MEMO

To: Sheriffs and PSAP Managers and Supervisors
From: Jackie Mines, Director
Division of Emergency Communication Networks
Minnesota 9-1-1 Program
Date: February 10, 2011
Subject: Next Generation 9-1-1 Project Phase I update

The Minnesota Next Generation 9-1-1 Project Phase I retains its focus of Call Transfer Interoperability between the two 9-1-1 Service Providers serving the state: Qwest Communications and Independent Emergency Services (IES). The service provider teams are actively monitoring the Interoperability network to identify potential areas to augment network capacity as well as provide insights of traffic volume and usage for the State.

Phase I, Call Transfer Interoperability has been a resounding success for Minnesota PSAPs. Over 12,000 calls have been transferred to PSAPs across the service providers' networks. Statistics show 75 of the 116 PSAPs has taken advantage of the improved transfer capabilities since the September 28, 2010 launch. Calls transferred to the Qwest served State Patrol PSAPs from IES served PSAPs have resulted in approximately 69% of the call transfer volume.
In the process of enabling the Call Transfer Interoperability, all Minnesota PSAPs were assigned the universal 3-digit star code. Transfers may be performed from all 116 primary and secondary PSAPs in the state to any other PSAP in the state, regardless of who the 9-1-1 service provider may be. Contact your 9-1-1 Service Provider for additional information on the 3-digit star transfer codes.

Qwest and IES have been working together to build on the success of Call Transfer by taking the additional step of "Interop Call Origination" -- the ability to automatically route calls to the other 9-1-1 Service Provider's PSAP in border telephone exchange areas. Both 9-1-1 Service Providers have collaborated on extensive laboratory testing and research on how best to provide this feature with a fully exacting and exhausting robust network. The results have been shared with the technical staff of ECN/MN DPS and were used in assessing the readiness to launch this feature. The joint ECN/MN DPS, IES and Qwest assessment of the lab testing indicate some vulnerability, resulting in the postponement of this feature until more Next Gen technologies will be implemented.

Currently ECN/MN DPS is working with its 9-1-1 Service Providers and others in examining the direction and architecture of implementing Next Generation 9-1-1 technologies. As ECN/MN DPS is looking to make strategic decisions on the future course, it is taking the time necessary to make the best decision for public safety in Minnesota. These discussions are continuing and will involve the NG911 PSAP Advisory Committee down the road.

I will be out on a medical leave until mid-March. If you have questions during my absence, you may contact Brandon Abley on my staff or Jerry Christians, our consultant.
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Brandon Abley
brandon.abley@state.mn.us
651-201-7554
Emergency Communication Networks - MN Department of Public Safety

Jerry Christians
jerry.christians@missioncriticalpartners.com
(715) 644-8062
Mission Critical Partners, Inc.

Thank you,

Jackie Mines