1. **Call to Order** (Commissioner McMahon)

2. **Approval of Agenda** (McMahon)

3. **Approval of October 12, 2016 Minutes** (McMahon)

4. **Issues and Action Requests**
   A. **Radio TOC Action Items** (Tretter)
      1. Approval of Amendments to City of Minneapolis’ ARMER Participation Plan
      2. Approval of New Metro Standard 3.17.5 – Incident Tactical Dispatcher
      3. Approval of New Metro Standard 3.17.6 – Radio Operator
      4. Approval of New Metro Standard 3.17.7 – Incident Communications Center Manager
   B. **Approval of MOU Between MESB and Anoka County** (Tretter)
   C. **Approval of MOU Between MESB and HSEM** (Tretter)
   D. **Approval of New MESB Policy 030 – Purchasing - General** (Rohret)
   E. **Approval of Executive Director Travel** (Rohret)
      1. re:public, Phoenix AZ

5. **Old Business** – None

6. **New Business**
   A. **2018 Budget Planning Discussion** (Rohret)
   B. **MESB Emergency Disaster/COOP Plan** (Rohret)

7. **Adjourn**
METROPOLITAN EMERGENCY SERVICES BOARD
EXECUTIVE COMMITTEE MEETING MINUTES
OCTOBER 12, 2016

Commissioners Present:

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<th>COUNTY</th>
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<tr>
<td>ANOKA</td>
<td>Mike Gamache</td>
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<td>CARVER</td>
<td>Jim Ische</td>
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<td>CHISAGO</td>
<td>George McMahon</td>
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<td>HENNEPIN</td>
<td>Randy Johnson</td>
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<td>ISANTI</td>
<td>Greg Anderson</td>
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<td>RAMSEY</td>
<td>Blake Huffman</td>
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<td>SCOTT</td>
<td>Barbara Marschall</td>
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<td>WASHINGTON</td>
<td>Fran Miron</td>
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<td>MINNEAPOLIS</td>
<td>Andrew Johnson</td>
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Staff Present: Jill Rohret; Pete Eggimann; Kelli Jackson; Troy Tretter; and Martha Ziese.
Others Present: Jake Thompson, Anoka County.

1. Call to Order
Meeting was called to order at 10:00 a.m. by Commissioner Huffman.

2. Approval of October 12, 2016 Agenda.
Motion made by Commissioner Miron, seconded by Commissioner Egan to approve the October 12, 2016 agenda. Motion carried.

3. Approval of Minutes from June 6, 2016
Motion made by Commissioner McMahon, seconded by Commissioner Anderson to approve the June 8, 2016 minutes. Motion carried.

4. MESB TOC Issues and Action Requests
A. 9-1-1 TOC Action Items
1. Approval of Metro 9-1-1 Standard 1.11.3 – Minimum Training Requirements Standard
Jill Rohret said the MESB will need to set and create more 9-1-1 standards as the Next Generation 9-1-1 environment evolves.

Pete Eggimann said that in the past the 9-1-1 TOC has been instrumental in writing and reviewing network standards before bringing to the board for approval. This training standard is different in that it deals with the operational function of PSAPs. The PSAPs requested the MESB to set training and operational standards to establish a more uniform 9-1-1 service in the metro region. A workgroup was formed to develop minimum training requirements for telecommunicators. This workgroup (PSAP Roundtable) is primarily composed of metro PSAP trainers.

There have never been uniform PSAP training standards; PSAPs have operated independently for training purposes. This proposed standard establishes an accepted baseline for adequate training, which may reduce liability exposure for compliant PSAPs. If adopted by the Board, the standard would require the metro PSAPs to include the identified training topics in their PSAP training curriculum effective January 1, 2017.

While the PSAP Roundtable was working on this draft, a coalition of national organizations, including NENA and APCO, published a minimum standard guideline with the topics which should be addressed in a minimum training requirement standard. The workgroup compared PSAPs’ existing curriculum with the proposed national guidelines and found them to be very similar. The workgroup combined the two into the document proposed here. Compliance is left to the PSAP Manager.
This concept has been discussed by Statewide Emergency Communications Board (SECB) committees to see if there is a desire to have a statewide standard. Some of Sheriff’s offices in greater Minnesota have said they want more time to review before they adopt. Eggimann has responded to them that the MESB is not driving this on a state level; this standard is for the metro only; greater Minnesota regions may adopt a similar standard if they so choose.

Commissioner McMahon said he felt this proposed standard should not be adopted until it can be reviewed by the county/city Human Resources first. Rohret said that each county has a representative on the 9-1-1 TOC and the draft should be circulating within each county. She added that the guidelines are a combined effort of all the metro counties.

Commissioner McMahon said he did not have issue with minimum standards but was concerned about the technicalities of their hiring policy; he is on his county’s personnel committee and has not seen this draft.

Commissioner Egan said that he is alerted by his staff if there is anything in the packet of concern about before he attends MESB meetings.

Eggimann said that this minimum training standard project has been on the 9-1-1 TOC all year. Rohret said at the July meeting when this draft was presented she requested members take it back to their organizations for feedback.

Eggimann added that the effective date of January 1, 2017 is arbitrary. The date is easily adjusted to everyone’s comfort level.

Commissioner Huffman proposed an April 1, 2017 for implementation. He suggested the approval for this standard be initiated at the November MESB meeting.

Commissioner Miron recommended that each county review the standard prior to the full board meeting in November.

Rohret will send the list of the 9-1-1 TOC committee members to this board.

Commissioner Anderson asked where the training would be and if there would be a certificate of completion. Rohret responded that the trainings would still be at the PSAP plus there would be a few online classes. Some PSAP Managers have expressed their desire to certify but Board Counsel is verifying whether or not this board has the authority to certify.

Commissioner Marshall suggested we verify completion if not able to certify.

*Motion made by Commissioner Miron, seconded by Commissioner Ische to recommend approval of the Metro 9-1-1 Standard 1.11.3 – Minimum Training Requirements Standard contingent upon review by each county/city of the MESB with implementation date of January 1, 2017 or agreed upon date of consensus of all counties and city of Minneapolis. Motion carried.*

**B. Radio TOC Action Items**

1. **Approval of Amendments to Anoka County’s ARMER Participation Plan**

Troy Tretter said the Radio TOC recommends the Executive Committee recommend approval of Anoka County’s request to amend its participation plan to add Anoka County schools as users on the ARMER system via the Motorola WAVE system. This would allow schools to use one dispatch hailing talkgroup for a major incident instead of calling 9-1-1. The request was approved by the SECB OTC yesterday and once approved by the MESB, the amendment will go through the SECB process and a standard will be developed for governing this application within the ARMER system.
WAVE is software application that can be installed on a smartphone, tablet or PC to communicate on radio networks. Some schools use a private radio system so administration can talk to each other and also to the liaison officer. The ARMER system allows the liaison officer to talk to dispatch. Neither system covers the entire school well. The WAVE system would.

This would be the first implementation in the state. It was recommended for approval by the Radio TOC and it is reviewed by the SECB OTC with great interest. Commissioner Huffman asked how other districts would learn about using this application. Tretter explained that Motorola has showcased the WAVE software to the Metro Owners Group (MOG). System Administrators have been aware of this technology for some time.

Commissioner McMahon said that the ARMER system was designed for use by public safety. How will the board deal with other users that request use of the ARMER system? The MESB needs to have a policy specifying who users can be.

Tretter said that ECN also feels that this is a new realm that will have to be restricted.

Rohret said we do have policies governing who may be on the ARMER system. The use of WAVE is for emergent incidents only. It is not for day to day use and is quite restrictive. Standards will have to be written and sponsored by public safety and the system managers.

Commissioner Huffman asked why the WAVE system would be used instead of calling 9-1-1.

Jake Thompson, Anoka County Radio System Manager, told members that they do instruct people to call 9-1-1 because you will get a GPS location. Where the WAVE system will be beneficial is the scenario of an active shooter in the building and the teacher is on the phone talking to the dispatcher, who in turn is speaking to the radio operator who is talking to the officer or SWAT team. With the WAVE system, the teacher could log in to WAVE on their phone and be patched directly to the law enforcement team.

Commissioner Miron clarified that the WAVE system does not directly connect into the ARMER system. Thompson said it is a mobile radio connection that goes through Anoka County towers and does not spread across any other subsystems. It does not take up ARMER capacity. Counties will not be required to participate. Each county would purchase their own WAVE system. The state is also looking into the WAVE system.

Motion made by Commissioner McMahon, seconded by Commissioner Egan to approve the Anoka County Participation Plan Amendment. Motion carried.

Commissioner Miron suggested that the MESB notify the member entities that the WAVE system has been approved for Anoka County and we would encourage other counties to consider this system as well.

Commissioner Gamache said the Anoka Board was in full agreement that the WAVE system was a good idea. They will put together some information to share and give feedback how it is working.

Commissioner McMahon agreed that the MESB should step out and take the lead if the system proved valuable. Jake added this system works on both cellular and Wi-Fi networks.

2. Approval of Amendments to Hennepin County’s ARMER Participation Plan
Tretter said the Radio TOC recommends the Executive Committee recommend approval of the Hennepin West channel addition. The Hennepin West simulcast group is currently an 8-site, 16-channel subsystem. Per ARMER standards, equipment or applications which touch or interface with the ARMER
system must be approved by the MESB and the SECB. The addition of an additional channel, will help to alleviate existing load of the simulcast group.

Motion made by Commissioner Egan, seconded by Commissioner Ische to approve the additional channel for Hennepin West. Motion carried.

3. Approval of Amendments to Hennepin EMS ARMER Participation Plan
Tretter stated the Radio TOC recommends the Executive Committee recommend approval of the Hennepin EMS request to add one MCC7500 dispatch console. The Hennepin EMS Communication Center is a secondary PSAP for Hennepin EMS, as well serving as the West Metropolitan Resource Control Center (WMRCC) for the region, and supports other EMS agencies in the area.

Motion made by Commissioner McMahon seconded by Commissioner Anderson to approve the Hennepin EMS request to add one MCC7500 dispatch console. Motion carried.

4. Information Only – MN DHS ARMER Participation Plan
Tretter said that Minnesota Department of Human Services (DHS) has created an ARMER participation plan which would add radios across the state, primarily in group homes and a larger home in Anoka County. DHS wants to add nearly 1,800 radios across the state. The main concentration of radios would be in Anoka and Hennepin Counties. DHS doesn’t have funding yet but are looking for approval of the participation plan at this time. The Radio TOC reviewed and conditionally approved the plan when DHS stated it would add its own tower in Anoka County. There are many unknowns in this plan and there is no timeline.

Rohret added that this is only an informational item. The ARMER system is guarded robustly by the Radio TOC members and system managers. It was not initially anticipated that this agency would go on the ARMER system. This creates more reason for review; the process is taken very seriously.

C. Approval of 2017 Legislative Agenda
Rohret said that the 2017 Legislative Agenda looks very similar to the 2016 Agenda. The MESB was laying the groundwork for 2017 last year. Again the agenda has the three sections being general, 9-1-1/ARMER and EMS. General items include keeping the SECB under DPS rather than MN IT and safe guarding the 9-1-1 special revenue fund.

For 9-1-1/ARMER items, the primary item is to amend Minnesota Statute 403 primarily to prepare for NG 9-1-1. ECN will request that these amendments be added to the Governor’s legislative agenda. If this item is not approved for that agenda, it is possible the MESB may need to introduce the amendments and lobby for them.

As it in 2016, the 2017 EMS agenda focuses on long-term sustainable funding for EMS regions. It was made more specific this year by asking for an additional $2.8 million in General Revenue Funds to be divided among all eight EMS regions. A new item this year is a request for an increase in fines for distracted driving also to be divided among all eight EMS regions. Both items are supported by the regions. The EMSRB may be requesting additional General Revenue Funds as part of its legislative request to the Governor.

Also on the EMS agenda is an effort to maintain the EMS regional grant program under the EMSRB rather than under MDH; repealing EMS Rules 4690.1900; allowing opiate tax revenues to be used at the discretion of individual EMS regions; and developing a statewide program to create an EMT recruitment plan with high schools and MnSCU agencies.
The MESB would likely be supportive of two other bills that might be introduced: the separation of billing on cell phone bills for family plans in support of domestic violence cases, and disaster recovery legislation introduced by the wireless carriers.

Commissioner Anderson asked what type of dollars distracted driving fines would bring in. Commissioner McMahon asked if it would make up for what is being lost due to fewer seat belt fines? Rohret said that the details of what portion they would ask for from the distracted driving fine are not worked out yet, but there is a graph that shows a decline in revenue from the seat belt fines. Another graph shows the decline in grants which cover regional administrative costs.

Commissioner Huffman asked how we would get our representatives to sponsors our bill. Rohret said that is what our lobbyists do for us, but she works with them to discuss who the best sponsors might be.

Motion made by Commissioner Egan, seconded by Commissioner McMahon to approve the 2017 MESB Legislative Agenda. Motion carried.

D. Approval of Final 2017 MESB Budget
The Executive Director recommended the Executive Committee recommend final approval of the 2017 MESB Operational Budget.

The Benefits line was reduced by $500.00 due to final 2017 benefits costs received by Dakota County as well as due to a change in the OPEB benefits paid to a former Executive Director; it is possible this amount could be cut further in the future. Revenue from insurance dividends was added. Rohret referred members to the comparison sheet from July’s approved budget to this revised budget. There was an assessment decrease of 1.1% for all counties and a 0.8% for the city of Minneapolis.

Commissioner Huffman clarified with Rohret that approximately $8,600.00 in expenses had been reduced since the July preliminary budget.

Motion made by Commissioner McMahon, seconded by Commissioner Ische to approve the 2017 MESB Final Operational Budget. Motion carried.

E. Approval of Additional Funds for NextGen 9-1-1 Data Synchronization Project
The Executive Director recommended the Executive Committee recommend approval of the use of Hennepin County Investment funds not to exceed $50,000 to complete the Next Generation 9-1-1 (NG9-1-1) data synchronization project.

Rohret clarified for Commissioner Anderson that the investment fund was created from a settlement from US West due to a billing mistake.

Motion made by Commissioner Ische, seconded by Commissioner McMahon to approve the use of up to $50,000 of the Hennepin County Investment funds to complete the Next Generation 9-1-1 (NG9-1-1) data synchronization project. Motion carried.

F. Approval of Amendments to MESB Policies 009 – Acceptable Use of MESB Technology Resources; 010 – Use of Internet and Online Resources; and 011 – Access and Disclosure of Email Messages
Rohret presented amendments to the three current MESB IT policies. The policies have not been revised since 1998. The amendments to Policy 009 were so substantive that a delete all amendment was done.

Motion made by Commissioner McMahon, seconded by Commissioner Ische to approve the MESB amendments 009, 010 and 011. Motion carried.
Rohret presented two new MESB IT policies. Policy 028 governs how the MESB network may be accessed remotely. Policy 029 governs how software will be installed on MESB computers.

*Motion made by Commissioner McMahon, seconded by Commissioner Anderson to approve the new MESB Policy 028. Motion carried.*

5. Old Business – None

6. New Business
   A. Executive Director Annual Review
Commissioner Huffman spoke for the board. It was their consensus that the new Executive Director is doing a fabulous job and he has spoken with her about furthering her leadership skills, continuing to provide a transparent budget and developing a strategic plan.

B. Regional Funding Priorities – Discussion Only
Rohret said that the ECN and the SECB require regions to approve regional funding priorities in order to apply for grants. This year, for the first time, the SECB will allow 9-1-1 projects to be eligible for grants.

There will be two grants available: the State Homeland Security Program (SHSP) and the SECB grant. Both the 9-1-1 and Radio TOCs are reviewing projects. One 9-1-1 project the region is considering for the SECB grant is assistance to two counties for the NG9-1-1 data synchronization project. ECN wrote its SHSP application specifically for PSAP cyber security.

The regional funding priorities will be an action item at the November meeting. Equipment requests require a 50% match. Rohret said that to date equipment requests have been county specific and the counties have picked up the match. The Radio TOC has had discussions about the MESB owning its own regional tower, but the 50% match would have to come from the reserve funds or a special assessment.

7. Adjourn at 11:22. A. M.
   Next meeting is November 9, 2016 (Full Board)
Metropolitan Emergency Services Board

MEETING DATE: April 12, 2017
PRESENTED BY: Tretter
AGENDA NUMBER: 4A1.
Approval of Minneapolis Console Changes

RECOMMENDATION
The Radio TOC recommends the Executive Committee recommend approval of the amendment to the City of Minneapolis' ARMER participation plan to support its mobile console connection design.

BACKGROUND
Large events often require dedicated dispatchers (often called Incident Dispatchers) to support the event, thereby allowing the PSAP to continue to handle day-to-day calls and events. Over the next year, the City of Minneapolis will host multiple large events in various areas of the city. The City desires to have mobile consoles to allow for incident dispatchers to be on-site to effectively communicate for these events, rather than using portable radios. There have been needs to have dedicated on-site event dispatch communications. The dispatching at these sites have been done by portable radios, and have limitations for the dispatchers. Console laptops can be used for better talkgroup monitoring, radio identification, ARMER priority, and talkgroup patching.

ISSUES & CONCERNS
The City of Minneapolis would like to create a console site at the Zone 1 controller at MnDOT Waters Edge location. This static console site will support the City's six mobile MCC7100 laptops, which can be used at any location in the City. If Minneapolis located the static console at the Minneapolis Emergency Communications Center (MECC), it could potentially cause degradation of the audio quality for the entire center. Locating the static console at Waters Edge will avoid the audio quality degradation for the MECC or any other ARMER users. The mobile consoles will connect to ARMER via a secure virtual private network (VPN) connection over wireless cellular data. This allows for the mobile console to be used anywhere there is a cellular data connection.

FINANCIAL IMPACT
None to the MESB.

MOTION BY: SECONDED BY: MOTION APPROVED:

_____ YES _____ NO

MOTION:

7
March 13, 2017

RE: Participation change approval request to add a new console site.

Troy Tretter  
Metropolitan Emergency Services Board  
2099 University Ave W  
St. Paul, MN 55104

Troy,

The City of Minneapolis would like the approval of the MESB to update our participation on the ARMER radio system. In 2015 we updated our dispatch consoles to 17 Motorola MCC7500 units; the previous Gold Elite consoles didn’t have room for needed talk groups due to console summing. With the addition of newly added statewide and regional talk groups our consoles are again at summing levels.

With the number of large upcoming events being held throughout various areas in the City and with additional talk group needs still being worked out, we determined our best course of action is to create an additional console site to support dispatching at the event sites without degrading audio quality of service (QoS) at the Minneapolis Emergency Communications Center (MECC).

We are asking to create a new console site adding one MCC7500, one LAN switch, one proxy server and two firewalls to be housed at the Waters Edge Zone 1 MSO, and six MCC7100 console laptops to be used as remote access dispatch consoles. The MCC7100 consoles will be connecting via wireless cellular broadband carrier ISP “cloud” through dedicated VPN connections only. Creating this console site configuration at the MSO allows the maximum number of talk groups to be shared across all the consoles on the site. Because of the much larger capacity than any one agency console site provides, this new site could support possible future sharing with the rest of the metro region for remote MCC7100 console capabilities, and/or to alleviate other agency console summing. If this were to expand to the region in the future, proxy servers can be added to support up to 49 total MCC7100’s.

This has been discussed with MN DOT and Motorola, the design has their support.

Best Regards.....

Rod Olson  
Manager of Radio Communications Electronics  
ARMER Public Safety Radio System Administrator for  
City of Minneapolis, MN  
661 5th Ave North,  
Minneapolis, MN 55401
RECOMMENDATION
The Radio TOC recommends the Executive Committee recommend approval of the following new metro region radio standards:

- Metro Standard 3.17.5 - Incident Tactical Dispatcher (INTD)
- Metro Standard 3.17.6 - Radio Operator (RADO)
- Metro Standard 3.17.7 – Incident Communications Center Manager (INCM)

BACKGROUND
During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement services, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this capability gap, the Department of Homeland Security's (DHS) Office of Emergency Communications (OEC) in partnership with the Office for Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country developed training, performance and training standards for: the all-hazards Incident Dispatcher (INTD), the all-hazards Radio Operator (RADO), and all-hazards Incident Communication Center Manager (INCM).

There are no current state or metro standards that cover the requirements for recognized INTD, RADO, and INCM personnel in the Incident Command System (ICS) Communication Unit (COMU).

Current state standards cover the current Communications Unit Leader (COML) and the Communications Unit Technician (COMT) positions for state-level accreditation once the student has completed the necessary requirements to include recommendation by the regions.

ISSUES & CONCERNS
There are over 40 trained personnel in the metro area that do not have the means for recognition for state level accreditation as having met the necessary FEMA requirements for their COMU positions. Federal requirements for these positions include accreditation within a specific timeframe of completion of training; if the timeframe is not met, students must complete the training again.

To prevent the metro personnel from having to repeat their training and necessary requirements, the metro standards allow for the completion packets to be completed and ready for submittal to DPS-ECN, should the state eventually adopt these or similar standards.
Metropolitan Emergency Services Board

FINANCIAL IMPACT
None to the MESB.

MOTION BY:

SECONDED BY:

MOTION APPROVED:

____ YES    ____ NO

MOTION:
1. Purpose or Objective

The intent of this standard is to establish protocols and procedures to be used for certification and recertification of Incident Tactical Dispatcher (INTD) in Minnesota.

2. Background:

During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement services, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this capability gap, the Department of Homeland Security’s (DHS) Office of Emergency Communications (OEC) in partnership with the Office for Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country developed performance and training standards for the all-hazards Incident Dispatcher as well as formulated a curriculum and comprehensive All-Hazards TRG-IDT course.

An INTD is a specially trained individual qualified to operate away from the dispatch center in a command post, EOC, base camp, incident scene or as mutual aid to another dispatch center. INTD’s leverage the multi-tasking, communication, accountability and documentation skills of successful telecommunicators to provide public safety communications expertise and support at planned events, exercises and extended incidents. INTD’s may support the communication unit as a single resource or as part of an incident dispatch team or full COMU.

As representatives of the Minnesota public safety community complete INTD, the federal government has left it up to each state as to determine how the INTD will be certified. This standard will lay out the certification process for Minnesota. An INTD will by default meet all criteria to be considered a RADO for the purpose of the Communications Unit (COMU). No further training will be required. However, to receive certification, the INTD must complete the RADO task book and follow State Standard 3.17.6 to be certified.
3. **Recommended Procedure:**

The following procedure shall be followed in order to be initially certified as an Incident Tactical Dispatcher and in order to be recertified:

Prerequisite Experience/Training:
- A public safety background with three years of experience in dispatch operations, or ICTAP RADO training and 1 year experience in dispatch operations.
- Completion of the ICTAP Communications Unit Awareness web-based course.
- Completion of IS-100.b, IS-144, IS-200.b, IS-700.a, and IS-800.b.
- ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is recommended.

Certification Process:
1. Attend and successfully complete a three-day DHS-OEC all-hazards INTD (TRG-IDT) training session taught by a DHS-OEC certified IDT instructor. Experienced Incident Dispatchers that can demonstrate successful completion of incident dispatcher (IDT) training from outside sources, shall be recognized and considered as having fulfilled this requirement.
2. Complete the INTD Task Book by demonstrating satisfactory performance of each of the tasks as witnessed by qualified evaluator(s) within three years of INTD training. It is acceptable to use an incident that occurred up to three years prior to the INTD training. (See attachment “A” Evaluation Form). Experienced Incident Dispatchers, previously trained before the formal DHS-OEC TRG-IDT was available can use tasks completed since recognized IDT training was completed.
3. Participate as an Incident Tactical Dispatcher in at least one NIMS Type III training drill, functional exercise, full scale exercise, incident or preplanned event. Provide a copy of one of the following: (1) Incident Action Plan; (2) Incident Communications Plan; or (3) After Action Report.
4. Obtain the “Final Evaluator’s Verification” from one of the following: (1) A NIMS trained COML; (2) A Designated Agency Head; or (3) An Incident Commander. (See attachment “D” Verification / Certification of completed task book Form)
5. Obtain “Agency Certification” from the Designated Agency Head employing the candidate indicating that the candidate has met all qualifications for IDT certification. (See attachment “C” Agency Certification Form)
6. Submit the signed-off Task Book, NIMS course certificates (a printout from the Homeland Security Emergency Management (HSEM) training repository will suffice) and copies of relevant IAPs, ICPs, and AARs to your Regional Interoperability Coordinator (RIC). For the Metropolitan Emergency Services Board (MESB) Region, the documents will be submitted to the Regional Radio Services Coordinator and be brought before the MESB Radio Technical Operations Committee (RTOC) for approval.
7. The RIC or the Regional Radio Services Coordinator will review the qualification documents to make sure they meet the requirements set forth in this certification process. They will then go before the Regional Advisory Committee (RAC), Regional...
Radio Board (RRB), Emergency Services Board (ESB) or the MESB RTOC, presenting the
INTD candidate’s credentials to request a resolution that the COMT candidate be
recommended to the Statewide Interoperability Program Manager for final review and
certification. (See attachment “B,” check-off template.)

8. The Statewide Interoperability Program Manager will review the qualification
documents, copy the Task Book and relevant documents for filing and sign off on the
original Task Book and return it to the INTD. This will serve as State Certification of the
INTD and will be good for three years. (Submitting these documents by mail is
acceptable. If the documents are lost, a copy will be deemed the original and marked as
such).

RECERTIFICATION

Submission of Attachment E, along with a dated ICS 205 or AAR will recertify the participant
for three years from their previous certification date. If these items are not available,
Attachment E, along with a letter signed by an active incident COML or the event or exercise
planner indicating the candidate acted in the role of a INTD during an event will be sufficient
for recertification.

Once the candidate has participated in an acceptable function and submits the necessary
paperwork for recertification, their renewal month and date remains the same as their original
certification date unless other arrangements have been made.

It is the candidate’s responsibility to provide the appropriate paperwork to the Emergency
Communication Networks’ (ECN) Standards & Training Coordinator for recertification prior to
their certification expiration date.

ECN’s Standards & Training Coordinator may send out a reminder at least six months in
advance notifying each candidate that they are coming up for recertification if no paperwork
has been submitted for renewal within that three-year period.

4. Management

The Statewide Interoperability Program Manager will manage the INTD certification and
recertification process in Minnesota.

1. All certifications will be recorded and kept on file by the Emergency Communication
Networks’ (ECN) Standards & Training Coordinator. A list of certified INTDs with their
certification expiration date will be maintained on the Statewide Emergency
Communications Board (SECB) website under the ARMER tab.
This form must be filled out by evaluators, when sign offs are done for INTD Task book

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Evaluator’s Address

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Name of Trainee

☐ The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee.

☐ I recommend the following for further development of this trainee.

☐ The individual has successfully performed all tasks for the position and should be considered for certification.

☐ The individual was not able to complete certain tasks (comments below) or additional guidance is required.

☐ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.

☐ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations:

Date: __________________________ Evaluator’s initials: _________________________

Evaluator’s relevant agency certification’ rating: ________________________________

Attachment A
Minnesota COML Team
Metro Region Incident Tactical Dispatcher (INTD) CERTIFICATION CHECK OFF

The following items checked are included in this packet

☐ All Prerequisite Training Completed
  ☐ ICS 100 (Printout attached)
  ☐ ICS 200 (Printout attached)
  ☐ ICS 300 (Printout attached)
  ☐ ICS 700 (Printout attached)
  ☐ ICS 800 (Printout attached)
  ☐ ICS 144 (Printout attached)

If you are part of the Minnesota training Website, A print of the HSEM Certification Record Completed courses main page with the above courses listed will be sufficient.

☐ Copy of Certificate from INTD training
☐ Agency Certification (attached)
☐ Completed Task Book (with evaluator reviews)
☐ Copy of an Incident Action Plan, Incident Communications Plan, or After Action Plan (only one needed)
☐ Final Evaluator Certification (attached)
☐ Regional Interoperability Coordinator review

__________________________________________
(Signature)

Troy Tretter
(Printed Name)

☐ Regional Radio Board – Technical Operations Committee Review

__________________________________________
(Chair of Radio-TOC Signature)

Scott Haas
(Printed Name)

☐ Statewide Interoperability Program Manager Review

__________________________________________
(Statewide Interoperability Program Manager Signature)

Jim Stromberg
(Printed Name)
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSTION OF INTD (All Hazards)

Agency Certification

I certify that ________________________________ has met all requirements for qualifications in this position and that such qualification has been issued.

Certifying Official’s Signature ___________________________ Date __________________

Printed Name ________________________________ Agency __________________

Title ________________________________ Phone Number __________________

Pre Qualifications for INTD Training are but not limited to:

- A public safety communications background with exposure to field operations; this experience should be validated by the authority who supervised the student.

- Fundamental public safety communications technology, supervisory, and personnel management skills. These must be validated by the authority who supervised the student and include, but are not limited to:
  - Knowledge of local communications systems
    - Frequencies and spectrum
    - Technologies
  - Knowledge of local topography
  - Knowledge of system site locations
  - Knowledge of local, regional, and state communications plans
  - Knowledge of local and regional Tactical Interoperable Communications Plans, if available
  - Knowledge of local, regional and national communications and resource contacts

- Completion of the following training courses:
  - IS-700, IS-800b, ICS-100, ICS-200, and ICS-300, ICS-144

TO BE ATTACHED TO COMPLETED INTD (ALL HAZARDS) TASK BOOK
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSTION OF TYPE III INTD (All Hazards)

Final Evaluator’s Verification

I verify that all tasks have been performed and are documented with appropriate initials.

I also verify that ___________________________ has performed as a trainee and should therefore be considered for certification in this position.

Final Evaluators Signature ___________________________ Date ___________________________

Printed Name ___________________________ Agency ___________________________

Highest NIMS Qualification ___________________________

Phone Number ___________________________ email address ___________________________

Compiled training information:

Number and Type of Resources: __________________________________________
Enter the number of resources and types assigned to the incident pertinent to the trainee’s task book position.

Duration: __________________________________________
Enter the inclusive dated during which the trainee was evaluated.

Management Level or Fire Complexity Level: __________________________
Indicates ICS organization level, i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command.

Date: __________________________________________
List the date the record is being completed.

Evaluator’s initials: __________________________________________
Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualification Record.

To be attached to completed Type III INTD (All Hazards) Task Book

Attachment D
1. **Purpose or Objective**

The intent of this standard is to establish protocols and procedures to be used for certification and recertification of the Radio Operator (RADO) in the Metro Region of Minnesota.

2. **Background:**

During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement services, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this capability gap, the Department of Homeland Security’s (DHS) Office of Emergency Communications (OEC) in partnership with the Office for Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country developed performance and training standards for the all-hazards Radio Operator (RADO) as well as formulated a curriculum and comprehensive All-Hazards TRG-RADO course.

The responsibilities of an All-Hazard RADO includes support staffing for the Incident Communications Center, monitoring radio traffic and base station operations for emergency operations centers, hospitals, dispatch centers and non-governmental organizations supporting civil emergency response at the state, local or regional level. The RADO position, in contrast to the Incident Tactical Dispatcher, is designed for emergency response professionals and support personnel in all disciplines who have a basic understanding of the all-hazard ICS communications unit. Experienced dispatch personnel should consider the more comprehensive RADO position.

As representatives of the Minnesota public safety community complete RADO, the federal government has left it up to each state as to determine how the RADO will be certified. This standard will lay out the certification process for Minnesota.

3. **Recommended Procedure:**
The following procedure shall be followed in order to be initially certified as a RADO, and in order to be recertified:

Prerequisite Experience/Training:
- Awareness of fundamental public safety communications technology
- Completion of the OEC Communications Unit Awareness web-based course
- Completion of IS-100.b, IS-200.b, IS-700.a, and IS-800.b

Certification Process:
1. Attend and successfully complete a two-day DHS-OEC all-hazards RADO (TRG-RADO) training session taught by a DHS-OEC certified RADO instructor. Personnel that can demonstrate successful completion of the DHS-OEC TRG-AUXCOMM course shall be considered as having fulfilled this requirement.
2. Complete the RADO Task Book by demonstrating satisfactory performance of each of the tasks as witnessed by qualified evaluator(s) within three years of RADO training. It is acceptable to use an incident that occurred up to three years prior to the RADO training. (See attachment “A” Evaluation Form).
3. Participate as a RADO in at least one NIMS Type III training drill, functional exercise, full scale exercise, incident or preplanned event. Provide a copy of one of the following: (1) Incident Action Plan; (2) Incident Communications Plan; or (3) After Action Report.
4. Obtain the “Final Evaluator’s Verification” from one of the following: (1) A NIMS trained COML; (2) A Designated Agency Head; or (3) An Incident Commander. (See attachment “D” Verification / Certification of completed task book Form)
5. Obtain “Agency Certification” from the Designated Agency Head employing the candidate indicating that the candidate has met all qualifications for RADO certification. (See attachment “C” Agency Certification Form)
6. Submit the signed-off Task Book, NIMS course certificates (a printout from the Homeland Security Emergency Management (HSEM) training repository will suffice) and copies of relevant IAPs, ICPs, and AARs to your Regional Interoperability Coordinator (RIC). For the Metropolitan Emergency Services Board (MESB) Region, the documents will be submitted to the Regional Radio Services Coordinator and be brought before the MESB Radio Technical Operations Committee (RTOC) for approval.
7. The RIC or the Regional Radio Services Coordinator will review the qualification documents to make sure they meet the requirements set forth in this certification process. They will then go before the Regional Advisory Committee (RAC), Regional Radio Board (RRB), Emergency Services Board (ESB) or the MESB RTOC, presenting the RADO candidate’s credentials to request a resolution that the COMT candidate be recommended to the Statewide Interoperability Program Manager for final review and certification. (See attachment “B,” check-off template.)
8. The Statewide Interoperability Program Manager will review the qualification documents, copy the Task Book and relevant documents for filing and sign off on the original Task Book and return it to the RADO. This will serve as State Certification of the RADO and will be good for three years. (Submitting these documents by mail is acceptable. If the documents are lost, a copy will be deemed the original and marked as such).
RECERTIFICATION

Submission of Attachment E, along with a dated ICS 205 or AAR will recertify the participant for three years from their previous certification date. If these items are not available, Attachment E, along with a letter signed by an active incident COML or the event or exercise planner indicating the candidate acted in the role of a RADO during an event will be sufficient for recertification.

Once the candidate has participated in an acceptable function and submits the necessary paperwork for recertification, their renewal month and date remains the same as their original certification date unless other arrangements have been made.

It is the candidate's responsibility to provide the appropriate paperwork to the Emergency Communication Networks’ (ECN) Standards & Training Coordinator for recertification prior to their certification expiration date.

ECN's Standards & Training Coordinator may send out a reminder at least six months in advance notifying each candidate that they are coming up for recertification if no paperwork has been submitted for renewal within that three-year period.

4. Management

The Statewide Interoperability Program Manager will manage the RADO certification and recertification process in Minnesota.

1. All certifications will be recorded and kept on file by the Emergency Communication Networks’ (ECN) Standards & Training Coordinator. A list of certified RADO's with their certification expiration date will be maintained on the Statewide Emergency Communications Board (SECB) website under the ARMER tab.
This form must be filled out by evaluators, when sign offs are done for RADO Task book

<table>
<thead>
<tr>
<th>Evaluation #</th>
<th>Name of Evaluator:</th>
<th>Title:</th>
<th>Agency:</th>
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Evaluator’s Address

<table>
<thead>
<tr>
<th>Name &amp; Location of Incident - Agency and Area</th>
<th>Kind of Incident</th>
<th>Number and Type of Communication Resources</th>
<th>Duration of Incident</th>
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Name of Trainee

☐ The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee.

☐ I recommend the following for further development of this trainee.

☐ The individual has successfully performed all tasks for the position and should be considered for certification.

☐ The individual was not able to complete certain tasks (comments below) or additional guidance is required.

☐ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.

☐ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations:

Date: ___________________________ Evaluator’s initials: ______________________

Evaluator’s relevant agency certification rating: ________________________________

Attachment A
Minnesota COML Team
Metro Region Radio Operator
(RADO) CERTIFICATION CHECK OFF

The following items checked are included in this packet

☐ All Prerequisite Training Completed
  ☐ ICS 100 (Printout attached)
  ☐ ICS 200 (Printout attached)
  ☐ ICS 700 (Printout attached)
  ☐ ICS 800 (Printout attached)
  ☐ OEC Communications Unit Awareness (Web Based)

If you are part of the Minnesota training Website, A print of the HSEM Certification Record Completed courses main page with the above courses listed will be sufficient.

☐ Copy of Certificate from RADO training
☐ Agency Certification (attached)
☐ Completed Task Book (with evaluator reviews)
☐ Copy of an Incident Action Plan, Incident Communications Plan, or After Action Plan (only one needed)
☐ Final Evaluator Certification (attached)
☐ Regional Interoperability Coordinator review

______________________________
(Troy Tretter)
(Printed Name)

☐ Regional Radio Board – Technical Operations Committee Review

______________________________
(Scott Haas)
(Printed Name)

☐ Statewide Interoperability Program Manager Review

______________________________
(Statewide Interoperability Program Manager Signature)

______________________________
(Jim Stromberg)
(Printed Name)
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSTION OF TYPE III RADO (All Hazards)

Agency Certification

I certify that ______________________________ has met all requirements for qualifications in this position and that such qualification has been issued.

Certifying Official’s Signature __________________________ Date __________________

Printed Name ___________________________ Agency __________________________

Title ___________________________ Phone Number __________________________

Pre Qualifications for RADO Training are but not limited to:

• A public safety communications background with exposure to field operations; this experience should be validated by the authority who supervised the student.

• Fundamental public safety communications technology, supervisory, and personnel management skills. These must be validated by the authority who supervised the student and include, but are not limited to:

  o Knowledge of local communications systems
    ▪ Frequencies and spectrum
    ▪ Technologies
  o Knowledge of local topography
  o Knowledge of system site locations
  o Knowledge of local, regional, and state communications plans
  o Knowledge of local and regional Tactical Interoperable Communications Plans, if available
  o Knowledge of local, regional and national communications and resource contacts

• Completion of the following training courses:

  o RADO, IS-700, IS-800b, ICS-100, ICS-200 and OEC Communication Awareness

TO BE ATTACHED TO COMPLETED TYPE III RADO (ALL HAZARDS) TASK BOOK

Attachment C
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSTION OF TYPE III RADO (All Hazards)

Final Evaluator’s Verification

I verify that all tasks have been performed and are documented with appropriate initials.
I also verify that ______________________ has performed as a trainee and should therefore be considered for certification in this position.

Final Evaluators Signature _______________________________ Date __________________________

Printed Name _______________________________ Agency ________________________________

Highest NIMS Qualification ________________________________

Phone Number _______________________________ email address ________________________________

Compiled training information:

Number and Type of Resources: Enter the number of resources and types assigned to the incident pertinent to the trainee’s task book position.

Duration: __________________________
Enter the inclusive dated during which the trainee was evaluated.

Management Level or Fire Complexity Level: __________________________
Indicates ICS organization level, i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command.

Date: __________________________
List the date the record is being completed.

Evaluator’s initials: __________________________
Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualification Record.

To be attached to completed Type III RADO (All Hazards) Task Book

Attachment D
1. Purpose or Objective

The intent of this standard is to establish protocols and procedures to be used for certification and recertification of the Incident Communication Center Manager (INCM) in Minnesota.

2. Background:

During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement services, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this capability gap, the Department of Homeland Security’s (DHS) Office of Emergency Communications (OEC) in partnership with the Office for Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country developed performance and training standards for the all-hazards Incident Dispatcher as well as formulated a curriculum and comprehensive All-Hazards TRG-INCM course.

For some incidents, the COML establishes an Incident Communications Center staffed with Incident Tactical Dispatchers and/or Radio Operators to provide communications support for operations. However, as the incident expands, it may become important for an Incident Communications Center Manager (INCM) to be assigned for coordination purposes and to avoid span-of-control issues. The All-Hazard Incident Communications Center Manager is then responsible for managing all functions in the Incident Communications Center, reporting to the COML.

As representatives of the Minnesota public safety community complete INCM, the federal government has left it up to each state as to determine how the INCM will be certified. This standard will lay out the certification process for Minnesota.

3. Recommended Procedure:
The following procedure shall be followed in order to be initially certified as an Incident Tactical Dispatcher and in order to be recertified:

Prerequisite Experience/Training:
- State of Minnesota INCM Certification
- ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is recommended.

Certification Process:
1. Attend and successfully complete a three day DHS-OEC all-hazards INCM (TRG-INCM) training session taught by a DHS-OEC certified INCM instructor.
2. Complete the INCM Task Book by demonstrating satisfactory performance of each of the tasks as witnessed by qualified evaluator(s) within three years of INCM training. It is acceptable to use an incident that occurred up to three years prior to the INCM training. (See attachment “A” Evaluation Form). Experienced Incident Dispatchers, previously trained before the formal DHS-OEC TRG-INCM was available can use tasks completed since recognized IDT training was completed.
3. Participate as an INCM in at least one NIMS Type III training drill, functional exercise, full scale exercise, incident or preplanned event. Provide a copy of one of the following: (1) Incident Action Plan; (2) Incident Communications Plan; or (3) After Action Report.
4. Obtain the “Final Evaluator’s Verification” from one of the following: (1) A NIMS trained COML; (2) A Designated Agency Head; or (3) An Incident Commander. (See attachment “D” Verification / Certification of completed task book Form)
5. Obtain “Agency Certification” from the Designated Agency Head employing the candidate indicating that the candidate has met all qualifications for IDT certification. (See attachment “C” Agency Certification Form)
6. Submit the signed-off Task Book, NIMS course certificates (a printout from the Homeland Security Emergency Management (HSEM) training repository will suffice) and copies of relevant IAPs, ICPs, and AARs to your Regional Interoperability Coordinator (RIC). For the Metropolitan Emergency Services Board (MESB) Region, the documents will be submitted to the Regional Radio Services Coordinator and be brought before the MESB Radio Technical Operations Committee (RTOC) for approval.
7. The RIC or the Regional Radio Services Coordinator will review the qualification documents to make sure they meet the requirements set forth in this certification process. They will then go before the Regional Advisory Committee (RAC), Regional Radio Board (RRB), Emergency Services Board (ESB) or the MESB RTOC, presenting the INCM candidate’s credentials to request a resolution that the COMT candidate be recommended to the Statewide Interoperability Program Manager for final review and certification. (See attachment “B,” check-off template.)
8. The Statewide Interoperability Program Manager will review the qualification documents, copy the Task Book and relevant documents for filing and sign off on the original Task Book and return it to the INCM. This will serve as State Certification of the INCM and will be good for three years. (Submitting these documents by mail is acceptable. If the documents are lost, a copy will be deemed the original and marked as such.)
RECERTIFICATION

Submission of Attachment E, along with a dated ICS 205 or AAR will recertify the participant for three years from their previous certification date. If these items are not available, Attachment E, along with a letter signed by an active incident COML or the event or exercise planner indicating the candidate acted in the role of a INCM during an event will be sufficient for recertification.

Once the candidate has participated in an acceptable function and submits the necessary paperwork for recertification, their renewal month and date remains the same as their original certification date unless other arrangements have been made.

It is the candidate’s responsibility to provide the appropriate paperwork to the Emergency Communication Networks’ (ECN) Standards & Training Coordinator for recertification prior to their certification expiration date.

ECN’s Standards & Training Coordinator may send out a reminder at least six months in advance notifying each candidate that they are coming up for recertification if no paperwork has been submitted for renewal within that three-year period.

4. Management

The Statewide Interoperability Program Manager will manage the INCM certification and recertification process in Minnesota.

1. All certifications will be recorded and kept on file by the Emergency Communication Networks’ (ECN) Standards & Training Coordinator. A list of certified INCMs with their certification expiration date will be maintained on the Statewide Emergency Communications Board (SECB) website under the ARMER tab.
This form must be filled out by evaluators, when sign offs are done for INCM Task book

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Name of Trainee

☐ The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named trainee.

☐ I recommend the following for further development of this trainee.

☐ The individual has successfully performed all tasks for the position and should be considered for certification.

☐ The individual was not able to complete certain tasks (comments below) or additional guidance is required.

☐ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.

☐ The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations:

Date: _______________ Evaluator’s initials: ________________

Evaluator’s relevant agency certification rating: ________________________________

Attachment A
Minnesota COML Team
Metro Region Incident Communications Center Manager (INCM) CERTIFICATION CHECK OFF

The following items checked are included in this packet

☐ All Prerequisite Training Completed
☐ ICS 300 (Printout attached)

If you are part of the Minnesota training Website, A print of the HSEM Certification Record Completed courses main page with the above courses listed will be sufficient.

☐ Copy of Certificate from INCM training
☐ Agency Certification (attached)
☐ Completed Task Book (with evaluator reviews)
☐ Copy of an Incident Action Plan, Incident Communications Plan, or After Action Plan (only one needed)
☐ Final Evaluator Certification (attached)
☐ Regional Interoperability Coordinator review

________________________________________
(Signature)  
Troy Tretter
(Printed Name)

☐ Regional Radio Board – Technical Operations Committee Review

________________________________________
(Chair of Radio-TOC Signature)  
Scott Haas
(Printed Name)

☐ Statewide Interoperability Program Manager Review

________________________________________
(Statewide Interoperability Program Manager Signature)  
Jim Stromberg
(Printed Name)
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK FOR THE POSITION OF INCM (All Hazards)

Agency Certification

I certify that __________________________________________ has met all requirements for qualifications in this position and that such qualification has been issued.

Certifying Official’s Signature __________________________ Date __________________

Printed Name ________________________________ Agency ____________________

Title ________________________________ Phone Number ____________________

Pre Qualifications for INCM Training are but not limited to:

- A public safety communications background with exposure to field operations; this experience should be validated by the authority who supervised the student.

- Fundamental public safety communications technology, supervisory, and personnel management skills. These must be validated by the authority who supervised the student and include, but are not limited to:
  - Knowledge of local communications systems
    - Frequencies and spectrum
    - Technologies
  - Knowledge of local topography
  - Knowledge of system site locations
  - Knowledge of local, regional, and state communications plans
  - Knowledge of local and regional Tactical Interoperable Communications Plans, if available
  - Knowledge of local, regional and national communications and resource contacts

- Completion of the following training courses:
  - ICS-300, TRG-INCM

TO BE ATTACHED TO COMPLETED INCM (ALL HAZARDS) TASK BOOK
VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSTION OF TYPE III INCM (All Hazards)

Final Evaluator’s Verification

I verify that all tasks have been performed and are documented with appropriate initials.

I also verify that __________________________ has performed as a trainee and should therefore be considered for certification in this position.

Final Evaluators Signature ___________________________ Date __________________________

Printed Name ___________________________ Agency __________________________

Highest NIMS Qualification __________________________

Phone Number ___________________________ email address __________________________

Compiled training information:

Number and Type of Resources: __________________________

Enter the number of resources and types assigned to the incident pertinent to the trainee's task book position.

Duration: __________________________

Enter the inclusive dated during which the trainee was evaluated.

Management Level or Fire Complexity Level: __________________________

Indicates ICS organization level, i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command.

Date: __________________________

List the date the record is being completed.

Evaluator’s initials: __________________________

Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualification Record.

To be attached to completed Type III INCM (All Hazards) Task Book

Attachment D
RECOMMENDATION
Staff recommends the Executive Committee recommend approval of the Memorandum of Understanding (MOU) between Anoka County and the Metropolitan Emergency Services Board regarding Genesis license billing.

BACKGROUND
Genesis is a reporting system used to gather in-depth reports, monitor, manage, display, archive and report on the ARMER system. MnDOT hosts the hardware for the Genesis and users who wish to use the system pay for a software license.

The Genesis system does require updates to remain functional. For the most recent upgrade, MnDOT paid the hardware costs (est. $50,000) but requested another agency pay for the licenses costs and bill Genesis users. Anoka County agreed to pay for the total costs of all the licenses and asked if the MESB would bill the agencies which use Genesis. Most Genesis using agencies are metro agencies. It was requested that the MESB and Anoka County enter into a MOU for the billing process. The cost per license in 2017 is $2,533.

ISSUES & CONCERNS
Per the MOU, the MESB will bill each agency which uses Genesis for its license fee; once all fees are received, the MESB will pay Anoka County, which paid the up-front cost. Many agencies can only pay other agencies with which they have a contract. All metro ARMER users have an agreement with MESB, but do not necessarily have agreements with one another.

The MESB has a similar process in place for the annual Motorola service contract for the ARMER system.

The MOU has been reviewed by MESB Counsel.

FINANCIAL IMPACT
None to the MESB other than staff time.

MOTION:
Metropolitan Emergency Services Board
MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is entered into by and between the Metropolitan Emergency Services Board (MESB), 2099 University Avenue West, Suite 201, Saint Paul, Minnesota 55104-3431, and County of Anoka (COUNTY), 325 East Main Street, Anoka, MN 55303.

WHEREAS, the MESB is a joint powers board whose members include the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott and Washington and the City of Minneapolis; and

WHEREAS, the MESB has three main functions: to serve as a regional radio board in the metropolitan area pursuant to Minn. Stat. § 403.39; to complete the implementation of the consolidated 911 plan for the nine members counties in the acquisition, installation, operation and maintenance of the metropolitan 911 system pursuant to Minn. Stat. §§ 403.01 to 403.15; and to serve as a regional emergency medical services board for the metropolitan area pursuant to Minn. Stat. §§ 144E.50 to 144E.52; and

WHEREAS, the COUNTY has requested the MESB will invoice agencies requesting licenses for Genesis Software from the COUNTY; and

WHEREAS, the MESB will invoice participating agencies for Genesis software licenses at a cost of $2,532.75 per license for 2017, and at such amounts as agreed to in subsequent years; and

WHEREAS, the MESB will reimburse the COUNTY the total cost of the licenses requested by the agencies requesting licenses; and

WHEREAS, the COUNTY has agreed to provide a list of agencies requesting licenses to the MESB as set forth in this Memorandum of Understanding.

NOW, THEREFORE, the parties agree as follows:

1. The COUNTY will provide the MESB a list of the number of licenses for which each agency should be invoiced, and the agency points of contact for the licenses.

2. Thirty (30) days after providing the list of agencies to the MESB the COUNTY will provide an invoice to the MESB for the total cost for the number of licenses to be collected.

3. The MESB will reimburse the COUNTY for the total cost of the licenses once the funds have been received from the agencies.

4. This Memorandum of Understanding will remain in effect as long as any of the agencies is using the Genesis software license. Either party, however, may terminate this Memorandum of Understanding upon thirty (30) days written notice.
Reviewed by MESB Counsel:

Assistant Hennepin County Attorney
Date:________________________

METROPOLITAN EMERGENCY SERVICES BOARD

By:_________________________ Chair

Date:________________________

Reviewed by Assistant Anoka County Attorney COUNTY OF ANOKA County Attorney

By:_________________________ By:_________________________
Kathryn M. Timm Dee Guthman
Assistant Anoka County Attorney Deputy County Administrator

Date:________________________ Date:________________________
RECOMMENDATION
The Executive Director recommends the Executive Committee recommend approval of the Memorandum of Understanding (MOU) between the State of Minnesota, Department of Public Safety, Division of Homeland Security & Emergency Management (HSEM) and the Metropolitan Emergency Services Board.

BACKGROUND
The MESB supports the Metro Region All-Hazards Communications Response Taskforce (CRTF), which is an ICS trained, all-hazards personnel resource to be used by an agency to assist in the field, the command post, the EOC or the PSAP.

The CRTF may deploy to an event after a request is made by the local agency with jurisdiction, based on established SOP following local, state and national standards. An agency can expect an advance team to include a Communications Unit Leader (COML), a Communications Unit Technician (COMT) and an Incident Dispatcher to assess the number of CRTF personnel required and equipment needs to support the event. The CRTF may serve as an expertise or personnel resource and may assist with logistics, if communications or other equipment is necessary. The deployed team will assume radio duties for the incident or event and can be a resource to support troubleshooting and managing equipment, documentation and resource deployment. CRTF personnel assist the Incident Commander with incident management support in the field or at the Command Post by completing ICS paperwork, maintaining status and accountability of equipment, personnel and units on the scene, and relaying pertinent information back to the Communications Center or EOC. The team can also deploy directly to an EOC or Communication Center to assist another PSAP.

Per a September 2011 MOU with HSEM, the CRTF’s Incident Dispatch Team (IDT) also serves as Minnesota’s Telecommunications Emergency Response Taskforce (MN-TERT) under the National Joint TERT Initiative (NJTI). TERT is a state-to-state PSAP mutual aid personnel resource that operates under the Emergency Management Assistance Compact (EMAC). MN-TERT is recognized nationally.

ISSUES & CONCERNS
HSEM has requested an update to the previously agreed upon MOU, which covers the development and use of the Metro Region IDT to serve in disaster relief operations in the State of Minnesota and/or for the IDT to serve as MN-TERT when deployed to another state, coordinated by HSEM through the EMAC.

The amendments to the MOU are updates to both HSEM and MESB contacts.

The MOU has been reviewed by MESB Counsel.
Metropolitan Emergency Services Board

FINANCIAL IMPACT
None to the MESB other than staff time by the Radio Services Coordinator.

MOTION BY: 
SECONDED BY: 
MOTION APPROVED: 
___ YES    ____ NO

MOTION: 

---
MEMORANDUM OF UNDERSTANDING

Between the
State of Minnesota, Department of Public Safety, Division of Homeland Security & Emergency Management and
the Metropolitan Emergency Services Board

I. SUBJECT
This Memorandum of Understanding (MOU) concerns the development and use of the Minnesota Telecommunicator Emergency Response Taskforce (MN-TERT) and Metro Region Incident Dispatch Team (IDT) for disaster relief operations in the State of Minnesota and/or coordinated by the State of Minnesota, Department of Public Safety, Division of Homeland Security & Emergency Management through the Emergency Management Assistance Compact (EMAC).

II. PURPOSE
This MOU establishes procedures and policies that will guide the parties hereto in the use of the MN-TERT/IDT for requested assistance during man-made or natural disaster relief operations in and outside of the State of Minnesota.

III. PARTIES
The parties to this MOU are the State of Minnesota, Department of Public Safety, Division of Homeland Security & Management (HSEM) and the Metropolitan Emergency Services Board (MESB).

IV. BACKGROUND
MESB will coordinate personnel for the effective delivery of trained telecommunicators during emergency situations. HSEM is the lead state agency in coordinating state resources for emergency services operations and assists counties and local governmental units in coordinating requests for specialized resources such as trained telecommunicators throughout the state. MN-TERT will be used in interstate mutual-aid assistance; IDT will be used in intrastate mutual aid assistance.

V. AUTHORITY
The parties enter into this MOU under the authority of Minnesota Statutes, Sections 471.59, 12.2, 7 Subd. 1 & 2, 12.33, Subd. 1 & 4, and 192.89.

VI. DUTIES/RESPONSIBILITIES OF THE DIVISION OF HOMELAND SECURITY & EMERGENCY MANAGEMENT
HSEM agrees to:
A. Provide general guidance, training and assistance to the MN-TERT as appropriate;
B. Provide HSEM personnel to assist with claims for the reimbursement of eligible expenses for MN-TERT members, to the extend funding is available.
VII. DUTIES/RESPONSIBILITIES OF THE METROPOLITAN EMERGENCY SERVICES BOARD
MESB agrees to:
A. Recruit, organize and manage the MN-TERT and IDT and coordinate the use of MN-TERT/IDT members through a request for mutual aid to its jurisdiction. The members of MN-TERT/IDT will be responding as mutual aid resources from their local jurisdiction to the requesting jurisdiction and no through their association with MESB;
B. Provide staffing assistance and support to Public Safety Answering Points (PSAPs) throughout Minnesota upon the request of HSEM;
C. Maintain an accurate database of response-ready personnel;
D. Ensure that all MN-TERT/IDT personnel meet minimal training standards as set by the MN-TERT/IDT Steering Committee.

VIII. MODIFICATION OF MEMORANDUM
Modifications of the MOU must be in writing and approved by all parties to this MOU.

IX. LIABILITY
Each party to this MOU is responsible for its own acts and omissions under this MOU.

X. TERMINATION
This MOU may be terminated upon submission of a thirty (30) day advance written notice of termination by any party. Written notice shall be delivered to the parties via first class U.S. mail at the following addresses:

HSEM
Attn: Division Director
445 Minnesota St. Ste. 223
St. Paul, MN 55101

MESB
Attn: Radio Services Coordinator
2099 University Ave. West
St. Paul, MN 55104

XI. COMMUNICATIONS
To provide consistent and effective communication between MESB and HSEM, each party shall appoint a principal representative to serve as its primary point of contact responsible for coordinating and implementing this MOU. The HSEM contact shall be the Logistics Chief. The MESB contact shall be the Radio Services Coordinator.

XII. SITUS
This MOU shall be governed by the laws of the State of Minnesota and any claim for breach or enforcement shall be filed in the Circuit Court in Ramsey County, Minnesota.
XIII. **COMPLIANCE WITH THE LAW**
MESB shall be responsible for compliance with all law, ordinances, codes, rules, regulations, licensing requirements and other regulatory matters that are applicable to the conduct of its business and work performance under this MOU, including those federal, state and local agencies having appropriate jurisdiction.

XIV. **ENTIRE AGREEMENT**
This MOU and any exhibits and amendments annexed hereto, and any documents incorporated specifically by reference herein represent the entire agreement between the parties and supersede all prior oral and written statements or agreements.

XV. **EXECUTION**
This MOU will become effective upon execution of the signatures of all parties to this MOU. The date of execution shall be the date of the last signature.

FOR THE STATE OF MINNESOTA, DEPARTMENT OF PUBLIC SAFETY, DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

By: __________________________
HSEM Director

Date: __________________________

FOR THE METROPOLITAN EMERGENCY SERVICES BOARD

By: __________________________
Board Chair

Date: __________________________

Reviewed by MESB Counsel:

______________________________
Assistant Hennepin County Attorney

Date: __________________________
The Metropolitan Emergency Services Board (MESB) supports the Metro Region All-Hazards Communications Response Taskforce (CRTF). The CRTF is an ICS trained all-hazards personnel resource to be used by an agency to assist in the field, the command post, the EOC or the PSAP.

The CRTF responds after a request based on established SOP following local, state and national standards. An agency can expect an advance team to include a COML, a COMT and an Incident Dispatcher. The CRTF can be an expertise or personnel resource and may assist with logistics if communications or other equipment is necessary. The team will assume radio duties for the incident or event and can be a resource to support troubleshooting and managing equipment, documentation and resource deployment. Our personnel assist the Incident Commander with incident management support in the field or at the Command Post by completing ICS paperwork, maintaining status and accountability of equipment, personnel and units on the scene, and relaying pertinent information back to the Communications Center or EOC. The team can deploy directly to an EOC or Communications Center to assist another PSAP.

**Communications Unit Leader (COML)**

The MESB COML group includes representatives from several Metro Region counties. The COML’s responsibilities include developing plans for the effective use of incident communications resources, equipment and facilities. This includes directing the distribution of communications equipment to incident personnel, and coordinating the installation and testing of communications equipment. The COML will supervise other members of the CRTF such as the Communications Technician (COMT), Incident Dispatchers and others.

**Incident Dispatch Team (IDT)**

The IDT is comprised of dispatch professionals from around the Metro Region. The team represents multi-discipline PSAP personnel (police, fire, EMS) ready to deploy and bring the unique skills of the dispatcher to augment incident management at an incident or event.

The IDT also serves as Minnesota’s Telecommunications Emergency Response Taskforce (MN-TERT) under the National Joint TERT Initiative (NJTI). TERT is a state to state PSAP mutual aid personnel resource that operates under the Emergency Management Assistance Compact (EMAC). MN-TERT is recognized nationally.
Communications Technicians (COMT)
The COMT is a trained technical resource with knowledge of local communications and communications systems, frequencies and spectrum, technologies, local topography, system site locations, knowledge of local, regional, and state communication assets that include radio cache, mobile communications vehicle, or other deployable communications assets. They support the Communication Unit, IDT or other field responders as necessary.

Contacting the Metro Region CRTF

Oversight of the Metro Region CRTF is accomplished through a multidisciplinary CRTF Steering Workgroup that includes communications professionals from Law Enforcement, Fire, EMS and represents COMLs, COMTs and the Incident Dispatchers. This group meets every other month at the MESB. The CRTF conducts quarterly training to maintain awareness and readiness for its team members.

When the CRTF is requested, the CRTF Steering Workgroup decides next steps and puts together a deployment team. A small advance team may also be used depending on the circumstances and complexity. All CRTF teams will include a team leader who will lead the other members and interface with the requesting agency.

Emergency Incident Request (CRTF or MN-TERT):
• Minnesota State Duty Officer (24X7): 800-422-0798 or (651) 649-5451

Planned Event, Exercise or for General CRTF Information:
• Troy P. Tretter, 651-643-8398 or ttretter@mn-mesb.org
  Regional Radio Services Coordinator
  MESB Website: http://www.mn-mesb.org/

Minnesota Telecommunicator Emergency Response Taskforce (MN-TERT):
• Chris Kummer, 612-725-6146 or chris.kummer@mspmac.org
  Minnesota State TERT Coordinator
  National Joint TERT Initiative: http://www.njti-tert.org/

The Metro Region CRTF:
• Bringing the power of all-hazards trained communications professionals where it’s needed
• Support in the Field, the Command Post, the EOC, the PSAP, at an Exercise or an Event
RECOMMENDATION
The Executive Director recommends the Executive Committee recommend approval of new MESB Policy 030 – Purchasing-General.

BACKGROUND
The Metropolitan Emergency Services Board has established 29 policies ranging from the succession of Board officers to a gift acceptance policy to an insurance deductible policy. Many of the policies were derived from the Metropolitan 911 Board and were established 1997-1998; others were approved and implemented later, including after the merger of the Metropolitan 911 Board and the Metropolitan Radio Board in 2005. Most of the policies were updated after the merger and the creation of the MESB, but the updates primarily focused on the name change and little to no substantive changes have been made.

ISSUES & CONCERNS
The MESB has abided by generally understood public entity purchasing rules and best practices since its formation in 2005. However, the MESB has not had a formal purchasing policy in place.

The MESB’s auditors, Redpath and Company, have recommended the Board adopt a formal purchasing policy and include in it adherence to Uniform Guidelines in order to comply with new federal grant requirements.

The draft policy formalizes current MESB purchasing practices and requires the use of a Sole Source Procurement Justification Form, in the event a sole source procurement is needed.

FINANCIAL IMPACT
None to the MESB.
PURPOSE: The intent of this policy is to establish a consistent policy for the purchase of goods, services, repairs, and in-kind agreements for the MESB in a manner compliant with applicable state and federal laws, including Uniform Guidance standards, for the expenditure of public funds, including but not limited to federal grants.

PURCHASES: Purchase types and the rules associated with them are determined by the dollar amount of the aggregate purchase.

<table>
<thead>
<tr>
<th>Dollar Amount</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 – 3,000</td>
<td>Written quotes are not required if the costs are considered reasonable. Staff shall review costs from at least two qualified vendors prior to making a purchase. See ordinary purchases and ordinary space costs.</td>
</tr>
<tr>
<td>$3,000 – 25,000</td>
<td>A minimum of three written quotes must be received and evaluated. Staff must keep documentation of the vendors contacted (and every contact thereafter), quotes received, evaluation criteria and process, etc. Staff must supply the same information to all vendors when seeking quotes. Contracts must be awarded to the vendor whose quote is most advantageous to the program, with price and other factors considered.</td>
</tr>
<tr>
<td>$25,000+</td>
<td>Purchase of goods or services over $25,000 must be done via formal Request for Proposal (RFP). All purchases estimated to exceed $25,000 must consider the availability, price, and quality of supplies, materials, or equipment available through the State of Minnesota Cooperative Purchasing Venture (CPV) before purchasing through another source. Purchases over $100,000 require sealed bids, unless an exception to public bidding applies and the procurement process is approved by the Board.</td>
</tr>
</tbody>
</table>

All contracts for professional services shall be awarded via an RFP process as stated in MESB Policy 027 – Contracted Professional Services.

Certain grants may require the MESB to purchase from the State of Minnesota Cooperative Purchasing Venture (CPV). The MESB is a member of the CPV per a Cooperative Purchasing Agreement with the State of Minnesota, Department of Administration. The CPV must be considered for purchases in excess of $25,000.

Ordinary purchases include the following: paper, office supplies, meeting supplies, cleaning supplies, and individual tables, chairs or desks.

Ordinary space costs include rent, utilities, and insurance.

For ordinary purchases and ordinary space costs, a periodic review of vendors will occur to determine the best pricing for goods and services. At a minimum, the review will occur every two years. Some ordinary space costs are subject to rental agreements approved by the Board.
When making purchase, staff must receive approval from the Executive Director, who must review cost quotes received and other evaluation criteria. Additionally, if utilizing the Board issued credit card, staff must adhere to MESB Policy 013 – Use of Board Issued Credit Card.

*Sole Source Justification*

Sole source purchases are only justified if: 1. the item/service is only available from a single source (which must be documented); 2. if federal grant dollars are used, if it is authorized by the awarding federal agency in response to a written request from the MESB; or 3. competition is determined to be inadequate or unavailable. Past relationships or local proximity are not factors in a sole source justification. The MESB Sole Source Procurement Justification Form must be submitted to the Executive Director for review and approval.

*Emergency Purchases*

In the event of an emergency or disaster, staff is not required to use regularly mandated purchasing policies, however all purchases must be approved by the Executive Director and/or the Board Chair or Board Treasurer.

**CONFLICT OF INTEREST:** In accordance with MESB Policy 017 – Conflict of Interest, no MESB member or employee may participate in the selection, award or administration of a contract funded by grant dollars or other funds, if he/she has an actual or apparent conflict of interest.

**INTERNAL CONTROL:** The Executive Director shall protect personal or other sensitive information by keeping it in locked file cabinets or protected by password protection software.

The MESB maintains an Internal Accounting Procedures document, which is reviewed annually in conjunction with the MESB’s annual financial audit.
Single/Sole Source Procurement Justification Form

Single/Sole source purchases are only justified if:

1. the item/service is only available from a single source (which must be documented);
2. when using federal grant dollars, is authorized by the awarding federal agencies in response to a written request from the MESB; or
3. competition is determined to be inadequate or unavailable.

It should be noted that past relationships or local proximity are not factors in a sole source justification.

When requesting a single/sole source purchase, this form must be completed and approved by the Executive Director. This form is required for purchases exceeding $25,000; the form is optional for purchases less than $25,000. The purpose of the form is to demonstrate why it is impractical or impossible to seek or obtain competitive bids for a purchase.
1. Description of Product/Service:

2. Vendor:

3. Est. Amount of Purchase ($): Contract Period:

4. Circle one: 9-1-1 EMS Radio
   Staff Contact Name: Date:

Please answer each of the following:

1. Identify or describe the items to be purchased, noting if there is a copyright, patent or exclusive franchise held by the vendor for the items being purchased.

2. Confirm that there are no suitable alternative goods/services available from another vendor, thereby establishing the noncompetitive nature of the item to be purchased. Identify the steps taken to determine that the goods/services being purchased are the only goods/services that will meet the program’s particular needs, i.e. professional opinions/correspondence, trade publications, trade shows, visits to or correspondence with other entities which have procured the same goods/services, site visitations, proprietary design requires for existing systems/software/equipment, etc.
3. Will this purchase tie the MESB to a particular vendor for future purchases? Consider maintenance which can only be performed by this vendor, will additional like items be required/needed in the future to match this purchase.

4. Please initial here, indicating no other vendor can provide the same or a similar product/service. _____________

Attach any other documentation which helps make the determination that a single/sole source purchase is justified.

I, (signature) ____________________________________________, am aware that Minnesota statutes and Uniform Guidance require procurements to be competitively bid wherever practicable. The preceding statements are complete and accurate, based on my professional judgement and investigations. I also certify that no personal advantage will accrue to me or any member of my immediate family as a result of this procurement.

__________________________________________________________

Executive Director Signature: ______________________________

Printed Name:

Date:

Contract Number (when assigned):
RECOMMENDATION
The Executive Director recommends the Executive Committee recommend approval of a travel request for the Executive Director to attend the annual re:public meeting.

BACKGROUND
Metropolitan Emergency Services Board Policy 007 – Travel requires Board approval of travel requests for the Executive Director.

ISSUES & CONCERNS
The Executive Director is seeking approval for one travel request.

The request is to attend the 2017 re:public meeting in Phoenix, AZ, November 5-7, 2017. This is an annual invitation-only meeting for leaders in public service to discuss leadership challenges and opportunities in the digital age. Ms. Rohret attended the meeting for the first time in November 2016.

The travel request is for $1,160.00, which includes all travel; there is no registration fee. All efforts will be made to purchase a flight at a reasonable cost. Costs included in the travel request are estimates. This travel request was not specifically included in the 2017 budget, however there is room to accommodate the request in the budget.

This meeting will be included in the 2018 budget, now that the Executive Director understands how the conference and invitation process works.

FINANCIAL IMPACT
Travel costs for the conference and meeting were not specifically included in the 2017 budget, however there is room in the budget to cover these costs as travel to conferences was included in the two positions which are being combined into one.
REQUEST FOR TRAVEL AUTHORIZATION

Employee Name: Jill Rohret
Travel Purpose: re:public Meeting
Location: Phoenix, AZ (Per Diem Rate: $59.00/day)
Travel Dates: November 5-7, 2017

<table>
<thead>
<tr>
<th>Travel Cost Estimate</th>
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<tbody>
<tr>
<td>Registration</td>
<td>$0.00</td>
</tr>
<tr>
<td>Air Fare</td>
<td>$300.00</td>
</tr>
<tr>
<td>Cab Fare/Ground Transportation</td>
<td>$80.00 roundtrip</td>
</tr>
<tr>
<td>Lodging</td>
<td>$700.00</td>
</tr>
<tr>
<td>WiFi Charges (at hotel only)</td>
<td>-</td>
</tr>
<tr>
<td>Meals</td>
<td>$80.00</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
</tr>
<tr>
<td>Total Estimated Cost</td>
<td>$1,160.00</td>
</tr>
</tbody>
</table>

Is travel cost included in current budget? This meeting was not included in the budget; it is invitation only and at the time the 2017 budget was approved, it was unclear how the invitation process worked. This will be included in the 2018 budget.

There are sufficient funds in the budget to cover this meeting, as the budget included travel costs for the two positions which were essentially combined by Board approval in January 2017. It should be noted that actual flight costs should come in under budget, as well as meal costs (which are only for travel days and the amount is less than the per diem).

Notes: This is an invitation-only meeting hosted by the Center for Digital Government, and is considered its flagship leadership retreat.

Submitted by: Jill Rohret
Date: April 12, 2017

Board approval
Motion by: Seconded by:
Motion carried/Motion denied Date:
Metropolitan Emergency Services Board

MEETING DATE: April 12, 2017
PRESENTED BY: Rohret
AGENDA NUMBER: 6B. Discussion Only – MESB Emergency Plan

RECOMMENDATION
None. Discussion item only.

BACKGROUND
The Metropolitan Emergency Services Board staff have followed Metropolitan Mosquito Control District (MMCD) procedures for emergencies such as fire and tornadoes. No emergency or continuity of operations plan has ever been drafted.

ISSUES & CONCERNS
MESB staff has been working with MMCD to establish security and emergency procedures and training.

The Executive Director, using procedures agreed upon with MMCD, has drafted an MESB Emergency, Disaster, and Continuity of Operations Plan. This plan will be distributed to MESB staff members to keep in their MESB Policy Manuals. The policy manuals are reviewed by staff annually.

The continuity of operations plan is general. The Executive Director, along with the MESB’s IT contractor, have a more detailed network continuity of operations plan, which is For Official Use Only.

FINANCIAL IMPACT
None to the MESB.

MOTION:

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<th>MOTION BY:</th>
<th>SECONDED BY:</th>
<th>MOTION APPROVED:</th>
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<td>____ YES</td>
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METROPOLITAN EMERGENCY SERVICES BOARD

EMERGENCY, DISASTER AND CONTINUITY OF OPERATIONS PLAN

Draft version, April 4, 2017
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Introduction

The Metropolitan Emergency Services Board (MESB) was established by joint powers agreement for the purpose of overseeing the 9-1-1 system, the metro portion of the Allied Radio Matrix for Emergency Response (ARMER) system, and EMS in the metropolitan area of Minneapolis/St. Paul. The Board consists of commissioners from the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott and Washington and a council member from the City of Minneapolis.

The MESB’s offices are located on the second floor of the Metro Counties Government Center (MCGC), 2099 University Avenue West, St. Paul, MN, which is owned and operated by the Metropolitan Mosquito Control District (MMCD). MCGC serves as MMCD’s main office; MMCD occupies all areas of MCGC which are not in use by the MESB. MESB and MMCD do collaborate in some areas of agency operation, where appropriate. For instance, MESB and MMCD collaborate on emergency planning, though both agencies maintain their own plan and procedure document.

The MESB maintains a permanent staff of eight employees. All employees are required to be familiar with the contents of this plan for their own safety and the safety of other employees in the building. MESB contractors who spend time at the MESB offices are also encouraged to be familiar with the contents of this plan.
Section 1: Emergency Plan for Staff

Natural Disasters

For the purposes of this plan, natural disasters include fires, weather events, and flooding. This section of the plan will detail Metropolitan Emergency Services Board (MESB) plans should any natural disaster occur.

Fire

Fire poses the highest risk of natural disaster to the MCGC affecting both MESB and MMCD. The building is filled with electrical devices and connections which could overheat or short-out and cause a fire. Flammable liquids such as gasoline, oil, alcohol and solvents are stored in the garage areas. Uninterruptible power supplies (UPS) used in both MESB and MMCD server rooms contain hydrogen gas producing batteries, which could ignite. Personal heaters may cause fires if left on overnight and/or are knocked over.

Preventative Measures

MCGC is equipped with a fire alarm system, with smoke detectors scattered widely throughout the building, including in MESB areas. Hand-held fire extinguishers are required in visible locations throughout the building; all MESB and MMCD employees are required to be trained on their operation. MCGC has a ceiling-mounted sprinkler system to extinguish fires. Though effective at fighting fires, sprinkler systems do damage computer equipment.

MCGC is built primarily of non-combustible materials. The risk of fire can be reduced when new construction is done, or when office furnishings are purchased, by specifying flame-resistant products.

All personal heaters must be plugged directly into a wall outlet; plugging heaters into surge protectors is not permitted. All personal heaters must be turned off/unplugged every night.

Unannounced fire drills will be conducted throughout the year and MESB staff, even if in meetings, will participate. MESB will also participate in fire extinguisher training. MMCD conducts semi-annual inspections of fire prevention equipment. Fire extinguishers are inspected monthly as required by city code; MESB staff may choose to participate in the monthly fire extinguisher inspections. Annual tests of the sprinkler system are conducted annually, as are inspections and cleanings of smoke detectors.

Each public meeting room in MCGC has a set of emergency procedures which document where meeting room users should go during fires, tornadoes or violent incident.

Fire Procedures

If the firm alarm goes off, MESB staff shall immediately proceed to the nearest exit. If staff members are in meetings, the entire meeting shall immediately proceed to the nearest exit;
MESB staff are responsible for ensuring their meeting attendees safely evacuate. Once outside, staff members shall congregate on the hill at the north end of the parking lot. See Attachment A for a map of the fire evacuation point.

The Executive Director will go through MESB staff areas on the way out of the building to ensure MESB staff exited the facility, which is done in conjunction with the MMCD Executive Director. Once outside, the Executive Director will account for all staff members. Should the Executive Director be away from the office during a fire drill or actual fire event, the Director of 9-1-1 Services will ensure all MESB staff left the building and has arrived at the congregation point.

Should a fire occur after hours, MMCD will notify the Executive Director of the event and the state of the building. The Executive Director will notify staff and the Board Chair if the Continuity of Operations Plan should be implemented. (see page 9).

Weather Events
Tornadoes and Severe Thunderstorms

Tornadoes and severe thunderstorms with high winds have a very real possibility to occur. Tornadoes or high winds would be destructive for the MCGC should one occur in the area.

Preventive Measures

Very few preventive measures can be taken for tornadoes or severe thunderstorms with high winds. MCGC is not a tornado-proof facility; its many windows and flat roof are susceptible to wind damage. During Severe Weather Awareness Week, the MESB staff will participate with MMCD in a tornado drill, even if in meetings.

Tornado and Severe Thunderstorm Procedures

When tornado sirens are heard (the exception being the regular monthly test occurring at 1:00 p.m. on the first Wednesday of each month), all MESB staff, including those in meetings, shall proceed to the downstairs locker rooms in the northwest corner of the building, near the elevator, rooms 110 and 112. If in a meeting, MESB staff members are responsible for ensuring their meeting attendees proceed to the tornado shelter area. See Attachment B for a map of the tornado shelter area. The Executive Director will account for all staff members. Staff will remain in the locker rooms until the tornado warning is over, or the all clear is given by MMCD.

The Executive Director, in cooperation with the MMCD Executive Director, will go through MESB staff areas on the way to the tornado shelter area to ensure MESB staff or visitors do not remain in unsafe areas. Once in the shelter area, the Executive Director will account for all staff members. Should the Executive Director be away from the office during a tornadic event, the Director of 9-1-1 Services will ensure all MESB staff have moved to the tornado shelter area.

Each public meeting room in MCGC has a set of emergency procedures which document where meeting room users should go during fires, tornadoes or violent incident.
Should a tornado or damage-causing severe thunderstorm occur and damage MCGC after hours, MMCD will notify the Executive Director of the event and the state of the building. The Executive Director will notify staff and the Board Chair.

If the building is rendered uninhabitable, the Executive Director will notify staff and the Board Chair, and will begin to implement the Continuity of Operations Plan (see page 9).

**Winter Snow/Ice Storms**

Winter weather is a regular occurrence during Minnesota winters. In general, it causes inconvenience during daily commutes. In these cases, staff is expected make efforts to adjust their commutes to allow them to arrive to work in a timely manner. In some instances, however, travel may not be advised due to extreme road conditions (severe snow/ice covered roads), or if the building is damaged, loses power or has no heat. Without heat, water mains can break and flood the building.

Should a winter weather event or building occupancy issue occur, MMCD will notify the Executive Director of the event (if building occupancy issue). The Executive Director will notify staff via telephone and/or email of the event. Notification could include information that the building is closed (decision made in coordination with MMCD leadership) or that staff should arrive late, due to heat or power issues.

If the building is rendered uninhabitable, the Executive Director will notify staff and the Board Chair, and will begin to implement the Continuity of Operations Plan (see page 9).

**Floods, Earthquakes and other Natural Disasters**

Due to the terrain of the location of the MCGC, it is unlikely that the building would be affected by a flood, unless a water main break occurs. In the event the building becomes uninhabitable while staff is present, the Executive Director and MMCD leadership will direct staff as to how to leave the building safely. If the event renders the building uninhabitable during off-hours, the Executive Director will notify staff as to how to proceed at that time.

The threat of an earthquake in this area is very low, and thus no immediate action plan is included in this planning document. Should an earthquake occur which renders the building uninhabitable during business hours, staff will follow directives from the Executive Director, MMCD leadership, and/or public safety authorities. If the building is severely damaged during off-hours, staff shall wait for authorities to declare the building safe before entering. Such notification will come from the Executive Director.

If the building is rendered uninhabitable, the Executive Director will notify staff and the Board Chair, and will begin to implement the Continuity of Operations Plan (see page 9).
Man-Made or Pandemic Emergencies

In the event of a man-made emergency, such as a violent act occurring in the building, staff should adhere to the following procedure.

If an act of violence is committed in the building, staff should adhere to the “Run, Hide, Fight” mantra.

If it is safe to do so, staff should vacate the building. If the violence is occurring in the public area of the building (reception area and Rooms 205 and 209), staff should proceed, if possible, downstairs via the back stairwell, and exit via the garage. Once outside, staff should proceed to the congregation point, approximately one block north to the Metro Transit Police office on Transfer Road. Staff shall remain at that location so the Executive Director can account for their presence. They will remain there until cleared by public safety officials to leave. See Attachment C for a map of the location.

If staff cannot get downstairs or thinks that violence is occurring downstairs, staff should proceed to the equipment room, room 214, just beyond the back stairwell. See Attachment D for a floorplan of the second floor of the building. This room is only accessible with a fob; all staff badges can access that room. Because the room is locked, staff can congregate in that room, only coming out once the violence has ended at the direction of public safety. Alternatively, staff can utilize the emergency ladder located in room 214 to exit the room onto the rooftop and down the side of the building. At that point, staff should proceed to the congregation point of the Metro Transit office, 677 Transfer Road, St. Paul. Staff shall remain at that location so the Executive Director can account for their presence. Staff shall remain there until cleared by public safety officials to leave.

If evacuating the building is not an option, staff can attempt to hide behind large/heavy objects in their offices or cubicles. However, due to the architecture of the building, hiding in many offices or cubicles is not an option. Due to this, staff should attempt to go to room 214, which is a locked equipment room requiring fob access. Staff can congregate in that room, coming out once the violence has ended and at the direction of public safety officials. When hiding, it is recommended that cell phones be silenced.

Finally, if running/evacuating or hiding are not options, staff can attempt to fight the assailant. This should be a last resort and only when one’s life is in imminent danger. When fighting, staff should act with physical aggression and throw items at the assailant in an attempt to incapacitate.

MMCD and MESB will drill evacuation procedures with their staffs regularly. All staff is expected to participate during drills.

Each public meeting room in MCGC has a set of emergency procedures which document where meeting room users should go during fires, tornadoes or violent incident.
**IT Network Attack**

IT network attacks and other computer crimes have become a regular occurrence in the world. Networks and procedures must exist to limit exposure to such occurrences.

MESB staff are expected to follow all IT procedures and policies, as they are designed to maximize network and computer performance, and to prevent IT attacks.

The MESB network is designed with diversity and redundancy. Additionally, the network is designed to limit services if experiencing an attack, as a method of defense. Should the MESB network be rendered unusable, the Continuity of Operations Plan (see page xx of this document) shall be implemented.

**Pandemic Disease**

Pandemic disease outbreaks, such as influenza, ebola, etc. may be highly disruptive to MESB operations. Delivery and availability of MESB services would be severely affected if a pandemic outbreak occurs, due to employee absenteeism or if non-essential government agencies are asked to close for an extended period of time.

MESB employees are encouraged to obtain annual influenza vaccines.

In the event of the closure of MCGC, the Executive Director may determine that telecommuting is necessary to accomplish core MESB goals, while preventing the spread/exposure of the pandemic disease.

If MCGC remains open, staff will be provided with hand sanitizer, gloves and surgical masks.
Section 2: MESB Continuity of Operations Plan

The MESB has become largely dependent on the use of computers to accomplish its mission and day-to-day activities. The MESB has its own information technology (IT) network which provides data and voice communications. The MESB’s daily functions are dependent upon this network. Without adequate planning and preparation to deal with the impact of a disaster, District computer and communications systems could be unavailable for many weeks, thereby rendering the MESB unable to accomplish its mission.

The primary focus of this section of this document is to provide a continuity of operations plan in the event a disaster severely cripples the MCGC building, and/or the MESB’s IT network. This plan outlines the steps necessary to ensure the restoration of the MESB’s network facilities and to continue its operations.

All disaster recovery plans assume a certain level of risk. The primary risk for the MESB is the loss of data and network capabilities in the event of a disaster. Compromises must be made between the amount of time, effort and money spent in recovering from a disaster and the amount of data loss which could be sustained to remain operational after a disaster.

The techniques for backup and recovery used in this plan do not guarantee zero data loss. MESB must be willing to assume the risk of some data loss and do without computer and telecommunications services for a period of time after a disaster situation.

Data recovery efforts in this plan are targeted at getting the network up and running with the last available off-site backup data. Significant effort will be required after the system recovery to restore data integrity to the point of the disaster and to synchronize that data with any new data collected.

In addition to network restoration, this section of the plan will provide an outline of what steps will be taken if MCGC is declared uninhabitable for a sustained period of time.

General Information

Immediately following a disaster, a planned sequence of events begins. MMCD will notify the MESB Executive Director, who in turn, will notify staff. The Executive Director will determine what staff and/or contractor (in particular the IT contractor), if any, shall report to the MCGC to implement a recovery plan.

Early efforts will focus on protecting and preserving computer and communications equipment and backup media. A number of items must be identified and protected from the elements, including network servers, optical storage drives, network equipment and data storage media. Once identified, these items should be moved from the disaster site.
Concurrently, MMCD will conduct a survey of the disaster scene with appropriate personnel to estimate the amount of time required to put the facility building and utilities into working order. Based on the determined estimate, the MESB Executive Director will engage the MESB IT contractor to move the MESB network components to an alternate site to restore MESB network capabilities until the MCGC can be repaired.

The recovery process may require replacing equipment which cannot be salvaged. MESB may need to implement emergency procurement procedures to quickly place orders for equipment, supplies, software, and any other needs. The emergency procurement procedures are outlined in this plan and have been pre-approved by the MESB Executive Committee. In addition to replacing equipment, the MESB may need to secure an alternate location out of which to conduct its operations. If the MCGC can be habitable with a few days, it may be possible for staff to work from their homes, if possible. However, if the MCGC will be uninhabitable beyond a week, it will be imperative for the MESB to find temporary quarters.

**MESB Network Backups**

The MESB regularly backs up its IT network and data files. These backups are stored in two separate and geographically diverse locations. One set of backups is stored in the MESB’s server room (room 228); the other set is located off site and is available to the MESB’s IT contractor, if needed. Additional network documentation is available and saved on a password protected drive, which may be remotely accessed.

If the MESB network goes down, the Executive Director will work with the IT contractor to restore the MESB network as quickly as possible. This may require emergency equipment purchases if the MESB network servers are severely damaged. If staff computer equipment is damaged, it will be replaced as quickly as possible.

**Operations**

If staff is required to either work from home or an alternate location for a period of time, additional computer equipment will be needed to accomplish tasks. Seven laptop computers will be stored in a secure location off-site, accessible by the Executive Director and the IT contractor. The IT contractor will install data from back-up data files onto the laptops and the Executive Director will distribute them to essential staff, to provide operations continuity.

**Succession Planning**

In the event the Executive Director is incapacitated or unable to work for a period of time, certain members of MESB staff will need to oversee general MESB operations, in concert
with the Board. In such a circumstance, the most senior of the following MESB staff positions shall temporarily take over management of general MESB operations: Director of 9-1-1 Services; EMS Coordinator; and Radio Services Coordinator, each managing his/her own discipline area.

In this instance, the Financial Services Specialist will play a vital role in maintaining financial continuity and processes. The Board may need to make additional policy decisions during such a period, and the Chair and Treasurer may need to sign-off on more invoices than normal.
Attachment A: Fire Evacuation Point Map
Attachment B: Tornado Shelter Location
(Proceed to areas marked in green)
Attachment C: Congregation Point Map
(For evacuations due to violence)

[Map removed from Public Document]
Attachment D: Safe Room Location
(Proced to Mechanical Room, Room 214)