

Central Minnesota NG911 Committee
Thursday January 12, 2017 – 10:00 a.m.
Conference Call Bridge: 1-800-430-1833, Access 2557200#

Agenda

1. Call to Order
2. Roll Call
3. Revisions and Approval of Agenda
4. Revisions and Approval of Minutes from December 8th, 2016 Meeting **(P1-7)**
- 5. Communications**
 - a. Elections for 2017 Chair & Vice Chair

- 6. Reports**
 - a. Updates from ECN
 1. Mille Lacs County PSAP
 - b. Statewide NG911 Committee
 - c. Statewide NG911 GIS Subcommittee

- 7. General Discussion:**
 - a. WERM Rollout Update
 - b. Minimum Training Best Practices Guide Review **(P8-13)**
 - c. Regional Coordinator – Scope of Services Review **(P14-17)**
 - d. Website Workgroup
 - e. NG911 Committee Attendance 2016 **(P18)**

- 8. Upcoming Meetings**
 - a. February 9th, 2017 – 10:00 a.m. Conference Call
 - b. March 9th, 2017 – 10:00 a.m. Conference Call

- 9. Adjournment**

**Central MN
Next Generation 9-1-1 Committee Meeting
Douglas County Public Works
526 Willow Drive, Alexandria, MN 56308
Thursday, December 8, 2016 – 10:00 AM**

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:

1. Joyce Zika – Benton County
2. Jody Norstegard, Vice Chair – Kandiyohi County
3. Rich Christianson – Meeker County
4. Al Fjerstad – Mille Lacs County (*via phone*)
5. Victoria Ingram & Jane Holman – Morrison County
6. Judy Siggerud – Otter Tail County
7. Kathy Struffert & Megan Kampa – Stearns County
8. Judy Diehl, Chair & Ross Tiegs – Stevens County
9. Tracy Koosman – Swift County
10. Sarah Booker – Todd County
11. Erika Pennar – Wadena County (*via phone*)
12. Rick Teberg – Wilkin County
13. Jason Kramber – Wright County (*via phone*)

GUESTS:

1. Rick Juth – RIC, ECN
2. Dana Wahlberg – 911 Program Manager, ECN (*via phone*)
3. Dan Craigie – ECN (*via phone*)
4. Joe Zunker – Douglas County
5. Keith Van Dyke – Otter Tail County
6. Caitlin Christenson – Stevens County GIS (*via phone*)

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:

1. Big Stone County
2. City of St. Cloud
3. Douglas County
4. Grant County
5. Pope County
6. Sherburne County
7. Traverse County

CALL TO ORDER:

Meeting called to order by NG911 Chair Judy Diehl at 10:02 a.m.

INTRODUCTIONS:

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

APPROVAL OF AGENDA

Stevens County made a motion to approve the NG911 Agenda. Otter Tail County seconded, motion carried.

APPROVAL OF MINUTES

Wilkin County made a motion to approve the NG911 minutes from November 10, 2016. Todd County seconded, motion carried.

REPORTS:

Updates from ECN

Dana Wahlberg announced she has exciting news. The RFP has been completed and the contract has been negotiated. Century Link and West Safety Service have been awarded a contract for the next two years with an option to extend. We will watch how technology develops over the next 2-5 years. Our primary focus is deploying Text to 911. We will deploy firewalls and we are preparing an RFP for that right now. We intend to post for a response at the first of year. We are asking for a vendor to support, purchase, installation, configuration and ongoing monitoring. There are some PSAPs that have them already. It is our intent to not have to replace those. All experts say those are very suitable. For those that need them, we intend to use grant money to purchase those on behalf of each PSAP. As we become more IP driven, it is becoming increasingly important that we have more protection in the PSAP.

Dana announced that Dan Craigie is a brand new ECN employee. He has been hired as an MA3 with I.T. experience and I.T. background. He did communication for submarines in Italy. He does not have specific experience in 911, but he is getting it. Dan will be managing the firewall deployment on behalf of ECN. As SIP continues to occur, he will be on the forefront of those. PP30 device do a ping through network to measure quality of 911 circuits. Carriers are having to do this replacement based on a FCC requirement. In the coming months, if you have not yet migrated to SIP, the brix devices will be installed to replace PP30 devices. Century Link techs will be doing that. If you have migrated to Century Link you will be hearing from them in the next month or two.

Dan Craigie shared that Public Safety and 911 is very interesting to him so far and he is looking forward to learning more. He said it is a new environment for PSAP officials. Chair Diehl asked if grant dollars do not cover these, can we use 911 funds? Dana replied "Yes, we are hoping there will be a grant that will support any one-time costs."

Dana stated now that we have a vendor and are gathering the requirements, she has requested the latest and greatest check list documents. Viper and Airbus or Patriot. The hope is to provide by the end of the year. What needs to be done before you can get in line to receive texts directly? On Monday there was a statewide email that Dana sent out with a couple of documents that speak directly to 911 and some FAQs. If you do have additional questions about text to 911, Dana will provide an answer and update the FAQs.

Statewide NG911 Committee

Next meeting is the 21st.

Statewide NG911 GIS Subcommittee

Chair Diehl read an email update from Adam Iten:

Data Collection and Assessment

We are collecting GIS data from all regions in the state. The GIS data are being compared to corresponding 911 data (MSAG, ALI, ELT) to gain a better understanding of data readiness for each County and PSAP. The results are being compiled into Data Readiness profiles and reports, which are shared with each county and PSAP during the Data Preparation kickoffs.

REPORTS: (Continued)

Statewide NG911 GIS Subcommittee (Continued)

Data Preparation Projects

We have completed 10 of 11 Data Preparation kickoff meetings in the NE region. The initial Central and SE region meetings have been scheduled. Stevens County is meeting on Monday, 12/12 and Douglas County is meeting on 12/13. We plan to meet individually with each PSAP and their GIS agencies/vendors to discuss our Data Readiness findings and the necessary work to prepare their GIS data for NG911. The remaining Central region kickoff meetings will be scheduled in the months ahead.

MN NG911 GIS Standards

The second stakeholder review and comment period closed on November 4. A huge THANK YOU to everyone who took time to review the draft standards and respond with comments – we greatly value your feedback! We are compiling everyone's comments and plan to respond as necessary, similar to the initial review. From there, we will revise the existing sections and add the boundary sections (PSAP, Fire, Law, EMS, Data Maintenance Authority) in preparation for the third stakeholder review. The third review period is anticipated to take place in January 2017 and from there, we will seek formal stakeholder approval of the standards.

Newsletter

Issue #5 of the project newsletter is currently being drafted. Issue #4 is available on the GIS Information page <<https://dps.mn.gov/divisions/ecn/programs/911/Pages/gis-information.aspx>> of the ECN website.

COMMUNICATIONS AND INCIDENTS

a. TXT2911 Power Service Guide & VESTA SMS Guide

Chair Diehl informed the group that the guides were available in the online packet. They contain really good information on what type of steps you will go forward with. We need to talk about if an agency is taking your texts for you will they be able to record those for court purposes if need be? We will be asked for our opinion from the state.

b. Metro Region Funding Priorities

This is the first year that the Metro has included the 911 initiatives in their funding priorities. This was just provided for your information to see what they are thinking about regarding 911. Chair Diehl does not think that we will need to have Central MN funding priorities at this time.

c. FirstNet Early Builders Newsletter 2016

Rick Juth informed the group that FirstNet is moving along. We are in the process of three workgroups: business, operations and technical. Business is done, it ended Monday. Technical group will start meeting twice a week. Review of the state plan template in preparation for receiving the draft state plan from FirstNet. We have entered a delay process because the RFP has not been awarded. There was believed to be 4 bidders for the national partner. Two of them were notified early in the process that they were no longer in the process. The last two were AT&T and a conglomerate of companies named Rivada Mercury, a company based in Europe. Verizon was rumored to have been part of the group, they were told last week they are no longer in consideration. Default winner is AT&T, but that has not been announced. Rivada has put up a protest so now the discussion is minimally until March. We also do not know how much influence has been entered in by incoming administration. There will be a new FCC board chair. There is a lot of speculation that the environment for merger will be more favorable by the new administration. Comcast may offer up all their xfinity hotspots to Verizon. The other aspect of AT&T is that AT&T is in a multi-billion dollar acquisition with Time Warner.

COMMUNICATIONS AND INCIDENTS (Continued)

c. FirstNet Early Builders Newsletter 2016 (Continued)

Work is continuing as if the timetable has not changed. Once the workgroups get done at the end of this month, technical might extend to January. We will be ready for the draft state plan and groups will reconvene to review the draft state plan. We submit the criteria to FirstNet, or they will send something back that is different. If the criteria is not there, then public safety in Minnesota will say what is acceptable. For example, we are asking for 95% coverage by county state-wide. It is supposed to be 5-year deployment plan. It is similar to ARMER.

GENERAL DISCUSSION

a. WERM Rollout Update

WERM is one step closer. Dustin Leslie sent an email with a WERM login to county contacts. You can log into the WERM program and do a test login. Vice Chair Norstegard noted that she did not see her tower sites.

b. Minimum Training Standards or Best Practices

Chair Diehl sent out ECN's MCA questionnaire. Diehl heard back from the following: Benton, Douglas, Grant, Kandiyohi, Meeker, Mille Lacs, Morrison, Otter Tail, Sherburne, Stevens, Todd, Traverse, Wilkin, and Wright. Please get these in if you have not. ECN is hoping each region could come up their own standards. It is time for us to work on our own.

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

Page #1:

Change all 'Minneapolis-St. Paul Metro Area' headings to Central MN

Change to: Recommendations for Minimum Training Best Practices for the Central MN Area

Purpose:

Change to Central MN Area

Change 'requirement' to minimum training best practices

Background:

Change 'Minimum training requirements and standards are necessary to ensure this duty is met' to: Minimum training best practices are necessary to ensure this duty is met. Chair Diehl said you do have standards for the radio for later on when you talk about radio.

Recommended Training Topics - Roles and Responsibilities:

'Standards' would be perfect here because there are standards for radio.

Page #2

Recommended Training Topics - Legal concepts:

Good, no changes needed.

Interpersonal Communications:

For non-Native, we all train on the Language Line.

Emergency Communications Technology & Information Systems:

This is all worthwhile to teach telecommunicators. Chair Diehl is working with Dana for a panel discussion at the ECN Conference to get terminology ironed out for everyone. We do have to train on Wireless Phase I and II. If an OnStar is coming to a landline rather than 911 then you should get a good location.

GENERAL DISCUSSION (Continued)

b. Minimum Training Standards or Best Practices (Continued)

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

Page #3

Emergency Communications Technology & Information Systems

- CAD - In a small jurisdiction we send people out in cars, take a part-timer for example said Wilkin County. Todd County can open either one to see both sides of what happens on a radio.
- Call transfers are important
- We have to add CJIS
- Agency department information technology operations was questioned.

Call Processing:

You cannot write a protocol. Ross Tieg questioned if any PSAPs in the Central Region are one. “Even when PSAPs are discipline specific” only... Wright County does see where the knowledge is necessary.

Missing from Call Processing is “address validation is key.” Wright County does not see any language to address validation.

Recommended Training Topics – Call Processing

- Address validation (add)
- ~~Structured~~ Call-taking protocols and standards overview for agency-specific (remove structured).

Emergency Management:

- 300 has to be in-class. Judy Siggerud said they have dropped the 800, 800 is considered a command level course. ByLaws prior had all 4 classes
- Add 200
- Leave Mutual-aid, but remove TERT
- Al Fjerstad wondered if ‘Emergency Management’ is confusing, should it be changed to Incident Command or Manager? Judy suggested to change the title to Incident Management roles and responsibilities. “Emergency Incident Management.”

Page #4

Radio Communications:

Add standards – “understanding of the standards, rules, regulations, ect.

We are not training COML/COMT, but the patching that you can do. Do we want to take off COML/COMT? In Central MN we have a bunch of COML/COMT. Rick thought this was explaining what these roles are. Do we want just state standards? Add “ARMER, regional, state and local standards”

Stress Management:

Most counties have an EAP. This is giving them the tools and if they need a debrief.

GENERAL DISCUSSION (Continued)

b. Minimum Training Standards or Best Practices (Continued)

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

Change title to: Quality/Performance Best Practices Management:

Otter Tail County uses a DOR and a weekly. Wilkin County's covers one section per day. Wilkin county suggested adding skills after daily observation reports and skills. Rick Juth suggested competency.

For radio communications there was talk for dispatch training for CASM. Al Fjerstad has a couple of dispatchers familiar with CASM in read-only as only a couple have shown interest. Judy Siggerud pointed out that they do not have time to go into CASM.

Benton County has trainees evaluate the trainer. We do have them fill out a form. DORS have to be filled out by trainer and trainee, but that is not feedback on the trainer. Morrison County meets with the trainees rather than send from trainer to trainer. Otter Tail County sits down with them too. Add: Trainee/Trainer evaluation under Recommended Training Topics – Quality Management

Page #5

Refer to metro as the template.

EMD dispatching, is it applicable? Otter Tail County teaches, but not all counties do. Judy said we do other ARMER training, CJIS, etc. Alex Tech has different trainings. Do we want to add to our best practices? Put under radio technology.

Benton County – ARMER, CARE Pipeline, Just in Time, On Star Public Safety, Judy listed courses. Douglas County is 911, QA portals, general online training, Live Exercise, Code Red, iPAWS, Active Shooter, etc. Purposes of Best Practices is not to list everything, it is to give the categories to train on.

Rick Juth asked about the National Weather Service. Judy asked to add it under Recommended Training Topics. It will be part of ARMER state standards. Under Emergency Management add something for NWS. Todd County suggested to add it to Call Processing: "Severe Weather Dissemination."

Rick Juth thought another interesting exercise would be to look at who delivers this education in each agency. Who does it now, On Target, etc?

Chair Diehl said if you have not been coming to the User meetings, it has been worthwhile. If anyone has any training topics or want to do a training let Judy Diehl know if you have dispatchers that you want to send. We are all wanting our dispatchers to do the best. Todd County discussed the dispatch class at Alex Tech.

Going forward with all the changes. What kind of trainings do we want? First of all let the APCO/NENA committee know and the MSA. Local chapters we try to do a fall one or a two-day training. Judy Diehl is the West Central representative. We do have training dollars available. Wilkin County asked when this is done if we want to give this to Alex Tech. Todd County replied in the 40-hour we touched on all of these.

UPCOMING MEETINGS

- January 12th, 2017 – 10:00 a.m. Conference Call
- February 9th, 2017 – 10:00 a.m. Conference Call

ADJORNMENT:

Otter Tail County made a motion to adjourn the meeting. Stevens County seconded, and the motion was carried unanimously at 11:27 a.m.

Minutes by Shari Gieseke.

DRAFT



Central Minnesota

Next Generation 9-1-1 Committee

Emergency Communications Professional

Best Practices Guide

Approved by the Emergency Services Board

Adopted: 2017



Central Minnesota Recommendation for Best Practices for the Emergency Communications Professional

Purpose: The purpose of this recommendation is to propose best practices 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 Central Minnesota 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 best practices are necessary to ensure this duty is met.

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

Central Minnesota Recommendation for **Best Practices** for the Emergency Communications Professional

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)
-

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
-

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)

Central Minnesota Recommendation for **Best Practices** for the Emergency Communications Professional

- Text to 9-1-1 capabilities
- Telematics and enhanced third party call delivery capabilities
- Computerized mapping/geographic information systems (GIS)
- Logging recorders
- 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

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)
- **Address Verification**
- Interviewing/interrogation techniques
- Call-taking protocols and standards overview **agency specific**
- 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
- **Severe Weather Dissemination**



Central Minnesota Recommendation for **Best Practices** for the Emergency Communications Professional

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
- **Incident Command System (ICS) – IS 200**
- National Incident Management System (NIMS) – IS 700
- Emergency incident management roles and responsibilities
- Disaster preparedness
- **Mutual-aid**
- 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 standards 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 multiagency communications (COML, COMT, etc.)
- Federal Communications Commission (FCC) Rules
- ARMER – **state, regional and local standards**

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.

Central Minnesota Recommendation for **Best Practices** for the Emergency Communications Professional

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)

Quality/Performance **Best Practices 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/and/or Competency Testing/Performance Standards**
- Acceptance of feedback
- Attendance
- Quality Assurance (QA)/Quality Control (QC)/Quality Improvement (QI)
- **Trainer/Trainee Evaluation**

References

- **Metro Communications Board**'s Recommended Minimum Training Standards for the Emergency Communications Professional, Minneapolis – St. Paul Metro Area
- 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

Appendix A (Services)

A. GRANT MANAGEMENT: COSC_IT will work with the CMNESB grants workgroup and committees to facilitate the writing grant applications based regional priorities. COSC_IT will manage the administration of regional grants. COSC_IT will attend the State require annual training. COSC_IT will provide the required State quarterly reports. COSC_IT will follow-up with CMNESB agencies in the submittal of required documentation.

(Note CMN-EMAC currently manages their grants, COSC can manage their grants process, and time for that would be billed separately)

B. EQUIPMENT MANAGEMENT: COSC will manage and track equipment purchased as a region such as the STR and Analyzer, including scheduling its deployment and programming of the regional cache of radios when needed. Maintaining such equipment will be based on direction from the CMNESB and Regional/State Standards. COSC will provide updates, repair, maintenance, facilitating to make sure maintenance stays on equipment and negotiating maintenance contracts. Also provide information (location and disposal) for grant documentation. More detail as to the administration and support of Regional equipment is described in the system administration section (G) below.

C. PROJECT MANAGEMENT: COSC will work with Civic Plus to migrate the current CMNESB website to the new format. Coordinate with other ESB's to participate in a joint website. Draft MOU's, provide training and maintain content on website and setup user permissions to the website. COSC will provide regional coordination of potential regional text to 9-1-1 PSAP on as needed basis at the Administrative Support Services hourly rate in the cost proposal section. Project management for Regional Logger will also be billed at the Administrative Support Services hourly rate and charged back separately to the participating members of the Logger Committee. COSC will work with the training workgroup to develop the annual training roadmap. We'll continue to work the members of the region to secure training locations.

D. STATE/COMMITTEE MEETINGS: COSC will monitor current topics/issues and fill in at meetings when requested. COSC will keep up to date with State and other regions activities through communications with the Central/Metro RIC. COSC will participate in special projects and workgroups at the request of the region. COSC assist the region regarding issues affecting PSAPs and 911 technology changes.

E. MEETING MATERIALS: COSC will dissemination meeting information, follow-up and the tracking required to keep initiatives moving, assist committees with moving action items across to ESB and potentially SECB. COSC will coordinate and monitor all regional meetings, provide monthly progress reports to CMNESB Board and Executive Committee. COSC will

also advise committees over ESB policies and procedures. COSC will help CMNESB and its committees prepare Draft RFPs and facilitate RFP process

F. REGIONAL SUMMIT: Coordinate planning of regional summit – COSC will continue to work with Alexandria Technical College to secure location. COSC will work with CMNESB and its committees to develop the agenda. COSC will coordinate communication to State and other groups that may be requested to present at the summit.

G. SYSTEM ADMINISTRATION: COSC will work with the CMNESB to acquire its current list of folks with permissions to have the regions Interop talkgroups and will maintain this list. COSC will produce monthly reports as defined and mutually agreed upon by the COSC and CMNESB. COSC will maintain the CMNESB Interop map and post updates to the map on the regions website.

Serve as primary entity to manage the Interop Map and Talkgroup Resources including:

- 1) Maintain Central Region Interop Map.
- 2) Maintain regional talkgroup database and update appropriately.
- 3) Assist the Central Region to ensure talkgroup state standards are adhered to and in place.
- 4) Serve as the go-to person for regional talkgroup requests from other entities and regions. The COSC_IT will bring requests to appropriate committees for final approval prior to signing or denying talkgroup requests.
- 5) Providing CMNESB entity members who give the COSC_IT proper security rights in Provisional Manager, the COSC_IT will inhibit or add up to 3 (three) radios at a time within a 24hour period during normal business days, 8:00am-4:30pm, Monday through Friday. During hours outside of normal business days, on national holidays or requests of more than 3 (three) radios, the cost per unit to add or inhibit will be \$25.00 (twenty five). The requesting CMNESB member entity will be responsible for covering the additional costs and will be billed within 30 (thirty) days by the COSC_IT with net terms of 45 (forty five) days. If an invoice is incorrect or improper, the requesting CMNESB member entity will provide the COSC_IT notice within 15 (fifteen) days of receipt of the invoice.

STR Management:

- 1) The COSC_IT will not house the STR unit or its contents.
- 2) The COSC_IT will program STR cache radios according to state standard ARMER 3.33.1.
- 3) Assist with deploying STR radio cache, STR tower, STR repeater, and STR remote communication platform, along with programming units in the field according to the ARMER standard 3.33.1, 3.33.2, and 3.33.3.
- 4) Maintain radios, ensuring inventory, programming updates, operable conditions- including batteries as per ARMER Standard 3.33.1 and as listed in the Minnesota Central Minnesota Regional Radio Board Regional Participation Plan.
- 5) Assist with and facilitate maintenance, warranty, and repair work of the STR vehicle unit and radio equipment. The COSC_IT is authorized to spend up to \$2,000 (two thousand) to perform and facilitate maintenance, warranty, or repair work and will have bills submitted directly to the authorized CMNESB representative. If maintenance, warranty, or repair costs exceed \$2000 (two thousand) the COSC_IT will seek approval from the CMNESB to authorize spending exceeding the set amount.

- 6) Maintain pre deployment check list of the equipment, including serial numbers of the radio per ARMER Standards 3.33.1, 3.33.2, and 3.33.3.
- 7) Maintain fleet map and regularly check it for accuracy and standard compliance as per ARMER Standard 3.33.1
- 8) Ensure radio cache testing per standard 3.33.1
- 9) Provide Just In Time training to those in need at time of deployment to satisfy ARMER Training requirements per ARMER Standard 1.11.4
- 10) Requests for use of the Central Minnesota Regional STR must come from the State Duty Officer, President of the Central Minnesota RAC committee, or the requesting jurisdictions Sheriff to the COSC_IT designated point of contact and alternate contact.

Assist in aiding and serving as the point of contact for Status Board (X), including:

- 1) Serve as the point of contact for Status Board (X) questions
- 2) Will help assign resources on a best effort basis with pre-planned and un-planned events as in line with State Standard 3.31.0

GENESIS Reporting:

- 1) Reports will only be generated upon specific requests by CMNESB entity members; no blanket reports will go out by the COSC_IT.
- 2) Reports will not be provided until the COSC_IT gains access to the regional system for doing so.
- 3) It is understood by both Parties there is no state standard or central region standard for GENESIS reporting requirements to adhere to.

Assist with the management of the Regional “Diagnostx” Analyzer unit including:

- 1) Assist with set-up and initialization of the unit via phone calls and electronic email correspondence.
- 2) The COSC_IT will not deliver the unit to an individual CMNESB entity member; the unit must be delivered to the next entity via the previous user. If the COSC_IT is required to deliver or come to a CMNESB entity member tower site or office for the analyzer that member will be charged at \$0.535 (fifty three and 1/2cents) per mile. Site visits will only be done during normal business days, 8:00am-4:30pm, Monday through Friday. The requesting CMNESB member entity will be responsible for covering the additional costs and will be billed within 30 (thirty) days by the COSC_IT with net terms of 45 (forty five) days. If an invoice is incorrect or improper, the requesting CMNESB member entity will provide the COSC_IT notice within 15 (fifteen) days of receipt of the invoice.
- 3) Assist in facilitating the deployment of the unit via managing the predefined rotation schedule for use by each member of the CMNESB.
- 4) Serve as the point of contact for the unit to field questions and for limited trouble shooting needs.
- 5) Assist with the needs assessment/data collection requests for the unit.
- 6) Participate on an as needed basis at CMNESB meetings to field questions on the unit.
- 7) Assist with and facilitate maintenance, warranty, and repair work of the analyzer unit. The COSC_IT is authorized to spend up to \$2,000 (two thousand) to perform and facilitate maintenance, warranty, or repair work and will have bills submitted directly to the authorized CMNESB representative. If maintenance, warranty, or repair costs exceed \$2,000 (two thousand) the COSC_IT will seek approval from the CMNESB to authorize spending exceeding the set amount.

8) It is understood that the document developed and approved by the CMNESB titled “Use of Over-The-Air Diagnostic Analyzer” will be followed by all regional entities in the Central Region (see attachment 2).

CENTRAL MINNESOTA NEXT GENERATION 911 COMMITTEE MEMBERS

Attendance Recap - 2016

Name	Entity	Month											
		J	F	M	A	M	J	J	A	S	O	N	D
Wrobbel, Dean	City of St. Cloud									X			
Henrichsen, Stacy	City of St. Cloud												
Zika, Joyce	Benton County	X	X	X		X	X	X	X	X		X	X
Tarpenning, Pat	Benton County	X	X	X									
OPEN	Big Stone County												
OPEN	Big Stone County												
McPherson, Tina	Douglas County	X	X		X	X		X		X			
Egan, Tom	Douglas County	X	X	X				X	X				
Wendt, Jason	Grant County	X	X	X	X		X		X	X	X	X	
Langlie, Troy	Grant County												
Norstegard, Jody	Kandiyohi County			X	X					X	X		X
Bonnema, Stacey "A"	Kandiyohi County	X		X	X								
Christianson, Rich	Meeker County			X		X	X	X		X	X	X	X
Miller, Dan	Meeker County			X									
Clarín, Toni	Mille Lacs County		X	X			X		X				
Fjerstad, Al	Mille Lacs County	X		X	X	X				X		X	X
Ingram, Victoria	Morrison County	X		X	X	X	X		X		X	X	X
Zimny, Peggy	Morrison County												
Holman, Jane	Morrison County												X
Siggerud, Judy	Otter Tail County	X	X			X		X	X	X	X	X	X
Jensen, Matthew	Otter Tail County												
Martin, Donna	Pope County	X	X	X	X	X			X	X	X		
Riley, Sheriff Tim	Pope County												
Anderson, Laura	Sherburne County		X	X	X	X	X		X		X	X	
Morgan, Lori	Sherburne County												
Struffert, Kathy	Stearns County			X		X				X		X	X
Kampa, Megan	Stearns County		X	X	X	X			X	X			X
Diehl, Judy	Stevens County	X	X	X	X	X	X	X	X	X	X	X	X
Tiegs, Ross	Stevens County	X	X	X	X		X	X			X		X
Koosman, Tracy	Swift County		X	X		X				X		X	X
Holtz, John	Swift County						X		X				
Booker, Sarah	Todd County		X	X			X	X	X	X	X	X	X
Asmus, Don	Todd County												
Klemm, Karen	Traverse County		X	X	X	X	X		X				
Forcier, Greg	Traverse County												
Manderschied, Luke	Wadena County	X		X				X	X				
Penner, Erika	Wadena County	X		X	X	X		X	X	X		X	X
Teberg, Rick	Wilkin County												X
Fiedler, Sheriff Rick	Wilkin County								X			X	
Kramber, Jason	Wright County	X		X		X			X				X
Nevala, Richard	Wright County												
Total Members in Attendance		15	15	23	13	15	11	10	17	15	10	13	16
Total Entities in Attendance Out of 19 (Need 10 for Quorum)		11	12	16	11	14	10	7	16	14	9	13	13