

Meeting Agenda: PSAP Roundtable

Date & Time: Tuesday July 14, 2015 from 0900-1100

Host: Minneapolis Emergency Communications Center
Lavae Robinson (612-290-3443)

Location: Minneapolis Emergency Operations and Training Facility (EOTF)
25 37th Avenue NE
Columbia Heights, 55418
Conference Room 127

Agenda Items:

1. PSAP operational updates and information (management, staffing, schedules, major changes)
 - a. MN Metro Region Public Safety Dispatch Center Salary Survey (Chris Kummer)
2. Events and exercises (plans, meetings, 205's, impact on operations)
3. Training (new employee and continuing ed.)
 - a. Interoperability training (Jill Rohret)
 - b. Class interest (Heidi Hieserich)
4. PSAP technical updates and info (CAD, radio, phone and other systems)
5. QA/QI
6. Standards/procedures/policies
 - a. Agency exchange of incident information (Heidi for Cheryl Pritzlaff)
 - b. Procedures/policies for pinging cell phones (Val Sprynczynatyk)
7. Tours: Following the meeting, Lavae Robinson has volunteered to provide a tour of the fire training areas and the Strategic Information Center (SIC) for those that are interested.

Directions/parking:

See the attached map. This is the same location as the Minneapolis Fire Training Tower. Parking is onsite and free.

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Meeting Notes: PSAP Operations/Training Roundtable

Meeting Date & Time: July 14, 2015 9:00-11:00

Hosted by: Minneapolis Emergency Communications Center

Location: Minneapolis Emergency Operations and Training Facility

Members Present:

Val Sprynczynatyk, Chair (Hennepin)

Chad Loeffler (Metro Transit)

Candy Capra (Airport)

Heidi Hieserich, Secretary (Airport)

Lavae Robinson (Minneapolis)

Thomas Bearheart (Bloomington)

Kelly Kaeding (Scott County)

Timothy Boyer (State Patrol)

Tim Walsh (Carver County)

Shane Sheets (Carver County)

Cathy Anderson (ECN)

Chris Krajsa (State Patrol)

Jill Rohret (MESB)

Meeting notes recorded by: Heidi Hieserich

Standing Agenda

1) PSAP operational updates and information:

- a) Bloomington: Tom Bearheart reported that they just hired two dispatchers. They also plan to move forward with a new CAD system (TriTech) next summer.
- b) Scott County: Kelly Kaeding reported that Scott County has a new PSAP Coordinator, Sergeant Ken Dvorak. They also recently experienced some supervisory turnover, resulting in the hiring of two new supervisors.
- c) Airport: Heidi Hieserich shared that Airport is in the process of hiring to fill one vacancy, which would bring the center to full staffing.
- d) Hennepin County: Val Sprynczynatyk shared that Hennepin is hiring two and will be hiring four more. Val also shared that she accepted a new position as the PSAP Manager with Anoka County effective July 27th.
- e) Metro Transit: Chad Loeffler said they have been struggling with diversity in staffing and asked for some suggestions. There was some discussion on the topic of advertising to target groups and suggestions to coordinate public outreach through the organization's diversity representative if possible.
- f) Minneapolis: Lavae Robinson said that there were 13 conditional offers made to candidates for an August start date. Minneapolis will also be upgrading to the

MCC7500 radios at the end of August and going through a major CAD upgrade in October.

- g) Carver County: Shane Sheets advised that Carver County recently hired three dispatchers, upgraded to the new MCC7500 radio consoles and installed a new phone system (VESTA). They have been experiencing some echo and static issues.
- h) State Patrol: Chris Krajsa advised that State Patrol has four openings in the metro and three in Rochester. They've been experiencing some issues with employee sick leave/FMLA. There was extensive discussion amongst the group regarding this issue more prevalent in the larger PSAPs represented.

2) **Events and exercises:** No discussion

3) **Training**

- a) Interoperability training: Jill Rohret attended the meeting to advise that the MESB was able to secure funds that can be used to provide interoperability training for metro area PSAPs. This was in follow up to a suggestion to pursue such training from Rick Juth at the April meeting. The training will be scenario driven and last about 3 hours. Target timeline will be this winter, sometime after the 1st of the year.
- b) Class interest: Heidi Hieserich advised that the airport was considering hosting a couple of classes this fall and winter. The first being a combination of two half day seminars into a one day course option through the Public Safety Group out of Florida. The first half of the day would focus on TTY call handling, ADA compliance and ASL. The second half of the day would focus on a motivational session titled "Am I Just the Dispatcher?". The goal is to offer this combo course on at least two dates this fall. There was strong interest from the group, but Minneapolis requested that October be avoided due to conflicting training/projects.

The other course to be hosted by Airport over the winter will be the APCO CTO course. Again, there was interest from a few agencies in this course as well. There was some discussion regarding a few agencies choosing not to follow the APCO CTO program any longer, due to the ongoing certification requirements. Only those that have taken APCO CTO 5th Edition can recertify, so anyone wishing to maintain their APCO credentials will have to retake the course.

c) Other training announcements:

Scott County is hosting the following:

APCO CTO 5th Edition, August 10-12

APCO Surviving Stress, September 10

APCO Active Shooter, September 11

d) Sharing of PSAP Resources:

The idea of sharing training/talent resources amongst PSAP's was discussed again. This previously visited idea could involve sharing existing training presentations, subject matter experts, etc. There was consensus with the group to dedicate the October meeting as a workshop session to focus on making progress with this item. Some topic ideas discussed include weather, customer service, or active assailant. The idea of utilizing Alex Tech as a resource to create some new training options was also discussed.

There was strong interest from the group in developing a catalog of training resources utilized by area PSAPs as well. For example, recommended consultants.

Action item #1: PSAPs wishing to contribute to or participate in the idea of shared resources/training should attend the October workshop. Please bring 1-2 training items to the workshop for review. Examples include existing training presentations that could be modified for a more general PSAP audience, a suggested course outline, etc.

Action item #2: Cathy Anderson will explore whether Alex Tech is an option for developing new courses.

Action item #3: Heidi Hieserich will begin to catalog ideas and publish this resource for shared access on the shared website as soon as possible.

e) Leadership training:

A couple agencies shared their struggles with inconsistent supervision and the impact on staff expectations. The group offered a couple of highly recommended options for leadership training.

The BCA Supervision and Management Series: A series of eight courses that can be taken individually (\$240 each, full certificate registration discounted). Completion of all eight required for the certificate.

Supervision of Police Personnel – Northwestern University: This is an eight week course conducted online (\$900)

APCO Communications Center Supervisor (\$439 online, \$389 classroom)

- f) APCO fall training: Lavae Robinson advised the group that the APCO Committee will be meeting soon and discussing options for a possible APCO sponsored training opportunity this fall. Any ideas for training can be sent to Lavae directly lavae.robinson@minneapolismn.gov. The topic of stress management training for dispatchers was discussed as a possible option.

- 4) **PSAP technical updates and info:** The MESB is exploring options to create a website or SharePoint site to support the communication/collaboration needs of the Roundtable group. If this doesn't work out, other options include Google Drive or Base Camp, an application currently used by Airport.
- 5) **QA/QI:** No discussion
- 6) **Standards/procedures/policies:**
 - a) Agency exchange of information (Heidi for Cheryl Pritzlaff): The group discussed PSAP norms for obtaining information from neighboring jurisdictions during an in progress incident. Technology, such as FATPOT, has helped to provide situational awareness across jurisdictions for some agencies, those that don't have FATPOT are at times asked to call another PSAP to get more information. While most agreed they wouldn't mind a call from another PSAP asking for information, the response may be different depending up on the size of the PSAP. Some centers only staffing a couple dispatchers may be overwhelmed trying to keep up with the incident, while larger PSAPs may not feel that much impact from additional calls. Most PSAPs will request assistance as needed or keep neighboring jurisdictions advised via Metcom or teletype.
 - b) Procedures for pinging cell phones (Val Sprynczynatyk): Val asked what criteria other agencies were following with requests to ping a cell phones, given that the request is often denied by the cell phone provider if the issues is not an immediate life/death issue. There was some mixed response from the group. Others have been denied for similar reasons, but this is often inconsistent with the cell phone providers as well. Sometimes they will release the information, while other times they require a subpoena. Minneapolis turns their requests over to the Minneapolis Strategic Information Center (SIC), while other PSAPs will attempt for known in-progress emergencies involving a person's safety with the understanding the request may be denied.
- 7) **Tours:** A big thanks to Lavae Robinson for providing a tour of the SIC and fire training areas.
- 8) **Other:** With Val Sprynczynatyk stepping down as the PSAP Roundtable Chair, Heidi Hieserich was nominated to chair the group. At this time the group will not have a secretary; notes will be recorded by the meeting host moving forward. The group agreed that it would be good to see some clear guidelines on host responsibilities (agendas, refreshments, notes, facilitation, etc.). Heidi will put a list of host responsibilities together for future meetings.

Future 2015 meeting dates:

October 13th 0900, Carver County (Chaska)