

**Central Minnesota NG911 Committee**  
**Thursday November 10<sup>th</sup>, 2016 – 10:00 a.m.**  
**Conference Call Bridge: 1-800-430-1833, Access 2557200#**

**Agenda**

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes from September 8<sup>th</sup> , 2016 Meeting (**P1-4**)
5. **Reports**
  - a. Updates from ECN
  - b. Statewide NG911 Committee
  - c. Statewide NG911 GIS Subcommittee
6. **Communications and Incidents**
7. **General Discussion:**
  - a. WERM Rollout Update
  - b. 2017 NG911 Committee Meeting Schedule (**P5**)
  - c. Minimum Training Standards or Best Practices (**P6-10**)
8. **Upcoming Meetings**
  - a. December 8<sup>th</sup>, 10:00 a.m. Douglas County Public Works or Conference Call
9. **Adjournment**

**Central MN  
Next Generation 9-1-1 Committee Meeting  
Conference Call  
Thursday, September 8, 2016 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

1. Joyce Zika – Benton County
2. Dean Wrobbel – City of St. Cloud
3. Jason Wendt – Grant County
4. Tina McPherson – Douglas County
5. Jody Norstegard, Vice Chair – Kandiyohi County
6. Rich Christianson – Meeker County
7. Al Fjerstad – Mille Lacs County
8. Judy Siggerud – Otter Tail County
9. Donna Martin – Pope County
10. Kathy Struffert & Megan Kampa – Stearns County
11. Judy Diehl, Chair – Stevens County
12. Tracy Koosman – Swift County
13. Sarah Booker – Todd County
14. Erika Pennar – Wadena County

**GUESTS:**

1. Mike Henrion – Douglas County
2. Caitlin Christenson – GIS, Stevens County
3. Rick Juth – RIC, ECN
4. Adam Iten – GIS Project Manager, ECN
5. Cathy Anderson – Standards & Training Coordinator, ECN
6. Dustin Leslie – 911 Program Analyst

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. Big Stone County
2. Morrison County
3. Sherburne County
4. Traverse County
5. Wilkin County
6. Wright County

**CALL TO ORDER:**

Meeting called to order by NG911 Chair Judy Diehl at 10:03 a.m.

**INTRODUCTIONS:**

Introductions were conducted. There was a quorum for the NG911 Committee.

**NOMINATIONS FOR VICE CHAIR:**

Judy Diehl informed the committee that Vice Chair Tina McPherson had stepped down from her position and we need to elect a new Vice Chair. Judy asked if anyone was interested, or for any nominations. Hearing none, Judy asked Jody Norstegard if she would consider being Vice Chair. *Pope County nominated Jody Norstegard as Vice Chair. Benton and Todd Counties seconded. Judy Diehl stated nominations closed. Nomination passed.*

## **APPROVAL OF AGENDA**

*Wadena County made a motion to approve the NG911 Agenda. Pope County seconded, motion carried.*

## **APPROVAL OF MINUTES**

*Pope County made a motion to approve the NG911 minutes from August 11, 2016. Todd County seconded, motion carried.*

## **REPORTS:**

### **Updates from ECN (Adam Iten)**

Adam Iten reported on NG911 GIS project update for statewide. As it relates to GIS data collection reports, there has been a good job of data collection in the Central Region. Good road center lines from each county. Address points for just about everyone and we will work with the counties that do not have address points. Road center lines and address points will be the heartbeat of the system, allowing to identify or tag addresses to any device that can call 911. In NG911, this means receiving more calls with a valid address. Goal was to get the whole state assessed by the end of the year. Once finished with the assessments we will be meeting with your GIS people and kicking off for Next Gen 911. We began in the Northeast region with 4 counties. Kickoff ended up being a 3-4 hour meeting. Once we get to Central Region we will want PSAP managers and their back-up, and your GIS person there. If you deem necessary for Commissioners or Sheriffs that is fair game. We will front-end load the meeting with more high-level in the first hour. GIS people should be there for the whole time, PSAP until the last hour. Onboard the GIS person to NG911 portal during the last hour. If you change PSAP boundaries, PSAP boundaries will become more important and Adam gave examples such as parcels and wild fires. Adam said the first hour will be an overview, then data readiness and going into the weeds a little more to talk about clean-up. It will take another month in the Northeast, we are trying to touch 3-4 counties a week. Second review of standards is coming up. Goal is to get another draft out at the end of this month with one more review after that. Approval will first go through NG911 subcommittee. Adam is happy with the group that is vetting the standards, they are meeting once a week. Newsletter issue # 4 is out and available on the ECN website.

Caitlin Christenson said Stevens County started going out to their cities to tell them what NG911 is and why we need it. Adam replied as we work through all of this, there will be times when addresses will need to be decided if they are one word or two. This will be important to track and work with the addressing authorities. This could hold up the cleanup. Address points and road center lines will be the authoritative source. It is evolution of data into MSAG. We do have language tied to Joint Power agreements to do this type of work. Let Adam know if he can get you the information. Adam reported that Carlton County invited their address authorities in. Adam has a generic template to track who the addressing authorities are and he added that we are not asking a lot from those people.

Melinda Miller has told ECN staff that there is nothing to add from broadband. No update on RFP.

### **Statewide NG911 Committee**

Video and conference call was on August 24<sup>th</sup>. Covered national APCO conference in August. WERM defects will be worked on. Discussed PBX systems or multi-line telephone systems. Discussed Swift County calls that had come from the Twin Cities but had plotted in Benson. Dustin Leslie has the first fifteen 911 plans out. The Federal Engineering Study was presented to SECB. ECN, MN Sheriff's Association and MN's APCO are talking about joint training, maybe regional, to allow dispatchers to come to these classes. Reclassification of telecommunicators was discussed during the APCO National Conference. Federal government reclassifies job descriptions every 10 years. Right now telecommunications is considered "office staff." They are asking for everyone to submit a letter where you, or someone, saved a life. Judy Diehl stressed 911 dispatchers are not the same as taxi cab dispatchers.

### Statewide NG911 Committee (Continued)

Dustin Leslie reported next week we have a 911 Best Practices conference call. Dustin is the new Chair of 911 Best Practices Committee. He is in the process of sending out 911 county plans and has sent out 16 of them. More will be sent out Friday or Monday.

### Statewide NG911 GIS Subcommittee

See Updates from ECN.

### **COMMUNICATIONS AND INCIDENTS**

Al Fjerstad reported Mille Lacs County had an issue with upgrading to SIP and getting recordings. Mille Lacs County upgraded to the SIP environment and it went well. We were in Condition 3 for almost three days, taking that long to do an upgrade. Did not replace all of the computers, it was a hardware/software upgrade. Unfortunately July 11<sup>th</sup> was a rain flood event when we were in Condition 3. Upgraded to SIP immediately after that was done, it caught him and Northland off guard. Mille Lacs County was dead in the water, still recording, but unable to get phone or radio audio when it was requested. It took them quite some time to get him to a point, 2 weeks or more, to get him set up to pull radio and 911 from his local logger the Insight Center. Set up a virtual machine on Windows 7, Insight Center does not work on Windows 10. If you are considering going SIP make sure all your ducks are in a row, make sure Northland has a game plan.

Judy Siggerud asked if it would have been a big deal if he would not have had Windows 10. Al responded that Mille Lacs I.T. had just brought him up to Windows 10. Do not update to Windows 10. Judy asked about upgrading computers with SIP at the same time. Al responded if you can swing that they will build computers in their lab for you and it will be a plug and play. It cost Mille Lacs County \$60,000 to upgrade to SIP. Mille Lacs did not have enough money in NG911 to pay for computers too.

Kathy with Stearns County said their dispatchers reported Kandiyohi County got one of their hang-up calls. Storms were going on and they have gotten other calls during storms. It happened at least two times that night. It was in the city limits of Cold Spring.

Judy Diehl noted when batteries are going dead, or water is in the lines there will be phantom calls. Judy asked if Kandiyohi was one of their backups for conditions. They have Century Link. Kandiyohi is IES. Jody said she had an issue with Charter where her home phone could not call into the Sheriff's office. They had a part that went down and it was not allowing them to call the admin line. You could not call in from landline phone if you had Charter as your provider. Judy Siggerud reported Charter has sent 911 calls to Wisconsin.

### **GENERAL DISCUSSION**

- a. WERM Rollout Update  
Still waiting to hear from them, the guy working on it just talked to Dana and Cathy last week. They are trying to get it done. Training will be in the FAQ's of the WERM section because it is not intended for everyone. Joe Zunker is the Central Region's first contact for questions and Judy Diehl is the backup. Reach out to them if you have any issues when it is live.
- b. Central MN Summit - September 28, 2016 Alexandria Technical College  
Judy Diehl told the group that she is registered. The Summit is a combo of ECN and Mn.DOT with grant funding to where we are for NG911 and GIS. Please encourage your County Commissioner, sheriff or chief, etc. Judy invited the Morris City Manager.
- c. Training Opportunities and Idea  
Rick Juth will be sending minutes of the Metro region's PSAP round table subcommittee meeting for dissemination. It talks about what they are doing in the Metro in terms of training.

**UPCOMING MEETINGS**

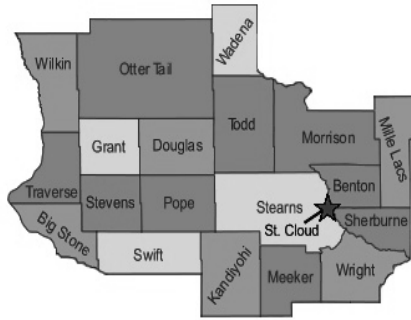
- a. October 13 – 10:00 a.m. Conference Call
- b. November 10 – 10:00 a.m. Conference Call

**ADJORNMENT:**

*Stearns County made a motion to adjourn the meeting. Mille Lacs County seconded, and the motion was carried unanimously at 10:48 a.m.*

Minutes by Shari Gieseke.

DRAFT



## 2017 CENTRAL MN Next Generation 911 Committee MEETING SCHEDULE

(These are tentative dates and are subject to change.)

<u>Date</u>	<u>Time</u>	<u>Location</u>
January 12	10:00 a.m.	Conference Call
February 9	10:00 a.m.	Conference Call
March 9	10:00 a.m.	Conference Call
April 13	10:00 a.m.	Douglas County Public Works/Conference Call
May 11	10:00 a.m.	Conference Call
June 8	10:00 a.m.	Conference Call
July 13	10:00 a.m.	Conference Call
August 10	10:00 a.m.	Douglas County Public Works/Conference Call
September 14	10:00 a.m.	Conference Call
October 12	10:00 a.m.	Conference Call
November 9	10:00 a.m.	Conference Call
December 14	10:00 a.m.	Douglas County Public Works/Conference Call

## **Recommended Minimum Training Standard for the Emergency Communications Professional, Minneapolis-St. Paul Metro Area**

**Purpose:** The purpose of this recommendation is to propose a minimum training requirement for individuals that will serve as a public safety emergency communications professional, also referred to as telecommunicator, public safety call-taker and/or dispatcher, in the Minneapolis-St. Paul metro area. The training topics suggested here provide the basic foundational knowledge necessary to fulfill the role of an emergency communications professional. It is strongly encouraged that an aspiring emergency communications professional be required to demonstrate understanding of the knowledge and concepts recommended here through practical application as part of an on-the-job training process.

**Background:** The roles and responsibilities of the emergency communications professional have grown increasingly complex over time. The position has evolved from the days of tracking emergency incidents and responder status in hand written form to a technologically focused position that relies upon numerous sophisticated and integrated systems and databases. Emergency communications professionals make life and death decisions on a daily basis and must be highly trained and skilled professionals due to the consequences of their actions or inactions. The safety of the communities and responders served is dependent on their ability to effectively gather and communicate critical information while maintaining situational awareness of incident response and responders.

As public servants we have a duty to ensure the public receives the highest quality of service in their time of need no matter the location they call from. Minimum training requirements and standards are necessary to ensure this duty is met.

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### **Recommended Training Topics:**

**Roles and Responsibilities:** Public safety emergency communications professionals must understand the roles and responsibilities of their position as it relates to the agency's stakeholders. Stakeholders include the public, response and ancillary agencies, as well as other PSAPs that might be involved in the incident. The level of professionalism exemplified is a direct reflection upon the agency and the public safety industry.

#### **Recommended Training Topics – Roles and Responsibilities**

- Introduction to agency mission, vision and terminology
- Duties and responsibilities of the position
- Explanation of the communities and agencies served
- Roles and responsibilities of public safety partners (police, fire, EMS, emergency management, etc.)
- Ethics, professionalism, values, personal conduct, image
- Local, regional, state and industry wide policies, procedures, rules, regulations and standards
- Role of the emergency communications professional as it relates to responder Safety
- Structure of local governance

**Legal Concepts:** The emergency communications professional must be aware that every action taken could be scrutinized within a court of law, as well as by the community served. Preparation for the role of emergency communications professional should cover the rules and regulations that govern the emergency communications profession at both the local and federal level.

**Recommended Training Topics – Legal Concepts**

- Liability, confidentiality, negligence, duty
  - Overview of criminal and civil law as it pertains to agency response
  - Documentation, MN Data Practices Act, recording, and records retention
  - Media/information dissemination
  - Health Insurance Portability Accountability Act (HIPAA)
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**Interpersonal Communications:** The techniques used by the emergency communication professional could have a drastic impact on the outcome of the incident. This section focuses on the knowledge, skills, and abilities that every emergency communication professional should have to perform effectively in their role.

**Recommended Training Topics – Interpersonal Communications**

- Communication and de-escalation techniques
  - Active listening techniques
  - Information processing, communications cycle
  - Internal and external customer service and interactions with others
  - Diversity/demographics
  - Non-Native-Language Callers
  - Communication-Impaired callers
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**Emergency Communications Technology & Information Systems:** Each PSAP within the U.S. faces a constantly changing landscape of communications technologies and advancements. It is important that emergency communication professionals understand the terminology associated with call delivery, call processing, and dispatch infrastructure. Each subtopic is intended to be customized to meet the instructing agency's needs, with the understanding that the technology component serves as a building block for future learning environments.

**Emergency Communications Technology & Information Systems:**

- Telephone technologies (selective routing, wireline, wireless, multi-line telephone systems, private branch exchange, voice over internet protocol, class of service, etc.)
- Basic and enhanced 9-1-1, NG 9-1-1
- Automatic Number Identification (ANI)/Automatic Location Identification (ALI)
- Wireless Phase I and Phase II
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)/Telephone Relay Service (TRS)
- Text to 9-1-1 capabilities
- Telematics and enhanced third party call delivery capabilities
- Computerized mapping/geographic information systems (GIS)
- Logging recorders



Recommendation for a Minimum Training Standard for the Emergency Communications Professional, Minneapolis-St. Paul Metro Area

- Computer-aided dispatch (CAD) Systems
- Mobile data systems (MDS), automatic vehicle location (AVL), paging, alarms, etc.
- Call transfers, alternate and default Routing, etc.
- Mass notification systems and procedures
- Criminal justice information systems (CJIS)/National Law Enforcement Telecommunications System (NLETS)
- Agency department information technology operations
- Interagency networks and databases

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**Call Processing:** This section covers many of the most essential skills that an emergency communication professional needs to possess. They must be able to process a variety of incident types and sizes. The management of the call from delivery through categorization, prioritization, pre-arrival instructions, and dispatch of appropriate resources is the core of the emergency communication professional's position. Even when PSAPs are discipline specific (i.e., law enforcement only), the reality of multidiscipline incidents is evidence that working knowledge of other disciplines is necessary. The development of a local curriculum that includes all response disciplines is in the best interest of the responder and the public.

**Recommended Training Topics – Call Processing**

- Call Receiving (hang-up, abandoned, open line, call tracing and records retrieval procedures)
- Interviewing/interrogation techniques
- Structured call-taking protocols and standards overview
- Maintaining control of the call
- Escalated incidents and managing high-risk calls (domestic assault, active shooter/hostile events, suicidal, mass casualty incident, etc.)
- Managing specialty calls (children, elderly, mentally or emotionally challenged, communications impaired)
- Call categorization/prioritization
- Homeland security/terrorism/weapons of mass destruction (WMD)
- Aircraft/rail incidents/marine
- Hazardous materials incidents
- Missing/exploited/trafficked Persons
- Discipline specific call processing and dispatching (law, fire, EMS) Fire Service
- Responder-initiated calls
- Amber Alerts

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**Emergency Management:** The emergency communications professional plays a pivotal role in the management of emergency incidents, especially as the scope of an incident grows in complexity. Having a minimum-level understanding of Incident Management and Incident Command Systems is necessary to ensure they can effectively serve small incident response to disaster-level events.

**Recommended Training Topics – Emergency Management**

- Introduction to Incident Command System (ICS) – IS 100
- National Incident Management System (NIMS) – IS 700
- Emergency management roles and responsibilities
- Disaster preparedness
- Mutual-aid/Telecommunicator Emergency Response Taskforce (TERT)
- Governmental and private resources
- Local emergency operation plans

***Radio Communications:*** With the majority of emergency calls coming from mobile devices, it is important to understand radio systems play a lead role in both call delivery and dispatch functions. The emergency communications professional should possess an understanding of the rules, regulations, abilities, and limitations of the local radio system and how this can affect the response.

**Recommended Training Topics – Radio Communications**

- Radio communication techniques (rate of speech, terminology, formulating communication)
- Radio technology and equipment (system information and coverage, malfunction and failure procedure)
- Rationale for radio procedures and protocols
- Radio discipline (professionalism, controlled communication, etc.)
- Interoperability and role of emergency communications professional in coordinating multi-agency communications (COML, COMT, etc.)
- Federal Communications Commission (FCC) Rules
- ARMER – state standards

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***Stress Management:*** All members of the public safety family experience intense levels of stress. It is important for an emergency communications professional to understand the effects of stress on their job performance and life outside of work. A well-designed stress-management program, accounting for both personal and organizational needs, results in a better quality of life for the emergency communications professional and a higher level of service for the responder and citizen.

**Recommended Training Topics – Stress Management**

- Definition, Causation, Identification
- Strategies for dealing with stress/accumulative stress and burnout (peer support, lifestyle changes)
- Critical Incident Stress Management (CISM)
- Post-traumatic stress disorder (PTSD)
- Employee assistance program (EAP)

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***Quality/Performance Standards Management:*** To ensure a training program is effectively meeting the needs of the emergency communications professional and the organization, metrics should be put in place to measure the success of the program. Items such as daily observation reports (DOR) and skills performance testing are recommended to track progress and identify areas of performance needing improvement. The same process should be applied to all emergency communications professionals to ensure that the organization is providing a uniformly high level of service to its customers.

**Recommended Training Topics – Quality Management**

- DOR/Skills Performance Testing/Performance Standards
- Acceptance of feedback
- Attendance
- Quality Assurance (QA)/Quality Control (QC)/Quality Improvement (QI)

Recommendation for a Minimum Training Standard for the Emergency Communications Professional,  
Minneapolis-St. Paul Metro Area

References

APCO/NENA Recommended Training Guidelines for 9-1-1 Telecommunicators in Development, 2016

APCO Professional Human Resources Committee Report, 2015

APCO ANS 3.103.2.2015 Minimum Training Standards for Public Safety Telecommunicators, 2015