

# Meeting Agenda: PSAP Roundtable

**Date & Time:** Tuesday October 13, 2015 from 0900-1100

**Host:** Carver County Sheriff's Office  
Shane Sheets, PSAP Supervisor (952) 361-1209

**Location:** Carver County Sheriff's Office  
Oak Lake Conference Room  
606 E 4<sup>th</sup> Street  
Chaska, MN 55318

## Agenda Items:

1. PSAP operational updates and information (management, staffing, schedules, major changes)
2. Events and exercises (plans, meetings, 205's, impact on operations)
3. Training (new employee and continuing ed.)
4. PSAP technical updates and info (CAD, radio, phone and other systems)
  - a. Feedback/questions on Basecamp (Heidi)
5. QA/QI
  - a. Documentation and record keeping systems (Heidi)
6. Standards/procedures/policies
7. Tours: Following the meeting, Shane has volunteered to provide a tour of the 9-1-1 center for those that are interested.

## Directions/parking:

Hwy 169 Southbound to north Hwy 41. Then take a right onto East 4th St. That will lead you right to the main parking lot.

The other option is to go westbound Hwy 212 then southbound Hwy 41. Then take a Left at East 4th St. This will also lead you to the main parking lot.

Enter into the Sheriff's Office doors. Signs will be posted to get to the Oak Lake Conference Room.

# Meeting Notes: PSAP Operations/Training Roundtable

**Meeting Date & Time:** October 13, 2015 9:00-11:00  
**Hosted by:** Carver County Communications  
**Location:** Carver County Sheriff's Office

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## Members Present:

Shane Sheets (Carver)	Cathy Anderson (ECN)
Jill Martens (Scott)	Kyle Blum (Anoka)
Angie Quast (Scott)	Tony Martin (Edina)
Tim Boyer (State Patrol)	Pete Eggimann (MESB)
Candy Capra (MSP Airport)	Cheryl Pritzlaff (Dakota)
Heidi Hieserich (MSP Airport)	Chad Loeffler (Metro Transit)
Lauren Petersen (MSP Airport)	LaVae Robinson (Minneapolis)
	Emily DeBroux (Ramsey)

**Meeting notes recorded by:** Shane Sheets

## *Standing Agenda*

### 1) **PSAP operational updates and information:**

- a) Carver: Shane Sheets reported that a planned evacuation to Ridgeview Medical Center is underway for some construction in dispatch. They are currently fully staffed and have been preliminarily approved for two more dispatcher positions. They will be starting their 12 hour schedule in January and were recently approved for a treadmill at one of the consoles. Members discussed the successes/issues with treadmills and other stationary fitness equipment, such as elliptical steppers and bikes.
- b) Ramsey: Lost 6 employees within the past month, and have 13 in training (hired 5 weeks ago). They recently promoted 2 people to supervisor, so there are 2 more dispatchers who will need to be replaced. They are also promoting 3 people to fire dispatch

soon. There are still some issues/concerns with Tri-Tech CAD, but still new since it went live in March. Ramsey is also upgrading their phone system to Vesta.

- c) Dakota County: Dakota just upgraded to the new Vesta phone system. In the process of upgrading their voice/data logging system to Equature from DSS Corporation. They are very happy with the features and ease of use. As far as personnel, experiencing some turnover, down 3 and they have 7 in training. They have recently tweaked the schedule and added a combo of 8 and 12 hour schedules.
- d) Minneapolis: Minneapolis recently finished their scheduling for next year, and they will be hiring 7 new dispatchers in November. They are closing up the hiring process for a new supervisor position that was posted both internal and to external candidates. A new position for a training and QA specialist is in the classification process. They will be upgrading their CAD to TriTech 5.7 in the near future.
- e) State Patrol: Rochester location opened 3 weeks ago, and they are addressing some minor bugs, but the process is going good. For staffing, they are currently down 3 dispatchers and 1 supervisor at each site.
- f) Edina: Tony Martin discussed their scheduling process and an open house they had for potential dispatcher candidates. They are scheduled to add a 4th console in 2016 and they are exploring other CAD options.
- g) Anoka: Anoka has a new manager, Val Sprynczynatyk. Presently, they are operating with 11 new dispatchers on the floor at various times. They will be upgrading to the MCC7500 consoles and are exploring schedule options.
- h) Scott: Scott County is moving to LETG CAD, but does not have a live date scheduled. They are operating with many new supervisors and dispatchers. They also are trying a new training process with class room first, then live training, and then finishing back in the classroom.
- i) Airport: Airport is in the process of hiring one. A contingent offer was made last week. Filling this vacancy will bring the center to full staffing levels. Airport is also in the process of replacing their voice/data logging system and will be going with Verint.
- j) Schedules:
  - (1) Creative schedule ideas were discussed. Examples can be posted to Basecamp for sharing ideas amongst agencies. Contact Heidi with questions on how to do this.
  - (2) Shift trades were discussed. There was variance amongst the group on how shift trades are handled. Some agencies have no limits for staff, others require staff to

trade within the same week/pay period and some require a doctor's note for missing a traded shift or issue warnings.

There was a suggestion to put language in the labor contract to have it be the responsibility of the staff member to ensure they do not exceed the 40 hour per week FLSA restriction.

**2) Events and exercises:**

- a) Anoka County and Minneapolis will be conducting a training with Burlington Northern on Thursday, October 15th.

**3) Training:**

- a) APCO leadership training: APCO is sponsoring a free training opportunity on October 29<sup>th</sup> in St. Cloud at the Law Enforcement Center. The course "Leadership in the 9-1-1 Center" is presented by NENA Education and Training.
- b) December opportunity: Airport is hosting "Lessons Learned from the Denise Amber Lee Case" on December 2<sup>nd</sup>. This is a half day course offered twice in the same day. Contact Heidi Hieserich for additional information.
- c) ICS 300 & 400: An ICS 300 will be offered in March and an ICS 400 in August. Ron Robinson will be the contact, but more information is forthcoming.

**4) PSAP technical updates and info:**

- a) CAD Feedback: Tony Martin (Edina) advised that Edina is exploring new CAD options and asked for feedback from TriTech and LETG users.
- b) Basecamp: Heidi Hieserich asked the group for feedback on Basecamp and whether the application would meet the collaboration/communication needs of the group. Those that had an opportunity to explore Basecamp liked what it had to offer and felt it met the needs of the Roundtable, those that hadn't liked the idea of a platform for collaboration and sharing. Some suggested uses for Basecamp included repository of schedule options, soliciting interest from surrounding agencies in training courses.

**5) QA/QI:**

- a) Emily DeBroux (Ramsey) advised that she would be presenting a course on QA/QI program development at the APCO/NENA/MSA 2016 Conference and asked if any others were interested in co-presenting on the topic. Anyone interested should reach out to Emily directly at [Emily.Debroux@co.ramsey.mn.us](mailto:Emily.Debroux@co.ramsey.mn.us)
- b) Documentation and record keeping systems: Tabled

**6) Standards/procedures/policies:**

- a) Cathy Anderson shared that the SRB Systems Administrator Training standard is nearly complete. Anyone with interest in joining the standards workgroup should contact Cathy. It is not necessary to participate in the development/revision of all standards when you join the workgroup. People are encouraged to participate in whatever they can/want.

- 7) **Other:** New meeting time will be changed from 09:00-11:00 to 10:00-12:00 starting in January. Airport will host the first meeting in January, looking for volunteers to fill in the remaining three quarters.

**2016 meeting dates:**

January 12<sup>th</sup> Host, MSP Airport

April 12<sup>th</sup> Host needed

July 12<sup>th</sup> Host needed

October 11<sup>th</sup> Host needed