

Meeting Agenda: PSAP Roundtable

Date & Time: April 12, 2016 from 10:00-12:00

Host: Airport Emergency Communications Center (ECC)
Contact: Heidi Hieserich (651)334-5539 or Heidi.hieserich@mspmac.org

Location: Airport ECC - MSP Airport Fire Station #1
Room: Level 1, Training Room
6920 34th Ave South
Minneapolis, MN 55450

Members Present:

Barb Vogelpohl (HCSO)	Teri Wold (HCSO)
Chad Loeffler (Metro Transit)	Bill Anderson (Metro Transit)
Victoria Peckman (AHEMS)	Candy Capra (Airport)
Heidi Hieserich (Airport)	Cathy Anderson (ECN)
Jill Martens (Scott)	Angie Quast (Scott)
Lauren Petersen (Airport)	Emily DeBroux (Ramsey)
Kim Adamek (Ramsey)	Cheryl Pritzlaff (Dakota)
Tim Walsh (Carver)	Shane Sheets (Carver)
Chris Krajsa (State Patrol)	Tim Boyer (State Patrol)
Tony Martin (Edina)	Linda Curtis (Washington)
Jennifer Bruner (Washington)	Kari Morrissey (Anoka)

Agenda Items:

1. Training

a. Upcoming opportunities:

- Sex Trafficking 101 for Law Enforcement (April 13 & 15, hosted by Airport and Metro Transit)
- MN Interoperability Conference (April 25-27)
- MESB Dispatcher Scenario Training (May 5)
- Missing Children Dynamics and Response (June 2, hosted by Shakopee PD)

- NENA Conference and Expo (June 11-16)
- APCO International Conference (August 13-16)

b. *General training discussion:*

- Discussion with the group and general interest in training for PTSD and complacency. Both Hennepin and Ramsey County had recent PTSD training put on through county mental health services. Heidi will try to coordinate a course

2. Standards/procedures/policies

a. *Update on minimum training requirements standard for metro (Heidi Hieserich):* Members from the project workgroup have met a handful of times (Ramsey County, Anoka County, Minneapolis, Allina, State Patrol and Airport). The minimum training requirements work in progress at the national level (released by APCO & NENA earlier this year) is the basis of metro area draft requirements. A draft will be released to the Roundtable group for feedback soon.

b. *Use of plain language for statewide interoperable language policy (Cathy Anderson):*

Cathy asked the group what codes agencies are using (ten codes, etc.). Most shared that they are still using at least a couple of codes (Airport, Edina, Ramsey, Carver, State Patrol, Washington, and Dakota), while a couple have eliminated them entirely (Metro Transit & Scott). Some agencies continue to train on certain ten codes just due to significance of what they represent (officer down, back-up request, etc.)

c. *Dispatcher Best Practices Guide:* Cathy Anderson reminded the group about the Training Radio Telecommunicators standard (1.11.3) and the Minnesota Dispatchers Communications Best Practice Guide.

3. PSAP operational updates

a. Ramsey County:

- Kim Adamek shared that they will be promoting 3 law dispatchers soon. Their staffing is stretched thin so they may not run a classroom phase of training with the next round of hires due to a CTO shortage and operational impact.
- Working on a CAD upgrade in the near future.
- There will be some organizational changes with the promotion of Nancie Pass to deputy director.
- They recently presented staff with the option of 12 hour shifts but it was turned down. Those who were against the 12 hour shifts were concerned about a reduction in overtime.

b. Hennepin County:

- Currently have 2 in training; starting 2 more dispatchers in a week. Staffing is down, but better than it was in the past. Down 2 supervisors.

- c. Allina:
 - Recently hired 4, they will have a staggered start next week. Half of the team is in some form of training. Will be at full staffing once the inter-facility dispatcher position is filled.
- d. Metro Transit:
 - Recently hired 2 dispatchers, both internal; have 2 in training right now.
- e. Airport:
 - Just started 1 new dispatcher this week and have 1 that will complete training at the end of the month.
 - In the selection process for the new video surveillance specialist position. This position is a work in progress and is a challenge due to lack of existing training options for video surveillance.
 - Working with Allina to finalize CAD to CAD interface and hoping for a June go live.
 - Going live with a new audio logging software in May (Verint Audiolog).
- f. Scott County:
 - Scott reported that they were fully staffed for a month. They currently have an open posting through the 24th and 1 in training.
 - Still experiencing delays with new CAD project (LETG), not sure when the migration to the new CAD system will happen yet.
- g. Carver County:
 - Carver reported 3 in backgrounds to fill 3 positions, 1 vacancy from current staffing and 2 positions due to headcount increase.
 - Going live with a new DSS audio recorder the week of the 24th. They were able to partner with Dakota and allowed to purchase on their RFP.
 - Will be hiring a new warrants clerk soon. The position will work Monday-Friday and there are no plans to cross-train this position with dispatch.
- h. Dakota County:
 - Staffing is down; they have 6 in backgrounds and 6 in training.
 - Diane Lind retires May 31st they are in the process of filling her position.
 - Training is in progress with TriTech for the CAD “go live” set for June 1st.
 - Dakota reported challenges (as many agencies did) with keeping CTO’s engaged. It’s difficult on CTO’s training back to back without a break period. Will have 13 in training soon.
- i. State Patrol:
 - State reported that staffing count is down 6 or 7. They have 11 openings overall, with 5 in Rochester.
 - Due to a lack of trainers they will only hire in groups of 2.

- They have had some retention issues with supervisors lately and just hired 1 from outside the organization.

j. Anoka County:

- Anoka reported that they have hired 15 since last August. Nine have left and they may lose 2 more for performance reasons soon. They will be hiring 5-6 soon and this time around they added a typing test to the screening process since typing has been a performance concern with past trainees. They also added a “Good, Bad and the Ugly” video to their hiring process in an effort to educate job candidates about the job realities.

k. Edina:

- Edina reported they are currently down 3 full time positions, which is 1/3 of staffing. They recently had one toxic dispatcher leave after 12 years, which has been positive for the rest of the staff.
- The City of Edina is doing a staffing study and they are hopeful they will see an increase in staffing with the results.
- Their PSAP remodel was just completed adding a fourth position and additional work space.

l. Washington County:

- Washington reported that they were down 1 dispatcher.
- They are in the process of looking at a new CAD product within Tri-Tech.
- They have 3 dispatchers actively looking for law enforcement/police opportunities.
- There was some discussion on CTO compensation. Washington compensates CTO's with an hour of straight time for each shift they train.

4. General discussion

- Hiring presentations:* There was some discussion of job preview/recruitment presentations. Several PSAPs share the frustration of job candidates that are somehow not fully aware of job requirements (shift work, overtime, stress, etc.). Many agencies require candidates to sign a document stating they will work nights, weekends, holidays, etc.; however, many still report this isn't effective. A few agencies offer hiring presentations to share the realities, encourage observation time in the center, etc. Ramsey County encourages job candidates to bring their family with them so the family is aware of job realities as well. Edina encourages citizens to observe in the PSAP as part of the citizen academy.
- Public education:* There was some discussion in regard to public education and awareness of how 9-1-1 works. A couple PSAPs reporting a higher frequency of challenging callers. There was agreement that more public education was needed on how 9-1-1 works and what the public should expect.
- Radio tones:* Tony Martin from Edina asked the group if there was interest in designating a specific tone for officer emergencies in the metro area.

Participation would be optional for each agency, but it would provide the option of bringing some consistency with a designated tone. Right now each agency does things differently. For example, Hennepin County recently changed their protocol to use the warble tone for officer emergencies which is used for weather incidents at the airport. There was interest from the group in moving forward with a designated officer emergency tone. Tony Martin will pursue next steps.

5. PSAP technical updates and info (CAD, radio, phone and other systems)

a. Statusboard:

- Cathy Anderson updated the group that a recent network change caused the vanity URL to fail. An email was sent to PSAP managers and supervisors to use a different URL until further notice. Unfortunately this has also caused new users to not get their email with user ID and temporary password. New users should be given their ID and the temporary password “password” (all lower case). If a user needs to reset their password the administrator will need to copy their record and create a new ID or they can try deleting the user and entering them again. If there was a reservation associated with the user, there will no longer be an association.
- Agencies were asked to remind users to manual refresh before doing anything on status board and to log off at the end of their shift.

6. Events and exercises (plans, meetings, 205’s, impact on operations):

- a. NPSTW: Agencies went around the table to share NPSTW festivities. Many agencies put together dispatcher survival goodie bags, planned to celebrate with potlucks, games, out of uniform/themed days, a couple open houses, etc.

Next meeting: July 12 – Hosted by MSP Airport
10:00-12:00