

## **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
  - i. Minutes
  - ii. Signed copy by all partners
- b. Costs
  - i. Initial
  - ii. Ongoing
- c. Process for adding additional partners or excusing exiting partners
  - i. Adjusting Costs
  - ii. Adjusting Network
  - iii. Adjusting Call Flow
- d. Management
  - i. On-going Maintenance
  - ii. Upgrades and Enhancements
  - iii. Equipment Refreshments

#### **2. Detailed Network Diagrams**

- a. Identify Layer 2 or Layer 3 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 (State would like to review)**

- a. Develop MOP to test all call flow scenarios and policy routing situations
- b. Results of test plan become part of 911 plans

**5. Assessment of ESInet 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.