

Meeting Agenda: PSAP Roundtable

Date & Time: January 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

Agenda Items:

1. Meeting calendar 2016
 - a. April 12 10:00-12:00, Location TBD
 - b. July 12 10:00-1200, Location TBD
 - c. Oct 11 10:00-12:00, Location TBD
2. PSAP operational updates and information (management, staffing, schedules, major changes)
3. Standards/procedures/policies
 - a. Discussion on development of minimum training requirements standard for metro/state (Pete)
4. Training (new employee and continuing ed.)
 - a. Shared interest – topics for 2016
 - b. Upcoming training
5. QA/QI
 - a. Quality case review criteria (Heidi)
6. PSAP technical updates and info (CAD, radio, phone and other systems)
 - a. Basecamp – feedback (Heidi)
7. Events and exercises (plans, meetings, 205's, impact on operations)
8. Tours: Following the meeting, tours of the ECC are optional for those that have an interest

Meeting Notes: PSAP Operations/Training Roundtable

Meeting Date & Time: January 13th, 2016 1000-1200
Hosted by: Airport Emergency Communications
Location: Airport Fire Station 1

Members Present:

Barb Vogelpohl (HCSO)	Chad Loeffler (Metro Transit)
Candy Capra (Airport)	Heidi Hieserich (Airport)
Lavae Robinson (Minneapolis)	Teri Wold (HCSO)
Carrie Bauer (Scott County)	Angie Quast (Scott County)
Kyle Blum (Anoka County)	Lauren Petersen (Airport)
Chris Kummer (Airport)	Craig Brekke (Airport)
Cathy Anderson (ECN)	Rick Juth (DPS/ECN)
Pete Eggimann (MESB)	Bill Anderson (Metro Transit)
Emily DeBroux (Ramsey)	Kim Adamek (Ramsey County)
Victoria Peckman (AHEMS)	

Meeting notes recorded by: Candy Capra

1. Meeting calendar 2016

- a. Heidi Hieserich opened the meeting by confirming 2016 meeting dates for the year. Based on feedback received from a couple of members, Heidi asked the group if holding meetings in a central and consistent location would be preferred to rotating from agency to agency. A couple agencies shared that they hesitate to host due to parking concerns and logistics that make it less than ideal. It was decided that future meetings would be held at Airport Fire Station 1 (6920 34th Avenue South Minneapolis MN 55450) as a central location. The group will revisit again next year.
- b. April 12 10:00-12:00, MSP Airport
- c. July 12 10:00-1200, MSP Airport
- d. Oct 11 10:00-12:00, MSP Airport

2. PSAP operational updates and information (management, staffing, schedules, major changes)

- a. *Scott*: Reported they are down one at this time but they have one in the background process. They are going live with LETG CAD in March.
- b. *Transit*: The BLM protest on December 23rd was major for them. They have had a lot of pedestrian accidents with some being fatalities. Bill Anderson is their new QA/QI person and is in the process of getting it up and running.
- c. *Ramsey County*: They are down eighteen, including thirteen telecommunicators, three law enforcement dispatchers and two fire dispatchers. They have a telecommunicator class starting the end of February and will have another in April. They would like to get between eight and sixteen from there. They have one in law enforcement dispatch training and one in fire training. An estimated 75% of their telecommunicators have less than three years on. They have a lot of new inexperienced CTOs which has been challenging.
- d. *Airport*: Currently one in the background process. Just got approved for a new job class in 2016 titled video surveillance specialist. This position will report to the duty supervisors. Right now, there is no one proactively monitoring live video. Will be remodeling the center to accommodate the new position. Will be upgrading to version 5.7 of TriTech CAD this year and looking at the Inform Me app. In the process of getting a new logging system replacing Nice with Verint. Quality assurance will be a big push for this year and also protocol software.
- e. *Allina*: Currently have nine in training, hiring four more in March. EMD Class Feb 1-2 in Mounds View. Looking at new audio logging software. Still working on the CAD to CAD project with Airport, getting ready to do some final testing.
- f. *Hennepin County*: Down a few, including two supervisors and have had a tough time finding coaches. Even with the \$2 per hour training pay, people are not interested.
- g. *Minneapolis*: Hired eleven this year. They are down four and operate with bell curve staffing. They have fifteen people in backgrounds and are hoping to get six. They have five telecommunicators left to cross train and then the entire staff will be cross trained. Another supervisor will start in February that was hired internally. They are currently in the process of filling a new position that will focus on quality assurance. On their recent posting they had 5,491 hits and 576 applicants for about 10-12 positions. They will have a CAD upgrade, new phone system and new radio consoles getting installed in the near future. Currently fourteen people in training.
- h. *Anoka*: Started a three week class of four people yesterday. They have thirteen people in training. They just started a new schedule of twelve and eight hour shifts. RMS integration, MCC7500 radios were installed last month and they are working on QA/QI. They will have to post because they have exhausted their list.

3. Standards/procedures/policies

- a. *Discussion on development of minimum training requirements standard for metro/state (Pete)*: Pete Eggimann discussed his request to involve the

Roundtable group in developing a metro standard for the training of dispatchers. The thought was to start with a metro standard but eventually push for a state standard. Pete suggested that this group look for similarities in each of our agency's training programs as a starting point. Some examples discussed were radio training and the APCO 40 hour course.

Cathy Anderson discussed the ARMER dispatch training standards, specifically Training Radio Telecommunicators (1.11.3). Rick Juth then mentioned that outstate dispatchers act as jailers and therefore get more training because they play that role.

ARMER Standards:

State: <https://dps.mn.gov/divisions/ecn/programs/armer/Pages/armer-standards.aspx>

Metro region: <http://www.mn-mesb.org/wp-content/uploads/2012/12/3.24.0-Metro-Use-of-Control-Stations1.pdf>

Heidi shared that some additional resources were posted to the Basecamp discussion thread. Ideas for how to approach the project were discussed, and it was decided that a small workgroup would be an ideal way to move forward. The workgroup will keep the Roundtable members informed and solicit feedback before bringing recommendations to the TOC. If interested in being a part of the workgroup please let Heidi know via email or Basecamp. Interested agencies should limit their involvement to 1-2 people per agency initially to keep the workgroup smaller.

4. Training (new employee and continuing ed.)

- a. Shared interest – Shared training topics were discussed for 2016. Some of the topics include: STC classes, complacency, PTSD/mental health, mentoring and coaching (Chief Lee Vauge from Woodbury Police-BCA) and sex trafficking (joint Airport and Metro Transit).
- b. Upcoming training –The events/training calendar in Basecamp can be a resource for the Roundtable group. Right now calendar has been updated to include APCO/NENA Regional in Alexandria, MESB Dispatcher scenario training, EMD Feb 1-2, and Dispatch Judo.

5. QA/QI

- a. Quality case review criteria (Heidi): Heidi asked the group if they are evaluating radio dispatch as part of their QA program. The discussion evolved to a more general discussion on quality.

- i. *Minneapolis*: Random 911 calls each week based on the trend sheet. It is random for each employee and the report comes from the CAD administrator and then is provided to the supervisor to pull the calls. Radio is more specific and focuses on high impact/low frequency events. They are hoping to do more live radio monitoring. Scores are not provided to dispatchers but they are rated compliant or non-compliant. Lavae Robinson shared an example from Minneapolis.
 - b. *Ramsey*: Trainees and probationary employees are monitored more frequently. Supervisors focus on evaluating specific types of calls to identify training needs. They try to listen to a random hour from the dispatchers to see what else is isn't captured that maybe should be. They find that most feedback is offered as a suggestion or advice due to the lack of policies to back up what they are saying, which leads to frustration for all involved. They've noticed that people, especially the younger generation, crave feedback. They also try to focus on finding the good.
 - c. *Anoka*: Just starting out a new quarterly call taking QA/QI where they pick a call type and evaluate everyone on the same call type.
 - d. There was general discussion on QA/QI such as the challenges of knowing everything else that was going on in the room, team dynamics, etc. Candy Capra mentioned identifying triggers for people and what frustrates them and then helping them work through it.
 - e. Heidi asked if anyone was doing peer review. Vikki Peckman stated she did it at a past job and it was successful at making people strive to be better. She also said they are looking at logging systems that integrate QA/QI better. It was suggested that they stay away from Higher Ground. Chris Kummer stated that people learn from listening to calls whether it is someone else's or their own.
6. PSAP technical updates and info (CAD, radio, phone and other systems)
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