



9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
July 21, 2016
10:00 AM**

**MESB Office
2099 University Ave W
St. Paul, MN 55104**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee

Tentative Agenda

July 21, 2016

1. Call to Order
2. Approval of Minutes
3. Old Business
 - a. Wireless Issues (see attached)
 - i. Wireless Work Group
 - b. GIS Issues (see attached)
 - c. Data Issues (see attached)
 - d. Next Generation 9-1-1
 - i. State 9-1-1 Program 9-1-1 Services RFP Update
 - e. PSAP Operations Round Table Work Group
 - i. Minimum Training Standards for Telecommunicators (see attached)
 - f. Legislation – Session Wrap-up (see attached)
4. New Business
 - a. Storm / Natural Disaster Procedures
5. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
April 21, 2016

Committee Members

	Nancie Pass, Ramsey (Chair)	X	Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Val Sprynczynatyk, Anoka	X	Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD		Dave Pikal, Ramsey
X	Tim Walsh, Carver		Ken Dvorak, Scott
	Jon Eckel, Chisago	X	Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota		

Alternates

X	Susan Bowler, Carver		Kyle Blum, Anoka
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
X	Jeff Schlumberger, Hennepin		Denise O'Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti

Others Attending

Pete Eggimann, MESB
 Martha Ziese, MESB
 Gordy Chinander, MESB
 Marcia Broman, MESB
 Jill Rohret, MESB

Jake Jacobson, CenturyLink
 Matthew Hoffer, CenturyLink
 Jeff Lessard, U of M
 Lauren Petersen, MAC
 Tony Martin, Edina PD

1. Call to Order

Bob Dowd called the meeting to order at 10:13

2. Approval of Minutes

Motion to approve the draft March 17, 2016 Minutes (Lind/Hughes) Approved.

3. Old Business

a. Wireless Issues – Gordy Chinander (see written report)

A written report on the MESB activities regarding wireless was provided in the meeting packet.

Gordy asked members to review and edit the attached draft for the Metro Area PSAP Wireless Carrier Call Testing Requirements. Once he has TOC member comments he will be sending a letter on to carriers that will include a copy of the testing requirements. Gordy has been working with Verizon to develop a process that meets the wireless carrier needs, and also does not overwhelm the PSAP. PSAPs are encouraged to call Gordy if a carrier starts making multiple test calls without prior coordination or notification.

The call reporting procedures are carrier specific. It is now in the PSAP manual on the MESB website at www.mn-mesb.org.

There will be a couple of phone call training sessions for WERM before the live date the first week of May. They will be done with a conference bridge from your own office. You only need to participate in one but are invited to attend more. The data used for the trainings is sample data.

Gordy sent out a survey to the committee members asking for feedback on the wireless tower routing process. He would like any issues with the process cleared up so he can concentrate on the processes necessary to move on to the NG environment.

b. GIS Update – Marcia Broman (see written report)

A written report on the MESB activities regarding GIS was provided in the meeting packet.

Marcia reported they have been coordinating meetings with Washington and Isanti counties and Adam Iten. Both counties have limited GIS resources available to assist with preparing their GIS data to support NG9-1-1 call routing.

Minneapolis has zoomed in on their date of postalization of MSAG.

Marcia asked the group to review the draft road centerline standard that Adam sent out. Adam and the MESB will review the feedback from the committee members and make any necessary edits before the final document is released.

c. Data Update – Marcia Broman (see written report)

A written report on the MESB activities regarding ALI data was provided in the meeting packet. None of the committee members had any new data issues to discuss with the group.

d. Next Generation

i. State RFP Update – Dana Wahlberg

Contract negotiations on the 9-1-1 Service Provider contract have now begun. The negotiations will take two tracks initially. The Dept. of Admin will negotiate the terms and conditions portion of the contract with the vendor's legal team. ECN, with the assistance of Mission Critical Partners, and the MESB will negotiate with the vendor's 9-1-1 service delivery team.

Dana reported that ECN was still waiting for a response from MN.IT on whether or not they were willing and able to monitor the firewalls expected to be installed at all of the PSAPs as they migrate to taking calls directly using the IP-based SIP protocol.

Dar asked the committee members if any of them had received a 9-1-1 call from someone using the RapidSOS smartphone app, and if so, what class of service displayed in ALI? No one was aware of receiving any calls yet where the caller was using the RapidSOS app.

e. PSAP Operations Roundtable - Victoria Peckman

Lauren Petersen attended the last meeting and told members that they have the Minimum Training Requirements draft about ready to go. They are comparing the APCO and NENA information with the current curriculums used in the work group member PSAPs to identify any gaps. The document should be ready for full TOC review and action at the next TOC meeting.

f. Legislation – Jill Rohret

Jill told the committee that the session was off to a good start. Bills being considered that are of interest to the MESB involve the topics of the sales tax exemption, VoIP services, and the Emergency Medical Services Grant Program.

The sales tax legislation accelerates the effective date for the sales tax exemption for government purchases from January 1, 2017 to January 1, 2016. Joint Powers are taxed, whereas counties are not. Jill will be meeting with Representative Cornish again next week. The House and the Senate committees passed the respective bills for inclusion to the omnibus bill. Jill testified, along with Gary Carlson, Fire Chief Sarah Larson and a rep from Three Rivers Park district.

The VoIP legislation would prohibit state regulation of Voice-over-Internet protocol (VoIP) and IP enabled services with certain limited exceptions. The bill would require adherence to 9-1-1 requirements in Minnesota Statutes 403.

g. Metro Area 9-1-1 Strategic Planning Initiative – Pete Eggimann
i. Issues and Needs Analysis Report (copy provided)

Pete walked the committee members through the final report prepared for the MESB by PSC Alliance based on the input they received from the metro area PSAP managers. Four broad areas were identified as being common concerns to many, if not all, of the PSAPs:

Employee – staffing levels, recruitment, and retention

Training – keeping training up to date, cost concerns, and standardization

Budget – PSAP operating expense increases, unknown future costs, and stability of the funding sources (surcharge, general tax base)

Technology – new capabilities (e.g. text, video, etc.), NG9-1-1 call handling, continuity of operations options

The report indicates that the PSAPs believe and expect the MESB to have a role in addressing these areas of concerns. The report identified these five areas as priorities where the MESB role was critical. - 1) the development of minimum training standards for new telecommunicators, 2) supporting stable and adequate funding for PSAPs, 3) implementation of an interim SMS Text-to-911 solution in the metro area, 4) evaluation of potential continuity of operations options for PSAPs made possible by NG9-1-1 technology, and 5) continued support for GIS data development, maintenance, and quality assurance processes necessary to support accurate NG9-1-1 call routing and location identification.

Motion made by Lind, seconded by McPherson to accept the PC Alliance Issues and Needs Analysis Report. Motion Carried.

ii. MESB NG9-1-1 Transition 2016-2017 Strategic Plan – Pete Eggimann (copy provided)

Pete walked the committee members through a very high level strategic plan document that the MESB staff had prepared for the MESB Board members. Over the past couple of years several of the board members have changed, and many of them did not have much background knowledge of what the MESB staff does on a day-to-day basis. It had also been some time since the staff had provided an updated transition vision to the Board on moving from E9-1-1 to a NENA i3-compliant NG9-1-1 system. The report covers the current status, progress, and future milestones that the MESB staff have identified under each of the four components that make up NG9-1-1 – regional GIS, enhanced PSAP IP-connectivity, NENA i3 standard compliance, and 9-1-1 system support for multimedia call content.

Pete will be having a strategic planning meeting with ECN to identify priority items for the current contract negotiators. The plan and the processes will be in place in the next 18 months to transition from the current enhanced 9-1-1 in an IP environment to i3 standard compliant 9-1-1 systems.

This planning timeline will coincide with the first renewal of the contract currently under negotiation. The transition plan will be the basis for deciding whether to go out for a new

9-1-1 service RFP or to amend the current contract at the time of renewal. Because of the potential ESInet resources available in the metro area, there should be opportunity for the metro to have more system redundancy, diversity, and flexibility than what might be available and affordable in greater MN.

Jill Rohret added that there will be a monthly recurring cost for Text-to-911. It is yet undetermined who will cover that, but that it needs. It is important to determine that so managers can budget.

4. New Business

a. Committee Member Roundtable

(Committee members shared what was happening at each of their PSAPs that might be of interest to the group.)

Call to adjourn (Lind/Hughes)

TOPIC

Wireless

Verizon network upgrade- Verizon's upgrade from their 3G network to the 4G network is in progress. PSAPs should be receiving weekly notifications of test calls from the MESB with Verizon's planned call testing requests. These test call requests are required to follow the "Wireless Call Testing Requirements" that were established in 2016 (see attached Wireless Call Testing Requirements)

ATTMO continues bandwidth upgrades- ATTMO continues to upgrade their bandwidth with additional antennae's (sectors) overlays on existing sites.

Sprint's migration (FYI)- From Ericsson to West technologies (formerly Intrado) has been completed.

Standardized community name abbreviations- The wireless database contains abbreviated community names that are utilized in the wireless ALI. Over the years the abbreviations have not been standardized resulting in community names having several different abbreviations. This has created issues with some PSAP CAD systems on how a community name is displayed. The MESB has put together a standardized 7 character abbreviated community name list which has been approved by each PSAP and will be utilized for new call routing requests and the wireless 9-1-1 database cleanup when the State's Wireless Emergency Routing Management (WERM) system goes live. (See attached)

Wireless Emergency Routing Management System- The system was to go online in early June but has run into some development issues. Once these issues have been resolved the system will then go through the State's security protocols. (See attach Dana Wahlberg WERM Email)

WERM PSAP training has been completed- Because of the delay of the WERM go live date, PSAPs are urged to sign into WERM and play with the training data in WERM. Because the sample data is limited please let Gordy (gchinander@mn-mesb.org) know so he can set up data for your PSAP. If additional training is desired in WERM please contact Gordy.

WERM Contact List- Please find attached the contact list that WERM will use to send notifications of Pending sectors for review. Please verify your PSAP contact information, if there are changes to be made please contact Gordy (gchinander@mn-mesb.org)

GIS Update

NG9-1-1 State GIS centerline standard-DPS /MESB continue to work with the States NG9-1-1 GIS standards workgroup to review and answer comments from the public review of the State NG9-1-1 centerline standard.

NG9-1-1 GIS Standards Workgroup Purpose

The workgroup's purpose is to recommend and develop standards needed to integrate locally collected and maintained GIS data into statewide layers deemed critical for the Emergency Call Routing Function (ECRF) and Location Validation Function (LVF) of Next Generation 9-1-1. These layers include road centerlines, site/structure address points, PSAP boundaries, emergency service boundaries (law, fire, emergency medical service, first response, and rescue), and NG9-1-1 GIS data maintenance authority boundaries.

NG9-1-1 State Address Point Standard- MnGEO/DPS and the MESB are working together to create a state GIS address point standard based off local and national address point standards that will meet the needs of NG9-1-1. Once a draft standard created it will be presented to the State NG9-1-1 GIS standards workgroup for approval

Metro Area PSAP Wireless Carrier Call Testing Requirements - 2016

The upsurge of new wireless network technology has placed a greater demand on local PSAPs to coordinate and participate in call testing with wireless carriers. Recent call testing requests from wireless carriers have approached the level of 50-100+ calls per day to a PSAP, which is insupportable for many PSAPs.

This document will outline the 9-1-1 call testing best practices for the PSAPs in the Twin Cities metro area represented by the MESB.

All 9-1-1 cellular/wireless call testing requests for the nine-county metro area PSAPs must be directed to the MESB:

1. Submit the request to the MESB at least 48 hours before call testing is scheduled to begin. Requests and tentative testing schedules should be submitted to both:
 - Pete Eggimann peggimann@mn-mesb.org
 - Gordon Chinander gchinander@mn-mesb.org
2. The MESB will coordinate with the metro PSAP managers once the carrier has provided a proposed testing schedule to gain concurrence from the PSAP managers
3. The number of test calls scheduled per PSAP should not exceed 25 calls per day unless pre-approved by the PSAP manager in the test call request.
4. Test calls shall be made between the hours 0930-1500 or in the maintenance window of 0300-0600, with the PSAP manager's concurrence before testing begins.
5. When the first test call to a PSAP is placed, the test caller should confirm that the PSAP has resources available at that time to continue taking test calls.
6. The PSAP has the authority to cancel call testing at any time if PSAP resources are required to respond to emergency responders or 911 calls.
7. Any issues with the metro area 911 system that are identified during the carrier testing should be reported to CenturyLink 911 Repair

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
Afton	//AFTON	AFTON
Amador Township	AMDRTWP	AMADOR TWP
Andover	ANDOVER	ANDOVER
Anoka	//ANOKA	ANOKA
Apple Valley	APL VLY	APPLE VALLEY
Arden Hills	ARDN HL	ARDEN HILLS
Athens Township	/ATHENS	ATHENS
Bayport	BAYPORT	BAYPORT
Baytown Township	BAYTOWN	BAYTOWN TWP
Belle Plaine	BPLAINE	BELLE PLAINE
Belle Plaine Township	BPL TWP	BELLE PLAINE TWP
Benton Township	/BENTON	BENTON TWP
Bethel	/BETHEL	BETHEL
Birchwood Village	BIRCHWD	BIRCHWOOD VILLAGE
Blaine	/BLAINE	BLAINE
Blakeley Township	BLAKELY	BLAKELEY TWP
Bloomington	BLOOMTN	BLOOMINGTON
Bradford Township	BRADFRD	BRADFORD
Braham	/BRAHAM	BRAHAM
Brooklyn Center	BRK CTR	BROOKLYN CENTER
Brooklyn Park	BRK PRK	BROOKLYN PARK
Burnsville	BRNSVLL	BURNSVILLE
Cambridge	CAMBRDG	CAMBRIDGE
Cambridge Township	CMB TWP	CAMBRIDGE TWP
Camden Township	/CAMDEN	CAMDEN TWP
Carver	/CARVER	CARVER
Castle Rock Township	CSTL RK	CASTLE ROCK TWP
Cedar Lake Township	CDAR LK	CEDAR LAKE TWP
Center City	CNT CTY	CENTER CITY
Centerville	CNTRVLE	CENTERVILLE
Champlin	CHMPLIN	CHAMPLIN
Chanassen	CHANHSN	CHANHASSEN
Chaska	/CHASKA	CHASKA
Chisago City	CHISAGO	CHISAGO CITY
Chisago Lake Township	CHIS LK	CHISAGO LAKE TWP
Circle Pines	CIR PNS	CIRCLE PINES
Circle Pines	CIR PNS	CIRCLE PINES
Coates	/COATES	COATES
Cologne	COLOGNE	COLOGNE
Columbia Heights	C HGHTS	COLUMBIA HEIGHTS
Columbus	COLMBUS	COLUMBUS
Coon Rapids	CN RPDS	COON RAPIDS
Corcoran	CORCRAN	CORCORAN

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
Cottage Grove	CTG GRV	COTTAGE GROVE
Credit River Township	CRD RVR	CREDIT RIVER TWP
Crystal	CRYSTAL	CRYSTAL
Dahlgren Township	DALGREN	DAHLGREN TWP
Dalbo Township	/DALBO	DALBO
Dayton	/DAYTON	DAYTON
Deephaven	DPHAVEN	DEEPHAVEN
Dellwood	DELLWOD	DELLWOOD
Denmark Township	DENMARK	DENMARK TWP
Douglas Township	DOUGLAS	DOUGLAS TWP
Eagan	//EAGAN	EAGAN
East Bethel	E BETHL	EAST BETHEL
Eden Prairie	EDN PRA	EDEN PRAIRIE
Edina	//EDINA	EDINA
Elko New Market	E NW MK	ELKO NEW MARKET
Empire Township	/EMPIRE	EMPIRE TWP
Eureka Township	/EUREKA	EUREKA TWP
Excelsior	EXCELSR	EXCELSIOR
Falcon Heights	FLCN HT	FALCON HEIGHTS
Falcon Heights	FLCN HT	FALCON HEIGHTS
Farmington	FRMNGTN	FARMINGTON
Fish Lake Township	FISH LK	FISH LAKE TWP
Forest Lake	FRST LK	FOREST LAKE
Fort Snelling	FT SNEL	FORT SNELLING
Franconia Township	FRANCON	FRANCONIA TWP
Fridley	FRIDLEY	FRIDLEY
Gem Lake	GEM LAK	GEM LAKE
Golden Valley	GLD VLY	GOLDEN VALLEY
Grant	//GRANT	GRANT
Greenfield	/GRNFLD	GREENFIELD
Greenvale Township	GRNVALE	GREENVALE TWP
Greenwood	GRNWOOD	GREENWOOD
Grey Cloud Island Township	GRY CLD	GREY CLOUD ISLAND TWP
Ham Lake	HAM LAK	HAM LAKE
Hamburg	HAMBURG	HAMBURG
Hampton	HAMPTON	HAMPTON
Hampton Township	HMP TWP	HAMPTON TWP
Hancock Township	HANCOCK	HANCOCK TWP
Hanover (Hennepin portion)	HANOVER	HANOVER
Harris	/HARRIS	HARRIS
Hastings	HASTING	HASTINGS
Helena Township	HLN TWP	HELENA TWP
Hilltop	HILLTOP	HILLTOP

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
Hollywood Township	HOLLYWD	HOLLYWOOD TWP
Hopkins	HOPKINS	HOPKINS
Hugo	///HUGO	HUGO
Independence	INDPEND	INDEPENDENCE
Inver Grove Heights	INGVHTS	INVER GROVE HEIGHTS
Isanti	/ISANTI	ISANTI
Isanti Township	IST TWP	ISANTI TWP
Jackson Township	JACKSON	JACKSON TWP
Jordan	/JORDAN	JORDAN
Lake Elmo	LK ELMO	LAKE ELMO
Lake Saint Croix Beach	LKSTCRB	LAKE SAINT CROIX BEACH
Lakeland	LAKLAND	LAKELAND
Lakeland Shores	LLSHORS	LAKELAND SHORES
Laketown Township	LAKETWN	LAKETOWN TWP
Lakeville	LKVILLE	LAKEVILLE
Landfall	LNDFALL	LANDFALL
Lauderdale	LADRDL	LAUDERDALE
Lent Township	LENT TP	LENT TWP
Lexington	LXINGTN	LEXINGTON
Lilydale	LILYDLE	LILYDALE
Lindstrom	LNDSTRM	LINDSTROM
Lino Lakes	LNO LKS	LINO LAKES
Linwood	LINWOOD	LINWOOD
Little Canada	LT CNDA	LITTLE CANADA
Long Lake	LONG LK	LONG LAKE
Loretto	LORETTO	LORETTO
Louisville Township	LUISVLL	LOUISVILLE TWP
Mahtomedi	MAHTMDI	MAHTOMEDI
Maple Grove	MPL GRV	MAPLE GROVE
Maple Plain	MPL PLN	MAPLE PLAIN
Maple Ridge Township	MPL RDG	MAPLE RIDGE
Maplewood	MPLWOOD	MAPLEWOOD
Marine on Saint Croix	MR STCR	MARINE ON SAINT CROIX
Marshan Township	MARSHAN	MARSHAN TWP
May Township	MAY TWP	MAY TWP
Mayer	//MAYER	MAYER
Medicine Lake	MED LKE	MEDICINE LAKE
Medina	/MEDINA	MEDINA
Mendota	MENDOTA	MENDOTA
Mendota Heights	MEN HTS	MENDOTA HEIGHTS
Miesville	MIESVLL	MIESVILLE
Minneapolis	///MPLS	MINNEAPOLIS
Minneapolis/Saint Paul Airport	AIRPORT	MSP AIRPORT

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
Minnetonka	MNTONKA	MINNETONKA
Minnetonka Beach	MTK BCH	MINNETONKA BEACH
Minnetrista	MNTRSTA	MINNETRISTA
Mound	/MOUND	MOUND
Mounds View	MNDS VW	MOUNDS VIEW
Nessel Township	/NESSEL	NESSEL TWP
New Brighton	NW BRTN	NEW BRIGHTON
New Germany	NW GERM	NEW GERMANY
New Hope	NW HOPE	NEW HOPE
New Market Township	NW MRKT	NEW MARKET TWP
New Prague	NW PRAG	NEW PRAGUE
New Trier	NW TRIR	NEW TRIER
Newport	NEWPORT	NEWPORT
Nininger Township	NININGR	NININGER TWP
North Branch	N BRNCH	NORTH BRANCH
North Branch Township	N BR TW	NORTH BRANCH
North Oaks	NO OAKS	NORTH OAKS
North Saint Paul	N ST PL	NORTH ST PAUL
Norwood Young America	//N Y A	NYA
Nowthen	NOWTHEN	NOWTHEN
Oak Grove	OAK GRV	OAK GROVE
Oak Park Heights	O PK HT	OAK PARK HEIGHTS
Oakdale	OAKDALE	OAKDALE
Orono	//ORONO	ORONO
Osseo	//OSSEO	OSSEO
Oxford Township	/OXFORD	OXFORD
Pine Springs	PINE SP	PINE SPRINGS
Plymouth	PLYMOTH	PLYMOUTH
Prior Lake	PR LAKE	PRIOR LAKE
Ramsey	/RAMSEY	RAMSEY
Randolph	RANDLPH	RANDOLPH
Randolph Township	RND TWN	RANDOLPH TWP
Ravenna Township	RAVENNA	RAVENNA TWP
Richfield	RICHFLD	RICHFIELD
Robbinsdale	ROBBNDL	ROBBINSDALE
Rockford (Hennepin portion)	ROCKFRD	ROCKFORD
Rogers	/ROGERS	ROGERS
Rosemount	ROSEMNT	ROSEMOUNT
Roseville	ROSEVLL	ROSEVILLE
Rush City	RSH CTY	RUSH CITY
Rusheba Township	RSHSEBA	RUSHEBA TWP
Saint Anthony	ST ANTH	ST ANTHONY
Saint Bonifacius	ST BONI	ST BONIFACIUS

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
Saint Francis	ST FRNS	ST FRANCIS
Saint Lawrence Township	ST LAWR	ST LAWRENCE TWP
Saint Louis Park	STLPARK	ST LOUIS PARK
Saint Mary's Point	STMRYPT	SAINT MARYS POINT
Saint Paul	ST PAUL	ST PAUL
Saint Paul	ST PAUL	ST PAUL
Saint Paul Park	STPL PK	SAINT PAUL PARK
San Francisco Township	SN FRAN	SAN FRANCISCO TWP
Sand Creek Township	SND CRK	SAND CREEK TWP
Savage	/SAVAGE	SAVAGE
Scandia	SCANDIA	SCANDIA
Sciota Township	/SCIOTA	SCIOTA TWP
Shafer	/SHAFER	SHAFER
Shafer Township	SHF TWP	SHAFER TWP
Shakopee	SHAKOPE	SHAKOPEE
Shoreview	SHRVIEW	SHOREVIEW
Shorewood	SHRWOOD	SHOREWOOD
South Saint Paul	SO STPL	SOUTH ST PAUL
Spencer Brook Township	SPC BRK	SPENCER BROOK
Spring Lake Park	SP L PK	SPRING LAKE PARK
Spring Lake Township	SP L TW	SPRING LAKE TWP
Spring Park	SP PARK	SPRING PARK
Springvale Township	SPRGVAL	SPRINGVALE
Stacy	//STACY	STACY
Stanchfield Township	STANFLD	STANCHFIELD
Stanford Township	STNFORD	STANFORD
Stillwater	STILWTR	STILLWATER
Stillwater Township	STLWTWP	STILLWATER TWP
Sunfish Lake	SFSH LK	SUNFISH LAKE
Sunrise Township	SUNRISE	SUNRISE TWP
Taylors Falls	TYLS FL	TAYLORS FALLS
Tonka Bay	TNK BAY	TONKA BAY
Vadnais Heights	VAD HTS	VADNAIS HEIGHTS
Vermillion	VERMLLN	VERMILLION
Vermillion Township	VRM TWP	VERMILLION TWP
Victoria	VICTORA	VICTORIA
Waconia	WACONIA	WACONIA
Waconia Township	WAC TWP	WACONIA TWP
Waterford Township	WATFRD	WATERFORD TWP
Watertown	WATRTWN	WATERTOWN
Watertown Township	WTR TWP	WATERTOWN TWP
Wayzata	WAYZATA	WAYZATA
West Lakeland Township	WLKLAND	WEST LAKELAND TWP

PSAP Approved Wireless Standardized 7 Character Community Name Abbreviations

Community	ADJUSTED 7 character city abbreviations	MSAG Community
West Saint Paul	WSTPAUL	WEST ST PAUL
White Bear Township	/WB TWP	WHITE BEAR TWP
Willernie	WILLRNE	WILLERNIE
Woodbury	WOODBRY	WOODBURY
Woodland	WOODLND	WOODLAND
Wyanett Township	WYANETT	WYANETT
Wyoming	WYOMING	WYOMING
Young America Township	Y A TWP	YOUNG AMERICA TWP

Email from Dana Wahlberg re: WERM update

Hi all –

It has been a while since we have given you some intel on the status of the WERM deployment.

As of this morning, another 2 defects were fixed which leaves us with 4 remaining defects. As soon as those 4 are fixed final testing will be completed. This is down from 10 defects in progress on Friday July 1.

Once all of the defects are fixed, everything needs to be moved over into the CERT environment where a security scan will need to be completed prior to going into Live Production.

We are getting closer. Thank you for your continued patience.

On another note, the business development team noted that the ability to search back for sites and sectors previously completed was not as “user friendly” as they would like it to be. It requires a several step process of filtering and drilling down to obtain results.

Shannon has graciously worked with our team to come up with a solution that appears to be much improved over the status quo. It will involve making some column header changes on the drop down sectors lists under the SECTORS tab.

This will not be completed prior to going live, but it will be on the table for implementation in the “not too distant future”. Once it gets closer to the implementation time, I will update the associated FAQ document. Meanwhile, if you have any questions, feel free to ask. You can still explore the application. I encourage you to do so, simply so you don’t forget what you learned in our fabulous training ☺

Shannon will let us know when we need to abstain from being in the application once they need to get in to deploy it for live production.

Thank you! And, please share with anyone else whom I may have missed with this update!

Dana

WERM Contact List

PSAP Name	Region	PSAP Contact Name	PSAP Contact Email
ANOKA COUNTY CENTRAL COMMUNICATIONS	Metro	Valerie Sprynczynatk	WERM@co.anoka.mn.us
BLOOMINGTON POLICE DEPARTMENT	Metro	Thomas Bearheart	tbearheart@BloomingtonMN.gov
CARVER COUNTY SHERIFFS OFFICE	Metro	Shane Sheets	PSAPSupervisors@co.carver.mn.us
CHISAGO COUNTY SHERIFFS OFFICE	Metro	Beth Johnson	beth.johnson@chisagocounty.us
DAKOTA COMMUNICATIONS CENTER ZONE 1	Metro	Cheryl Pritzlaff	dcc-werm@mn-dcc.org
DAKOTA COMMUNICATIONS CENTER ZONE 3	Metro	Cheryl Pritzlaff	dcc-werm@mn-dcc.org
DAKOTA COMMUNICATONS CENTER ZONE 2	Metro	Cheryl Pritzlaff	dcc-werm@mn-dcc.org
EDEN PRAIRIE POLICE DEPARTMENT	Metro	Lisa Vik	lvik@edenprairie.org
EDINA POLICE DEPARTMENT	Metro	Tony Martin	tmartin@edinamn.gov
HENNEPIN COUNTY EAST	Metro	Jeffery Schlumpberger	SH.COM.WERM@hennepin.us
HENNEPIN COUNTY NORTH	Metro	Jeffery Schlumpberger	SH.COM.WERM@hennepin.us
HENNEPIN COUNTY SOUTH	Metro	Jeffery Schlumpberger	SH.COM.WERM@hennepin.us
ISANTI COUNTY SHERIFFS OFFICE	Metro	Bob Shogren	911coordinator@Sheriff.Isanti.mn.us
MINNEAPOLIS EMERGENCY COMMUNICATIONS	Metro	Christine Mcpherson	christine.mcpherson@minneapolismn.gov
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Technical Operations Committee

9-1-1 Database Update – 07/21/2016

Metropolitan Emergency Services Board

2099 University Avenue
St. Paul, MN 55102
Web: www.mn-mesb.org

1. MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved.
 - a. Attached is a high-level summary of the data synchronization activity by PSAP that is currently underway in the metro area. The format has changed slightly in an attempt to better group the synchronization and integration activities.
 - b. Highlights:
 - i. The **Airport** PSAP recently finalized its PSAP/ESZ boundary and is finishing updating their GIS from their completed ALI geocoding error resolutions.
 - ii. **Anoka County** has newly updated & approved ESZ boundaries.
 - iii. **Bloomington** had been on hold, but has a meeting on 7/22/16 to finalize PSAP/ESZ boundary approval, schedule their MSAG postalization, discuss CAD centerline project, and clarify how the city will resolve their street name validation issues.
 - iv. **Carver County** GIS is finishing ALI geocoding error resolution – only two communities left. MSAG postalization is scheduled for November 2016.
 - v. **Chisago County** is progressing well through their centerline-generated MSAG to ALI MSAG comparison.
 - vi. **Dakota County** substantially completed investigation of addresses with ESN assignment differences prior to Diane Lind's retirement.
 - vii. **Eden Prairie** and MESB are working through a few remaining street name issues in the city GIS data. Subsequently, MESB will send the PSAP ALI geocoding errors.
 - viii. **Edina** needs to schedule their MSAG postalization date and finish approving their ESZ boundaries.
 - ix. **Hennepin Co Sheriff's Office** PSAP is verifying and approving ESZ boundaries and is completing ALI geocoding error resolutions.
 - x. **Isanti County** has standardized the community names in their MSAG to include the township designation for all townships in the county. They are about 75% complete with resolving their ALI geocoding errors. MnGeo has done some preliminary conversion to the Isanti centerline over to the MRCC schema. It is now analyzing a spatial comparison of streets between MnDOT's and Isanti County's centerline in order to facilitate conflation of MnDOT attributes into the Isanti County centerline in the MRCC format. After MnGeo completes their review, a meeting will be held with County staff, MESB, MnGeo, DPS, MnDOT to discuss the centerline differences and the need for ongoing county-wide GIS support. MESB will be assisting with populating the public safety related attributes in the MRCC formatted centerline once it is received back from MnGeo.

- xi. **MECC** has scheduled their MSAG postalization for December 2016. The PSAP is reviewing some ESZ/MSAG changes for its border with the Airport; otherwise MECC is on hold and has not completed their street name validations. The City has been working on implementation of a new address system. Hennepin County GIS will be working out how to integrate city data with the county GIS data.
 - xii. **Minnetonka** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
 - xiii. **Ramsey County** is finishing up its review of addresses with ESN assignment differences (i.e. across 4 methods: MSAG-assigned ESN, centerline attribute ESN, address point ESN, and centerline geocoded (point-in-polygon) ESN).
 - xiv. **Saint Louis Park** is substantially complete at the city-level for now. Hennepin County GIS is working with its cities to make sure county GIS data reflects everything in the city data.
 - xv. **Scott County** is actively working on their ALI geocoding error resolution. They have a GIS intern in place assisting with this work. The Scott County MSAG postalization is in progress and will complete in advance of their CAD cut.
 - xvi. **U of M** needs to schedule their MSAG postalization date. MESB is in the final stages of providing them their ESZ boundary maps for review and approval.
 - xvii. **White Bear Lake** has their MSAG postalization scheduled for mid-September 2016. John Sells has retired.
 - xviii. **Washington County** is working on finishing up their street name validation errors. County GIS is getting more involved with their cities to encourage participation and follow-up on response to street name validation issues.
2. Phase 2 of the **MRCC regional centerline** build out will include the public safety attributes such as PSAP Left & Right, ESN Left & Right, and MSAG Community Left & Right. The seven metro counties have committed to have their Phase 2 data aggregated and published by the end of September 2016, with at least monthly updates thereafter. Public release of the MRCC regional centerline is anticipated in the October/November 2016 timeframe.
 3. Comments from the first stakeholder review of the **State's NG911 GIS Road Centerline Standard** are being analyzed. Adam Iten anticipates the next version of the NG911 GIS standards will be ready to go out for a second stakeholder review by the end of August 2016. He is aiming to complete walk-throughs of the **State's NG911 Address Point Data Standard** with MESB, metro county GIS managers, and the MetroGIS Address Point Work Group in time for it to be included in the August draft. At this point, Adam believes that final approval of State NG911 GIS Standards is not likely until the beginning of 2017.
 4. 3rd Quarter 2016 **MSAGs** have been distributed to the PSAPs.
 5. PSAP **ALI Audittrail** reports have been distributed.

Summary of 9-1-1/GIS Data Preparation for NG9-1-1 (as of July 13, 2016)

PSAP	9-1-1/GIS Data Synchronization						GIS Integration				
	ESZ Validations	Response Area Validations	Street Name Validations	Postalize MSAG	Address Validations	Address ESN Validation	Integration to Regional Centerline	Integration to Regional ESZ Layer	Integration to Regional Address Points	GIS MSAG	Integration to Statewide SIF & ECRF/LVF
Airport	complete	na	complete	complete	active	not started	active	not started	not started	not started	not started
Anoka	complete	active	complete	complete	active	not started	active	active	not started	active	not started
Bloomington	active	na	active	not started	not started	not started	active	not started	not started	not started	not started
Carver	complete	complete	complete	scheduled	active	not started	active	active	not started	not started	not started
Chisago	active	not started	complete	complete	complete	not started	active	active	not started	active	not started
Dakota	complete	complete	complete	complete	complete	active	active	active	not started	not started	not started
Eden Prairie	complete	na	active	complete	active	not started	active	not started	not started	not started	not started
Edina	active	active	complete	not started	not started	not started	active	not started	not started	not started	not started
Ft Snelling/Airbase	not started	not started	na	complete	na	not started	active	not started	not started	not started	not started
Hennepin Sheriff	active	not started	complete	complete	active	not started	active	not started	not started	not started	not started
Hopkins (closed)	complete	na	complete	na	complete	na	na	na	na	na	na
Isanti	complete	not started	complete	complete	active	not started	active	active	not started	not started	not started
Minneapolis	active	not started	active	scheduled	not started	not started	active	not started	not started	not started	not started
Minnetonka	complete	complete	complete	complete	complete	not started	active	not started	not started	not started	not started
Ramsey	complete	active	complete	complete	complete	active	active	active	not started	not started	not started
Richfield (closed)	complete	na	complete	na	complete	na	na	na	na	na	na
Scott	complete	active	complete	complete	active	not started	active	active	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	not started	active	not started	not started	not started	not started
U of M	active	not started	not started	not started	not started	not started	active	not started	not started	not started	not started
Washington	active	not started	active	complete	not started	not started	active	not started	not started	not started	not started
White Bear Lake	complete	na	complete	scheduled	complete	not started	active	active	not started	not started	not started

Memo

To: Nancie Pass, Chair 9-1-1 Technical Operations Committee

From: Heidi Hieserich, Chair PSAP Training and Operations Roundtable

Cc: Pete Eggimann, Director of 9-1-1 Services, Metropolitan Emergency Services Board

Date: July 13, 2016

Subject: Recommendation of Minimum Training Requirements for Minnesota Metro Region

Purpose

To recommend for adoption a minimum training requirements standard 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 Minnesota Metro Region. The training topics recommended herein are intended to identify the basic foundational knowledge and skills necessary to successfully fulfill the role of an emergency communications professional. It is strongly encouraged that an 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.

Rationale

The roles and responsibilities of the emergency communications professional have grown increasingly complex over time. The position has evolved significantly over the years into a technological position that relies upon numerous sophisticated and integrated systems and databases. Emergency communications professionals make decisions involving serious life and death consequences on a daily basis and must be highly trained and skilled professionals. 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.

Background

In early 2016 the 9-1-1 Technical Operations Committee tasked the PSAP Training and Operations Roundtable Workgroup with developing a recommendation for the minimum training requirements of public safety emergency communications professionals working in the metro region. A project workgroup was formed that included PSAP members from MSP Airport Emergency Communications Center, Allina Emergency Medical Services, Anoka County Central Communications, Dakota County Communications Center, Edina 9-1-1 Communications Center, Metropolitan Emergency Services Board, Minneapolis Emergency Communications Center, Ramsey County Emergency Communications Center, and State Patrol.

Approach

The workgroup met several times over the course of the last five months to develop a comprehensive recommendation that could be supported by a diverse set of agencies within the metro region. The timely release of the “Recommended Minimum Training Guidelines for Telecommunicators” published by APCO and NENA this year was instrumental with this project and served as a foundational document to the workgroups recommendation.

The workgroup members approached the project by first benchmarking current training requirements within their respective agencies to the APCO/NENA draft. After confirming the draft recommendation was a reasonable achievement for workgroup agencies the workgroup made several additions and modifications to ensure it met the needs of agencies within the metro region. The last step involved vetting the recommendation with the entire PSAP Training and Operations Roundtable membership.

Recommendation

The PSAP Training and Operations Roundtable workgroup recommends that the 9-1-1 TOC approve the proposed standard and carry forward the recommendation to the Metropolitan Emergency Services Board for adoption as a required standard for the nine-county metro area PSAPs. The workgroup also recommends that the project work continue beyond the development of recommended training standard to a standard that would require certification. This could be explored through a second phase of this project, in which the workgroup would develop and recommend a certification process.

Attachments (1):

Draft –Minimum Training Standard, Emergency Communications Professional –Minnesota Metro Region

**METRO REGION
911 Standards, Protocols, Procedures**

Document Section:	1 - Training	911 TOC Approval – Signature: Date:
Sub-Section:	METRO	
Procedure Title:	Minimum Training Standard, Emergency Communications Professional	MESB Approval - Signature:
Date Established:	xxxxxx	
Replaces Document Dated:		
Date Revised:		

1. Purpose or Objective

To provide 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 Minnesota Metro Region. The training topics in this standard identify the basic foundational knowledge and skills necessary to successfully fulfill the role of an emergency communications professional.

2. Background:

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. Minimum training requirements and standards ensure the public receives the highest quality of service in their time of need regardless of jurisdictional boundaries.

3. Operational Context:

This standard outlines the minimum basic training requirements only. It is imperative that all emergency communications professionals receive supplemental training that will enable them to process emergency calls that are specific to their agency. It is strongly encouraged that line public safety emergency communications professionals be required to demonstrate understanding of the knowledge and concepts included in this standard through practical application as part of an on-the-job training process. The length of time and depth of training with a particular topic must correlate to the needs and services rendered within the agency.

4. Definitions:

Emergency communications professional - A person employed by a PSAP who – after receiving supplemental training that will enable them to process emergency calls specific to their respective PSAP – is qualified to handle emergency calls and/or provide for the appropriate

emergency response in a live environment. Basic training by itself does not qualify one to take calls in a live environment; rather it provides a baseline level of knowledge.

5. Recommended Protocol/ Standard:

Requirements:

Highly recommended for entry level public safety emergency communications professional

- Recommended for _____
- Optional for _____

6. Training Topics:

A) 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

B) 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)

C) 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

D) 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
- 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

E) 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)
- Responder-initiated calls
- Amber Alerts

F) 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
- ICS for Single Resources and Initial Action Incidents - IS 200
- National Response Framework an Introduction - IS 800
- National Incident Management System (NIMS) – IS 700
- Emergency management roles and responsibilities
- Disaster preparedness

- Mutual-aid/Telecommunicator Emergency Response Taskforce (TERT) – IS 144
- Governmental and private resources
- Local emergency operation plans

G) 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

- ARMER system and state standards; at a minimal 1.11.3 Training Radio Telecommunicators & 1.11.4 Training ARMER End Users
- Minnesota Dispatchers Communications Best Practice Guide
- 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

H) 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)

I) 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)

7. Recommended Procedure:

It is highly recommended that Public Safety Answering Point managers ensure that their training programs meet or exceed this standard as the minimum competency-based training for entry level emergency communications professionals.

8. Management

PSAP management will ensure that emergency communications professionals demonstrate minimum competencies in accordance with this standard and that all training is conducted by qualified personnel.

9. References

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