



Next Generation 9-1-1: GIS Project And Text to 9-1-1

**Project Update
Central MN ESB Summit
September 28, 2016**

**Presenter:
Dana Wahlberg, 9-1-1 Program Manager**

Project Timeline

Transition to ECRF and LVF

NG9-1-1 GIS Data Maintenance

NG9-1-1 GIS Data Preparation

Data Readiness and Preparation KOs

NE	CENTRAL	SE	SC	NW	SW
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MN NG9-1-1 GIS Data Standards



2016 High-level Goals

- GIS Data Collection, Assessment, and Preparation
- GIS Data Maintenance
- MN NG9-1-1 GIS Data Standards
- Communication Plan

Data Collection and Assessment

- Data Collection
 - MSAGs, ALI, ELTs
 - GIS data
- Data Readiness Profiles
 - Required 911 and GIS data
 - 100+ data checks
 - Metro and NE – Summer 2016
 - All regions – end of 2016
 - Summary reports



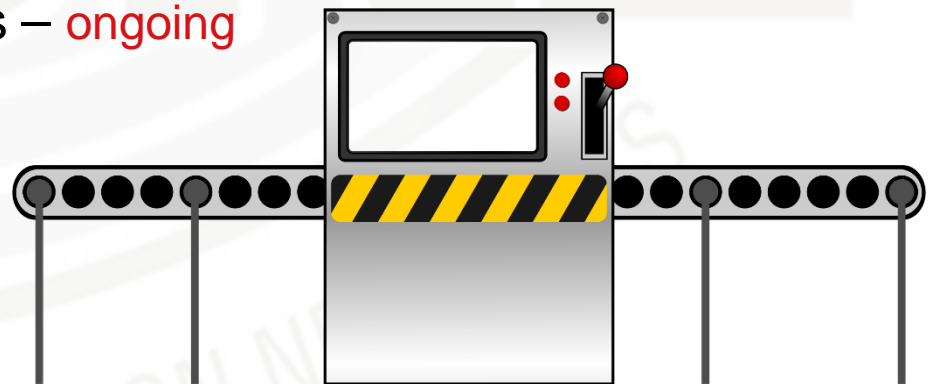
Data Preparation Projects

- Timeline
 - Metro – ongoing with MESB
 - NE – ongoing in 7 of 11 counties
 - Remaining regions – begin Fall/Winter 2016
- General Project Tasks
 - Kickoff, roles/responsibilities, workflows
 - Community name validation
 - Street name validation
 - Address validation
 - Geospatial validation
 - Edge-matching
 - Emergency service boundary validation



GIS Data Maintenance Requirements

- Data Uploads and Portal – **ongoing**
- Normalization – **ongoing**
- Validation – **ongoing**
- Aggregation – **begin Fall/Winter 2016**
- Provision
 - ECRF/LVF– **TBD**
 - Geospatial Commons – **ongoing**



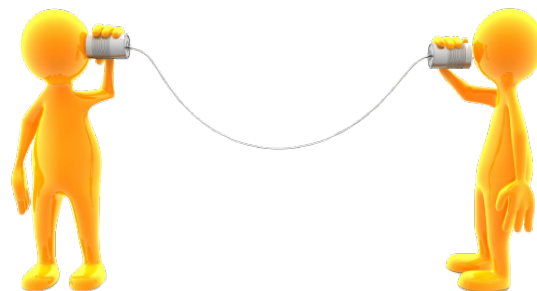
- Developing GIS data requirements for NG9-1-1 in Minnesota
- Aligning with NENA standards and validate against similar standards
 - Other states (IA, KS, ND, TN, TX) and MRCC
 - Standards Comparison spreadsheet
- Standards Workgroup working toward Version 1.0
- Second stakeholder review – **October 2016**

- Stakeholder approval of v1.0 – **Complete early 2017**
 - Metropolitan Emergency Services Board (MESB)
 - GIS Subcommittee
 - NG9-1-1 Committee
 - Statewide Emergency Communications Board (SECB)
 - MN Geospatial Advisory Council (MGAC)
 - MN Information Technology Agency (MNIT)

- DRAFT NENA Standards
 - NG9-1-1 GIS Data Model
 - Provisioning GIS to ECRF/LVF
 - i3 Solution
- Specific ECRF/LVF Vendor(s) is unknown
- Build once, use many times



- ECN website
 - Project newsletter - **Issue #4 available on [ECN website](#)**
- Monthly
 - GIS Subcommittee meeting
 - **Next meeting: Thursday, November 10 at 2pm**
 - NG9-1-1 Committee meeting
 - SECB meeting
- Quarterly
 - Regional PSAP/GIS meetings
 - MN Geospatial Advisory Council



- **Text to 911 deployment to begin**
 - Statewide deployment
 - At least one PSAP in each region
 - Public education campaign

**Minnesota Department of Public Safety
Emergency Communication Networks**



Text-to-911 in Minnesota:

- Infrastructure to 911 call centers is in place to accept text.
- Projected statewide launch in late 2016.
- Text-to-911 may be used when individuals are unable to make a voice call or when it is unsafe to do so.
- Deaf, hard-of-hearing or speech-impaired individuals may use Text-to-911 as the first contact option.

Text-to-911 can be used when:

- The reporting party cannot speak.
- A crime is in progress (i.e. domestic abuse or home invasions).
- The reporting party must remain quiet in order to maintain safety.

A few things to know if you need to text 911:

- Location is not as precise with text as it can be with a wireless voice call.
- Language translation for non-English speaking callers is not yet available.
- As with all text messages, 911 messages can take longer to receive, can get out of order or may not be received.
- A 911 call-taker is unable to hear background noise or obtain cues from voice inflection that are present with voice calls.
- Text-to-911 is not available when roaming.
- A text or data plan is required to place a text to 911.
- If text to 911 is not available, you will receive a message asking you to contact 911 by other means.
- Do not send your text to 911 to more than one person.
- Do not text and drive!

Questions?
Contact Dana Wehberg, Emergency Communication Networks 911 Program Manager
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~Text To 9-1-1

- Situations texting may be beneficial
 - Deaf/hard of hearing/speech impaired
 - 48 million Americans are deaf or hard of hearing
 - 7.5 million Americans have speech disabilities
 - Where voice networks are congested, service is limited, or wireless phone battery is low
 - When making a voice call could endanger the caller
- **However:**
 - Text to 9-1-1 is a compliment to and *not* a substitute for existing voice based 9-1-1 service
 - **Call if you CAN!! Text if you CAN'T.**



~Text To 9-1-1

- Limitations of Text to 9-1-1
 - **Location** accuracy limitations
 - Limited to Phase 1
 - **Speed** in exchanging information
 - Texts may appear out of order
 - **Language translation** services not available
 - Solutions under development
 - **Voice inflection** and **background noise** absent
 - No audible prompts to assist call taker with situation assessment

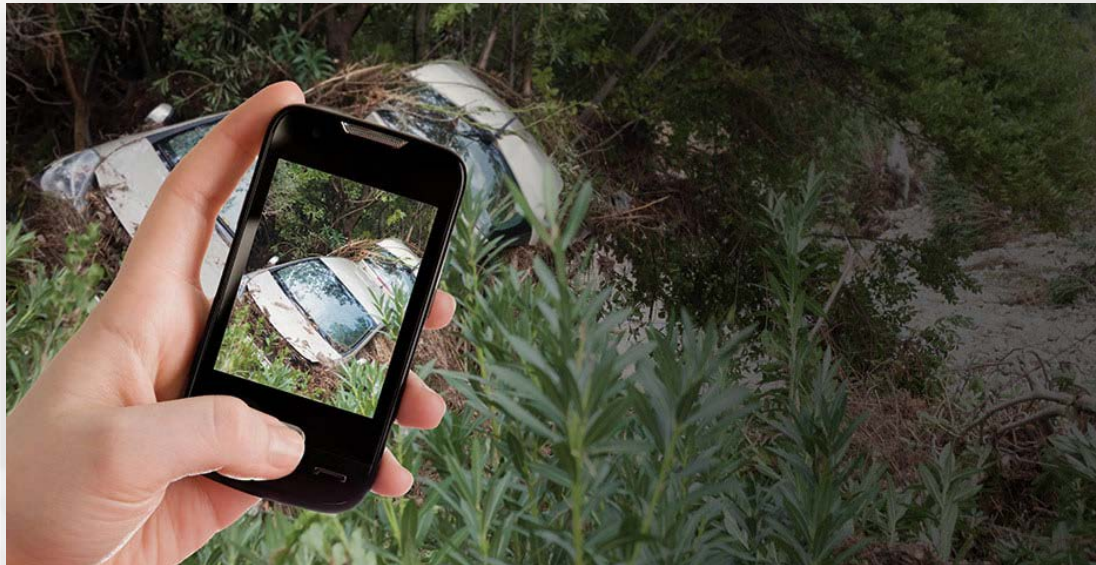


Text To 911

- **Minnesota's Vision**

- **Statewide implementation** using a well-planned and coordinated deployment approach, starting at a regional level
 - **Statewide public education campaign** to precede implementation
 - **Single vendor solution** for all of Minnesota
 - **Accept text to 911 from all four major wireless carriers** and any smaller carriers capable of provisioning
 - **Integrate the solution directly into call center call answering equipment** to greatest extent possible
 - **Implement a single web based solution** for text to 911 when call center answering equipment cannot integrate
 - **Ability to transfer** text messages between PSAPs
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Thank You!



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