State of Minnesota
911 PSAP Host Remote CPE Requirements

When engaging in a discussion regarding a proposed Host/Remote CPE amongst multiple PSAPs, consideration should be given to the purpose of the project. The notion that this configuration will result in a significant cost savings is likely a misnomer, either for the PSAPs, or for the State. The impetus instead, should be consideration to the potential for increased functionality in call management, and the ability to implement policy routing features that a host/remote design may afford participating PSAPs.

The State of Minnesota DPS/ECN has established requirements and specifications for NG911 call delivery in Minnesota. In a Hosted CPE configuration, it is the responsibility of the participating PSAPs to meet or exceed the state standards from the ESInet DEMARC to the CPE at all the participating PSAPs. (Ref. Standards, Protocols, Procedures Document).

PSAPs shall be required to complete the following requirements prior to operating a Host/Remote CPE configuration.

The County 911 Plan update containing the following information must be submitted to the State for review

1. Governance Structure
   a. Joint Powers Agreement or Cooperative Agreement
      i. Purpose
         1. Define rights and obligations of partners
      ii. Cooperation
         1. Good faith effort/Dispute resolution process
      iii. Definitions
         1. Terms and acronyms
      iv. Term
         1. Length of the contract/Renewal process
   v. Roles and Responsibilities of the Parties
      1. Cost sharing – initial and ongoing
      2. License fees
      3. Software upgrades
      4. Maintenance services
   vi. Roles and Responsibilities of the State
      1. Provide support
      2. Review and approve for use
   vii. Location of Common Equipment
      1. Secure and diverse locations
viii. Governance Management
    1. System Owners Group
       a. Regular meetings
       b. Technical/Operational/Maintenance standards

ix. Adding Additional Partners
    1. When
    2. Process

x. Withdrawal and Termination of Existing Partners
    1. When
    2. Process

xi. Indemnification
    1. Protection from acts or omissions of other partners

xii. Data Privacy
    1. Rules for disclosure of information

xiii. Availability of Records
    1. Ability for partners to access necessary data

xiv. Dispute Resolution
    1. Escalation process for unresolved issues

2. Detailed Network Diagrams
   a. Type of Network
   b. Identify Diversity
   c. Identify Single Points of Failure
   d. Identify Carrier

3. Detailed Call Flow Process Diagrams
   a. Under Normal Conditions
   b. During Overflow Conditions
   c. During Any Potential Isolations

4. Test Plan
   a. To be Reviewed and Approved by the State
      i. Develop Methods of Procedure (MOP) to test all call flow scenarios and policy routing situations
      ii. Results of test plan become part of 911 plans

5. Assessment of ESI.net Functionality v Host/Remote Functionality
   a. Ensure that conditional routing rules in place with 911 System Integrator are not in conflict with Host/Remote conditional routing rules
      i. Condition 1 - Where do calls route when all 911 trunks are busy?
ii. Condition 2 - Where do calls route if the CPE vendor needs to take the CPE vendor down for maintenance but all other systems are available and the call takers are available?

iii. Condition 3 - Where do calls go when the PSAP(s) has to be abandoned?

6. **Network Performance Measurement Document**
   a. Identify how network performance will be measured and monitored
      i. MOS quality (Jitter, Delay, Latency, Packet Loss, Availability)
      ii. SLA monitoring of network provider(s)

7. **PSAP Staff Education**
   a. Ensure 9-1-1 call takers have a clear understanding of all call flow scenarios.