



Alcohol and Gambling Enforcement

Bureau of Criminal Apprehension

Driver and Vehicle Services

Emergency Communication Networks

Homeland Security and Emergency Management

Minnesota State Patrol

Office of Communications

Office of Justice Programs

Office of Traffic Safety

State Fire Marshal

Emergency Communication Networks

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MEMO

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To: All Minnesota Sheriffs and PSAP Managers
From: Jackie Mines, Director of Emergency Communication Networks
Date: September 24, 2010
Subject: IMPORTANT!!!

Phase 1 of the NG911 project goes live Monday, September 27th at 10:00 A.M. CST!!!

We are ready to go live with Phase 1 of the NG911 project on Monday, September 27th at 10:00 am CST!

The Minnesota Department of Public Safety 911 Program office has directed the state’s two 911 service providers, Independent Emergency Services, LLC (IES) and Qwest Communications, to establish interoperability for all Minnesota PSAPs, enabling PSAPs the ability to transfer E911 calls throughout all the state’s 911 network.

Effective September 27, 2010 at 10:00 AM Central Standard Time, all MN Primary and Secondary PSAPs will have the ability to send and receive transferred E911 calls with the accompanying ANI and ALI information, regardless of their 911 Service Provider.

This new functionality is accomplished by employing the use of three-digit star transfer codes and all MN 911 PSAPs should have received the lists of the star transfer codes. They are unique three digit codes in which a call can be manually transferred (ex: transferring a call to Carver County – flash *512). **Consult your CPE vendor if you would like to have these star codes programmed into your 911 CPE for one button transfers.**

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Wireless and VoIP Calls

For wireless and VoIP callers, ALI information will appear the same as before interoperability, regardless of whether the wireless call is transferred from another PSAP or received internally as in the past.

Wireline Calls

For wireline callers, there will be differences to note:

Use of IES PSAP ID after Law Enforcement field information

IES PSAPs please see Attachment 2:

Receiving a transferred call from another IES PSAP, the ALI system will display a four character PSAP designation (PSAP ID), which will appear after the Law Enforcement information (See Attachment 2). For calls within your own jurisdiction, you will see your own designated PSAP ID. (You have been seeing this added information for more than a week already.)

For a transferred call from a Qwest PSAP, you will not see its designated PSAP ID.

Qwest PSAPs please see Attachment 3:

There will be no differences in the ALI display for callers within your jurisdiction or transferred from other Qwest PSAPs.

For a transferred call from an IES PSAP, the PSAP ID will display after the Law Enforcement Field information instead of populating the PSAP ID field that follows after the "PSAP =" heading, which will now be populated with PSAP = VERIFY. VERIFY will be the trigger to indicate to the dispatcher to look at the line immediately below to obtain the PSAP ID if needed. See Attachment 3 for more details.

Qwest PSAPs may require adjustment with Computer Aided Dispatch (CAD) systems to accommodate proper capture of transferred IES caller's ALI information. Please see Attachment 4.

For Qwest PSAPs, it may be necessary to make minor modifications to your Computer Aided Dispatch (CAD) system to properly populate data for a transferred call from IES. There was a minor format change required to accommodate the acquiring and displaying of the post directional suffix of an address ("SW" as in Jackson Ave SW). Please see attachment 4 for explanation and expected steps to take.

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NextGen 911 Phase 1 goes live 9/27/2010
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We are pleased to provide this very important and highly desired functionality to all Minnesota PSAPs, which will shorten time intervals in getting the proper resources to assist 911 callers.

Please note that if you notice anything that doesn't seem quite right, you should let your company representative know right away by calling the respective 800 numbers for IES and Qwest.

If you have questions about this update, please contact:

Independent Emergency Services (IES)

Paul Mraz
320-234-5241
paul.mraz@ies911.com

or

Dorothy Jeseritz
320-234-5228
dorothy.jeseritz@ies911.com

Qwest Communications

Richard "Jake" Jacobson
612-664-4088
richard.jacobson@qwest.com

Thank you!

Phase 1 9-1-1 CALL TRANSFER INTEROPERABILITY (IES PSAPs)

Attachment 2:

IES ALI Display Change -- IES PSAP ID Appearing after Law Enforcement ELT information

The MN DPS 911 Program Office has directed the state's two 9-1-1 service providers, Independent Emergency Services (IES) and Qwest Communications, to establish 9-1-1 interoperability for all Minnesota PSAPs enabling the transferring of E911 calls throughout the state, regardless of the 9-1-1 service provider.

As both service providers strived to achieve transparency in exchanging of ALI information, there is a difference to note for PSAPs that have IES as their database service provider

Going forward, an IES ALI record will display the IES PSAP ID for which the ALI record is associated. This PSAP ID will appear after the Law Enforcement ELT field, see the example below.

These PSAP IDs are listed in the 3 Digit Star Code listing that is in a separate attachment.

ANI (320) 235-9088	Circuit 911 01	Trunk Status Hung up	Emergency Calls Waiting 0	
	ESN 0422	ACD Type Alerting with Chime	Emergency Calls on Hold 0	
			Admin Calls Waiting 0	
<input type="button" value="Request ALI"/>	<input type="button" value="Release Call"/>	<input type="button" value="Answer 9-1-1"/>	<input type="button" value="Refuse Call"/>	<input type="button" value="Call History"/>

(320) 235-9088 09/15/10 09:37

KANDIYOHI CO OFFICES

2201

NE 23 ST

WILLMAR MN

BUSN 0

TEL=USWC

0422

WILLMAR PD <KNDI>

WILLMAR FD

WILLMAR AMB

Info:

New – PSAP ID appearing after Law Enforcement ELT information (Kandiyohi PSAP in this example)

CALL TRANSFER INTEROPERABILITY (Qwest PSAPs)

ATTACHMENT 3:

ALI Screen Shot for steered record from IES for PSAPs that Qwest is their database provider

The MN DPS 9-1-1 Program Office has directed the state's two 9-1-1 service providers, Independent Emergency Services (IES) and Qwest Communications, to establish interoperability for all Minnesota PSAPs enabling the ability to transfer 9-1-1 calls throughout the State with no limitations.

All MN Primary and Secondary PSAPs now have the ability to send and receive transferred E9-1-1 calls with ANI and ALI regardless of their 9-1-1 service provider.

As both service providers strived to achieve transparency in the presentation of ALI record, there are a couple of differences to note for PSAPs that have Qwest as their database service provider.

When an ALI record is "steered" to a Qwest PSAP from the IES database, the following display differences will be experienced;

1. The PSAP ID field will populate with "VERFY";

The specific IES PSAP ID will populate in the ELT Law Enforcement field a couple spaces after the Law Enforcement information, and will be encapsulated using <....> brackets

```
<320> 234-5241 BUSN 09/16 08:04
INDEPENDENT EMERGENCY
  235      P#320-234-5241
FRANKLIN ST
          SW
          111 00020
MN HUTCHINSON
          TEL=NUT42
PSAP=UVERFY
HUTCH PD <HUTCH>
HUTCH FD
HUTCH AMB
```

IES Steered records will have "VERFY" in PSAP ID field and IES PSAP NENA ID after ELT information

In the above figure <HTCH> represents the "Hutchinson PD" PSAP. A complete statewide list of PSAP IDs will be provided when Phase I Call Transfer deploys.

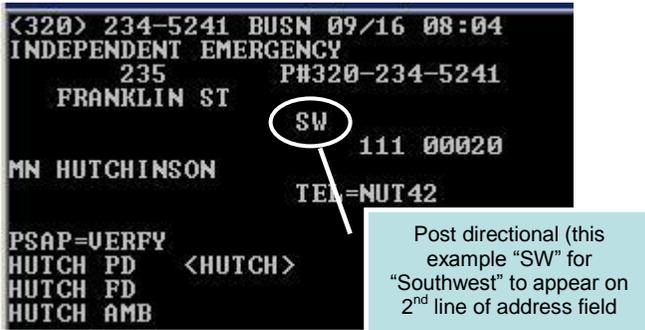
This approach is the best to offer at this time, given constraints involved between the ALI database systems and formats.

"VERFY" is used instead of the full word VERIFY, as there is a five character limitation of the PSAP ID field.

2. Street post directional

If the IES "steered" ALI record contains a street post directional, the street post directional will be displayed in a separate field. The post directional field will be displayed at the end of the second address line. See example below;

```
<320> 234-5241 BUSN 09/16 08:04
INDEPENDENT EMERGENCY
  235 P#320-234-5241
FRANKLIN ST SW 111 00020
MN HUTCHINSON TEA=NUT42
PSAP=VERFY
HUTCH PD <HUTCH>
HUTCH PD
HUTCH AMB
```



Post directional (this example "SW" for "Southwest" to appear on 2nd line of address field

Phase 1 9-1-1 CALL TRANSFER INTEROPERABILITY

Attachment 4:

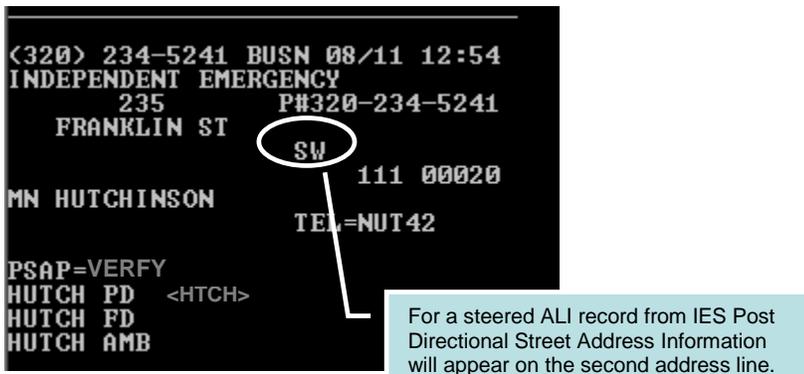
Qwest ALI format for review by CAD and Mapping vendor if format adjustment needed

The MN DPS 911 Program Office has directed the state's two 9-1-1 service providers, Independent Emergency Services (IES) and Qwest Communications, to establish 9-1-1 interoperability for all Minnesota PSAPs enabling the transferring of E911 calls throughout the state, regardless of the 9-1-1 service provider.

All MN Primary and Secondary PSAPs now have the ability to send and receive transferred E9-1-1 calls with ANI and ALI information.

As both service providers strived to achieve transparency in exchanging of ALI information, there is a difference to note for PSAPs that have Qwest as their database service provider when an ALI record is "steered" or retrieved from the IES database and displayed at a Qwest PSAP.

For a "steered" ALI record from the IES database, the Qwest PSAPs may need to adjust their Computer Aided Dispatch (CAD) system and/or Mapping systems to accommodate the displaying of the "new" street post directional field utilized only with IES ALI data. This data field will appear right-justified at the end of the second address line as seen in the figure below. Just to note, this field may not be populated with data or used in every IES ALI record. It is driven by the Counties' MSAG.



Below is the ALI format to use to consult with your CAD and/or Mapping vendor to ensure proper placement and flow of ALI information in your systems.

Data Stream - ALI Format 76 (also known as "Modified 30W Format")

```
01 ws-response.
  02 filler                pic x(1) value stx.
  02 ws-res-type           pic x(1).
  02 ws-res-position       pic x(2).
  02 filler                pic x(1) value cr.

* Line 2                RSPUS30D
  02 filler                pic x(1) value "(" .
  02 ws-res-area-code     pic x(3).
  02 filler                pic x(1) value ")" .
  02 filler                pic x(1) value space.
  02 ws-res-phone-pfx     pic x(3).
  02 filler                pic x(1) value "-" .
  02 ws-res-phone-sfx     pic x(4).
```

02 filler	pic x(1) value space.
02 ws-res-service-class	pic x(4).
02 filler	pic x(1) value space.
02 ws-res-mm	pic x(2).
02 filler	pic x(1) value "/".
02 ws-res-dd	pic x(2).
02 filler	pic x(1) value space.
02 ws-res-hh	pic x(2).
02 filler	pic x(1) value ":".
02 ws-res-mn	pic x(2).
02 filler	pic x(1) value cr.

* Line 3

02 ws-res-customer-name	pic x(28).
02 filler	pic x(1) value cr.

* Line 4

02 ws-res-house-nbr	pic x(10).
02 filler	pic x(1) value space.
02 ws-res-house-nbr-sfx	pic x(4).
02 filler	pic x(2) value space.
02 filler	pic x(2) value "P#".
02 ws-res-pilot-area-code	pic x(3).
02 filler	pic x(1) value "-".
02 ws-res-pilot-pfx	pic x(3).
02 filler	pic x(1) value "-".
02 ws-res-pilot-sfx	pic x(4).
02 filler	pic x(1) value cr.

* Line 5

02 ws-res-street-direction	pic x(2).
02 filler	pic x(1) value spaces.
02 ws-res-street-name-1	pic x(22).
02 filler	pic x(1) value cr.

* Line 6

02 ws-res-street-name-2	pic x(17).
02 filler	pic x(1) value space.
02 post-directional	pic x(2).
02 filler	pic x(1) value cr.

* Line 7

02 ws-res-location	pic x(21).
02 filler	pic x(1) value space.
02 ws-res-psap-number	pic x(3).
02 filler	pic x(1) value space.
02 ws-res-esn	pic x(5).
02 filler	pic x(1) value cr.

* Line 8

02 ws-res-state	pic x(2).
02 filler	pic x(1) value space.

02 ws-res-city pic x(28).
 02 filler pic x(1) value cr.

* Line 9
 02 blank field pic x(15) value spaces.
 02 filler pic x(3) value spaces.
 02 filler pic x(4) value "TEL=".
 02 ws-res-company-id pic x(5).
 02 filler pic x(1) value cr.

* LINE 10
 02 ws-res-latitude pic x(11).
 02 filler pic x(1) value space.
 02 ws-res-longitude pic x(11).
 02 filler pic x(1) value space.
 02 ws-res-uncertainty pic x(7).
 02 filler pic x(1) value cr.

* Line 11, 12, 13
 02 filler pic x(5) value "PSAP=".
 02 ws-res-esn-text pic x(73).
 02 filler pic x(1) value etx.

ALI Screen Layout
 Modified 30W (Format 76)

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32												
0	stx	2	0	3					THIS LINE IS NOT DISPLAYED BY CPE																																			
1	CR								BLANK LINE AT TOP INSURES LAST MESSAGE ERASED																																			
2	(N	P	A)	SP	N	X	X	-	T	E	L	#	SP	B	U	S	N	SP	M	M	/	D	D	SP	H	H	:	M	M	CR												
3	C	U	S	T	O	M	E	R		N	A	M	E	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	CR												
4	H	O	U	S	E	N	U	M	>	>	SP	H	S	F	X	SP	SP	P	#	N	P	A	-	N	N	X	-	T	E	L	#	CR												
5	D	R	SP	S	T	R	E	E	T		N	A	M	E		1	>	>	>	>	>	>	>	>	>	>	>	>	>	>	CR													
6	S	T	R	E	E	T		N	A	M	E	2	>	>	>	>	>	SP	D	R	CR																							
7	L	O	C	A	T	I	O	N	>	>	>	>	>	>	>	>	>	>	>	>	>	>	SP	P	S	#	SP	E	S	N	>	>	CR											
8	S	T	SP	C	I	T	Y	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	CR										
9	B	L	A	N	K	F	I	E	L	D	>	>	>	>	>	SP	SP	SP	T	E	L	=	U	S	W	C	>	CR																
10	L	A	T	I	T	U	D	E	>	>	>	SP	L	O	N	G	I	T	U	D	E	>	>	SP	U	N	C	>	>	>	>	CR												
11	P	S	A	P	=	V	E	R	F	Y			CR																															
12	LF																																											
13	P	O	L	I	C	E	CR																																					
14	LF																																											
15	F	I	R	E	CR																																							
16	LF																																											
17	E	M	S	etx																																								

Notes
 ESN text can contain up to 73 characters, placement of CR LF determined by +
 Highlight in line 6 is the post-directional field
 Highlight in line 9 is blanked out (was previously the OTC Field)
 Highlight in line 11 indicates the static text "VERIFY" after "PSAP="