest in GIS training	**6/1/023**	**12/31/2024**	
Develop GIS for PSAP guidance documents and adopt PSAP mapping standards	**7/1/2023**	**9/1/2023**	
Determine scope of effort for MESB PSAP activities to modify data to ECNSP Geodata service standards	**8/1/2023**	**10/31/2023**	
Coordinate with MESB PSAP stakeholders for geodata, GIS and LBR transition activities	**11/1/2023**	**5/31/2024**	
Transition project management - Spatial Interface	**6/1/2023**	**12/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**

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MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Determine scope and effort for training MESB PSAPs on the use of the SI tools to manage and maintain GIS data	6/1/2023	6/30/2023	
Validate the Schema supported by ECNSP for geodata in the SI	6/1/2023	7/31/2023	
Coordinate ECNSP rollout of SI to MESB PSAPs	8/1/2023	12/31/2023	
Participate in the training of MESB PSAPs on the SI	11/1/2023	2/28/2024	
Establish testing and final approval of SI functions to MESB PSAPs	3/1/2024	5/31/2024	
Transition project management - Discrepancy / error handling	1/1/2024	3/1/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Identify the ongoing requirements for discrepancy correction, reporting, and editing	1/1/2024	2/28/2024	
Modify GIS based workflows at the MESB PSAPs to accommodate the SI capabilities as necessary to support ECNSP	1/1/2024	3/1/2024	
Transition project management - LBR Testing	3/1/2024	5/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Participate in testing and turn up of LBR with ECNSP	3/1/2024	4/1/2024	
Validate testing of LBR at the MESB PSAPs (legacy, NG, CAD, mapping, etc.)	4/1/2024	5/31/2024	
Transition project management - Maintenance	1/1/2024	6/30/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Establish maintenance and management workflows using GIS based tools for all MESB PSAPs	1/1/2024	6/30/2024	
Milestone 9 Monitoring, Reporting, Supporting, Operating	4/1/2023	12/31/2024	MESB, ECN, ECNSP-core, ECNSP-egress
Many PSAPs currently have monitoring and management functions delivered through an existing provider. The new ECNSP vendor will be responsible for the transition from the current monitoring and management function to the new ESInet and NG9-1-1 System. As a result, the ECNSP will be required to support a framework for PSAPs as their contracts require.			
Transition project management - Reporting system deployment	4/1/2023	10/31/2023	MESB, ECN, ECNSP-core, ECNSP-egress
Identify MESB PSAP specific reporting system requirements	4/1/2023	7/31/2023	
Coordinate with ECNSP to establish reporting system requirements for MESB PSAPs	5/31/2023	7/31/2023	
Document MESB PSAP specific features that may be needed (individual PSAP differences)	5/31/2023	7/31/2023	
Determine data storage and retention expectations for MESB PSAPs	5/31/2023	6/30/2023	
Validate data collection of MESB PSAP reporting elements and system logging features	7/1/2024	12/31/2024	
Participate in reporting system implementation and deployment at MESB PSAPs	8/1/2023	12/31/2024	

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Transition project management - Customization	**6/1/2023**	**10/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Determine the ability of the reporting system for customized reporting	**6/1/2023**	**7/31/2023**	
Coordinate custom reporting features based upon MESB PSAP expectations with ECNSP	**7/31/2023**	**12/31/2023**	
Transition project management - Testing	**10/31/2023**	**12/31/2023**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Perform testing of canned reports, ad hoc reports and available tools	**10/1/2023**	**11/31/2023**	
Validate testing of reporting system	**10/31/2023**	**12/31/2023**	
Transition project management - Training	**10/1/2023**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Document and review NG9-1-1 system training requirements at the MESB PSAPs and coordinate the delivery of training with the ECNSP	**10/1/2023**	**4/30/2024**	
Identify and close training gaps	**10/1/2023**	**11/1/2023**	
Conduct an internal needs analysis to assess gaps in staff skillsets and seek training to augment the current knowledge base	**10/1/2023**	**10/15/2023**	
Develop NG911 training requirements and establish a curriculum	**10/1/2023**	**12/31/2023**	
Conduct NG911 internal and external training as may be necessary	**10/1/2023**	**12/31/2024**	
As more types of digital media become available to public safety telecommunicators, training on how to process these calls and the different technologies will need to be developed	**10/1/2023**	**12/31/2024**	
Certify completion of training with MESB PSAPs	**10/1/2023**	**12/31/2024**	
Customer Support Services	**1/1/2024**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Determine the Customer Support framework from ECNSP	**1/1/2024**	**3/31/2024**	
Identify the prioritization, time scale and escalation strategy for ECNSP	**4/1/2024**	**7/31/2024**	
Review the customer support strategy with MESB PSAPs	**8/1/2024**	**11/30/2024**	
Ongoing review of customer support system	**11/30/2024**	**12/31/2024**	
Service Management	**1/1/2024**	**11/30/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Review Service strategy, Operation, Transition, and ongoing improvement tools utilized by ECNSP	**1/1/2024**	**3/31/2024**	
Participate in the training and education of ECNSP service management and SLA delivery to the MESB PSAPS	**4/1/2024**	**7/31/2024**	
Review all SLA items regularly with ECNSP and MESB PSAPs	**8/1/2024**	**11/30/2024**	
System administration	**1/1/2024**	**12/31/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**

MESB NG9-1-1 Transition Plan	Start	Finish	Coordination Points
Establish MESB PSAP trouble reporting / ticketing and input to the customer service system	**1/1/2024**	**3/31/2024**	
Document the customer service system operation and train the MESB PSAP on how to create an incident, event or ticket	**4/1/2024**	**7/31/2024**	
Develop a plan with the ECNSP for how troubles are reviewed, addressed and corrected	**8/1/2024**	**11/30/2024**	
Establish a notification process to document when a ticket has been resolved / closed	**11/30/2024**	**12/31/2024**	
Information Assurance	**1/1/2024**	**11/30/2024**	**MESB, ECN, ECNSP-core, ECNSP-egress**
Establish a plan with ECNSP to ensure information is protected in transit, and at rest throughout the system	**1/1/2024**	**7/31/2024**	
Create a Regional cybersecurity plan to address cybersecurity threats and vulnerabilities as a region.	**1/1/2024**	**4/1/2024**	
The plan should address network monitoring so that there is increased visibility and transparency to the MESB and the PSAPs.	**1/1/2024**	**4/1/2024**	
As part of the planning process, third-party audits of MESB PSAP systems, networks, and facilities should be required as well as regular reviews of security policies and procedures.	**1/1/2024**	**4/1/2024**	
Ensure Confidentiality, Integrity and Availability are maintained across the system	**8/1/2024**	**11/30/2024**	

3.3 Additional MESB NG9-1-1 Transition Plan considerations

3.3.1 NG9-1-1 Transition Governance

- Update MESB governance documents to clarify NG9-1-1 requirements, policies, etc.
- Updates should address cybersecurity, call routing, operations, data maintenance, quality assurance/quality improvement (QA/QI) and training
- Solicit feedback from PSAP stakeholders to identify and prioritize what requirements, policies, and best practices they seek to establish for NG9-1-1
- Engage the TOC and consider establishing subcommittees to help develop new NG9-1-1 requirements, policies, and best practices
- Formalize committee charters and missions
- Engage stakeholders already serving in governing bodies like the TOC 9-1-1 subcommittee in planning and coordination

3.3.2 Cybersecurity

- Utilize DHS-CISA and NIST security standards documents to create a plan to address cybersecurity threats and mitigate vulnerabilities as a region
- Include industry standards and best practices for PSAPs to apply to protect the ESInet and other PSAPs

- Develop a strategy for improving network monitoring that provides a regional snapshot of situational awareness related to the MESB PSAPs with better insight on outages or disruptions.

3.3.3 Staffing

- Identify and close staffing gaps
- Develop a succession plan to ensure continuity of operations at the MESB
- Cross-train staff members and/or provide training that helps build their depth of organizational Understanding

3.3.4 Continuity of Operations Plan (COOP)

- Develop a regional COOP plan
- Engage the region to develop a comprehensive COOP plan template for PSAPs that aligns with Federal Emergency Management Agency (FEMA) continuity communications recommendations, including an annual review process
- A COOP plan outlines the steps necessary to maintain operational capacity during a localized or region-wide disruption of normal operations.
- The key objectives for any COOP plan should include actions to:
    - Minimize disruption to normal PSAP operations and 9-1-1 service levels
    - Mitigate, to the extent possible, the effects of disruptive events to the PSAPs and the Region
    - Minimize the fiscal impacts of disruptive events to the PSAPs and the Region
    - Prepare PSAP and MESB staff to implement emergency procedures
    - Establish or define alternate methods to continue 9-1-1 service delivery regionally
    - Provide for the efficient and timely restoration of PSAP and regional operations
- The COOP plan should be responsive to known, emerging and immediate threats.
- The plan should cover all operational levels, include a succession plan, and be scalable from single PSAP, to multiple PSAPs to the entire region for varying durations and degrees of impact.

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4. Tools to Manage the Transition to NG9-1-1

This section provides specific examples of tools and management practices designed to aid the MESB and the MESB PSAPs in the transition to NG9-1-1. Successful transition will be supported by implementing tools and best practices in the following areas:

1. Project Management
2. Risk Management
3. Change Management
4. Testing, Acceptance, Verification and Validation

4.1 Project Management

911 Authority recommends managing the transition to NG9-1-1 using industry best practice and methodologies aligned with the Project Management Institutes (PMI) approach to project management for the efficient and diligent execution of this vital project. The project should commence with an initialization ('kick-off') meeting. During the kick-off meeting, clarify the ECNSP project goals and objectives with the MESB PSAPs and primary stakeholders. Using this approach, a transition plan can be documented for the MESB PSAPs as the baseline and schedule. Consideration should be given and or plans developed around the following areas:

- Project management plan
- Stakeholder management plan
- Communications plan
- Schedule / Timeline
- Schedule management plan
- Resource management plan
- Change management plan
- Risk management plan
- Proposed Site by site implementation/work plan
- Acceptance testing and service validation plan

The Project Plan will be referred to on a regular basis during the transition phase of the project to ensure that implementation is completed in a timely fashion. Any changes to the ECNSP schedule and work plan that impact the MESB PSAPs must be communicated to the MESB stakeholders through the agreed upon change management process. The Project Plan shall clearly define the milestones attributable to the MESB PSAP migration timeline and clearly identify when the transition from ECNSP network implementation into service management occurs.

- **Project Work Plan** – A project work plan provides a detailed approach for the MESB PSAPs to follow in the transition to NG9-1-1, with specific tasks, timelines and deliverables broken out by transition milestone and scheduled in a timely manner. Organized in this manner, the work plan identifies the specific tasks necessary to successfully prepare for and complete each milestone, the resources assigned to each task, and other pertinent information such as the anticipated occurrence of on-site meetings

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- **Baseline Project Schedule** – Use the transition plan to develop an initial project schedule based on the current understanding of the transition scope and review it during the kick-off meeting for acceptance as the baseline through which the project will be measured. The baseline schedule should be managed in MS Project (or other acceptable format) and will identify all known project phases, tasks, and work packages. The transition plan provides a preliminary project timeline to illustrate the current understanding of the transition project.

An additional recommended management tool to use for the purposes of delineating roles and responsibilities during the transition is to use what is known as a RACI Matrix. The RACI acronym stands for "Responsible, Accountable, Consulted, and Informed."

Responsible: Responsible designates the task as assigned directly to this role (or group of people). The responsible role is the one who does the work to complete the task. Every task should have at least one responsible person and could have several.
Accountable: The accountable role delegates and reviews the work involved in a project. Their job is to make sure the responsible person or team knows the expectations of the project and completes work on time. Every task should have only one accountable person and no more.
Consulted: Consulted provide input and feedback on the work being done in a project. They have a stake in the outcomes of a project because it could affect their current or future work.
Informed: Person who will be updated on decisions and actions during the project.

An example of the high level RACI matrix for the MESB transition plan is provided below. Population of the RACI matrix would be baselined on the NG9-1-1 system and service requirements established by the Q1-2022 NG9-1-1 RFP as incorporated into the final contract with the new ECNSP.

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NG9-1-1 Transition Roles and Responsibilities			
Example Responsibility (RACI) Matrix			
R= RESPONSIBLE; A= ACCOUNTABLE; C= CONSULTED; I= INFORMED	MESB or in some cases ECN	ECNSP vendor(s)	MESB PSAPs
Overall Project Key Responsibilities			
Program Sponsor	A	R	C
Program Management	A	R	C
Project Management	R	A	C
Feature and System Acceptance	A	R	C
Contract Administration and Engagement	R	A	C
Example Network and Technical Requirements			
ESInet Services			
Implemenation of ESInet	I	A	C
Coordination with existing 911 Service Provider	I	A	C
Pre-Cutover Activities OSP	I	A	I
ESInet cutover with OSPs	I	A	I
ESInet traffic - OSP and Ingress	I	A	C
NG Core Services	I	A	I
Cutover of NG Core Functional Elements	I	A	I
ESInet Traffic - NG Core Services	I	A	I
Pre-Cutover Activities PSAP	C	A	C
ESInet cutover with PSAPs	C	A	C
ESInet traffic - PSAP and Egress	C	A	C
ESInet Testing and Acceptance process	C	A	C
ESInet Testing and Acceptance confirmation	C	A	R
Migration of Traffic to ESInet	C	A	C
ESInet Continuity of Operations plan	I	A	C

Figure 5 - Example NG9-1-1 Transition RACI Matrix

4.2 Risk Management Process

Because the MESB PSAPs are the primary users of NG9-1-1 services delivered by the ECNSP, the PSAPs will be instrumental in ensuring that the ESInet and NG9-1-1 core services meet their operational requirements. Transition to a new system always carries risk. Risks may arise at any point during the transition and will affect PSAPs more so than others. That being the case, the MESB and the PSAPs they serve play an important role with respect to minimizing transition risks. MESB and the PSAPs will need to collaborate with the ECNSP to manage and minimize risks throughout the process. PSAPs will be required to assist with:

- Risk identification, assessment, and review
- Risk documentation and identification of triggers
- Risk prioritization
- Risk response planning
- Risk management

- Risk mitigation

An example risk management matrix is provided below.

Risk Management Matrix (Risk Register)			
Project	Project title here	Project #	Project # here
Project manager	Project manager name here	Sponsor	Sponsor name here
Project artifacts	Location of project documents here	Updated	Date of update here

ID	Risk Description	Probability	Impact	Detectability	Importance	Category	Trigger Event/Indicator	Risk Response and Description	Contingency Plan	Owner	Status	Date Entered	Date to Review
1	What is this risk?				0		What act or event initiates either the risk occurrence or precipitates the response strategy?	How will you respond to this risk and what actions will you take to match that response?	If the risk becomes a reality, what will you do in response, as a backup, or alternative/ workaround?	Who monitors this risk?			
2					0								
3					0								
4					0								
5					0								
6					0								
7					0								
8					0								
9					0								
10					0								

Figure 6 - Example Risk Register

4.3 Change Management Process

To effectively prepare for potential changes to the NG9-1-1 System, a change management process must be developed early, prior to transition. Changes are sure to occur during implementation and after transition. A formal change management process provides an assurance that changes are documented, coordinated, evaluated, prioritized, planned, tested, approved, and implemented as planned. During implementation and transition Change management may follow a typical waterfall or static process. Once transition has occurred and services are being delivered, the focus of Change management may change to accommodate how operational services are managed and maintained through the implementation of any change. PSAPs will work in conjunction with MESB to manage changes to their PSAP operations, and the ESInet. PSAPs will identify the changes required in accordance with the three primary types of change and coordinate the process of completing the change with the Vendor. Typically three types of changes can occur:

- Standard Change
- Normal Change
- Urgent/Emergency Change

The MESB will collaborate with each PSAP to create and monitor change requests with the ECNSP and provide support for documentation of changes as required. Change management contains multiple

perspectives to be effective. From the MESB perspective, the initial focus is on the NG9-1-1 transition and the creation of the infrastructure to support the PSAPs. For the PSAPs, the change management process becomes an essential management function that each PSAP uses to arrange the network to suit its individual missions and goals. The following diagram / swim lane shows the breakdown by role and responsibility during the change management process.

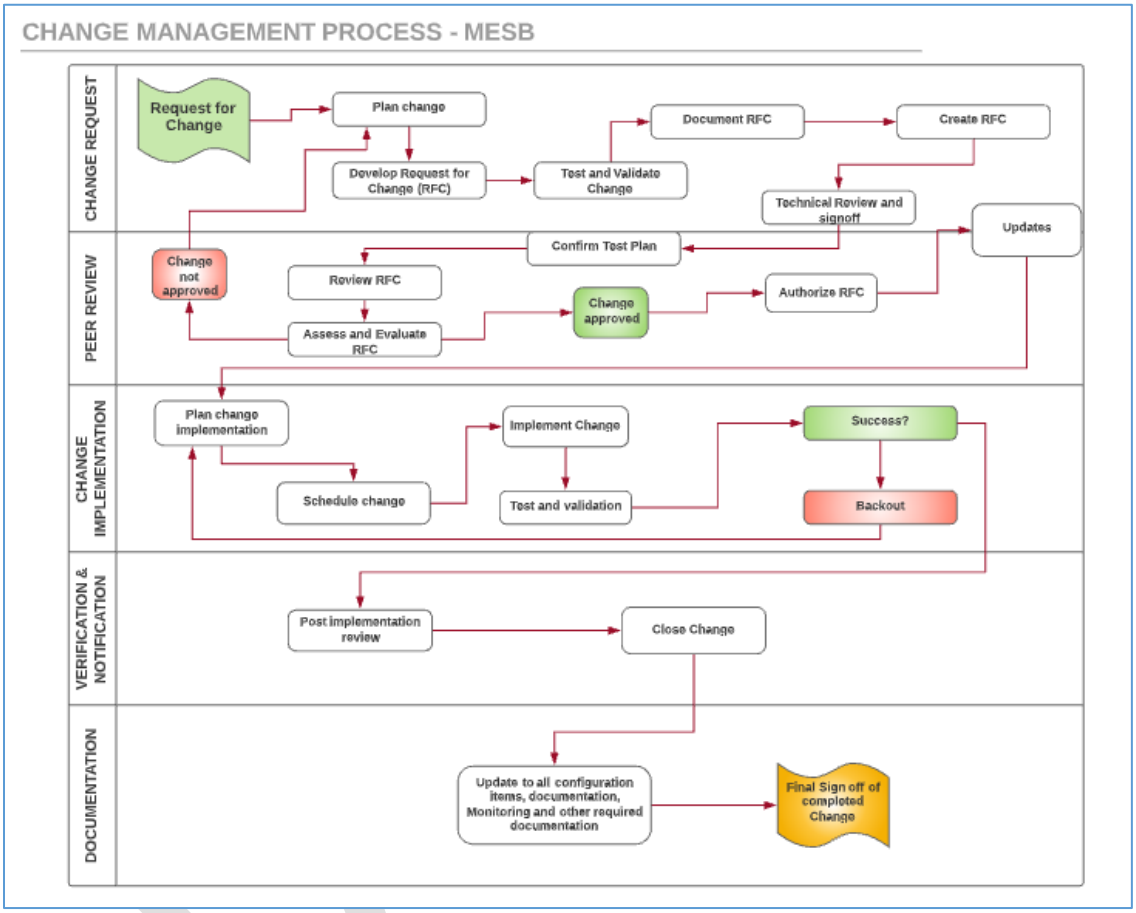

Figure 7 - Change Management Process

Plan and Establish Change Management Structure

- Identify the change, stakeholders and document the outcomes desired by making the change.
- Evaluate the impact of the change on the component projects and subsidiary project plans
- Prioritize the change using the program scope document, program management plan, governance structure and any subsidiary plans
- Determine impact of the change on the project execution, and if the service is in operation; the evaluate the risk of the change on all services to reduce the potential of a risk trigger
- Identify the cost of the change
- Document the change and provide recommendations that can aid in the acceptance process

- Prepare and test the changes prior to implementing and document the results to aid in the approval process
- Develop and manage a change log to ensure that planned, unplanned – and emergency changes are tracked.
- Ensure that the system delivered and all project documentation reflects all changes that occurred during implementation and track to the system and services installed (which may be different than what was proposed)
- Complete an update to the system documentation and configuration management database documenting what has changed across the system.

4.4 Testing, Acceptance, Verification and Validation

The MESB and the MESB PSAPs will need to be prepared for service testing as the transition to a new NG9-1-1 system takes place. Testing will evolve to cover many topics and areas that could impact operations at the PSAPs while some aspects will remain transparent to the PSAPs. Generally speaking all testing and service validation done on the new system will involve 9-1-1 test calls to the PSAPs. Any testing coordinated by the MESB should focus on use cases. Examples are provided in the diagrams below.

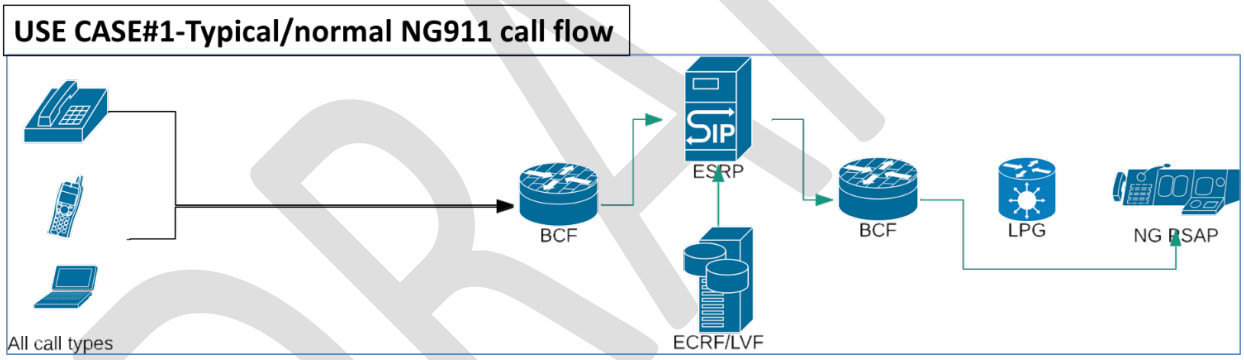

Figure 8 - Example 9-1-1 Test Call Use Case

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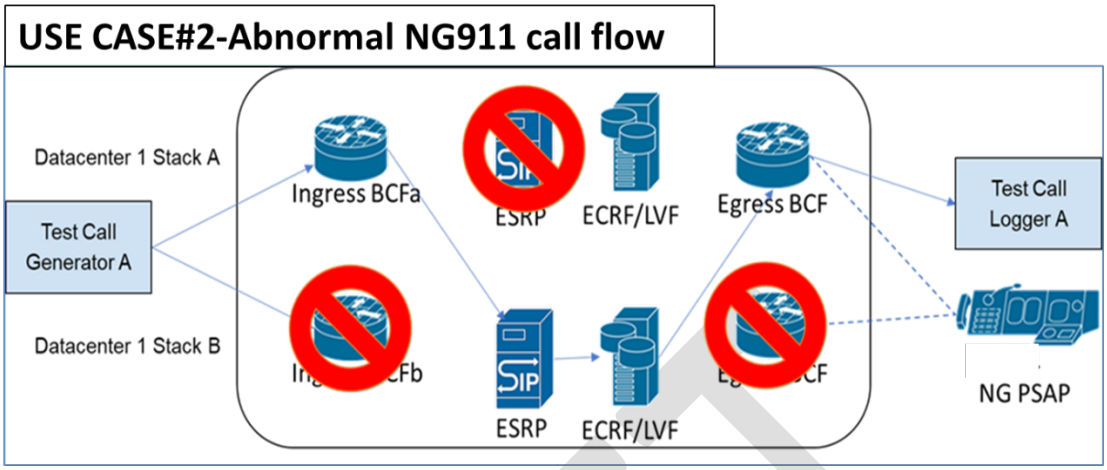

Figure 9 - Example 9-1-1 Call Failure Use Case Example

Additional Testing Considerations:

- Establish performance baselines in relation to the RFP requirements, industry and national standards, and metrics
- Improve compliance with the service objectives and the service level agreements
- Decrease and minimize risks while increasing the overall risk tolerance of the NG9-1-1 system
- Improving incident management and continuity of operations

a. Agree on methodology and framework
b. Develop expected results
c. Develop testing Method Of Procedure (MOP)
d. Develop draft Test Plan
e. Develop Final Acceptance Test Plan (ATP)
f. Finalize testing schedule

4.4.1 PSAP Acceptance Test Plan Elements

The following identifies areas of consideration for the MESB and MESB PSAPs in developing an acceptance test plan relative to the new NG9-1-1 system and services. This list is not meant to be all inclusive, but is representative of areas that will be impacted during the transition to a new NG9-1-1 system or the deployment of new NG9-1-1 services as part of a new NG9-1-1 system.

1. User Interface
    a. Workstation tools
2. Machine-to-Machine Interface
    a. PSAP systems to Network elements
    b. PSAP systems to PSAP systems (can be internal, or PSAP to PSAP)
    c. Network Element to Network Element
        i. Call processing functions
        ii. Call delivery functions

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iii. Location systems
iv. Text-to-(and from) 911
v. Logging systems
vi. Recording systems

3. Call Answering functions
    a. Routing
    b. Call Control
    c. Traffic management
    d. Call functions (bridge, park, transfer, etc)
    e. Additional PSAP features
4. PSAP specific services
    a. Time-of Day and Day-of Week Decisions
    b. Scheduled Service Events
    c. User Interaction
    d. Timers
    e. Time-of-Day Routing
5. Call Services
    a. ANI Delivery
    b. ALI Delivery
    c. SIP location delivery
    d. Call indicators
        i. Ring
        ii. CAD alert
        iii. Visual Call waiting message Waiting
        iv. Call Waiting Features
6. Automatic Call Distributor (ACD)
7. Management Functional Areas
    a. Account Management
    b. Configuration Management
    c. Fault Management
    d. Performance Management (SLA)
    e. Security Management
    f. Applications and Functions
        i. Public Emergency Services
        ii. Enhanced 911/NG911
        iii. Call trace
8. Electronic Bonding
    a. Trouble administration and escalation
9. System Reliability and Quality Criteria
    a. Reliability and Quality Criteria
    b. Network element redundancy
    c. Transport Systems

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d. Management Systems

4.4.2 Test Preparation

Test preparation and planning for the transition to NG9-1-1 will help document the expected results of the system that can then be compared to the actual results when using the new system. Many of these tests will be performed in the lab setting and within a controlled environment. Tests will be selected that will effectively test the primary components that make up the ESInet and NG9-1-1 system. The results of those tests will validate that the system is configured properly and meets requirements. In addition to testing the primary components of the ESInet, other tests must be prepared to verify the transmission and delivery of calls and data across the configuration. Following are verification tests that should be conducted by the ECNSP and the MESB PSAPs during the transition to the new NG9-1-1 system.

1. Network Routing Testing
    a. Primary
    b. Alternate
    c. Defaults
2. 9-1-1 Call Voice and Data Testing
3. Text to 9-1-1 Testing
4. NG9-1-1 Core Function Testing
    a. BCF/Security
    b. ECRF/LVF/Data
    c. ESRP/Routing
    d. LNG
5. Policy Routing Function Testing
6. Originating Service Provider Testing
    a. Inbound
    b. Outbound
    c. LIS/LDB
    d. ALI/Data
    e. MSAG
7. PSAP System Cutover Testing
    a. Hosted CHE
    b. Non-Hosted CHE
    c. CAD interface
    d. Logging / recording
    e. Statistics
8. Failover, Disaster Recovery and Contingency Testing
9. Reporting/Logging/Monitoring

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Verification and Validation of Testing

Test procedures should be applied as agreed upon to verify and validate the NG9-1-1 service, software, and system from a capability, functionality, and application basis. Following are the suggested documentation requirements associated with testing procedures related to the transition.

- Document all test results and any additional findings.
    - Note any findings deemed not applicable or not desired.
    - Note any fixes performed by the Vendor and ensure that the fixes are documented.
    - Note any findings deemed as false positives.
    - These results and findings may lead to a change request or other potential configuration modifications prior to transition.
    - In addition, regression testing will need to be done in the event the modifications do not meet the desired specifications.
- Document the control mechanisms as needed to a scorecard or list.
- Document test limitations.
- Determine that all components, system functions, and services provided are operational and conduct functionality checks after completion of assessment.

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- Nothing Follows -

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5B. Approval of Amendment 1 to Blue Peak Consulting Agreement
Presenter: Mihelich

RECOMMENDATION
The 9-1-1 TOC recommends the Executive Committee approve Amendment 1 to the Agreement with Blue Peak Consulting for telecommunicator resiliency training, per MESB Bylaws Article III, Section 1, subject to ratification by the board at its next meeting.

BACKGROUND
In late 2017, the Board approved a list of regional funding priorities for 2018 which included resiliency training for telecommunicators, which was identified by the 9-1-1 TOC as a high priority project. In spring 2018, an RFP for this training was issued; no responses were received, and the grant funds were allocated to a different project. At industry conferences that year, staff discussed this project with a couple of training vendors. An RFP was re-released in December 2020 and in March 2021 the Board ratified awarding a contract for telecommunicator resiliency training to the sole respondent, Moetivations, Inc. Moetivations provided training to all PSAPs in the MESB region prior to June 30, 2021.

PSAPs were not pleased with the training received from Moetivations; the issue was related to the material covered versus the quality of instruction.

Resiliency training for telecommunicators was again included as a regional funding priority in 2021 and 2022; the MESB received 2021 SECB grant funds for additional resiliency training. At the May 11, 2022 MESB meeting, the Board awarded the resiliency contract to Blue Peak Consulting in the amount of $75,000.00.

ISSUES & CONCERNS
When the MESB received its FY22 SECB grant allocation, it included $150,000.00 for compliance training related to Travis' Law, and $6,200.00 for PSAP cybersecurity assessments, as well as $75,000.00 for resiliency training.

The region opted to participate in the state's cybersecurity assessment initiative, which freed up $6,200.00 to be transferred into an existing grant project.

After July 1, 2022, MESB staff determined that no training existed which would guarantee compliance with Travis' Law. In the interest of getting the $150,000.00 dollars spent, MESB staff and the 9-1-1 TOC agreed that the funds would be best put to use in the resiliency training

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5B. Approval of Amendment 1 to Blue Peak Consulting Agreement
Presenter: Mihelich

project. With the two additional allocations, the amount of funds available for the resiliency training project went from $75,000.00 to $231,200. This amendment makes that adjustment in the agreement.

The new amount of funds to be allocated for this project will provide training to nearly all current PSAP staff in the metro region. Blue Peak's original cost for training all current metro region PSAP staff was $257,850.00.

Staff recommend the Executive Committee to invoke Article III, Section 1 of the MESB Bylaws which allows the Executive Committee to grant authority to the Chair to sign contracts and requires the Board to ratify this action at its next meeting. Staff make the recommendation because this item was on the September Board meeting agenda for action, but there was not a quorum.

FINANCIAL IMPACT
None to the MESB as this project utilizes grant funds. MESB pays the bills and then applies for reimbursement via the grant.

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FIRST AMENDMENT TO
MESB RESILIENCE PROGRAM AGREEMENT

THIS AMENDMENT is made and entered into by and between the METROPOLITAN EMERGENCY SERVICES BOARD (herein after referred to as "MESB" or "CLIENT"), 2099 University Ave. W., St. Paul, MN 55104 and BLUE PEAK CONSULTING (herein after referred to as "BLUE PEAK" or "COMPANY"), 1640 Hampshire Avenue North, Golden Valley, MN 55427.

WITNESSETH:

WHEREAS, the MESB entered into an agreement with BLUE PEAK on August 1, 2022 ("the Agreement") to provide professional and consulting services to provide public safety telecommunicators resilience training and resources; and

WHEREAS, the parties wish to amend the Agreement to allow BLUE PEAK to provide additional resilience training services to more public safety telecommunicators in the metro region.

NOW, THEREFORE in consideration of the terms, conditions and covenants set forth herein, the MESB and BLUE PEAK agree as follows:

Section 2, paragraph (a) is amended to read:

(a) Compensation: In consideration for the services provided by the Company to Client as set forth in paragraph 1 above, Client agrees to pay Company an event fee of $231,200 (the Event Fee). Company's obligation to render services hereunder is conditioned upon Client's payment of said fee on a timely basis. The Event Fee shall be paid according to the following schedule:

$40,600 is due upon signing of this Agreement

$63,533 on or before 10/1/22

$63,533 on or before 2/1/23

$63,564 on or before 6/30/23

This First Amendment shall be effective upon execution by both parties.

Except as hereinabove amended, the terms, conditions and provisions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this First Amendment to be executed on the dates set forth below.

METROPOLITAN EMERGENCY SERVICES BOARD

By: _____
Irene Fernando, Chair

Dated: _____

BLUE PEAK CONSULTING

By: _____
Margaret Gavian, Owner

Dated: _____

Approved as to form:

_____
Board Counsel

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5C. Approval to Issue RFP for the CAD-to-CAD Interoperability Project
Presenter: Mihelich

RECOMMENDATION

The 9-1-1 TOC recommends approval to issue an RFP for the regional CAD-to-CAD interoperability (data hub) project.

BACKGROUND

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The RFP for a consultant was awarded to Winbourne, LLC. on November 10, 2021.

Winbourne and the workgroup have collaborated to develop sample governance and funding plans, as well as the actual technical specifications/statement of work for the RFP to procure a regional CAD-to-CAD data hub interoperability/workload sharing solution. The workgroup would like to proceed with the creation of an RFP for a regional CAD-to-CAD data hub.

ISSUES & CONCERNS

The technical specifications/statement of work is complete and can be used to create an RFP, but PSAPs will need formal governance and funding documents before they receive approval to formally join the project. Governance and funding documents will not be completed until after the RFP vendor is selected with known actual costs per PSAP and decisions are made on governance and system administration.

The data hub will require a regional system administrator to oversee the operations and maintenance of the entire system. The region will need to decide who will act as overall system administrator and how to pay for this ongoing service.

FINANCIAL IMPACT

The MESB will pay to place a notice in the State Register (approximately $40.00) and MESB staff time will be used to manage the RFP process, including RFP evaluation.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

MESB STATEMENT OF WORK

1. PURPOSE

The purpose of this solicitation is to acquire a CAD-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency responses that cross jurisdictional and PSAP boundaries. The solution will accomplish this by exchanging data to assist in requesting resources from another PSAP or agency. The project's goal is to facilitate the transfer or request of neighboring agency's resources. Location and status information will enable each CAD system to recommend resources based on call type and incident location to ensure the fastest capable resource responds to minimize response times to an emergency incident.

Situational awareness or view only of neighboring incidents is also of high interest to this project and its members.

Interoperability and regional awareness are the two primary reasons for this CAD-to-CAD implementation. Its importance has been highlighted during recent incidents in the metropolitan areas where high profile events took place requiring the coordination of the City Police Departments, County Sheriff's Office, and the Minnesota State Patrol. Event awareness and coordination was handled with telephone calls and or radio communications as no better alternatives existed.

2. BACKGROUND

The Metropolitan Emergency Services Board (MESB) has members from ten counties in the Minneapolis and St. Paul Minnesota area. There are 19 primary PSAPs within these counties including the Minnesota State Patrol. The Minneapolis-St Paul Airport (Metropolitan Airports Commission) and University of MN are also included in this count. This group is often referred to as the Metro Region of MN. Minneapolis is in Hennepin County and St. Paul is in Ramsey County. These 19 PSAPs are the focus of this project although it is highly anticipated that after the initial project is implemented ambulance companies and other surrounding PSAPS, fire departments, law enforcement agencies, and private utilities will be interested in utilizing the CAD-to-CAD system. Perhaps eventually being deployed statewide. This project is known as the MESB CAD Interoperability Project.

While it is anticipated that the agencies listed in this document will participate in this project, they are under no financial or legal obligation to participate in this project. *new sentence*

3. PROJECT OBJECTIVES

The objective of this project is to establish a data exchange hub to connect and make interoperable the CAD systems of participating agencies. The intent is that the CAD-to-CAD system enables the participating agencies to increase operational efficiency, enhance regional situational awareness, and decrease response times.

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This RFP seeks proposals from qualified firms to implement a fully functional customer off the shelf ("COTS") vendor hosted CAD-to-CAD solution. The application should be flexible and scalable in design. The awarded contractor will be responsible for the following project components to include but not limited to:

- Providing a System that meets the technical and functional specifications of this RFP.
- Interfacing and implementing each of the participating entity's CAD systems into the CAD-to-CAD System in a planned approach.
- Complying with all requirements and proper protocol concerning the collection of CAD information as well as abiding by the Health Insurance Portability and Accountability Act ("HIPAA"), Criminal Justice Information Services ("CJIS"), National Information Exchange Model ("NIEM"), and other applicable public safety information and data requirements.
- Providing professional Project Management Services including developing and executing a detailed Project Schedule, and the delivery of regularly scheduled status reports and identifying and managing project risks and issues.
- Implementing a system utilizing standard Information Technology project phases to include:
    - System Design.
    - System Installation and Configuration.
    - Fit and Gap
    - Integration and Testing of the CAD interfaces.
    - System Acceptance Testing to include performance and load testing for all PSAPs.
    - End User Training
    - Go-live Planning and Cut-Over
    - Post-Go Live System Reliability and Maintenance

4. DEFINITIONS

When used herein, the following words shall have the attendant meaning:

"CAD System" is the Computer aided dispatch system utilized by the individual PSAPs.

"Metropolitan Emergency Services Board" ("MESB") means the organization that currently oversees and manages emergency communications services for the ten-county metropolitan area and the City of Minneapolis.

"Non-Public Safety Agency" ("NPS") means any non-governmental agency or private entity, such as a utility company, that contracts, connects, contributes and or supports the mission of public safety, fire, EMS, law enforcement, crisis teams that are not members of the Agreement but wish to contract to receive CAD Interoperability connection and support.

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"PSAP" means both Primary and Secondary Public Safety Answering Points.

"Public Safety Answering Point" ("PSAP") means a communications facility operated on a 24-hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies. For purposes of this Agreement, "PSAP" means PSAP and/or Secondary PSAP (definition below).

"Secondary Public Safety Answering Point" means a communications facility to which 911 calls are transferred from a Primary PSAP: (1) for post-dispatch or pre-arrival medical instructions; or (2) to complete the call taking process by dispatching police, such as university campus or tribal police, fire or other first responders; or (3) to receive 911 calls routed to it from a PSAP when the PSAP is unable to receive or answer 911 calls.

5. PROJECT BACKGROUND

The agencies within the MESB area currently can share voice and radio data through regional and or statewide systems. During the recent riots in Minneapolis, it quickly became apparent that the surrounding PSAPs that were now receiving the 911 overflow calls from Minneapolis had no means to notify Minneapolis of the pending requests for service that they handled. Minneapolis's phone lines and radio systems were extremely busy and if they had a CAD-to-CAD system that they would have been able to easily share the outstanding calls for service. They also understood that increased situational awareness would have made all their jobs easier trying to coordinate the logistics during the riots and afterward during the trial.

This project will optionally include up to six Emergency Medical Service (EMS) agencies. Their workload and CAD information is in section VII.

6. AGENCY BACKGROUND INFORMATION

The following section provides a brief overview of the public safety operations within the participating agencies. Most PSAPs are operated on a county-wide basis. There are a few notable exceptions. Within the physical boundaries of Hennepin County there are multiple independent PSAP's. The Hennepin County Sheriff, City of Minneapolis, combined cites of Edina and Richfield, City of Bloomington, City of Eden Prairie, City of St. Louis Park, and the Metropolitan Airports Commission. Details of each are listed below.

Another special situation involves a joint powers intergovernmental consortium entity that provides software services to local Minnesota governments. This entity is named Local Government Information Systems (LOGIS). Amongst its offerings is a CAD application and other public safety applications. LOGIS houses and operates the application servers, and its members connect with high-speed network access. Three PSAPs associated with this project use LOGIS

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as their CAD provider. City of Bloomington, Dakota County, and the Metropolitan Transit Authority. All three use a common CAD application although their data is maintained separately.

Additionally, the law agency PSAPs collaborate and coordinate responses with individual independent EMS agency PSAPs when medical care is needed.

6.1. Anoka County

Anoka County PSAP's coverage area is a mixture of urban and rural areas. The county population is approximately 365,000. The PSAP is located in the city of Anoka and dispatches for 11 Police/Law, 16 Fire, and 3 EMS agencies.

6.2. Carver County

Carver County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 107,000. The PSAP is located in the city of Chaska and dispatches for 2 Police/Law, 11 Fire, and 1 EMS agencies.

6.3. Chisago County

Chisago County PSAP's coverage area is a mixture of smaller cities/towns and largely rural. The county population is approximately 57,000. The PSAP is located in the city of Center City and dispatches for 4 Police/Law, 11 Fire, and 3 EMS agencies.

6.4. City of Eden Prairie

The City of Eden Prairie is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Eden Prairie is approximately 64,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies.

6.5. City of Edina/Richfield

The City of Edina is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The PSAP dispatches for both the city of Edina and the city of Richfield. The population of Edina and Richfield combined is approximately 88,000. The PSAP dispatches for 2 Police/Law, 2 Fire, and 1 EMS agencies.

6.6. Hennepin County (Sheriff)

The Hennepin County Sheriff's office operates a PSAP for all the police and fire agencies within the county limits that are not serviced by the other "Independent PSAPs". The entire population of Hennepin County is approximately 1,282,000 with Hennepin PSAP's area handling about 1/3 of that. The PSAP dispatches for 27 Police/Law, 26 Fire, and 5 EMS agencies.

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6.7. Isanti County

Isanti County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 41,000. The PSAP is located in the city of Cambridge and dispatches for 4 Police/Law, 4 Fire, and 3 EMS agencies.

6.8. City of Bloomington

The City of Bloomington is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Bloomington is approximately 85,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies. Bloomington uses LOGIS's CAD application.

6.9. Dakota County

Dakota County PSAP's coverage area is a mixture of urban and rural. The county population is approximately 440,000. The PSAP is located in the city of Rosemount and dispatches for 12 Police/Law, 11 Fire, and 5 EMS agencies.

6.10. Metro Transit

The Metro Transit Police Department patrols, responds to incidents, and investigates crimes occurring on Metro Transit property. This includes buses and light rail cars and platforms. Their jurisdiction spans eight counties. Metro Transit Police has its own dispatch facility.

6.11. Metropolitan Airport

Metropolitan Airports Commission Emergency Communications Center dispatches for the airport police and fire departments. These public Safety departments of the Metropolitan Airports Commission (MAC) deliver services to ensure the safety and security of the Minneapolis-Saint Paul International Airport (MSP) property including to the traveling public and employees.

6.12. City of Minneapolis

The City of Minneapolis is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of Minneapolis is approximately 430,000. The PSAP dispatches for 3 Police/Law, 1 Fire, and 2 EMS agencies.

6.13. University of Minnesota

The University's Public Safety Emergency Communications Center (PSECC) is a 911 dispatch and monitoring center for activities in and around the campus community. It's part of the Department of Public Safety to ensure the safety of students, faculty, staff, and visitors. The PSECC uses the City of Minneapolis's CAD system.

6.14. Minnesota State Patrol

The Minnesota State Patrol has two regional dispatch centers. They are in the cities of Roseville and Rochester. The Roseville center handles all metro and northern Minnesota 911 calls. The

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Rochester center handles 911 calls placed in the southern third of the state. Initially this project will focus on the Roseville/Metro center.

6.15. Ramsey County

Ramsey County PSAP's coverage area is primarily urban. The city of St. Paul and surrounding suburban communities are in Ramsey. The county population is approximately 555,000. The PSAP is located in the city of St Paul and dispatches for 9 Police/Law, 9 Fire, and 3 EMS agencies.

6.16. Scott County

Scott County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 151,000. The PSAP is in the city of Shakopee and dispatches for 9 Police/Law, 8 Fire, and 4 EMS agencies.

6.17. Sherburne County

Sherburne County PSAP's coverage area is a mixture of smaller cities and rural. The county population is approximately 97,000. The PSAP is in the city of Elk River and dispatches for 4 Police/Law, 6 Fire, and 4 EMS agencies.

6.18. City of St. Louis Park

The City of St Louis Park is located within Hennepin County. The PSAP is independent of Hennepin Sheriff's Dispatch. The population of St Louis Park is approximately 50,000. The PSAP dispatches for 1 Police/Law, 1 Fire, and 0 EMS agencies.

6.19. Washington County

Washington County PSAP's coverage area is a mixture of urban and rural. The county population is approximately 268,000. The PSAP is in the city of Stillwater and dispatches for 9 Police/Law, 14 Fire, and 7 EMS agencies.

7. LAW AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training and backup center positions. Active workstations are the number of workstations being used at a PSAP's peak staffing time.

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Agency-Anoka County	STATISTICS
Total Number of CAD Incidents - 2021	290,000
Total CAD Workstations	27
Active CAD Workstations	15
Number of Mobile Units	3,600
CAD Application and Version	CentralSquare Enterprise 21.1.2.5
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina, M Health Fairview
Note: New building (late 2023) will increase the number of CAD workstations. 32 on floor, 12 training room, 12 backup center (keeping current center).	

Agency-Carver County	STATISTICS
Total Number of CAD Incidents - 2021	52,538
Total CAD Workstations	7
Active CAD Workstations	7
Number of Mobile Units	75 (45 CCSO & 30 Chaska PD)
CAD Application and Version	Computer Information Systems (CIS) 13.05.01 build 150
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Ridgeview Ambulance

Agency-Chisago County	STATISTICS
Total Number of CAD Incidents - 2021	19,780
Total CAD Workstations	7
Active CAD Workstations	4
Number of Mobile Units	48
CAD Application and Version	ProPhoenix
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina, M Health, North Air, LifeLink III & Osceola WI EMS

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Agency-Eden Prairie	STATISTICS
Total Number of CAD Incidents - 2021	46,564
Total CAD Workstations	8
Active CAD Workstations	4
Number of Mobile Units	29
CAD Application and Version	Tyler New World 2021.1 (sp2)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin EMS (HEMS)

Agency-Edina/Richfield	STATISTICS
Total Number of CAD Incidents - 2021	86,259
Total CAD Workstations	6
Active CAD Workstations	4
Number of Mobile Units	Approx. 90 (50 Edina/ 40 Richfield)
CAD Application and Version	CentralSquare SunGard One Solution (OSSI) 21.3.0.1002
Number of EMS Agencies You Dispatch For	1 (Edina Fire/EMS)
EMS Agencies You Coordinate With – who are they?	Hennepin EMS

Agency-Hennepin County Sheriff's Dispatch	STATISTICS
Total Number of CAD Incidents - 2021	614,362
Total CAD Workstations	31
Active CAD Workstations	29
Number of Mobile Units	515
CAD Application and Version	CentralSquare Enterprise 21.1.2.6
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	North EMS, Hennepin EMS, Allina EMS, Ridgeview EMS

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Agency-Isanti County	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	4
Active CAD Workstations	4
Number of Mobile Units	
CAD Application and Version	CentralSquare LETG
Number of EMS Agencies You Dispatch For	
EMS Agencies You Coordinate With – who are they?	

Agency LOGIS CAD - Bloomington	STATISTICS
Total Number of CAD Incidents - 2021	69,784
Total CAD Workstations	7
Active CAD Workstations	6
Number of Mobile Units	80
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina

Agency LOGIS CAD - Dakota County	STATISTICS
Total Number of CAD Incidents - 2021	365,796
Total CAD Workstations	23 plus 8 back up
Active CAD Workstations	20
Number of Mobile Units	476 (Law-341, Fire-135)
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	5
EMS Agencies You Coordinate With – who are they?	Burnsville, Hastings, South Metro, MHeath, and Allina

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Agency LOGIS CAD - Metro Transit	STATISTICS
Total Number of CAD Incidents - 2021	73,523
Total CAD Workstations	20
Active CAD Workstations	14
Number of Mobile Units	58 Squad Laptops
CAD Application and Version	CentralSquare 5.8.39 Patch 2 (LOGIS's CAD)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	HEMS, Allina, North, M Health, SPFD, Edina

Agency-MSP Airport	STATISTICS
Total Number of CAD Incidents - 2021	75,000 average annual (2021 was lower than normal)
Total CAD Workstations	14
Active CAD Workstations	5
Number of Mobile Units	100
CAD Application and Version	CentralSquare Enterprise 21.1.2.3
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Allina

Agency Minneapolis CAD - City of Minneapolis	STATISTICS
Total Number of CAD Incidents - 2021	500,000 (all agencies)
Total CAD Workstations	80
Active CAD Workstations	26
Number of Mobile Units	400
CAD Application and Version	CentralSquare Enterprise 5.8.19
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin EMS, North Memorial

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Agency Minneapolis CAD - University of Minnesota	STATISTICS
Total Number of CAD Incidents - 2021	35,000
Total CAD Workstations	9
Active CAD Workstations	5
Number of Mobile Units	16
CAD Application and Version	CentralSquare Enterprise 5.8.19 (Minneapolis's CAD)
Number of EMS Agencies You Dispatch For	1 (U of M EMS for special Events)
EMS Agencies You Coordinate With – who are they?	Hennepin EMS

Agency-Minnesota State Patrol (Roseville Location)	STATISTICS
Total Number of CAD Incidents - 2021	231,077 (10 county Metro area)
Total CAD Workstations	17 (metro only)
Active CAD Workstations	15 (metro only)
Number of Mobile Units	250 + Excluding aircraft and specialized units
CAD Application and Version	Hexagon Intergraph 9.2
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Technically All of them

Agency-Ramsey County	STATISTICS
Total Number of CAD Incidents - 2021	546,420
Total CAD Workstations	57
Active CAD Workstations	32
Number of Mobile Units	864
CAD Application and Version	CentralSquare Enterprise 21.1.2.8
Number of EMS Agencies You Dispatch For	3 (SPFD, MAFD and WBLFD)
EMS Agencies You Coordinate With – who are they?	Allina, Lakeview (Current CAD-to-CAD) we do calltaking and send completed call to Allina Queue

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Agency-Scott County	STATISTICS
Total Number of CAD Incidents - 2021	152,407
Total CAD Workstations	12
Active CAD Workstations	5
Number of Mobile Units	200
CAD Application and Version	CentralSquare LETG
Number of EMS Agencies You Dispatch For	1 Mdewakanton
EMS Agencies You Coordinate With – who are they?	4- Allina, Ridgeview, MHealth, North

Agency-Sherburne County	STATISTICS
Total Number of CAD Incidents - 2021	61,017
Total CAD Workstations	8
Active CAD Workstations	6
Number of Mobile Units	48
CAD Application and Version	ProPhoenix 2020
Number of EMS Agencies You Dispatch For	1
EMS Agencies You Coordinate With – who are they?	Allina, CentraCare, North, Mayo

Agency-St. Louis Park	STATISTICS
Total Number of CAD Incidents - 2021	53,727
Total CAD Workstations	5
Active CAD Workstations	3
Number of Mobile Units	8-10 Patrol/Investigator/Non-sworn mobile – FT Fire Dept averages 5 mobile units
CAD Application and Version	CentralSquare Zuercher Suite v21.1 (OS 6.2)
Number of EMS Agencies You Dispatch For	0
EMS Agencies You Coordinate With – who are they?	Hennepin Health Care aka HCMC

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Agency-Washington County	STATISTICS
Total Number of CAD Incidents - 2021	217,000
Total CAD Workstations	16
Active CAD Workstations	7
Number of Mobile Units	340
CAD Application and Version	CentralSquare Enterprise 20.2.4 Patch 1
Number of EMS Agencies You Dispatch For	5
EMS Agencies You Coordinate With – who are they?	4 – White Bear Lake EMS (Ramsey PSAP), M Health Fairview PSAP Lakeview (Allina PSAP), Hastings EMS (Dakota PSAP)

8. EMS AGENCY STATISTICAL AND CAD APPLICATION INFORMATION

The following section provides both agency workload information and detailed CAD information. Total workstations include supervisor, training, and backup center positions. Active workstations are the number of workstations being used at peak staffing time.

Allina EMS	STATISTICS
Total Number of CAD Incidents - 2021	230,000
Total CAD Workstations	42
Active CAD Workstations	34
Number of Mobile Units	130
CAD Application and Version	CentralSquare Inform CAD 5.8.21 Patch 1
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Anoka, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, Washington

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Hennepin EMS (Uses Minneapolis's CAD)	STATISTICS
Total Number of CAD Incidents - 2021	90,000
Total CAD Workstations	8
Active CAD Workstations	6
Number of Mobile Units	50 (25 on street peak)
CAD Application and Version	CentralSquare Enterprise 5.8.19 (Minneapolis's CAD)
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	MECC, HCSO, MSP, Transit, U of M, Edina, Eden Prairie, St. Louis Park

M Health Fairview EMS	STATISTICS
Total Number of CAD Incidents - 2021	65,000
Total CAD Workstations	12
Active CAD Workstations	8
Number of Mobile Units	-
CAD Application and Version	Zoll v6
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Scott, Dakota, Anoka, Chisago.

Mayo Clinic Ambulance (*Currently not interested*)	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	
Active CAD Workstations	
Number of Mobile Units	
CAD Application and Version	Zoll
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	

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North Memorial Ambulance	STATISTICS
Total Number of CAD Incidents - 2021	
Total CAD Workstations	
Active CAD Workstations	
Number of Mobile Units	
CAD Application and Version	Hexagon Intergraph 9.4
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	

Ridgeview Medical Center	STATISTICS
Total Number of CAD Incidents - 2021	17,150
Total CAD Workstations	5
Active CAD Workstations	3
Number of Mobile Units	130
CAD Application and Version	Zoll RescueNet
Who are the primary PSAPs in the ten-county metro you provide EMS services for?	Carver, Hennepin, Scott

9. GENERAL REQUIREMENTS

9.1 Vendors are required to complete the Requirement Matrix which is included as Attachment ?? in this solicitation.

9.2 Vendors are required to complete the Investment Matrix which is included as Attachment ?? in this solicitation.

9.3 In addition, Vendors shall provide a written narrative response to every item listed below in Sections 10-14.

10. VENDOR'S RELEVANT EXPERIENCE AND QUALIFICATIONS

10.1 Describe the Proposer's company background, past performance and relevant experience and state the number of years that the Proposer has been in existence and providing C2C Solutions, the current number of employees, and the primary markets served. Describe previous engagements of a similar size and complexity as the MESB project.

10.2 Identify up to three (3) customers similar size and complexity. The list should specifically identify customers that have signed a contract for the proposed C2C Solution but are not yet operating in a production environment at the time of the

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submission deadline for this RFP. Please provide the following information for the references:

10.2.1 Contact Name

10.2.2 Contact Email and Telephone Number

10.2.3 Agency Name

10.2.4 Project Description including number and type of agencies participating

10.2.5 Solution Description including version number and description of one way and two-way interfaces

10.3 Provide a detailed roadmap of the proposed Solution's historical milestones for at least the previous three (3) years and future versions and planned feature upgrades over the next five years. Marketing information is not requested or desired.

11. VENDOR'S APPROACH AND METHODOLOGY TO PROVIDING SERVICES

11.1 Describe Proposer's project management methodology and recommended strategies in performing the services described in this proposal. The Proposer shall describe its approach to project organization and management, to include the various project stages and milestones, Change of Scope management, implementation, and training strategies.

11.2 Provide a clear delineation of project management responsibilities between the agencies and the Proposer.

11.3 Provide a Project Plan for implementation of the proposed Solution. The project plan should include the proposed timeline to complete roll-out of the proposed Solution in production in a phased approach. Proposers are to discuss and provide documentation depicting the various project stages, milestones, installation.

11.4 Provide an overview of the proposed change management plan and/or methodology. The plan description should identify roles and responsibilities clearly defining role ownership by Proposer and/or agency resources.

11.5 Describe the product release cycle including, but not limited to:

11.5.1 Frequency of updates/enhancements or new versions (major and minor version releases)

11.5.2 Contents of a release

11.5.3 Availability of release notes

11.5.4 Describe the recommended approach to the following types of testing to be performed on the project and the type of assistance to provide to the agencies related to testing:

11.5.5 Functional Testing

11.5.6 Integration Testing

11.5.7 Stress / Performance Testing

11.5.8 Reliability Testing

11.5.9 User Acceptance Testing

11.5.10 Disaster Recovery Testing

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11.6 Proposer shall provide a list and description of the training courses offered in the areas listed below. For each course, Proposer shall state prerequisite courses required, recommended class size, duration, and method of instruction.

11.6.1 Application/System Administrator Training

11.6.2 Train-the-Trainer Training

11.6.3 End User Training

11.6.4 Technical System Support Training

11.6.5 Online/Computer Based Training

11.7 Describe the training documentation/materials provided. Include samples and/or screenshots.

11.8 Provide a detailed description of the technical support and helpdesk services propose. Include details regarding opening a support ticket, electronic ticketing, weekly case reporting, number of steps to reach live support, etc.

12. SOLUTION ARCHITECTURE

12.1 Describe the proposed Solution's ability to automatically transfer associated incidents to appropriate agencies based on geography, agency, business process and incident type.

12.2 Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.

12.3 Proposers shall provide network connectivity requirements including recommended bandwidth, latency and throughput utilization to ensure optimal performance of the proposed Solution.

12.4 Provide the response times for the proposed Solution in the column labeled "Solution Response Time":

Transaction Time	Solution Response Time
Processing time of data from CAD A to CAD B (one to one transfer)	
Processing time of data from CAD A to CAD Many (one to many transfer)	

12.4.1 Does the proposed Solution utilize open APIs?

12.4.2 Does the proposer provide API's or other tools to build and support interfaces using utilities?

12.4.3 Please indicate vendor's preferred methodology utilized for third party interfaces. I.e., REST, .NET etc.

13. CAD TO CAD SCENARIOS

Please describe how your CAD-to-CAD solution will assist the following scenarios:

13.1.1 CAD System A's jurisdiction has a structure fire with a response plan that calls for units from CAD A and CAD B's jurisdiction. Describe how the solution handles transmission of data. The incident escalates and additional alarms are asked for by

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the incident commander, each alarm involves another group of units, describe how the system handles increasing alarm levels and how it transmits incident data or requests.

13.1.2 CAD System A jurisdiction receives a call for a medical emergency, they dispatch Law and Fire resources, the EMS agency is dispatched from CAD Jurisdiction B, describe how the system can transmit incident data directly to Jurisdiction B's CAD system and share incident response data between CAD A and CAD B.

13.1.3 A caller traveling on the Interstate is reporting a reckless driver. The call and incident originate in CAD A jurisdiction; however, the incident moves into CAD B jurisdiction during the call. The incident information and voice call must be transferred to CAD B jurisdiction.

13.1.4 The respondent shall describe how its C2C system would support continued operation for a PSAP that is experiencing a problem with not being able to receive 911 calls (but CAD is functional) and the 911 calls are temporarily being handled by another PSAP.

13.1.5 The respondent shall describe how its C2C system would support continued operation for a PSAP experiencing a high-call-volume event where some 911 calls are received by the primary PSAP and other 911 calls are alternate-routed to PSAPs in the region

14. CAD-TO-CAD INTEGRATION EXPERIENCE

In the table below indicate your history integrating with each of the various CAD systems currently in use by the PSAP's in this project. This is in respect to having experience successfully implementing full 2-way communications with CAD by use of your API or other means.

It is understood some of the CAD systems may not be capable of two-way interoperability and may have to step down in functionality and use a view only feature or lesser product. Please Indicate if this is still the case and describe the suggested offering to allow that Agency to participate.

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Agency	CAD Application	Vendor Response
Anoka County	CentralSquare Enterprise 21.1.2.5	
Carver County	Computer Information Systems (CIS) 13.05.01 build 150	
Chisago County	ProPhoenix	
City of Eden Prairie	Tyler New World 2021.1 (sp2)	
City of Edina / Richfield	CentralSquare SunGard One Solution (OSSI) 21.3.0.1002	
Hennepin County	CentralSquare Enterprise 21.1.2.6	
Isanti County	CentralSquare LETG	
LOGIS - City of Bloomington	CentralSquare 5.8.39 Patch 2	
LOGIS - Dakota County	CentralSquare 5.8.39 Patch 2	
LOGIS - Metro Transit	CentralSquare 5.8.39 Patch 2	
Metropolitan Airports Commission	CentralSquare Enterprise 21.1.2.3	
Minneapolis Communication Ctr - City of Minneapolis	CentralSquare Enterprise 5.8.19	
Minneapolis Communication Ctr - University of Minnesota	CentralSquare Enterprise 5.8.19	
Minnesota State Patrol (Ramsey)	Hexagon Intergraph 9.2	
Ramsey County	CentralSquare Enterprise 21.1.2.8	
Scott County	CentralSquare LETG	

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Sherburne County	ProPhoenix 2020	
City of St. Louis Park	CentralSquare Zuercher Suite v21.1 (OS 6.2)	
Washington County	CentralSquare Enterprise 20.2.4 Patch 1	

Agency	**EMS Application**	**Vendor Response**
Allina EMS	CentralSquare Inform CAD 5.8.21 Patch 1	
Hennepin EMS	CentralSquare Inform CAD 5.8.19	
M Health Fairview EMS	Zoll v6	
Mayo Clinic Ambulance	Zoll	
North Memorial Health Ambulance	Hexagon Intergraph 9.4	
Ridgeview Medical Center	Zoll RescueNet	

15. CAD-TO-CAD OPTIONAL OFFERINGS

Please describe the CAD-to-CAD system's ability to support the following situations including any costs associated with the solution:

15.1 View only access of real time C2C incidents either across the region or with specific Agencies and or NPS Agencies.

15.1.1 Vendor Description

15.1.2 Vendor Costs

15.2 The ability for an Agency to receive real time alerts and or notifications if they have a CAD system that does not have the ability to support an API interface.

15.2.1 Vendor Description

15.2.2 Vendor Costs

15.3 The ability for a NPS Agency to receive real time alerts or notifications if they do not have a CAD system.

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15.3.1 Vendor Description

15.3.2 Vendor Costs

15.4 If an Agency is in the middle of changing CAD vendors or conducting a major CAD upgrade and do not wish to create a bi-directional interface until their CAD project is complete. What are their options for C2C during this interim period?

15.4.1 Vendor Description

15.4.2 Vendor Costs

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METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5D. Approval of Amendment 2 to Winbourne Consulting Agreement
Presenter: Mihelich

RECOMMENDATION

MESB staff recommend the Executive Committee approve Amendment 2 to the agreement with Winbourne Consulting for services related to document creation for the CAD-to-CAD interoperability project, per MESB Bylaws Article III, Section 1, subject to ratification by the board at its next meeting.

BACKGROUND

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The group has identified potential governance, funding, cost-sharing, and participation management options.

At the July 14, 2021 MESB meeting, the Board took action to approve and fund the issuance of an RFP for a consultant to assist the workgroup to develop governance and funding plans, as well as the technical specifications for the RFP to procure a CAD-to-CAD interoperability/workload sharing solution. The Board authorized $75,000.00 for this project.

At the November 10, 2021 meeting, the Board approved an agreement with Winbourne Consulting, LLC. for the project in the amount of $44,290.00; this agreement was amended in January 2022 for an additional $1,320.00 in order to receive a best practices document created by Winbourne.

ISSUES & CONCERNS

Amendment 2 extends the contract termination date from July 1, 2022 to December 31, 2022.

The reason for this amendment is because the workgroup progress to approve the governance and funding plan documents. Workgroup members want to have a better sense of pricing before these documents are finalized, thus its request to issue the RFP for the CAD-to-CAD interoperability/workload sharing and situational awareness solution discussed earlier in this meeting's agenda.

FINANCIAL IMPACT

None to the MESB; the time extension does not add additional costs to the agreement.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

SECOND AMENDMENT TO
AGREEMENT FOR CONSULTING SERVICES

THIS SECOND AMENDMENT is made and entered into by and between the METROPOLITAN EMERGENCY SERVICES BOARD (herein after referred to as "MESB"), 2099 University Ave. W., St. Paul, MN 55104 and WINBOURNE CONSULTING, LLC (herein after referred to as "WINBOURNE"), 1621 Kent St., Suite 704, Arlington, VA 22209.

WITNESSETH:

WHEREAS, the MESB entered into an agreement with WINBOURNE on November 18, 2021 ("the Agreement") to provide consulting services to perform a CAD-to-CAD Interoperability, Governance, Funding, and Technical Specifications Study; and

WHEREAS, the parties executed the First Amendment to the Agreement on January 12, 2022 to include a Lessons Learned document; and

WHEREAS, the parties wish to amend the Agreement to extend the termination date of the Agreement.

NOW, THEREFORE in consideration of the terms, conditions and covenants set forth herein, the MESB and WINBOURNE agree as follows:

I. Article III A. is amended to read:

"This Agreement shall begin on November 17, 2021 (Effective Date) and terminate on December 31, 2022 or upon such earlier date as all duties and requirements of this Agreement have been satisfactorily met, or if both parties mutually agree to extend the period of performance."

This Second Amendment shall be effective July 1, 2022.

Except as previously amended and as hereinabove amended, the terms, conditions and provisions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Second Amendment to be executed on the dates set forth below.

METROPOLITAN EMERGENCY SERVICES BOARD

By:_____
Irene Fernando, Chair

Dated: _____

WINBOURNE CONSULTING, LLC.

By:_____
Andrew G. Reese, President

Dated: _____

Approved as to form:

_____
Board Counsel

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METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5E. Recommendation for RFP Award for NG9-1-1 GIS-Derived MSAG Processes
Presenter: Mihelich/Broman

RECOMMENDATION

Staff recommend the Executive Committee recommend awarding the request for proposal for NG9-1-1 GIS-Derived Master Street Address Guide (MSAG) Processes to the sole respondent.

BACKGROUND

During the 2023 budgeting process, the Executive Committee and the Board discussed the MESB's need for on-going GIS services related to GIS-derived MSAG processes. Counsel advised that because the MESB no longer had an active contract for these services that the MESB needed to issue an RFP for services to begin in 2023.

ISSUES & CONCERNS

An RFP was issued on August 8 for GIS-derived MSAG processes. The deadline for submissions was September 2. One response was received.

FINANCIAL IMPACT

At the time of this writing, staff is working with the respondent to determine pricing. The proposal submitted to MESB as a result of this RFP is higher than the quote which was provided for 2023 budgeting purposes. Staff awaits a response from the vendor before the final contract amount will be determined; it is possible some items included in the RFP may not be part of the final statement of work.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

NG9-1-1 GIS-Derived Master Street Address Guide (MSAG) Processes

DUE DATE:
September 2, 2022

ISSUED BY:
METROPOLITAN EMERGENCY SERVICES BOARD

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1 Request Summary/Project Goal

The Metropolitan Emergency Services Board (MESB) is soliciting proposals from qualified respondents to provide GIS services in support of the creation, conversion, and maintenance of GIS-derived Master Street Address Guides (MSAGs) for the Public Safety Answering Points (PSAPs) in the 10-county Minneapolis/Saint Paul metropolitan region.

The goal is to achieve further integration of the region's legacy 9-1-1 data processes with those needed for NG9-1-1. The outcomes include improving data accuracy, gaining operational efficiency, and maintaining data synchronization during the transition to achieving full i3 NG9-1-1 implementation.

The focus is to closely streamline processes related to MSAG data management during the transition to NG9-1-1 Core Services. This includes:

1) Identification of NG9-1-1 data validation errors, particularly those pertinent to accurate GIS-derived MSAGs, and effective management of known exceptions
2) Creation of GIS-derived MSAGs
3) Conversion of existing tabular MSAGs to those derived from the GIS
4) Maintenance of the converted MSAGs through integrated processes where changes in the GIS drive MSAG updates

The MESB region has not yet implemented NG9-1-1 Core Services (NGCS). The NGCS implementation timeframe will be greatly influenced by Minnesota's overall statewide planning and procurements. This request is intended to provide supporting processes that will assist in bridging the gap until the region's full implementation of NGCS and legacy MSAGs are no longer required.

2 Background - MESB

The MESB is a joint powers board created for the purpose of overseeing the 9-1-1 system, the metro portion of the Allied Radio Matrix for Emergency Response (ARMER) system, and EMS in the metropolitan area of Minneapolis/St. Paul. The Board consists of commissioners from the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, Washington, and a council member from the City of Minneapolis. One of MESB's regional roles includes planning, coordinating, and supporting the Public Safety Answering Points (PSAPs) in the MESB region on 9-1-1 data matters. Under the MESB, the region is served by 18 primary PSAPs and 6 secondary PSAPs. Additional information about the MESB and the metro region 9-1-1 system may be found at: www.mn-mesb.org.

3 MESB Regional Legacy 9-1-1 and NG9-1-1 Data

3.1 MESB Regional Legacy 9-1-1 Data

3.1.1 Automatic Location Identification Data

The 10-county MESB region participates in a 9-1-1 system operated by Lumen as the 9-1-1 system integrator. The regional Automatic Location Identification (ALI) telephone number record data is currently stored in data systems hosted by Intrado, Inc., Lumen's vendor. ALI addresses in the region conform to the requirements of the MESB regional MSAG, including those defined in the next section.

3.1.2 Master Street Address Guide

MSAG data is maintained by the MESB-member PSAPs and the MESB staff as part of a 10-county metro regional MSAG. The regional MSAG is stored in Intrado's data system. Updates to that MSAG are currently made via Intrado's web-based application.

Key points regarding the regional MSAG are:

- The MSAG uses the street name fields required by Lumen and Intrado. As such, the MSAG street name elements are currently parsed into two fields: pre-directional and street name. Elements of the official street name, other than a pre-directional, are contained in the MSAG street name field.
- The MSAG street names use standard directional abbreviations for pre- and post-directions (i.e., N, S, E, W, NE, NW, SE, SW). As previously mentioned, when post-directions are used, they are included in the MSAG street name field.
- Street name post-types in the MSAG are abbreviated according to USPS Publication 28, Appendix C1. Any post-types in use in the region that are not contained in USPS Publication 28, Appendix C1 are spelled out. As previously mentioned, post-types are included in the MSAG street name field.
- Street name pre-types are fully spelled out and included in the MSAG street name field.
- The MSAG uses jurisdictions (city/township) as MSAG community names, not postal communities.

A quarterly version of the regional MSAG is available at the following link:
https://gisdata.mn.gov/dataset/org-mn-mesb-loc-msag

3.1.3 Emergency Service Zone/Number Data

The MESB-member PSAPs represent their Emergency Service Zones (ESZs) for public safety response in their MSAG and ALI data as Emergency Service Numbers (ESNs). The ESN is carried as an attribute in the Minnesota Geospatial Advisory Council (GAC) schemas used for its regional road centerline and address point datasets.

3.2 MESB Regional NG9-1-1 Geospatial Data

The geospatial data required for NG9-1-1 is collaboratively managed by both GIS and 9-1-1 interests in the ten counties comprising the MESB region.

3.2.1 Road Centerline

County staff at each of the ten counties comprising the MESB region currently maintain an authoritative road centerline dataset. The ten counties periodically submit updates to a portal hosted by the Metropolitan Council (MetroGIS) for regional aggregation. The updates are submitted as full dataset refreshes and use the current Minnesota Geospatial Advisory Council (GAC) schema and projection. The frequency of individual county road centerline updates varies by county but is generally monthly.

A 10-county aggregation process is run nightly by the MetroGIS using the county datasets received on its portal. The resulting regional road centerline dataset is made publicly available on the Minnesota Geospatial Commons. MESB then uses the regional road centerline dataset for various NG9-1-1 related processes.

The link to access the regional road centerline dataset is:
https://gisdata.mn.gov/dataset/us-mn-state-metrogis-trans-road-centerlines-gac

The Minnesota GAC road centerline schema is available at the following link:
https://www.mngeo.state.mn.us/committee/standards/standards_adopted_devel.html

3.2.2 Address Points

County staff at each of the ten counties comprising the MESB region currently maintain an authoritative address point dataset. The ten counties periodically submit updates to a portal hosted by the Metropolitan Council (MetroGIS) for regional aggregation. The updates are submitted as full dataset refreshes and use the current Minnesota Geospatial Advisory Council (GAC) schema and projection. The frequency of individual county address point updates varies by county but is generally monthly.

A 10-county aggregation process is run nightly by the MetroGIS using the county datasets received on its portal. The resulting regional address point dataset is made publicly available on the Minnesota Geospatial Commons. MESB then uses the regional address point dataset for various NG9-1-1 related processes.

The link to access the regional address point dataset is:
https://gisdata.mn.gov/dataset/us-mn-state-metrogis-loc-address-points

The Minnesota GAC address point schema is available at the following link:
https://www.mngeo.state.mn.us/committee/standards/standards_adopted_devel.html

3.2.3 Boundary Polygons

MESB staff, in cooperation with member PSAPs, maintain regional PSAP, ESZ, law enforcement, fire, and emergency medical response agency boundary polygons. The

boundaries are maintained in a 10-county metro regional polygon dataset. MESB submits boundary polygon updates to Minnesota Geospatial Commons on a quarterly basis, or more frequently as needed. A MSAG community boundary polygon layer is also available for reference. Currently the polygon datasets are available in the metro regional projection and schemas; however, they can be provided in the NENA projection and schemas upon request.

The link to access all the available regional boundary polygons is:
https://gisdata.mn.gov/organization/org-mn-mesb

3.3 Existing NG9-1-1-related Data Synchronization

The MESB and its PSAP and GIS partners have been collaboratively engaged in preparing the region's geospatial data for use in NG9-1-1. As a result, significant synchronization of legacy 9-1-1 and NG9-1-1 data has been completed, with regional ALI-to-GIS synchronization exceeding 99%.

3.4 GIS-derived MSAGs

3.4.1 Need for GIS-derived MSAGs during transition period

MESB is seeking an integrated GIS/MSAG management process as an aid in maintaining data synchronization of the region's ALI, MSAG, and GIS data during the statewide NG9-1-1 transition. It is anticipated that these processes will bridge the gap until the region's full implementation of NG9-1-1 Core Services, the timeframe of which will be greatly influenced by overall statewide planning and procurements.

- During the transition to full i3 NG9-1-1, legacy Service Order Input (SOI) style validation of ALI addresses to a tabular MSAG will continue as long as necessary.
- Rather than maintaining two disparate, loosely connected sources for location validation (tabular MSAG and GIS) during the transition, moving to GIS-derived MSAGs solidifies GIS as the region's primary data source for location validation moving forward.
- Once certain validation criteria are met, replacing a PSAP's existing tabular MSAG with a tabular MSAG very closely aligned with their county's validated geospatial data creates consistency between NG9-1-1 civic location validation methods and those used with legacy 9-1-1 (e.g., civic addresses valid in the MSAG are also valid in the road centerline, and vice versa.)
- Using GIS data changes to trigger tabular MSAG updates helps support maintaining MSAG/ALI/GIS dataset synchronization on an ongoing basis. It also presents potential operational efficiencies and the opportunity to explore any changes to roles, responsibilities, and workflows that may come with NG9-1-1.

3.4.2 Previous GIS-derived MSAG work

GIS-derived MSAG creation and conversion:

- To date, MESB has assisted some PSAPs in the region with creating and replacing their 'live' MSAG with a tabular MSAG consistent with their county's validated geospatial data. This proposal request is intended to continue the GIS-derived MSAG conversion effort for the remaining MESB PSAPs not yet converted.

- Several methods were used for the region's previous GIS-derived MSAG work effort. Due to vendor tool differences, the resulting PSAP GIS-derived MSAGs currently in use in the MESB region represent several styles of MSAG entry creation (e.g., the method of handling/grouping ranges when creating entries can yield different sets of MSAG entries which define the exact set of valid addresses). As a result, in addition to the remaining PSAPs completing their initial transition to a GIS-derived MSAG, a regional reconciliation of the previously converted PSAP MSAGs to use a consistent style is desirable. The current preference is for a style of including MSAG entries for each side of each road centerline segment.

GIS-derived MSAG maintenance:

- MESB has explored several methods for ongoing GIS-derived MSAG maintenance and is seeking a further refined and sustainable process that allows the GIS-derived tabular MSAGs, with a minimum of manual intervention, to stay aligned with the authoritative GIS data not just initially, but also as the GIS data inevitably changes over time.

4 Scope of Work

4.1 Main Project Components

At a high level, the project is anticipated to include:

- Data submission and retrieval method
- GIS-derived tabular MSAG readiness
- GIS-derived tabular MSAG creation
- Legacy MSAG to GIS-derived MSAG transition
- Ongoing GIS-derived MSAG maintenance & synchronization with source geospatial data
- Project Management

4.2 Roles

For purposes of the project, the following high-level roles would apply:

- The Respondent will provide project management associated with its services and an overall point of contact for the project.
- The MESB primary point of contact will be the 9-1-1 Data Coordinator.
- MESB staff will coordinate with County GIS departments and PSAPs.
- Project contacts between the Respondent and the current 9-1-1 service provider (Lumen/Intrado) or future NG9-1-1 service providers, if needed, will include the MESB.
- The Respondent will receive regionally aggregated geospatial datasets, not individual county or PSAP datasets (road centerlines, address points, and boundary polygons.) MESB will arrange for the Respondent to receive any necessary legacy MSAG/ALI data.
- MESB will coordinate the investigation and resolution of any errors identified in the data assessments.
- Any required editing of the authoritative road centerline and address point datasets will be done by the affected County GIS staff. The county will then submit new versions of their data for aggregation into the regional datasets.
- Any required editing of the authoritative boundary polygon datasets (e.g. PSAP/ESZ) will be done by MESB GIS staff.
- The Respondent will provide any geospatial data in a manner that is easily consumed within ESRI ArcGIS.

4.3 Project Extent

The successful respondent will continue the GIS-derived MSAG conversion effort for the remaining MESB PSAPs not yet converted.

- *The following PSAPs have not yet completed an initial conversion to a GIS-derived MSAG:* Carver County, Washington County, Sherburne County, City of Minneapolis, University of MN

The successful respondent will also bring previously converted GIS-derived MSAGs into a common format and MSAG entry style for regional consistency. Unless otherwise mutually agreed between the Respondent and MESB, the desired style would have MSAG entries for each side of each road centerline segment.

- *The following PSAPs went through an initial conversion to a GIS-derived MSAG and require true-up:* Anoka County, Bloomington PD, Chisago County, Dakota County, Eden Prairie PD, Edina PD, Fort Snelling, Hennepin Sheriff, Isanti County, Metropolitan Airports Commission, Ramsey County, Scott County, St Louis Park PD.

In addition, the successful respondent will provide a GIS-derived MSAG maintenance process for all PSAPs in the region designed to keep the GIS-derived tabular MSAGs, with a minimum of manual intervention, in alignment with the authoritative GIS data not just initially, but also as the GIS data inevitably changes over time.

Lastly, for the above efforts, the successful respondent would have demonstrated previous experience producing GIS-derived MSAGs for full PSAP MSAG replacements, as well as GIS-derived MSAG "delta" changes, both in the form capable of being used by the current 9-1-1 service provider (Lumen/Intrado).

The Respondent:	**Yes**	**No**	
4.3.1 Understands the extent of PSAP GIS-derived MSAG conversion activity as defined above.			
4.3.2 Has experience submitting GIS-derived MSAGs to the region's current 9-1-1 service provider (Lumen/Intrado) for full replacement of a PSAP's MSAG			
4.3.3 Has experience submitting "delta" changes to the region's current 9-1-1 service provider (Lumen/Intrado) for updating a PSAP's MSAG			
Respondent should list specific experience related to 4.3.2 and 4.3.3 here:			

4.4 Industry Standards Compliance

MESB seeks a solution that complies with nationally accepted standards and recommendations for NG9-1-1 GIS data and its transition from legacy 9-1-1 data. The Respondent's proposed services and tools shall comply with applicable data-related provisions of the National Emergency Number Association (NENA):

- NENA STA-015.10-2018 NENA Standard Data Formats for E9 1 1 Data Exchange & GIS Mapping
- NENA-STA-006.1.1-2020 NENA Standard for NG9-1-1 GIS Data Model
- NENA 71-501 Synchronizing Geographic Information System Databases with MSAG & ALI Information Document
- NENA-INF-014.1-2015 NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1
- NENA-REQ-002.1-2016 NENA Next Generation 9-1-1 Data Management Requirements
- NENA-STA-005.1.1-2017 NENA Standards for the Provisioning and Maintenance of GIS data to ECRF and LVFs
- NENA-INF-027.1-2018 NENA Information Document for Location Validation Function Consistency
- NENA-INF-028.1-2020 NENA Information Document for GIS Data Stewardship for NG9-1-1

The Respondent shall:	Complies	Does not Comply	Partially Complies
4.4.1 Provide a solution that aligns with applicable MSAG, GIS-derived MSAG, and NG9-1-1 data transition methodologies and standards outlined in NENA data-related standards and informational documents.			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses:			

4.5 Data Submission and Retrieval

The Respondent shall:	Complies	Does not Comply	Partially Complies
4.5.1 Provide a secure web-based portal for submission (upload) and download of MESB regional data to be used in delivery of the Respondent's services.			
4.5.2 Provide the ability to submit data for processing with a frequency of twice per month.			
4.5.3 Provide the ability to view and download all datasets, reports, and errors via the Respondent's web-based portal, including an online map to view errors with a spatial component.			
4.5.4 Allow multiple identified users to upload and download data related to the project, as well as view and download datasets, reports, and error files from the Respondent's web-based portal.			
4.5.5 Provide field mapping and translations necessary to accept and utilize MSAGs in the format used by Intrado for Lumen 9-1-1 systems in the State of Minnesota for use within the Respondent's internal processes.			

4.5.6 Provide field mapping and translations necessary to accept and utilize road centerline and address point datasets in the Minnesota Geospatial Advisory Council schemas and projection in file geodatabase *(.gdb)* format for use within the Respondent's internal processes.			
4.5.7 Provide field mapping and translations necessary to accept and utilize boundary polygon data in the native schemas and projection currently available on the Minnesota Geospatial Commons in file geodatabase (*.gdb)* format for use within the Respondent's internal processes.			
4.5.8 Provide the ability to output any errors resulting from data validations used by the Respondent in formats that can be easily sorted, filtered, summarized, and otherwise organized; Any errors related to geospatial data must be output or provided in a manner that is easily consumed within ESRI ArcGIS.			
4.5.9 Provide a dashboard summarizing submission load and error statistics.			
4.5.10 Provide both regional and county/PSAP insights on the dashboard {using fields supplied in the submitted data} even though the data submission was for the entire region.			
4.5.11 Provide the ability to easily separate errors by county/PSAP {using fields supplied in the submitted data} even though the data submission was for the entire region.			
4.5.12 Provide the ability to output MSAGs and MSAG updates in the format used by Intrado for Lumen 9-1-1 systems in the State of Minnesota.			
4.5.13 Provide the ability to convert regional road centerline, address point, and polygon datasets from Minnesota Geospatial Advisory Council schemas to NENA schemas.			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses:			

4.6 GIS-derived Tabular MSAG Readiness

The Respondent shall:	**Complies**	**Does not Comply**	**Partially Complies**
4.6.1 Define NG9-1-1 data readiness assessments the Respondent has available to run on submitted data and clearly identify which checks and synchronization levels the Respondent recommends the source data meet prior to GIS-derived MSAG creation to ensure accurate MSAG output. Assessments should be identified as mandatory, recommended, or optional for GIS-derived MSAG.			
4.6.2 Provide the ability to configure which NG9-1-1 data readiness assessments are run on submitted data based on mutual agreement between MESB and the Respondent.			
4.6.3 Assess the readiness of the data submitted via the secure online portal for GIS-derived MSAG and any other mutually agreed NG9-1-1 criteria.			
4.6.4 Provide the results of the validations conducted on the source geospatial and legacy data, including all errors identified, within one business day from submission of data meeting the Respondent's criteria.			
4.6.5 Provide the ability to identify and track geospatial features (reported as non-critical errors during validations) which cannot be corrected because of real-world situations. As a result, those features are to be excluded from ongoing validation error reporting (i.e., robust exception handling and management.)			
4.6.6 Provide the ability to accommodate road centerline segments where the "From" address is greater than the "To" address within the Respondent's validation checks.			
4.6.7 Provide the ability to accommodate road centerline segments not drawn in the direction of increasing address ranges within the Respondent's validation checks.			
4.6.8 Provide the ability to accommodate road centerline segments with mixed/both parity within the Respondent's validation checks.			
Explain any exceptions to above requirements:			

Details of Respondent's solution that support the above responses, <u>including, at a minimum, a list of all the Respondent's NG9-1-1 data readiness checks</u>:

4.7 GIS-derived Tabular MSAG Creation

The Respondent shall:	**Complies**	**Does not Comply**	**Partially Complies**
4.7.1 Provide an overview of the Respondent's GIS-derived tabular MSAG creation process prior to beginning the effort.			
4.7.2 Create complete tabular MSAGs that are derived from and match the geospatial data for the region's PSAPs.			
4.7.3 Create GIS-derived MSAGs for every data submission to the secure online portal and make them available for download within one business day from submission of data meeting the Respondent's criteria.			
4.7.4 Create GIS-derived MSAGs that include individual MSAG entries for each side of each road centerline segment.			
4.7.5 Provide a method that easily allows for the extraction/creation of one PSAP's GIS-derived MSAG utilizing the regional datasets consisting of geospatial data for multiple PSAPs.			
4.7.6 Provide a sustainable method for handling the inclusion of entries in the GIS-derived MSAG for addresses that are only valid as address points (no matching valid road centerline segment).			
4.7.7 Provide a sustainable method for handling the inclusion of entries in the GIS-derived MSAG for addresses that only validate to an alternate/alias street name on a road centerline segment.			
4.7.8 Provide a sustainable method for handling boundary road centerline segments in the GIS-derived MSAG creation process such that, when creating the GIS-derived MSAG for one PSAP, an MSAG entry related to the side of the road centerline			

in the neighboring PSAP's serving area is not included.			
4.7.9 Provide the ability to accommodate centerline segments where the "From" address is greater than the "To" address within the Respondent's GIS-derived MSAG creation process such that the resulting MSAG appropriately populates the "Low" and "High" ranges			
4.7.10 Provide the ability within the Respondent's GIS-derived MSAG creation process to accommodate road centerline segments with a side having mixed/both parity			
4.7.11 Provide a robust and sustainable method for creating GIS-derived MSAG entries from GIS features which cause non-critical errors during validations (exception handling and management.)			
4.7.12 Demonstrate that the GIS-derived MSAGs have no range overlaps.			
4.7.13 Demonstrate that the GIS-derived MSAGs cover all the PSAP's ALI addresses and address point addresses.			
4.7.14 Demonstrate that the ESN assigned from the GIS-derived MSAG for each unique PSAP ALI and address point address is the same as that assigned by the legacy MSAG unless shown that the legacy MSAG was inaccurate.			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses, <u>including, at a minimum, a description of the Respondent's methodologies and capabilities for items 4.7.5 thru 4.7.11 above:</u>			

4.8 Legacy MSAG to GIS-derived Tabular MSAG Transition

The Respondent shall:	**Complies**	**Does not Comply**	**Partially Complies**
4.8.1 Provide the PSAP GIS-derived MSAGs as *.csv* file(s) in the MSAG data exchange format currently			

used by the region's legacy ALI provider for MSAG replacements (see *NENA Version 2.1 format for MSAG Data Exchange* in a later section of this document.)			
4.8.2 Provide support during the transition/replacement of the "live" PSAP MSAG to answer questions that may arise.			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses:			

4.9 Ongoing GIS-derived MSAG maintenance & data synchronization

The Respondent shall:	**Complies**	**Does not Comply**	**Partially Complies**
4.9.1 Provide an ongoing process to consume new versions of the source geospatial data submitted via the online portal, perform data assessments, handle verified error exceptions, detect changes in the geospatial data, identify needed MSAG updates, and provide MSAG "delta" changes to be made in the "live" PSAP MSAGs.			
4.9.2 Create GIS-derived MSAG "delta" updates based on changes in the source geospatial data as a *.csv* file in the MSAG data exchange format currently used by the region's legacy ALI provider for MSAG updates (see *NENA Version 2.1 format for MSAG Data Exchange* in a later section of this document.)			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses <u>including, at a minimum, a description of the Respondent's method for ongoing GIS-derived MSAG maintenance and data synchronization :</u>			

4.10 Project Management & Documentation

The Respondent shall:	Complies	Does not Comply	Partially Complies
4.10.1 Assign a project manager with understanding of the Respondent's services, GIS, legacy 9-1-1 data management practices, and NG9-1-1 geospatial data, including GIS-derived MSAGs.			
4.10.2 Provide a documented project plan to complete the transition of all MESB PSAPs to a common style of GIS-derived MSAG and, for the transition period from the current state until the NG9-1-1 Core Services provider implementation is ready, to maintain those MSAGs on an ongoing basis using the GIS as the mechanism.			
4.10.3 Based on the Respondent's project plan, provide a workflow diagram of how ongoing GIS-derived MSAG maintenance and synchronization with source data will occur using the Respondent's process during the transition period.			
4.10.4 Update the project plan and schedule as the project progresses.			
4.10.5 Conduct a minimum of monthly status conference calls with MESB (and PSAP/County GIS representatives if appropriate).			
4.10.6 Provide a minimum of monthly documented status reports, outlining progress made toward milestones, next steps, and roadblocks/concerns. This is to include tracking of any unresolved issues identified by the MESB with the Respondent's tools or processes.			
4.10.7 Provide documentation and training on any tools, reports, or processes applicable to the services provided by the Respondent.			
4.10.8 Provide coordination of online meetings, as needed, to facilitate remote communication among project participants.			
4.10.9 Provide knowledgeable point of contacts for questions about Respondent's tools, reports, or services that cannot be answered from the available documentation and training.			
4.10.10 Provide MESB overall feedback on the region's NG9-1-1 GIS data readiness, data issues that should be resolved prior to NG9-1-1 Core			

Services implementation, and how the GIS-derived MSAG processes established in this project fit with the statewide NG9-1-1 transition plans.			
Explain any exceptions to above requirements:			
Details of Respondent's solution that support the above responses:			

5 NENA MSAG Data Exchange Format v2.1

6 VERSION 2.1 FORMAT FOR MSAG DATA EXCHANGE

NAME	POSITION	BYTES	TYPE
Prefix Directional	1-2	2	AN
Street name	3-62	60	AN
Street Suffix	63-66	4	AN
Post Directional	67-68	2	AN
Low Range	69-78	10	AN
High Range	79-88	10	AN
Community Name	89-120	32	A
State	121-122	2	A
Odd/Even	123	1	O, E or B
ESN	124-128	5	AN
Extract Date	129-134	6	MMDDYY
PSAP ID*	135-138	4	AN
County ID	139-142	4	AN
Exchange	143-146	4	AN
General Use	147-166	20	AN
TAR Code	167-172	6	AN
Function of Change	173	1	A
Reserved	174-191	18	AN
Expanded Extract Date	192-199	8	N
End of record	200	1	Always "*"

NOTE: All fields are left justified, with trailing spaces.

Notes:

1. Street Suffix and Street Post Directional fields are not currently used by Intrado for the MESB region
2. PSAP ID = 4 character PSAP identifier
3. County ID = County FIPS code
4. Exchange = not currently used by Intrado for the MESB region
5. General Use = Zipcode

6 Submission Requirements

6.1 Form and Content

Key submission requirements:

- The *Scope of Work* section of this document includes key project requirements. As the means to indicate its compliance with these project requirements, the Respondent must include the tables (content and format) from the *Scope of Work* section in its response.
    - Indicate compliance for an item by placing an "X" under the appropriate column (i.e., complies, does not comply, partially complies.)
    - When partially complying to a requirement, the Respondent should note the exceptions at the bottom of the table.
    - In addition, a section is provided with each table where the Respondent should provide details and descriptions that support the Respondent's capabilities and describe the advantages of its solution in meeting the project requirements.
- The submission must include the experience the respondent has in relation to NG9-1-1 data transition, legacy 9-1-1 and NG9-1-1 data management, legacy and GIS-derived MSAGs, and geospatial data process development.
- The submission must include the identity and qualifications of the person, or persons, the respondent would assign to the project.
- A list of three references from similar projects must be provided.
- A project timeline from the contract award to the completion of deliverables must be included.
- The submission must list known potential conflicts, if any, or provide a statement that none exist.
- Submissions must be provided via email; files shall be in .pdf format.

6.2 Project Pricing

Pricing information should be submitted in a separate .pdf document from the proposal's narrative.

The pricing template included in Attachment A must be used for pricing submissions. Note:

- The Respondent must be explicitly clear in its pricing submission on which line items are stand-alone items that can be individually evaluated, and which are unbundled.

- Pricing options for portions of the project can and are recommended to be provided in the event the total project cost of the Respondent's proposed solution exceeds the amount of funds available.

- MESB, at its sole discretion, may pursue services under this request. The MESB reserves the right to select one, some, all or none of the line items outlined in a Respondent's pricing submission.

7 Selection Process

The final decision regarding the awarding of this RFP to a respondent will be made by the Metropolitan Emergency Services Board (MESB). The final agreement will be in the form of a written contract between the respondent and the MESB.

The MESB reserves the right to reject any, or all, proposals, and to request additional information from all proposers. All questions and correspondence should be directed to Jill Rohret, Executive Director, in writing at jrohret@mn-mesb.org or via telephone at (651) 643-8394. Contact with MESB personnel other than Jill Rohret regarding this RFP may be grounds for elimination from the selection process.

Proposals are due by 4:00 p.m. on Friday, September 2, 2022, e-mailed to: Jill Rohret, Executive Director, jrohret@mn-mesb.org.

PUBLIC DATA

Proposals submitted become a matter of public record. Information supplied by any proposer is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Sections 13.01 et seq.

Public Record: Under Minnesota law, data submitted by a business to a government entity in response to a request for proposal are private or nonpublic data until the responses are opened. Once the responses are opened, the name of the proposer becomes public. All other data in a proposer's response to a request for proposal are private or nonpublic data until completion of the evaluation process. Completion of the evaluation process means that the government entity has completed negotiating the contract with the selected proposer. After a government entity has completed the evaluation process, all remaining data submitted by all proposers are public with the exception of trade secret data as defined and classified in Minn. Stat. Section 13.37. A statement by a proposer that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response if such data does not qualify as trade secret data.

Attachment A: NG9-1-1 GIS-Derived MSAG Process Proposal Request issued by MESB

PRICING TEMPLATE

RESPONDENT:	***<enter respondent name here>***

PROJECT REQUIREMENTS					
Project Elements as defined in *Scope of Work*					
Note: Project management is expected with each project task. Respondent's pricing should reflect the appropriate portion of project management therein.					
	Total Non-Recurring	Monthly Recurring	# Months	**Total Recurring**	**Line Item TOTAL**
Data Submission & Retrieval; Readiness Checks & Reporting				$ -	$ -
GIS-derived Tabular MSAG Creation and Transition				$ -	$ -
Ongoing GIS-derived MSAG Maintenance to retain synchronization with Source Geospatial Data				$ -	$ -
TOTAL PROJECT	**$ -**			**$ -**	**$ -**
OPTIONAL SERVICES (if applicable)					
	Total Non-Recurring	Monthly Recurring	# Months	**Total Recurring**	**TOTAL Line Item**
Specify if applicable				$ -	$ -
Specify if applicable				$ -	$ -
OPTIONAL PROFESSIONAL SERVICES (if applicable)					
					Hourly Rate
Hourly Support: GIS/9-1-1 Error Analysis and Correction					
Hourly Support: GIS Scripts, AGOL support					
Hourly Support: Other (specify)					

Pricing information should be submitted in a separate .pdf document from the proposal narrative.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 5F. Approval of Representatives to SECB NG9-1-1 Committee
Presenter: Mihelich

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommends the Board appoint Janelle Harris as the primary representative and Brent Anderson as the alternate to the SECB NG9-1-1 Committee.

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 the SECB's inception. The MESB makes its annual appointments to the SECB and its committees each January.

The SECB governs the ARMER system, Next Generation 9-1-1 (NG9-1-1) and interoperable data (FirstNet).

ISSUES & CONCERNS

In August 2022, the person whom the Board appointed as primary representative to the SECB NG9-1-1 Committee resigned from his position with Metro Transit, thereby vacating his position as the MESB's primary NG9-1-1 representative.

At its August meeting, the 9-1-1 TOC recommended making Janelle Harris, City of Edina, the primary representative (previously was the alternate), and Brent Anderson, Dakota 9-1-1, as the alternate for the remainder of 2022.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 6A. Approval of Letter of Agreement for Metro Health & Medical Preparedness Coalition
Presenter: Hayes

RECOMMENDATION
Staff recommend approval of the 2022 Letter of Agreement for participation with the Metro Health & Medical Preparedness Coalition.

BACKGROUND
The Metropolitan Emergency Services Board participates in and works with the Metro Health & Medical Preparedness Coalition (often called Metro Health Coalition) and its Senior Advisory Committee (SAC) to plan for healthcare related preparedness and response plans. Participation with the coalition is renewed every six or seven years; the last time MESB participation was renewed was in early 2015.

ISSUES & CONCERNS
The letter of agreement states that signatories agree to the following:

Agree to facilitate integrated planning, response and recovery activities critical to an effective response to an event or emergency with public health and medical implications in the metro area.

Agree, within the parameters of statutory requirements and jurisdictional Emergency Operations Plans, and as outlined in operational support compacts, mutual aid agreements, memoranda of understanding or other operational agreements, the Coalition will support public health and medical response and recovery to include, but not limited to:

- Provide regional coordination of planning, training and exercising for metro health and medical entities;
- Provide health and medical situational information to support a regionally coordinated response;
- Facilitate health and medical resource sharing through multi-agency coordination;
- Address the appropriate capability targets as defined by Emergency Management, Public Health and Healthcare.

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

The Metro Health & Medical Preparedness Coalition
Letter of Agreement

We agree to facilitate integrated planning, response and recovery activities critical to an effective response to an event or emergency with public health and medical implications in the metro area.

We agree, within the parameters of statutory requirements and jurisdictional Emergency Operations Plans, and as outlined in operational support compacts, mutual aid agreements, memoranda of understanding or other operational agreements, the Coalition will support public health and medical response and recovery to include, but not limited to:

- Provide regional coordination of planning, training and exercising for metro health and medical entities;
- Provide health and medical situational information to support a regionally coordinated response;
- Facilitate health and medical resource sharing through multi-agency coordination;
- Address the appropriate capability targets as defined by Emergency Management, Public Health and Healthcare.

_____

Irene Fernando, Chair, Metropolitan Emergency Services Board Date

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 7A. Approval of 2023 MESB Legislative Agenda
Presenter: Rohret

RECOMMENDATION

Staff recommend the Executive Committee recommend approval of the 2023 MESB legislative agenda.

BACKGROUND

In past years, the Metropolitan Emergency Services Board developed a legislative agenda, which was approved by the board. The agenda is traditionally MESB staff and MESB lobbyists' best estimation of items which may arise during the legislative session.

ISSUES & CONCERNS

The 2023 Minnesota Legislative session begins on January 3, 2023. Many of the items included on the 2023 MESB legislative agenda have been included in past legislative agendas. Some items have been added based on what MESB staff has learned other entities, such as the Minnesota Department of Public Safety, are pursuing.

FINANCIAL IMPACT

No direct impact except for staff time at the Capitol.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metropolitan Emergency Services Board
2023 Legislative Agenda
Draft September 28, 2022

Item	Sponsor	Lobby	Support	Monitor	Notes	Year First Pursued	Adjacent Issues	Possible Support From	Possible Opposition From
General Items									
Keep SECB under DPS, rather than MN IT		√	√	√	This is a historical stance, but there is still concern that there may be a push to move SECB to MN IT. Public safety does not view ARMER as an IT project.			MSA, MSFCA, MAA	MnIT
Maintain the 9-1-1 Special Revenue Fund only for public safety communications use		√	√	√	In the past there have been attempts to use 9-1-1 funds for general fund purposes.		911 Fee Diversion; unknown if DPS will pursue changing language related to the 911 fee to remove recipients the FCC would consider diversionary.	DPS	
Governance financial support for regional emergency communications boards for SECB activities		?	?	√	There may be a proposal to allocate $25,000 per regional emergency communications board for SECB governance support. Source of funding is not currently known, though the 9-1-1 fund is a possiblity	Never pursued	If proposed and enacted, the MESB would have to alter its budgets in order to avoid supplanting.	Regional emergency communications boards in Greater Minnesota	DPS, telecommunications industry
Fee to fund 9-8-8 suicide prevention line.			√	√	In 2022 session, there was an effort to create a new fee on telecommunications providers to fund 9-8-8 in Minnesota (which is currently under funded).	2022		NAMI	Telecommunications industry
Request to use unused portion of SECB allocation from 9-1-1 fund from previous years for grant purposes.		?	√	√	There may be a proposal to allocate any monies "turned back" in previous years by the SECB back to the SECB to be used for grants to regions/local governments.	Never pursued	The funds should have been "returned" to the 9-1-1 fund, but whether or not the 9-1-1 fund could support the allocation of additional funds is unknown.	Regional emergency communications boards	DPS
911/ARMER Items									
(GIS) - Funding for counties' on-going maintenance of GIS data for 9-1-1		√	√	√	Was introduced in 2021 as part of AMC bill to keep 9-1-1 fee at 95 cents. Unknown if AMC will pursue in the 2022 legislative session.	2020	Will this raise questions about whether cities should receive funding as well? Opposition could arise depending on the funding source. Could CAD-to-CAD interoperability projects be funded out of this funding as well?	AMC, MNCITLA, Counties	MnGeo, DPS
DPS amendments to MS 403 to change/upate technical components of 9-1-1 statute (first 15 chapters), as well as any possible language change related to 9-1-1 fee diversion.		√	√	√	MESB board member, staff and one metro PSAP manager participated in a workgroup to develop these amendments. Amendments have been reviewed by MESB or the MESB Executive Committee in the latter half of 2021. *Does not address SECB goverance issues.* Amendments include changes to the MLTS language previously on the Board's legislative agenda.	2018; first time with these amendments	Any opportunity to amend MS 403 could open statute to additional changes, particulary the 9-1-1 fee. There are many entities which would like to receive funds from the 9-1-1 special revenue fund, regardless of whether the program is 9-1-1 related.	DPS, AMC, Regions, MSA	AMC, Regions, MSA
Funding for encryption and/or replacement subscriber radios.		√	√	√	Possible re-introduction of HF 2821 from 2022 legislative session to establish a grant for the purposes of updating ARMER system equipment, including the procurement of encryption and replacement of old ARMER radios.	2022	There is a question of whether or not this grant should be retroactive to radio replacements from a certain year, of if the funding should apply only to those replacing radios after this bill would be enacted. If retroactive, additional funds may need to be secured.	AMC, MSA, Regions, Motorola	
Change in employment classification of public safety telecommunicators from clerical to protective service occupations		√	√	√	Workgroup report on matter due to legislature in 2022. There could be needed legislative action taken as a result of the report.	2020	Change in PERA - could telecommunicators qualify for Police & Fire PERA?	MSA, MCPA, DPS	AMC, Corrections Union
EMS Items									
Long-term sustainable funding for EMS regions.	√	√	√	√	Since 2017, this has been introduced and included in various bills only to fall out of omnibus bills at the last moment.	2017			
Seek an increase in fines for distracted driving to allow for additional funding for all 8 EMS regions. As with seatbelt funds, a portion of the increase would go to the Department of Public Safety			√	√	Could be a source of revenue, similar to seat belt fines, particularly if the general fund appropriation is not changed.	Never pursued	Would be competing with other requests for use of this revenue		
Clarification of grant funding requirements under MS 144E.02 and MS144E.50.		√	√	√	New item due to changes in FY2022-2023 EMSRB grants.	Never pursued			
Maintain EMS regional grant program under EMSRB, rather than moving to MDH		√	√	√	MAA introduced this bill in 2016, though it did not succeed. They may introduce it again. Metro Region cannot meet requirements of MDH's Office of Rural Health, which was the agency proposed in 2016. Monitor the Office of Legislative Auditor's report related to its 2021 investigation of the EMSRB.	2016			MAA
Changes to Minnesota Rules									
Amend EMS rules to repeal 4690.1900		√	√	√	Rule Change - never pursued				
Amendments to 911 Rules (Chapter 7580) to reflect statutory changes as well as technology changes related to NG9-1-1.		√	√	√	Rule Change - currently in process				

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: October 12, 2022
Agenda Item: 7B. Approval of Legal Services with Hennepin County
Presenter: Rohret/Arneson

RECOMMENDATION

The Executive Director and Board Counsel recommend the Executive Committee recommend approval of the agreement for legal services with Hennepin County.

BACKGROUND

At the April 2020 Executive Committee and May 2020 Board meetings, the Board discussed and approved a revised agreement with Dakota County for employee relations services. During that discussion, Board Members asked if the MESB had agreements with other entities which provide services; at the time, not all services provided by member entities had agreements. Legal services provided by Hennepin County were not covered by an agreement.

ISSUES & CONCERNS

MESB Board Counsel drafted the agreement which states what services will be provided by Hennepin County Attorney's Office (HCAO) and what things will not be provided.

Having a written agreement in place will be helpful for both HCAO and MESB when staff turnover occurs.

FINANCIAL IMPACT

None to the MESB; HCAO will provide these services free of charge to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

AGREEMENT FOR LEGAL SERVICES FOR METROPOLITAN EMERGENCY SERVICES BOARD

THIS AGREEMENT ("Agreement"), is made and entered into this_____, day of _____, 2022, by and between the Metropolitan Emergency Services Board (hereinafter referred to as the "MESB") and the County of Hennepin (hereinafter referred to as "COUNTY").

WHEREAS, the MESB operates pursuant to that certain Joint Powers Agreement for Metropolitan Emergency Services Board dated January 1, 2022 ("JPA") with the Counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne and Washington, and the City of Minneapolis as its members ("Members"); and

WHEREAS, in accordance with the JPA, the MESB has authority to enter into contracts in furtherance of the JPA, including contracts for legal services; and

WHEREAS, COUNTY is willing to provide legal services through the Hennepin County Attorney's Office ("HCAO") to the MESB during the term of this Agreement.

NOW, THEREFORE, in consideration of the mutual promises and benefits that each party shall derive herein, and other good and valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

ARTICLE I
PURPOSE

This Agreement has been executed by the MESB for the sole purpose of designating COUNTY to provide legal services as described herein.

ARTICLE II
SERVICES

A. COUNTY agrees to provide the following legal services through the Hennepin County Attorney's Office ("HCAO"):

1. Serve as general counsel to the MESB.
2. Attend meetings of the MESB and its Executive Committee.
3. Draft and review contracts and approve as to form.
4. Provide a letter on an annual basis to the MESB's auditors regarding the status of any litigation or claims.
5. Advise the Executive Director and the MESB regarding the Minnesota Government Data Practices Act and the Open Meeting Law.

6. Provide other legal advice to the Executive Director or the MESB as requested.

B. All pertinent books, records, documents, and accounting procedures and practices relating to this Agreement shall be maintained by COUNTY and made available to the MESB and the State Auditor upon reasonable notice and shall be retained for a period of six years.

C. The HCAO shall have the right to limit its representation or decline to represent the MESB in arbitration, litigation or administrative hearings, in matters requiring expertise in specialized areas of law, when there is a conflict of interest, when a matter or matters are deemed overly time consuming, or for any other reason, in the sole discretion of the HCAO.

D. During the term of this Agreement the MESB shall have the right to contract with other public or private attorneys for any of the MESB's legal needs.

E. The HCAO shall not provide any lobbying services for the MESB.

F. For the purposes of this Agreement, the MESB will be the client of the HCAO. The HCAO shall not represent any staff of the MESB, any of the individual Members of the MESB, or their elected officials appointed to the MESB, except to the extent that the MESB is acting through its duly authorized constituents, in accordance with Rule 1.13(a) of the Minnesota Rules of Professional Conduct, and except as provided in Article II.G below.

G. The HCAO will continue to represent COUNTY, its elected officials and employees.

H. When it is necessary for the HCAO to represent the COUNTY in a matter involving the MESB, such as when the COUNTY enters into a contract with the MESB, the HCAO will assign an attorney who does not serve as counsel to the MESB to represent the COUNTY. In the event an unwaivable conflict exists which would prevent the HCAO from providing representation to the MESB in a particular matter, the HCAO will so advise the MESB, and the MESB may retain other legal counsel.

I. COUNTY shall have no obligation to contract with outside counsel to provide any of said legal services.

J. The HCAO shall not handle any funds on behalf of the MESB.

K. COUNTY shall not charge the MESB for said legal services.

ARTICLE III
TERM

This Agreement will be in full force and effect on the date it is executed by both parties and will continue in force until terminated pursuant to Article IV herein.

ARTICLE IV
TERMINATION

This Agreement shall terminate upon the occurrence of one of the following events:

A. Upon written agreement by both parties;

B. Upon termination or nonrenewal of the Joint Powers Agreement; or

C. Upon sixty (60) days' written notice by either party.

ARTICLE V
INDEMNIFICATION

Each party to the Agreement shall be liable for its own acts and the results thereof to the extent authorized by law and shall not be responsible for the acts of the other party, its officers, employees or agents. Nothing in this paragraph is intended to waive any liability limits or immunities to which the parties are otherwise entitled under law. It is understood and agreed that liability arising from the parties' acts or omissions is governed by the provisions of the Municipal Tort Claims Act, Minnesota Statutes Chapter 466, and other applicable law.

ARTICLE VI
CONFLICTS WAIVER

The County Administrator of the COUNTY and the Executive Director of the MESB shall be authorized to execute an advance informed consent waiver agreement, waiving conflicts of interest arising out of the representation of the MESB and the COUNTY by the HCAO.

ARTICLE VII
MISCELLANEOUS

This Agreement represents the complete and exclusive agreement between the parties with respect to its subject matter, and upon execution will supersede any and all prior agreements between the parties with respect to its subject matter.

Any amendments, changes, or modifications to this Agreement will be valid only if reduced to writing, approved by the parties' respective Boards, and signed by the Chairs of the COUNTY Board and the MESB Board.

All notices and other communications required under or contemplated by this Agreement will be in writing and delivered personally, via First Class mail (postage prepaid) or e-mail to the following persons:

MESB: Jill Rohret
Executive Director
Metropolitan Emergency Services Board
2099 University Avenue West
St. Paul, MN 55104
jrohret@mn-mesb.org

County: David J. Hough
County Administrator
Hennepin County
A-2303 Government Center
300 South Sixth Street
Minneapolis, MN 55487

This Agreement, any amendments or modifications to this Agreement, and any other documents required to be executed in order to consummate or carry out this Agreement may be executed in one or more counterparts, each of which will be deemed an original. All such counterparts will together constitute one and the same instrument. A photocopy, facsimile, or digital image of an executed counterpart will be enforceable and admissible as an original.

COUNTY OF HENNEPIN
STATE OF MINNESOTA

By: _____ Dated: _____
County Administrator

Approved as to form:

_____ Dated:_____
Assistant County Attorney

METROPOLITAN EMERGENCY SERVICES BOARD

By: _____ Dated:_____
Irene Fernando, Chair

Approved as to form:

By: _____ Dated:_____
Jay Arneson, Board Counsel