M E T R O P O L I T A N E M E R G E N C Y S E R V I C E S B O A R D

October 12, 2016

10:00 AM

OFFICERS

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Ramsey County

Vice Chair
Commissioner George McMahon*
Chisago County

Secretary
Council Member Andrew Johnson*
City of Minneapolis

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Commissioner Janice Rettman
Ramsey County

Commissioner Barbara Marschall*
Scott County

Commissioner Tom Wolf
Scott County

Commissioner Karla Bigham
Washington County

* Executive Committee

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Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **3.**
October 12, 2016	**Rohret**	**Approval of June 8, 2016 Minutes**

RECOMMENDATION

The Executive Director recommends the Executive Committee approve the draft minutes of the June 8, 2016 MESB Executive Committee meeting.

BACKGROUND

None.

ISSUES & CONCERNS

None.

FINANCIAL IMPACT

None.

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

MOTION:

METROPOLITAN EMERGENCY SERVICES BOARD
EXECUTIVE COMMITTEE MEETING MINUTES
JUNE 8, 2016
Commissioners Present:

ANOKA	Rhonda Sivarajah	**ISANTI**	Greg Anderson
CARVER	Jim Ische	**RAMSEY**	Blake Huffman
CHISAGO	George McMahon	**SCOTT**	Barbara Marschall
DAKOTA	Tom Egan	**WASHINGTON**	Fran Miron
HENNEPIN	Randy Johnson	**City of Minneapolis**	Andrew Johnson - **Absent**

Staff Present: Jill Rohret; Pete Eggimann; Kelli Jackson; Troy Tretter; and Martha Ziese.
Others Present: Jay Arneson, MESB Counsel; and Ray Kennedy, Dakota County Employee Relations.

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

2. Approval of Agenda for June 8, 2016
Commissioner Huffman asked that agenda item 6C. JPA Renewal Update be added to the agenda.
Motion made by Commissioner McMahon, seconded by Commissioner Sivarajah to approve the June 8, 2016 agenda as revised. Motion carried.

4. Approval of Minutes from April 13, 2016
Motion made by Commissioner Anderson, seconded by Commissioner Randy Johnson to approve the April 13, 2016 minutes. Motion carried.

5. MESB TOC Issues and Action Requests

A. Acceptance of Dakota County Employee Report On MESB Positions Classification & Approval of Re-Classification of Financial Services Specialist Position

Jill Rohret stated that Dakota County Employee Relations and the MESB have completed an evaluation of MESB positions. The report states that the current position classifications are correct with the exception of the Financial Services Specialist. It is the opinion of Dakota County Employee Relations that the Financial Services Specialist position be reclassified from grade 107 to grade 108. The report also notes that the number of MESB staff is appropriate at this time, but additional staff might be needed in the future as Next Gen 9-1-1 and FirstNet evolve.

Ray Kennedy said that the vacant position was also reviewed. The MESB has logged quite a few hours with contracted and temporary employee and that it might be considered that a long term temporary position might be better served with a permanent position.

Rohret stated that regarding the reclassification of a position, Dakota County policy provides an up to five percent (5%) raise. In this case, five percent would be $3,822.25.

Commissioner Egan said that the MESB HR Workgroup was in complete agreement with this evaluation.

Commissioner Anderson asked for some background on the Dakota County evaluation policy.

DRAFT

Rohret said that at this time the MESB does not have a policy on how often positions are reviewed; the last evaluation of MESB positions was performed in 2005.

Kennedy told members that in years 2000-2008, Dakota County reviewed positions every three years then took a year off. The evaluation process was a model that that had been contracted out. When Kennedy arrived in 2001, he brought with him a process the federal government used. In 2014, Dakota County reorganized their entire comp plan. He added that since the inception of the Financial Services Specialist position its role has changed a great deal.

Commissioner Anderson added that he was supportive of the change and explanation. In Isanti County there is a Comp-Worth process where employees can file to have their positions evaluated. The last one filed did have an impact on their budget since it was not expected.
Motion made by Commissioner Anderson, seconded by Commissioner Egan to recommend the MESB accept the Dakota County Employee Report on MESB Positions Classification & approval of re-classification of the Financial Services Specialist position. Motion carried.

B. Approval of 2017 MESB Budget
Rohret first explained the 2017 Operational Budget. There is a three percent (3%) increase in the overall operational budget. It does include three percent (3%) merit increase for staff. In addition to the merit increase, the salaries line increased as a result of moving a temporary employee from the Contracted Services line to the Salaries line.

The MESB portion of the salary and benefits for the EMS Coordinator caused a 26% ($21,760.00) increase in 2017. This increase was part of a July 11, 2012 MESB action to phase this salary/benefits into MESB assessments. The salary/benefits for this position will be fully incorporated into 2018 assessments.

Professional/Contract Services decreased by 23% ($-37,500.00) as a result of moving the temporary employee to the Salary line, as well as the termination of an IT support contract.

Communications increased 37% ($6,560.00) to reflect actual expenses, including fees related to IT, website and A/V maintenance. The MESB now has Comcast high-speed data service, which has provided network stability. Additionally, there are some IT changes which must be made in early 2017, related to the removal of the Microsoft Small Business Server. As a result of that change, there will be monthly fees paid for software, rather than a regular replacement of Office software. The software fees are included in the operational budget, but Rohret recommends the network infrastructure pieces be funded from the Hennepin County fund as part of a capital improvement plan.

Equipment increased nine percent (9%) ($1,150.00) for replacing staff printers and other small equipment. This amount might decrease. Rohret said her goal today is to get preliminary approval so that we can send out budgetary assessment amounts.

Equipment maintenance increased 13% ($2,000.00) as it is anticipated that the shared copier owned by MESB and MMCD will be replaced in 2017. The vision is that the new copier will be a leased copier.

The Audit line was increased by 25% ($5,000) as the MESB will go out for RFP for audit services in 2016. Additional funds were added due to the uncertainty of that process.

DRAFT

Interest revenue contribution was reduced by $3,500.00 from the 2016 amount to reflect actual returns from the last few years from Washington County. Interest revenue is used to reduce the assessment contribution amount.

Budget increase results in a 3.66% increase in assessments.

Radio expenses show a 51% decrease from the 2016 budget, due to a change in how the annual Motorola maintenance contract is billed. The amount paid out by counties is not less, it is just paid to MnDOT directly. Radio system expenses are funded directly by the counties, individual agencies and MnDOT and are not a factor in MESB assessments.

Commissioner Sivarajah requested clarification that the Executive Committee was only making a recommendation to the Board to approve the budget, not approving the budget without full board approval.

Rohret responded that that was correct. Over the remainder of the year, staff will refine the budget to hopefully lower assessment amounts. The Board will approve a final budget in November.

Rohret gave an overview of the Five Year Capital Budget. She broke it up into Administrative and Next Generation 9-1-1 (NG9-1-1) projects. The capital budget will be updated annually with the annual budget. EMS and radio items may be added in the future.

The first item under Administrative projects is IT Upgrades. As was previously stated, Microsoft will no longer support its Small Business Server, which is utilized by the MESB, in 2017. The MESB must make IT network changes to accommodate this. If Hennepin County Investment Funds are not utilized for this expense, approximately $28,000 would need to be added to the 2017 operational budget.

The AV Equipment line is a place holder; this line would only be used if/when necessary. The line item includes $5,000 for 2017 and $5,000 for 2020.

The chairs in the conference room (room 227) are approximately 20 years old and are slowly falling apart and generally cannot be repaired. This line item includes $8,500 to replace the chairs.

Office Desk Chairs line, which includes $5,000 in 2018 and $5,000 in 2019, is to replace staff desk chairs, many of which haven't been replaced in ten or more years.

Office furniture upgrades would replace staff desk/work station equipment to provide more ergonomic environments for staff. The replacement is tentatively scheduled to occur over the course of three years, 2019-2021, and is estimated to be a total of $30,000.

NG9-1-1 projects include three line items. The timing of each line is best estimate, but items could slip. Projects will be coordinated with the State of Minnesota.

Network Design/Transition Plan is to create a network design and transition plan to fully achieve NG9-1-1. The line item includes $10,000 in 2017 and $40,000 in 2018.

Independent System Integration is a possibility for the future at a cost of $140,000 spread out over four years, 2018-2021. If this were to occur, an independent party, not the 9-1-1 system vendor, would provide system integration services for the network. If this option were implemented, it is anticipated that the MESB would pay this cost, but the Board would need to discuss exactly how this

DRAFT

would be funded. The question will be posed to have it fully funded by the MESB in perpetuity, or would metro PSAPs be assessed a portion? This discussion would occur when/if the Board considers implementing this option.

ESInet WAN Equipment for PSAPs is equipment which would be used to provide multi-carrier/multi-transport media data access to PSAPs, which would provide greater diversity and redundancy for the NG9-1-1 system. Coordination with the State and MESB approval is again necessary. Total budgeted is $330,000, split between 2018 and 2019.

The Hennepin County Investment fund was originally established from an overcharge of services by US West to PSAPs. Additional funds were deposited when the Metro Radio Board transitioned to the MESB. The balance of that fund is approximately $1.6 million.
Motion made by Commissioner Egan, seconded by Commissioner Miron to recommend the MESB approve the 2017 Operational Budget and 2017-2021 Capital Budget. Motion carried.

C. Approval of Executive Director Travel Request
Rohret informed members that she has received an invitation initiated by Commissioner Randy Johnson to attend a leadership retreat sponsored by the Center for Digital Government. The conference is in Phoenix, AZ, November 13-15, 2016. Costs are for airfare and hotel only.

Commissioner Randy Johnson added that it is an honor to be invited to this invitation-only event. It is sponsored by publishers of Center for Digital Government and Government Technology, a mission critical magazine.
Motion made by Commissioner Ische, seconded by Commissioner McMahon to approve this travel request for Rohret to attend the Center for Digital Government conference November 13-15, 2016. Motion carried.

5. Old Business
A. Legislative Update
Rohret stated the session ended without a resolution to the sales tax exemption provision. Staff will begin to work on amendments to MS 403 for the 2017 session.

B. Update from HR Workgroup
1. Flex Time Policy
Rohret told members the workgroup met before the last board meeting in May. It reviewed the report discussed earlier regarding job descriptions and evaluations. The group also discussed the flex time off (FTO) policy which drew questions at the October 2015 Board meeting.

Kennedy explained the Dakota County policy regarding flex time off. The Dakota County policy states that staff may carry over 1,000 hours of FTO as the short term disability benefit is self-funded. The 1,000 hour carry over would cover six months of short-term disability leave. There is no separation of vacation and sick time.

Rohret stated because the MESB is aligned with Dakota County Employee Relations, it abides by the same policy.

Commissioner Marschall commented that because of the small size of MESB staff she is concerned that 1,000 hours could be detrimental if an employee chose to use those hours. There would be no one to step in and do their work.

DRAFT

Rohret responded that per MESB policy, requests for time off must be approved by the Executive Director, who could deny a long absence if workload required it.

Commissioner Anderson asked if those hours were paid out upon retirement at employee's current salary.

Rohret said yes and that is included in the budget. Funds from the Hennepin County account could also be used.

Additionally Rohret told members that the last day in the office for a retiree is their retirement date, so there is no FTO payout in the gap of the last day and official retirement date.

Kelli Jackson said that the calculation of the MESB liability for staff vacation is required by the audit, which is a GAP requirement. Additionally, the MESB has been advised by Dakota County that salary savings can be used for vacation time pay-outs for staff members who leave with vacation balances.

6. New Business

A. Executive Director ENP Certification

Rohret updated members that per her employment contract, she was required to become certified as an Emergency Number Professional (ENP). She took the exam on April 8, 2016 and received notification that she passed the test on May 10, 2016.

B. Executive Director Annual Review

Commissioner Huffman will be sending out a survey to board members with questions regarding the Executive Director's performance this summer.

C. Update – Joint Powers Agreement

Rohret told members the MESB JPA expires the end of this year. She has been working with Counsel on the renewal document. There will be no major changes. It will be on the board agenda for approval in September.

Meeting was adjourned at 10:48 a.m.

Next meeting will be full board July 13, 2016.

DRAFT

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4A1.**
October 12, 2016	**Eggimann**	**Approval of Metro 9-1-1 Standard 1.11.3 – Minimum Training Standard, Emergency Communications Professional**

RECOMMENDATION

The 9-1-1 TOC recommends the Executive Committee recommend approval of draft metro 9-1-1 standard 1.11.3 – Minimum Training Standard, Emergency Communications Professional.

BACKGROUND

Emergency communications professionals make life and death decisions on a daily basis, which requires them to be highly trained and skilled professionals due to the consequences of their actions or inactions. The safety of the communities and first responders served is dependent on telecommunicators' abilities to effectively gather and communicate critical information while maintaining situational awareness of incident response and responders. Minimum training requirements and standards ensure the public receives the highest quality of service in their time of need regardless of jurisdictional boundaries.

PSAP managers within the metro region were surveyed in 2015; the survey revealed that there is a strong desire for the MESB to begin to set training and operational standards, in an effort to establish more uniform 9-1-1 service in the region. As a result of this, a workgroup made up of PSAP training coordinators was formed to develop minimum training requirements for telecommunicators. The group reviewed the content of metro PSAPs' existing training programs to find commonalities. In addition, the workgroup compared the existing training program content with the Recommended Minimum Training Guidelines for Telecommunicators, released in May 2016, by a national consortium made up of eighteen entities that included PSAPs, 9-1-1 Authorities, 9-1-1 vendors, the National Association of State 9-1-1 Administrators (NASNA), the National Fire Protection Association (NFPA), the Association of Public Safety Communications Officials (APCO), and the National Emergency Number Association (NENA). The workgroup found that the existing PSAP training programs already met almost all of the national recommendations. The standard includes all of the national recommendations.

ISSUES & CONCERNS

The intent of the standard is to document minimum training requirements for individuals that will serve as public safety emergency communications professionals within the metro region, also referred to as telecommunicators, public safety call takers, or public safety dispatchers. In addition, the standard establishes an accepted baseline for adequate training, which may reduce liability exposure for compliant PSAPs. If adopted by the Board, the standard requires the metro PSAPs to include the identified training topics in their PSAP training curriculum effective January 1, 2017.

Adoption of this standard will require all of the metro PSAPs to review their current telecommunicator training program curriculum to ensure that their program is in compliance. The workgroup and the 9-1-1 TOC do not believe this will require any metro area PSAP to make extensive changes to their existing training program, but some PSAPs will have to make some minor changes.

Metropolitan Emergency Services Board

FINANCIAL IMPACT

None to the MESB. There may be some limited financial impact to some PSAPs for scheduling in-service training time to bring existing staff into compliance on a required topic area, but any curriculum content required by the standard that a PSAP is currently not teaching is readily available at little or no cost. Some of the material is available online, including documentation of the successful completion of the training, which permits flexible scheduling and easy documentation for each telecommunicator completing the course. (e.g. Federal Emergency Management Incident Command System courses).

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

MOTION:

METRO REGION
9-1-1 Standards, Protocols, Procedures

Document Section:	**1 - Training**	9-1-1 TOC Recommendation:
Sub-Section:	**METRO 1.11.3**	Date: 09/15/2016
Procedure Title:	**Minimum Training Standard, Emergency Communications Professional**	MESB Approval - Signature:
Effective Date:	**01/01/2017**	Date:
Replaces Document Dated:		
Date Revised:		

1. Purpose or Objective:

To provide a minimum training requirement for individuals that will serve as a public safety emergency communications professional also referred to as telecommunicator, public safety call-taker and/or dispatcher, in the Minnesota Metro Region. The training topics here provide the basic foundational knowledge and skills necessary to fulfill the role of an emergency communications professional.

2. Background:

Emergency communications professionals make life and death decisions on a daily basis and must be highly trained and skilled professionals due to the consequences of their actions or inactions. The safety of the communities and responders served is dependent on their ability to effectively gather and communicate critical information while maintaining situational awareness of incident response and responders. Minimum training requirements and standards ensure the public receives the highest quality of service in their time of need regardless of jurisdictional boundaries.

3. Operational Context:

This standard outlines the minimum basic training requirements only. It is imperative that all emergency communications professionals receive supplemental training that will enable them to process emergency calls that are specific to their agency. It is strongly encouraged that line public safety emergency communications professionals be required to demonstrate understanding of the knowledge and concepts included in this standard through practical application as part of an on-the-job training process. The length of time and depth of training with a particular topic must correlate to the needs and services rendered within the agency.

4. Definitions:

Emergency communications professional - A person employed by a public safety answering point (PSAP) who – after receiving supplemental training that will enable them to process emergency calls specific to their respective PSAP – is qualified to handle emergency calls and/or provide for the appropriate emergency response in a live environment. Basic training by itself does not qualify one to take calls in a live environment, rather it provides a baseline level of knowledge.

5. Recommended Protocol/ Standard:

Requirements:

Highly recommended for entry level public safety emergency communications professional

- ☐ Recommended for _____
- ☐ Optional for _____

6. Training Topics:

A) Roles and Responsibilities: Public safety emergency communications professionals must understand the roles and responsibilities of their position as it relates to the agency's stakeholders. Stakeholders include the public, response and ancillary agencies, as well as other PSAPs that might be involved in the incident. The level of professionalism exemplified is a direct reflection upon the agency and the public safety industry.

Recommended Training Topics – Roles and Responsibilities

- Introduction to agency mission, vision and terminology
- Duties and responsibilities of the position
- Explanation of the communities and agencies served
- Roles and responsibilities of public safety partners (police, fire, EMS, emergency management, etc.)
- Ethics, professionalism, values, personal conduct, image
- Local, regional, state and industry wide policies, procedures, rules, regulations and standards
- Role of the emergency communications professional as it relates to responder safety
- Structure of local governance

B) Legal Concepts: The emergency communications professional must be aware that every action taken could be scrutinized within a court of law, as well as by the community served. Preparation for the role of emergency communications professional should cover the rules and regulations that govern the emergency communications profession at both the local and federal level.

Recommended Training Topics – Legal Concepts

- Liability, confidentiality, negligence, duty
- Overview of criminal and civil law as it pertains to agency response
- Documentation, MN Data Practices Act, recording, and records retention
- Media/information dissemination
- Health Insurance Portability Accountability Act (HIPAA)

C) Interpersonal Communications: The techniques used by the emergency communication professional could have a drastic impact on the outcome of the incident. This section focuses on the knowledge, skills, and abilities that every

emergency communication professional should have to perform effectively in their role.

Recommended Training Topics – Interpersonal Communications

- Communication and de-escalation techniques
- Active listening techniques
- Information processing, communications cycle
- Internal and external customer service and interactions with others
- Diversity/demographics
- Non-Native-Language Callers
- Communication-Impaired callers

D) Emergency Communications Technology & Information Systems: Each PSAP within the U.S. faces a constantly changing landscape of communications technologies and advancements. It is important that emergency communication professionals understand the terminology associated with call delivery, call processing, and dispatch infrastructure. Each subtopic is intended to be customized to meet the instructing agency's needs, with the understanding that the technology component serves as a building block for future learning environments.

Emergency Communications Technology & Information Systems:

- Telephone technologies (selective routing, wireline, wireless, multi-line telephone systems, private branch exchange, voice over internet protocol, class of service, etc.)
- Basic and enhanced 9-1-1, NG 9-1-1
- Automatic Number Identification (ANI)/Automatic Location Identification (ALI)
- Wireless Phase I and Phase II
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)/Telephone Relay Service (TRS)
- Text to 9-1-1 capabilities
- Telematics and enhanced third party call delivery capabilities
- Computerized mapping/geographic information systems (GIS)
- Logging recorders
- Computer-aided dispatch (CAD) Systems
- Mobile data systems (MDS), automatic vehicle location (AVL), paging, alarms, etc.
- Call transfers, alternate and default Routing, etc.
- Mass notification systems and procedures
- Criminal justice information systems (CJIS)/National Law Enforcement Telecommunications System (NLETS)
- Agency department information technology operations
- Interagency networks and databases

E) Call Processing: This section covers many of the most essential skills that an emergency communication professional needs to possess. They must be able to process a variety of incident types and sizes. The management of the call from delivery through categorization, prioritization, pre-arrival instructions, and dispatch of appropriate resources is the core of the emergency communication professional's position. Even when PSAPs are discipline specific (i.e., law enforcement only), the reality of multidiscipline incidents is evidence that working knowledge of other disciplines is necessary. The development of a local curriculum that includes all response disciplines is in the best interest of the responder and the public.

Recommended Training Topics – Call Processing

- Call receiving (hang-up, abandoned, open line, call tracing and records retrieval procedures)
- Interviewing/interrogation techniques
- Structured call-taking protocols and standards overview
- Maintaining control of the call
- Escalated incidents and managing high-risk calls (domestic assault, active shooter/hostile events, suicidal, mass casualty incident, etc.)
- Managing specialty calls (children, elderly, mentally or emotionally challenged, communications impaired)
- Call categorization/prioritization
- Homeland security/terrorism/weapons of mass destruction (WMD)
- Aircraft/rail incidents/marine
- Hazardous materials incidents
- Missing/exploited/trafficked Persons
- Discipline specific call processing and dispatching (law, fire, EMS)
- Responder-initiated calls
- Amber Alerts

F) Emergency Management: The emergency communications professional plays a pivotal role in the management of emergency incidents, especially as the scope of an incident grows in complexity. Having a minimum-level understanding of Incident Management and Incident Command Systems is necessary to ensure they can effectively serve small incident response to disaster-level events.

Recommended Training Topics – Emergency Management

- Introduction to Incident Command System (ICS) – IS 100
- ICS for Single Resources and Initial Action Incidents - IS 200
- National Response Framework an Introduction - IS 800
- National Incident Management System (NIMS) – IS 700
- Emergency management roles and responsibilities
- Disaster preparedness
- Mutual-aid/Telecommunicator Emergency Response Taskforce (TERT) – IS 144

- Governmental and private resources
- Local emergency operation plans

G) Radio Communications: With the majority of emergency calls coming from mobile devices, it is important to understand radio systems play a lead role in both call delivery and dispatch functions. The emergency communications professional should possess an understanding of the rules, regulations, abilities, and limitations of the local radio system and how this can affect the response.

Recommended Training Topics – Radio Communications

- ARMER system and state standards; at a minimum State Standard 1.11.3 – Training Radio Telecommunicators and State Standard 1.11.4 – Training ARMER End Users
- Minnesota Dispatchers Communications Best Practice Guide
- Radio communication techniques (rate of speech, terminology, formulating communication)
- Radio technology and equipment (system information and coverage, malfunction and failure procedure)
- Rationale for radio procedures and protocols
- Radio discipline (professionalism, controlled communication, etc.)
- Interoperability and role of emergency communications professional in coordinating multi-agency communications (COML, COMT, etc.)
- Federal Communications Commission (FCC) Rules

H) Stress Management: All members of the public safety family experience intense levels of stress. It is important for an emergency communications professional to understand the effects of stress on their job performance and life outside of work. A well-designed stress-management program, accounting for both personal and organizational needs, results in a better quality of life for the emergency communications professional and a higher level of service for the responder and citizen.

Recommended Training Topics – Stress Management

- Definition, Causation, Identification
- Strategies for dealing with stress/accumulative stress and burnout (peer support, lifestyle changes)
- Critical Incident Stress Management (CISM)
- Post-traumatic stress disorder (PTSD)
- Employee assistance program (EAP)

I) Quality/Performance Standards Management: To ensure a training program is effectively meeting the needs of the emergency communications professional and the organization, metrics should be put in place to measure the success of the program. Items such as daily observation reports (DOR) and skills performance testing are recommended to track progress and identify areas of performance

needing improvement. The same process should be applied to all emergency communications professionals to ensure that the organization is providing a uniformly high level of service to its customers.

Recommended Training Topics – Quality Management

- DOR/Skills Performance Testing/Performance Standards
- Acceptance of feedback
- Attendance
- Quality Assurance (QA)/Quality Control (QC)/Quality Improvement (QI)

7. Recommended Procedure:

It is highly recommended that Public Safety Answering Point managers ensure that their training programs meet or exceed this standard as the minimum competency-based training for entry level emergency communications professionals.

8. Management:

PSAP Management will ensure that emergency communications professionals demonstrate minimum competencies in accordance with this standard and that all training is conducted by qualified personnel.

9. References[1]:

"Model Statute for the Regulation of Minimum Training Guidelines for Telecommunicators", NENA International, Alexandria, VA, 2016
Retrieved from https://www.nena.org/page/trainingguidelines

"Recommended Minimum Training Guidelines for the Telecommunicators", NENA International, Alexandria, VA, 2016
Retrieved from https://www.nena.org/page/trainingguidelines

"2015 Report Professional Communications Human Resource Committee ProCHRT", APCO International, Daytona Beach, Florida, 2015
Retrieved from https://www.apcointl.org/doc/conference-documents/resources/619-2015-prochrt-report/file.html

APCO ANS 3.103.2.2015, "Minimum Training Standards for Public Safety Telecommunicators", APCO International, Daytona Beach, FL, 2015
Retrieved from https://www.apcointl.org/training-and-certification/training-standards-guidelines/recommended-minimum-training-guidelines.html

[1] *Disclaimer: Portions of this document contain text taken verbatim from the references listed.*

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4B1.**
October 12, 2016	**Tretter**	**Approval of Anoka County Participation Plan Amendment**

RECOMMENDATION

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.

BACKGROUND

Per ARMER standards, equipment or applications which touch or interface with the ARMER system must be approved by the MESB and the Statewide Emergency Communications Board (SECB).

ISSUES & CONCERNS

WAVE is software application that can be installed on a smartphone, tablet or PC to communicate on radio networks. In this case, the application will communicate to the WAVE system in Anoka County which is patched to the dispatch (PSAP) hailing talkgroup.

The purpose of the addition of the WAVE system is to allow schools to utilize one dispatch hailing talkgroup in case of a major incident and could be used in lieu of calling 9-1-1. It can also benefit both the schools and public safety during an incident as the dispatcher could patch a school user to a public safety responder. Some Anoka schools use a private radio system is sometimes used for school administration to talk to each other as well as the liaison officer. The ARMER system is used for the liaison officer to talk to dispatch. They have found in many schools that neither system covers all of the school well. The WAVE system provides a single system to cover the needs of all users and give coverage throughout the school.

The request requires MESB approval, prior to going through the Statewide Emergency Communications Board, Operations & Technical Committee (SECB OTC) and full Statewide Emergency Communications Board (SECB) process. The SECB will also be developing a standard governing this sort of application with the ARMER system.

FINANCIAL IMPACT

None to the MESB.

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

MOTION:

Anoka County
COUNTY ADMINISTRATION
Central Communications / Radio Service

Participation Plan Amendment

Anoka County is formally requesting approval of an amendment to its participation plan for the addition of a WAVE Radio over IP gateway as well as adding local schools as users on the radio system via the WAVE system. The addition of the WAVE system is to allow schools to utilize one dispatch hailing talkgroup in case of a major incident. This would be a resource that could be used in lieu of calling 911. It can also benefit both the schools and public safety during an incident as the dispatcher could patch a school user to a public safety responder.

One of the major challenges for school admin and school liaison officers is that there are two different radio systems within the school. A private radio system is sometimes used for school admin to talk to each other as well as the liaison officer. The ARMER system is used for the liaison officer to talk to dispatch. We have found in many schools that neither system covers all of the school well. By utilizing the WAVE system we are able to provide a single system to cover the needs of all users and give coverage throughout the school.

Anoka County has talked to MnDOT on the use of the WAVE system and they have no concerns as it does not connect directly into the ARMER system via an ISSI gateway. Anoka County has no intentions of connecting via ISSI in the future. We look to expand via mobile radio connections.

Respectfully,

Jake Thompson

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4B2.**
October 12, 2016	**Tretter**	**Approval of Hennepin West Channel Additon**

RECOMMENDATION

The Radio TOC recommends the Executive Committee approve the Hennepin West channel addition.

BACKGROUND

Per ARMER standards, equipment or applications which touch or interface with the ARMER system must be approved by the MESB and the Statewide Emergency Communications Board (SECB).

The Hennepin West Simulcast group is currently an 8 site, 16 channel per site sub-system.

ISSUES & CONCERNS

The addition of an additional channel, will help to alleviate existing load of the simulcast group.
Channel capacity is a big concern for the metro subsystem administrators; not only is adequate capacity required for day-to-day business, but there must be surge capacity for large events.

For example, in July 2016, major storms hit Hennepin County. System data shows that in July alone, Hennepin West experienced 3,947 busies (normal months without weather or large event activity would be around 20 busies). The amount of busies in July 2016 shows there is no surge capacity in the subsystem.

Hennepin County is repurposing an existing license to accomplish its channel addition and it is covering all costs. It should be noted that MnDOT is also planning on adding a channel to the simulcast system as well. This will bring the total channels to 18 per site.

The request requires MESB approval, prior to going through the Statewide Emergency Communications Board, Operations & Technical Committee (SECB OTC) and full Statewide Emergency Communications Board (SECB) process.

FINANCIAL IMPACT

None to the MESB. Hennepin County will bear all costs.

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

MOTION:

Mr Troy Tretter
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Ave West
St Paul, MN 55104

Hennepin County is respectfully requesting a change to our participation plan. Hennepin County is planning to add one channel to the Hennepin WEST simulcast group. The Hennepin West simulcast group currently has 16 channels at 8 sites, one additional channel will provide 17 total channels. This channel expansion is needed to alleviate existing loading of this simulcast group.

The new channel frequency to be used will be 856.9625/811.9625 MHz; this will be licensed by Hennepin County. The hardware needed for this new channel will be Motorola GTR8000 stations. The installation and optimization of this equipment is expected to start in the fourth quarter of 2016. The majority of work will be completed by Hennepin County technicians, some assistance may be needed from Mn/DOT and Motorola's dedicated FSO for integration of the channel to the Network.

Respectfully submitted,

Curt Meyer
Asst. Radio Systems Manager
Hennepin County Sheriff's Communications Technology
Hennepin County Sheriff's Office
1245 Shenandoah Ln
Plymouth, Mn 55447

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4B3.**
October 12, 2016	**Tretter**	**Approval of Hennepin EMS Console Addition**

RECOMMENDATION

The Radio TOC recommends the Executive Committee approve the Hennepin EMS request to add one MCC7500 dispatch console.

BACKGROUND

The Hennepin EMS Communication Center is a five position secondary PSAP for Hennepin EMS, as well serving as the West Metropolitan Resource Control Center (WMRCC) for the region, thereby supporting other EMS agencies in the area. Along with East MRCC at Regions Hospital in St. Paul, the MRCCs serve emergency medical services agencies and the metro hospitals in several capacities related to information relay from paramedics in the field to major incident information and coordination.

ISSUES & CONCERNS

Hennepin EMS requests the addition of one MCC7500 dispatch console to increase from five current stations to six operational stations.

The request requires MESB approval, prior to going through the Statewide Emergency Communications Board, Operations & Technical Committee (SECB OTC) and full Statewide Emergency Communications Board (SECB) process.

FINANCIAL IMPACT

None to the MESB.

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

MOTION:

Hennepin Emergency Medical Services
701 Park Avenue South, Red 2
Minneapolis, MN 55415
612-873-3839

September, 8, 2016

Mr. Troy Tretter
Radio Services Coordinator
Metropolitan Emergency Services Board
2099 University Ave West
St Paul, MN 55104

Hennepin County Medical Center EMS is respectfully requesting a change to our participation plan. We are planning to add 1 new MCC7500 dispatch operator position. This addition will bring us to a total of 6 dispatch operator positions. The new MCC7500 console will be added onto the same dispatch site as our current consoles and this equipment will be used by HCMC EMS to dispatch our responders on our internal talk-groups.

The equipment will be purchased from Motorola and we will be working with the vendor and Hennepin County Sheriff's Office technicians to complete the install. This work is expected to start in the fourth quarter of 2016 and expected to be completed by the end of the first quarter of 2017.

Respectfully submitted,

Wendy Lynch.
Hennepin EMS Chief
Communications, Technology, WMRCC

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4C.**
October 12, 2016	**Rohret**	**2017 MESB Legislative Agenda**

RECOMMENDATION

The Executive Director recommends the Executive Committee recommend approval of the 2017 MESB Legislative Agenda.

BACKGROUND

In past years, the Metropolitan Emergency Services Board developed a Legislative Agenda which was approved by the Board. The agenda is MESB staff and the MESB Lobbyist's best estimation of items which may arise during the 2017 legislative session.

ISSUES & CONCERNS

The 2017 Legislative Session will begin on January 3, 2017. This will likely be an active session for the MESB, particularly if there are major changes in the legislature due to the 2016 election. Most of the items on the 2017 agenda are the same as in 2016; but the MESB role may be different in 2017.

The Legislative Agenda is divided into three sections: General Items, 911/ARMER Items, and EMS Items.

General Items include keeping the Statewide Emergency Communications Board under DPS rather than MN IT (it is unknown if this will be an item or not; it is being kept on the legislative agenda in the event it arises); and maintaining the 911 special revenue fund for public safety communications use only. These items were included in the 2016 legislative agenda as well.

911/ARMER Items only includes amendments to MS 403 to bring the statute in line with needs in NextGen 9-1-1. Staff has been working with DPS on the amendments. At this writing, it is unknown if these amendments will be included in the Governor's legislative agenda. Staff recommends the MESB introduce the amendments if they are not included in the Governor's agenda. It should be noted that the amendments do not make any changes to the 9-1-1 fee. There is some clarification on what PSAPs can spend the funds on, as well as the auditing provisions related to the allocation of the funds. Regardless of whether or not these amendments are included in the Governor's agenda, it is likely that MESB staff and lobbyists will spend a great deal of time lobbying for these amendments.

EMS Items include: establishing long-term sustainable funding, including requesting additional General Fund dollars to fully cover regions' administrative/overhead expenses, as well as to restore old programs or provide new programs within the regions; seeking an increase in fines for distracted driving to allow for additional funding, like Seatbelt Funds, for the eight EMS regions (and would include allocating some amount to the Department of Public Safety); maintaining the regional EMS grant program under the Emergency Medical Services Regulatory Board (EMSRB); repealing EMS Rules 4690.1900, which requires EMS communications plans separate from the ARMER plan; allowing opiate tax revenues to be used at the discretion of individual EMS regions; and working on creating EMT recruitment plan with high schools and MnSCU agencies.

All of the EMS items were included on the 2016 agenda, except the distracted driving fines. Like with the amendments to MS 403, it is anticipated that some of these items will be proposed to be on the Governor's

agenda. It is possible that the MESB, along with other EMS regions, may need to introduce these items if they are not included on the Governor's agenda.

FINANCIAL IMPACT

None.

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

MOTION:

Metropolitan Emergency Services Board
2017 Legislative Agenda - DRAFT

Item	Sponsor	Lobby	Support	Monitor	Notes
General Items					
Keep SECB under DPS, rather than MN IT		√	√	√	
Maintain the 911 Special Revenue Fund only for public safety communications use		√	√	√	
911/ARMER Items					
Amend MS 403 to prepare for NG 911 and SECB changes	√	√	√	√	MESB may introduce this if the Governor does not include it in his legislative agenda.
EMS Items					
Long-term sustainable funding for EMS regions, including requesting an additional $2.8 million in General Revenue Funds to be divided among all 8 EMS regions	√	√	√	√	The MESB may need to introduce this if the Governor does not include it in his legislative agenda. Other EMS regions would support this measure.
Seek an increase in fines for distracted driving to allow for additional funding for all 8 EMS regions. As with seatbelt funds, a portion of the increase would go to the Department of Public Safety	√	√	√	√	The MESB may need to introduce this if the Governor does not include it in his legislative agenda. Other EMS regions would support this measure.
Maintain EMS regional grant program under EMSRB, rather than moving to MDH		√	√	√	
Amend EMS rules to repeal 4690.1900		√	√	√	
Opiate tax revenues, if passed, to be used at discretion of individual EMS regions		√	√	√	
Assist in development of statewide program to work with high schools/MnSCU to recruit EMTs (and possibly fire/law personnel)			√	√	Prepare plan/options and socialize in 2017, for introduction in 2018

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4D.**
October 12, 2016	**Rohret**	**Final Approval of the 2017 Operational Budget**

RECOMMENDATION

The Executive Director recommends the Executive Committee recommend final approval of the 2017 MESB Operational Budget.

BACKGROUND

Per the MESB Joint Powers Agreement, the Board must approve a budget and maximum assessments annually by August 1. In order to notify members of their maximum assessment for the following year, the Board must approve a budget, with a maximum assessment amount at its July Board meeting.

At one point, the MESB would approve a preliminary budget in July, to meet the assessment notification requirements, and then approve a final budget by the end of the year. The final budget amount could not create an increase in the assessments which had been previously notified.

ISSUES & CONCERNS

The Executive Director would like to begin the former process of granting preliminary budget approval annually in July, with final budget approval in November of each year. The July approval would provide a maximum assessment amount. Doing this will allow staff to refine the budget throughout the year prior to implementation, which would be helpful in years when contracts will be subject to RFPs, which will be the case for the 2017 MESB audit.

Since the Board gave preliminary approval of the 2017 operational budget in July, staff has worked to refine the budget figures and slightly reduce the overall budget, and thereby slightly reduce amounts assessed to member agencies.

FINANCIAL IMPACT

See Issues and Concerns and attached Changes to 2017 Budget Notes.

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

MOTION:

Metropolitan Emergency Services Board

Changes to 2017 Operational Budget Notes

The Board approved a preliminary budget at its July 13, 2016 meeting. Since that time, staff has refined the budget, slightly reducing the overall budget. The below bullets highlight the changes made to the 2017 Operational Budget since the July 2016 approval.

- The Benefits line was reduced by $500.00, as a result to changes to the OPEB benefits paid to a former Executive Director. Additionally, staff received information from Dakota County for dental benefits; the amounts stayed the same as in 2016, which aligned with what we had in our budget.

- Professional and Contract Services line was reduced by $200.00 as a result of the pricing from the approved RFP award for audit services. (The audit includes a small amount for accounting services.)

- The Audit line was reduced by $4,000.00, as a result of the approved RFP award for audit services.

- Travel for Conferences line was reduced by $400.00.

- Equipment was reduced by $1,000.00.

- The Contingency line was reduced by $2,500.00.

- Additional revenue was added in the amount of $5,000.00 to account for dividends received from MCIT and Minnesota Department of Administration insurance policies.

- Overall, assessments were reduced by $13,601.00 from the preliminary approval of the 2017 Operational Budget.

Metropolitan Emergency Services Board
9.27.16 UPDATE 2017 Budget Summary
(Excludes Radio System Expenses)

2017 UPDATE BUDGET - 09/27/2016

ACCOUNT	2017 APPROVED 7.13.16	2017 UPDATE 9.27.16	2017 Radio Administration	2017 Dollar/Percentage Change	
SALARIES					
Proposed merit increase	18,523	18,523	2,720	-	0%
MESB STAFF SALARIES	621,198	621,198	94,761	-	0%
MESB STAFF BENEFITS	208,714	208,214	36,049	(500)	0%
***** TOTAL SALARIES, BENEFITS**	**848,435**	**847,935**	133,530	(500)	0%
EMS Salary & Benefits - *Board approved 80% of ttl salary/benefits*					
EMS Coordinator - *Salary*	67,943	67,943	0	-	0%
EMS Coordinator - *Benefits*	15,537	15,537	0	-	0%
***** TOTAL EMS SALARIES, BENEFITS**	**83,480**	**83,480**	**0**	-	0%
TRNG/PROF'L DEVEL/TECH SEMINARS	8,225	8,225	1,375	-	0%
LOCAL TRAVEL	4,300	4,300	1,100	-	0%
***** TOTAL PERSONNEL COSTS**	**944,440**	**943,940**	136,005	(500)	0%
Travel for Conferences	20,550	20,150	3,650	(400)	-2%
Dues & Subscriptions	2,500	2,500	400	-	0%
Professional & Contractual Services	124,500	124,300	25,800	(200)	0%
Rent	23,940	23,940	4,788	-	0%
Communications	24,360	24,360	4,460	-	0%
Office Supplies	13,200	13,200	1,050	-	0%
Printing & copying	1,500	1,500	250	-	0%
Postage	500	500	100	-	0%
Equipment	13,450	12,450	1,950	(1,000)	-7%
Equipment Maintenance	17,750	17,750	250	-	0%
Advertising and public information	1,900	1,900	500	-	0%
Insurance	54,950	54,950	42,450	-	0%
Other Operating Costs	7,500	7,500	2,500	-	0%
***** TOTAL OPERATING COSTS**	**306,600**	**305,000**	**88,148**	(1,600)	-1%
Audit	25,000	21,000	10,000	(4,000)	-16%
Meeting Expenses	10,250	10,250	2,600	-	0%
Contingency	25,000	22,500	7,500	(2,500)	-10%
***** TOTAL OTHER EXPENSES**	**60,250**	**53,750**	**20,100**	(6,500)	-11%
***** BUDGET (excluding Radio System Expenses)**	**1,311,290**	**1,302,690**	**244,253**	(8,600)	-1%

2017 Oper. Admin. Total	**1,058,437**
2017 Radio Admin. Total	**244,253**

Source of Funds	2017 UPDATE 9.27.16	2017 APPROVED 7.13.16
Interest revenue	17,000	17,000
EMS salary funded by investment acct.	0	0
Insurance Dividend	5,000	0
EMS rent, admin, office supplies, etc.	15,500	15,500
Total from other sources	**37,500**	**32,500**
Funded from Assessments	1,265,190	1,278,790
Total all sources	**1,302,690**	**1,311,290**

ASSESSMENT SCHEDULE

MEMBERS	Board Approved 7.13.16 2017 Assessment	UPDATE 9.27.16 2017 Assessment	*Percentage Change Between 7.13.16/9.27.16*
ANOKA	**142,626**	**141,109**	-1.1%
CARVER	**40,448**	**40,017**	-1.1%
CHISAGO	**22,535**	**22,296**	-1.1%
DAKOTA	**171,306**	**169,484**	-1.1%
HENNEPIN	**471,978**	**466,886**	-1.1%
ISANTI	**15,984**	**15,814**	-1.1%
RAMSEY	**220,428**	**218,084**	-1.1%
SCOTT	**57,751**	**57,136**	-1.1%
WASHINGTON	**103,702**	**102,599**	-1.1%
CITY OF MINNEAPOLIS	**32,032**	**31,764**	-0.8%
TOTALS:	**1,278,790**	**1,265,189**	-1.08%

Metropolitan Emergency Services Board
9.27.16 UPDATE 2017 Budget Summary
(Excludes Radio System Expenses)

2017 UPDATE BUDGET - 09/27/2016

ACCOUNT	2016 Budget	2017 UPDATE 9.27.16	2017 Radio Administration	2017 Dollar/Percentage Change	
SALARIES					
Proposed merit increase	17,099	18,523	2,720	**1,424**	**8%**
MESB STAFF SALARIES	577,968	621,198	94,761	**43,230**	**7%**
MESB STAFF BENEFITS	208,314	208,214	36,049	**(100)**	**0%**
***** TOTAL SALARIES, BENEFITS**	**803,381**	**847,935**	133,530	**44,554**	**6%**
EMS Salary & Benefits - *Board approved 80% of ttl salary/benefits*					
EMS Coordinator - *Salary*	49,473	67,943	0	**18,470**	**27%**
EMS Coordinator - *Benefits*	12,247	15,537	0	**3,290**	**21%**
***** TOTAL EMS SALARIES, BENEFITS**	**61,720**	**83,480**	**0**	**21,760**	**26%**
TRNG/PROF'L DEVEL/TECH SEMINARS	8,875	8,225	1,375	**(650)**	**-7%**
LOCAL TRAVEL	4,650	4,300	1,100	**(350)**	**-8%**
***** TOTAL PERSONNEL COSTS**	**878,626**	**943,940**	136,005	**65,314**	**7%**
Travel for Conferences	22,000	20,150	3,650	**(1,850)**	**-8%**
Dues & Subscriptions	2,625	2,500	400	**(125)**	**-5%**
Professional & Contractual Services	162,000	124,300	25,800	**(37,700)**	**-23%**
Rent	23,200	23,940	4,788	**740**	**3%**
Communications	17,800	24,360	4,460	**6,560**	**37%**
Office Supplies	9,500	13,200	1,050	**3,700**	**39%**
Printing & copying	1,250	1,500	250	**250**	**20%**
Postage	900	500	100	**(400)**	**-44%**
Equipment	12,300	12,450	1,950	**150**	**1%**
Equipment Maintenance	15,750	17,750	250	**2,000**	**13%**
Advertising and public information	1,900	1,900	500	**-**	**0%**
Insurance	57,650	54,950	42,450	**(2,700)**	**-5%**
Other Operating Costs	7,500	7,500	2,500	**-**	**0%**
***** TOTAL OPERATING COSTS**	**334,375**	**305,000**	**88,148**	**(29,375)**	**-9%**
Audit	20,000	21,000	10,000	**1,000**	**5%**
Meeting Expenses	11,000	10,250	2,600	**(750)**	**-7%**
Contingency	25,000	22,500	7,500	**(2,500)**	**-10%**
***** TOTAL OTHER EXPENSES**	**56,000**	**53,750**	**20,100**	**(2,250)**	**-4%**
***** BUDGET (excluding Radio System Expenses)**	**1,269,001**	**1,302,690**	**244,253**	**33,689**	**3%**

2017 Oper. Admin. Total	**1,058,437**
2017 Radio Admin. Total	**244,253**

Source of Funds	UPDATE 9.27.16	2016
Interest revenue	17,000	20,500
EMS salary funded by investment acct.	0	0
Insurance Dividend	5,000	13,000
EMS rent, admin, office supplies, etc.	15,500	3,500
Total from other sources	**37,500**	**37,000**
Funded from Assessments	1,265,190	1,232,002
Total all sources	**1,302,690**	**1,269,002**

ASSESSMENT SCHEDULE

MEMBERS	Board Approved 2016 Assessment	UPDATE 9.27.16 2017 Assessment	*Percentage Change Between 2016/2017*
ANOKA	**138,253**	**141,109**	2.0%
CARVER	**38,651**	**40,017**	3.4%
CHISAGO	**21,760**	**22,296**	2.4%
DAKOTA	**165,489**	**169,484**	2.4%
HENNEPIN	**452,958**	**466,886**	3.0%
ISANTI	**15,479**	**15,814**	2.1%
RAMSEY	**212,623**	**218,084**	2.5%
SCOTT	**55,439**	**57,136**	3.0%
WASHINGTON	**100,449**	**102,599**	2.1%
CITY OF MINNEAPOLIS	**30,900**	**31,764**	2.7%
TOTALS:	**1,232,001**	**1,265,189**	2.62%

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Salaries									
2017 Proposed MESB merit increases	6,211	9,592	2,720	18,523	18,523	17,099	**595,067**		
Executive Director	76,388	21,830	10,920	109,138		107,000			
Regional Radio Communications Coordinator			69,846	69,846		78,000			
911 Coordinator		65,343		65,343		69,722			
GIS Manager		80,764		80,764		80,764			
Director of 911 Services		108,451		108,451		106,309			
Senior Administrative Assistant	40,351	8,000	5,375	53,726		51,501			
MESB Financial Services Specialist	57,125	11,425	7,620	76,170		74,672			
GIS Temporary Position		45,760		45,760					
Contingency eg. (fto payout)	4,000	7,000	1,000	12,000	**621,198**	10,000			
TOTAL SALARIES	**184,075**	**358,165**	**97,481**		**639,721**			8%	44,654
Benefits									
Executive Director	16,337	4,670	2,340	23,347		23,347	**208,314**		
Pollock Benefits (OPEB sgl coverage)	3,500			3,500		3,600			
Regional Radio Communications Coordinator			28,754	28,754		28,754			
911 Coordinator		32,718		32,718		32,718			
GIS Manager		19,388		19,388		19,388			
GIS Temporary Position		13,000		13,000		13,000			
Director of 911 Services		37,939		37,939		37,939			
Senior Administrative Assistant	12,073	2,420	1,610	16,103		16,103			
MESB Financial Services Specialist	25,100	5,020	3,345	33,465		33,465			
TOTAL BENEFITS	**57,010**	**115,155**	**36,049**		**208,214**			0%	-100
EMS Salary & Benefits - *Board approved 80% of total salary/benefits*									
EMS Coordinator - *Salary*	67,943			67,943		49,473	**61,720**		
EMS Coordinator - *Benefits*	15,537			15,537		12,247			
TOTAL EMS Salary & Benefits	**83,480**	**0**	**0**		**83,480**			26%	21,760
Training/Professional Development/Tech Seminars							**8,875**		
Executive Director	1,100			1,100		1,000			
Regional Radio Communications Coordinator			1,375	1,375		1,375			
911 Coordinator		1,000		1,000		1,000			
GIS Manager		1,250		1,250		2,000			
Director of 911 Services		1,500		1,500		1,500			
Senior Administrative Assistant	1,000			1,000		1,000			
MESB Financial Services Specialist	1,000			1,000		1,000			

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Total Training/Professional Development/Tech Seminars	**3,100**	**3,750**	**1,375**		**8,225**			-7%	-650
Local Travel							**4,650**		
Exec Director local travel & expenses	400			400		300			
Dir 911 Svcs local travel & expenses		1,100		1,100		1,200			
911 Coord local travel & expenses		650		650		650			
Regional Radio Communications Coordinator			1,100	1,100		1,100			
GIS Manager local travel & expenses		850		850		1,200			
Senior Administrative Assistant local travel & expenses	150			150		150			
MESB Financial Services Specialist	50			50		50			
TOTAL	**600**	**2,600**	**1,100**		**4,300**			-8%	-350
Travel for Conferences							**22,000**		
MN MSA/NENA/APCO 911 Conf - 911 Coord				0		350			
MN MSA/NENA/APCO 911 Conf - Dir 911 Svc		400		400		350			
Conference, NDC, Exec Dir	1,200			1,200		1,500			
Conference, NDC, Dir 911 Svc		1,500		1,500		1,200			
Conference, NDC, 911 Coord.		1,100		1,100		1,200			
Conference, NDC, GIS Manager		1,100		1,100		1,200			
Conference, APCO, Exec Dir	1,900			1,900		1,400			
Conference, APCO, Regional Radio Coord.			1,900	1,900		1,900			
Conference, APCO, Dir 911 Svc		1,400		1,400		1,400			
Conference, APCO, 911 Coord		0		0		1,400			
Conference, APCO, GIS Manager		0		0		1,400			
Conference, NENA, Natl, Exec Dir	1,500			1,500		1,400			
Conference, NENA, Natl, Dir 911 Svc		1,500		1,500		1,400			
Conference, NENA, Natl, 911 Coord		1,500		1,500		1,400			
Conference, NENA, Natl, GIS Manager		1,500		1,500		1,400			
Conference, NENA, Joint Comm, Dir 911 Svc		1,100		1,100					
Conference, IWCE, Regional Radio Coord.			1,500	1,500		1,400			
State, Regional Conferences, Meetings or Symposiums			250	250		250			
MTUG President's meeting, Regional Radio Coord.			0	0		650			
Conference, GIS Manager. GIS/LIS		800		800		800			
TOTAL	**4,600**	**11,900**	**3,650**		**20,150**			-8%	-1,850

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Dues & Subscriptions							**2,625**		
Executive Director	700			700		1,000			
Regional Radio Communications Coordinator			400	400		400			
911 Coordinator		250		250		250			
GIS Manager		600		600		725			
Director of 911 Services		300		300		250			
Senior Administrative Assistant				0		0			
MESB Financial Services Specialist	250			250		0			
TOTAL	**950**	**1,150**	**400**		**2,500**			-5%	-125
Professional/Contract Services							**162,000**		
Engineering consulting services (CLEC review)		20,000		20,000		20,000			
Computer/Technical Support and Consulting Services	9,200	9,200	4,600	23,000		23,000			
Legal Services/Advocacy/Regulatory Affairs		14,000	14,000	28,000		28,000			
Web Site Maintenance/Other	4,400	4,400	2,200	11,000		11,000			
Accounting Services	5,300			5,300		5,000			
MESB Project Support(Next Gen 911 Network Design, Radio & GIS)		32,000	5,000	37,000		75,000			
TOTAL	**18,900**	**79,600**	**25,800**		**124,300**			-23%	-37,700
Rent							**23,200**		
Metro Counties Government Center	9,576	9,576	4,788	23,940		23,200			
TOTAL	**9,576**	**9,576**	**4,788**		**23,940**			3%	740
Communications							**17,800**		
Office communication service (phones, fax)	6,500	3,900	2,600	13,000		10,000			
Long distance	-	-	-	-		0			
Cellular service	600	1,320	660	2,580		3,200			
Internet Fees/Domain/Mailboxes	4,580	2,500	1,100	8,180		4,000			
Misc communications fees (Conference Bridge Svc, Broadcast fax)	250	250	100	600		600			
TOTAL	**11,930**	**7,970**	**4,460**		**24,360**			37%	6,560

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Office Supplies							**9,500**		
Cellular & Telephone Supplies	250			250		700			
Fax supplies	500			500		500			
Copy Paper	1,500	-	-	1,500		1,500			
Printer Paper	500	500	300	1,300		1,300			
Software	2,700	2,200	500	5,400		1,750			
Supplies, general.	2,000	-	-	2,000		1,500			
Computer supplies	1,000	500	250	1,750		1,750			
Plotter supplies		500		500		500			
TOTAL	**8,450**	**3,700**	**1,050**		**13,200**			39%	3,700
Printing & copying					**1,500**		**1,250**		
TOTAL	**750**	**500**	**250**	1,500		1,250		20%	250
Postage					**500**		**900**		
TOTAL	**300**	**100**	**100**	500		900		-44%	-400
Equipment							**12,300**		
Misc Small Office Equipment	500	500	500	1,500		1,500			
Computer Upgrades	3,000	4,800	1,200	9,000		9,300			
Printers, Scanners, PDA	700			700		250			
Contingency	500	500	250	1,250		1,250			
TOTAL	**4,700**	**5,800**	**1,950**		**12,450**			1%	150
Equipment Maintenance							**15,750**		
Copier maintenance/lease	3,000			3,000		0			
Postage Meter Lease/Maintenance	3,000			3,000		3,000			
Conference rooms equip maint.	1,000			1,000		0			
GIS Software/Hardware Maintenance		10,000		10,000		12,000			
Printer Maintenance	500		250	750		750			
TOTAL	**7,500**	**10,000**	**250**		**17,750**			13%	2,000

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Advertising & Public Information							**1,900**		
Advertising for meetings	250			250		250			
VoIP Public Educational				0		0			
800 MHz/Data System			500	500		500			
Public Information--Emerging Issues	250	500		750		750			
Public information -- 911 brochure		200		200		200			
911 For Kids Program		200		200		200			
TOTAL	**500**	**900**	**500**		**1,900**			0%	0
Insurance							**57,650**		
General Property & Liability	10,500			10,500		10,000			
Workers Compensation Insurance	2,000			2,000		2,000			
Radio GL & TE - O			42,450	42,450		45,650			
TOTAL	**12,500**	**0**	**42,450**		**54,950**			-5%	-2,700
Radio Site Expenses							**1,556,353**		
Rent			400,276	400,276		398,993			
Utilities			246,602	246,602		244,460			
Insurance			23,071	23,071		23,900			
Motorola Maintenance			86,310	86,310		889,000			
TOTAL			**756,260**		**756,260**			-51%	-800,094
Other Operating Costs					**7,500**		**7,500**		
TOTAL Miscellaneous unbudgeted expenses	**2,500**	**2,500**	**2,500**	7,500		7,500		0%	0
Audit					**21,000**		**20,000**		
TOTAL	**5,500**	**5,500**	**10,000**	21,000		20,000		5%	1,000

2017 Budget Detail- UPDATE 9.27.16

	Administration	911	Radio	2017 detail	2017 Budget	2016 budget detail	2016 Budget	% Change	$ Change
Board Meeting Expenses							**11,000**		
Board Mileage & Per Diem	2,500	1,500	1,500	5,500		5,500			
Executive Committee Meeting Mileage & Per Diem	1,500	500	700	2,700		2,700			
911 & Radio TOC; PSAP Coordinators, GIS Advisory Committee		750	200	950		1,700			
Miscellaneous Meeting Expense	400	500	200	1,100		1,100			
TOTAL	**4,400**	**3,250**	**2,600**		**10,250**			-7%	-750
Contingency	7,500	7,500	7,500		**22,500**		**25,000**		
TOTAL	**7,500**	**7,500**	**7,500**	22,500		25,000		-10%	-2,500
Totals	**428,821**	**629,616**	**1,000,513**		**2,058,950**		**2,825,354**	-27%	-766,405

MESB BOARD ASSESSMENT SCHEDULE 2017 BUDGET - UPDATE FOR CHANGES 9.27.16

METROPOLITAN EMERGENCY SERVICES BOARD --- ASSESSMENT TO MEMBERS

	2014	% of 2014	UPDATE 2017 DUES	2014	% of 2014	UPDATE 2017 DUES	UPDATE 9.27.16	APPROVED 7.13.16	
COUNTY	Population for Radio Admin.	Population for Radio Admin	Radio. Admin	Population for Operational Admin.	Population for Oper. Admin	Oper. Admin	2017 ASSESSMENT TOTAL	2017 ASSESSMENT TOTAL	2016 ASSESSMENT TOTAL
Anoka	342,612	11.15%	$26,461	342,612	11.15%	$114,648	$141,109	$142,626	$138,253
Carver	97,162	3.16%	$7,504	97,162	3.16%	$32,513	$40,017	$40,448	$38,651
Chisago	54,134	1.76%	$4,181	54,134	1.76%	$18,115	$22,296	$22,535	$21,760
Dakota	411,507	13.40%	$31,782	411,507	13.40%	$137,702	$169,484	$171,306	$165,489
Hennepin	799,447	26.02%	$61,744	1,210,720	39.41%	$405,142	$466,886	$471,978	$452,958
Isanti	38,397	1.25%	$2,966	38,397	1.25%	$12,849	$15,814	$15,984	$15,479
Ramsey	529,506	17.24%	$40,896	529,506	17.24%	$177,188	$218,084	$220,428	$212,623
Scott	138,727	4.52%	$10,714	138,727	4.52%	$46,422	$57,136	$57,751	$55,439
Washington	249,109	8.11%	$19,240	249,109	8.11%	$83,359	$102,599	$103,702	$100,449
Minneapolis	411,273	13.39%	$31,764	-	0.00%	$0	$31,764	$32,032	$30,900
TOTAL	3,071,874	100.00%	$237,253	3,071,874	100.00%	$1,027,937	$1,265,190	$1,278,790	$1,232,002

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4E.**
October 12, 2016	**Rohret**	**Approval of MESB's Hennepin Co. Investment Funds for NG9-1-1 Data Synchronization Project**

RECOMMENDATION

The Executive Director recommends 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.

BACKGROUND

At the December 10, 2008 meeting, the Board had approved a "not to exceed $450,000.00" amount for a NG9-1-1 pilot project to test NG9-1-1 functions and processes. That project concluded in 2011 with funds remaining in the allocation. At its November 9, 2011 meeting, the Board approved the use of the remaining funds in the original $450,000 to be used for NG9-1-1 transition planning.

ISSUES & CONCERNS

At the beginning of 2016, $78,000.00 remained of the original allocation. Staff projects spending $40,000.00 of these funds in 2016, leaving a balance of $38,000.00. As of this writing, it is believe that the NG9-1-1 data transition work will continue through 2017. The remaining amount may be enough to complete the initial data transition project. However, this project has lasted longer than anticipated. The additional allocation would be used:

1. If the remaining $38,000.00 is fully expended and initial data transition element work remains, and;
2. To assist in the funding of MESB staff transition.

MESB staff transition is intended to mean that current project management is being conducted by an independent contractor. The Executive Director expects that as the initial data transition project nears completion, she will fill the vacant 9-1-1 Coordinator position. It would be helpful to have additional funding to keep the independent contractor on (likely at reduced hours) to assist in bringing the new 9-1-1 Coordinator up to speed on the project elements and the future data plans and needs.

FINANCIAL IMPACT

This allocation would be a not to exceed allocation of $50,000.00 from the MESB's Hennepin County Investment Funds (formerly known as the Future Projects Investment Fund). These funds would only be used if the remaining $38,000.00 of the original allocation is expended and additional funds are required.

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

MOTION:

MESB Pilot Project/NG 911
Investment Pull Tracking
2009 - 2015

Revenue Pulled from Investment
Account For Next Gen 911

2009	$	75,000.00	
2010		-	
2011		-	
2012		100,000.00	*(funds received in January2013)*
2013		100,000.00	(funds received in January 2014)
2014		45,000.00	(funds received in January 2015)
2015		52,000.00	(funds received in January 2016)
2016			
Total Next Gen 911 Revenue Reimbursed	$	372,000.00	
Approved amount remaining to pull from Hennepin Cty investment fund January 1, 2016	*$*	*78,000.00*	

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4F.**
October 12, 2016	**Rohret**	**Amendments to MESB Policies 009, 010, and 011**

RECOMMENDATION

The Executive Director recommends the Executive Committee recommend approval of amendments to MESB Policies 009, 010, and 011.

BACKGROUND

The Metropolitan Emergency Services Board has established 23 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

Upon reviewing the policies, it became apparent that most, if not all required some sort of amendment to reflect the current state of the MESB, of technology and of practice. Staff is in the process of reviewing all of the policies and will be presenting amendments over the course of the next several months.

The grouping of policies to be discussed here are the IT policies. These policies were established in 1998 and have not had any substantive amendments since. Much has changed in the IT world, as well as within MESB operations since that time which require many amendments to the policies. The amendments to these policies have been reviewed by MESB counsel.

Policy 009 – Information and Data Security (old name): staff recommends the name of this policy be changed to Acceptable Use of MESB Technology Resources. For ease in the amendments drafting process, staff decided to do a delete all and insert new language, though some concepts were carried over from the former policy version. The purpose of the policy is to outline the use of MESB technology resources, including but not limited to hardware, firmware, storage media, applications, software, electronic information, telecommunications, and networks. The policy is meant to protect the Board and its network from security risks, data hacks or thefts, infections and ransomware. This necessitates changes in how the network is managed and how employees operate. Concepts carried over from the former policy include: employees should exercise good judgement regarding personal use and employees are responsible for ensuring their compliance with the policy. New concepts include the immediate reporting of data theft within 24 hours; password requirements; physical safeguards; a section on mobile devices; remote access to the MESB network; and definitions of acceptable and unacceptable use.

Policy 010 – Computing Policy (old name): staff recommends the name of this policy be changed to Use of Internet and Online Services. There are fewer deletions in this policy than in Policy 009. The first deletion is the set of definitions. The second deletion is the removal of a sentence stating the Executive Director will authorize Internet access. The reason for this has to do with operational changes since 1998; all employees require access to the Internet and online services in order to do accomplish their tasks. Additions to the policy include: a statement that this policy applies to all MESB employees, contractors, etc. who access MESB technology

resources; a language change from employees to users (give the aforementioned addition); and sections on Computer, Email and Internet Usage and Unacceptable Use.

Policy 011 – Access and Disclosure of E-mail Messages: deletions in this policy include: deleting a bullet under Allowed Use by Board Employees, which states emails are not meant to be official transactions of the Board; removing a bullet under Allowed use by third parties, regarding using care to avoid sending inadvertent messages; and removing a bullet under Electronic mail system may not be used for "snooping," dealing with suits waged by aggrieved employees. Other deletions are minor and are simply language clean-up. The primary addition to this policy is adding sections on Discipline and Monitoring for Security Violations; the language in these additions is the same as is found in policy 010.

FINANCIAL IMPACT

None.

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

MOTION:

Metropolitan ~~911~~ Emergency Services Board

Subject: ~~Information and Data Security~~ Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

POLICY STATEMENT

The purpose of this policy is to outline the acceptable use of Metropolitan Emergency Services Board (MESB) technology resources, which includes hardware, firmware and storage media, business applications and all software, electronic information, telecommunications, data networks, and other electronic information handling systems and associated equipment. MESB's technology resources are to be used for business purposes in serving the interests of the Twin Cities metropolitan area, and of our customers and citizens in the course of normal operations.

This policy is meant to protect MESB's employees, partners, customers and the MESB from illegal or damaging actions by individuals, committed knowingly or unknowingly. Inappropriate use exposes MESB to risks including loss of confidentiality, virus attacks, compromise of network data and services, non-compliance with applicable regulations, fines, and litigation.

Effective security is a team effort involving the participation and support of every user of MESB's technology resources. This policy applies to every MESB employee, elected official, contractor, consultant, intern, volunteer, and business partner who uses, possesses, or has access to MESB technology resources. It is the responsibility of every user to comply with this policy, and to conduct their activities accordingly.

DEFINITIONS

IT: MESB Information Technology.

Technology Resource: Any county-owned or administered hardware, firmware or storage media, business application, software, electronic information, telecommunications equipment or software, data network, or other electronic information handling system or associated equipment.

SOURCE

Governing Laws
Minn. Stat. Ch. 13, the Minnesota Data Practices Act
Minn. Stat. Section 138.17
Minn. Stat. Section 375.18, subdivision 2

Health Care Security
The security requirements of federal Health Insurance Portability and Accountability Act (HIPAA) are governed by 45 CFR Part 164 and are designed to ensure the security and privacy of protected health information.

Other Authorities
Other requirements may be found in other State and Federal statutes, relating to the various activities of the MESB.

Subject: ~~Information and Data Security~~ Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

GENERAL

Consent to the provisions of this policy is a prerequisite to accessing/using any MESB technology resource. All use MESB's technology resources must conform to the following:

A. All use must be for legal purposes and also must be able to withstand public scrutiny without embarrassment to the organization, employees or elected officials.

B. The use must not create or increase security risks.

C. The use must not create or increase the risk of financial or legal liability.

D. The use must not adversely affect the professional performance of the user, or the professional performance of other users.

E. All computer and electronic communication must be consistent with this policy.

F. Users have a responsibility to report the theft, loss or unauthorized disclosure of MESB's nonpublic, private and confidential information to the Executive Director within 24 hours.

G. Users may access, use or share MESB information only to the extent it is authorized and necessary to fulfill assigned job duties.

H. Users are responsible for exercising good judgment regarding reasonableness of personal use.

I. Exceptions to these guidelines may be granted provided that the exception has been determined to be appropriate and necessary by the Executive Director.

MESB Oversight

A. By using MESB technology resources, users voluntarily consent to being monitored. All users should be aware that their use of MESB technology resources is not entitled to personal privacy.

B. The Executive Director oversees the effective use of technology resources. The Executive Director has the right at any time to request inspection or access to an employee's electronic resources to verify suspected breaches of security, violation of county policies, or other violations of duty on the part of the employee.

C. MESB employees are required to report suspected violations of this policy to the Executive Director, if they discover indications of unacceptable use during the normal course of their work.

Privacy and Data Practices

Subject: ~~Information and Data Security~~ Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

Any data collected, created, received, maintained, or disseminated in connection with MESB business is government data and subject to the Data Practices Act and potentially many other federal and state laws and EMSB policies. Users must be aware of the privacy and security requirements that apply to their work. MESB policies and procedures are provided to all employees and are available on the MESB Common Drive. Users can contact the Executive Director for more information or with specific questions.

Security

All user-level system access (e.g. user network login, e-mail, computers, mobile devices, and access to software applications), must occur through a password-protected account that conforms to the following guidelines:

A. Passwords

1. All user and system administration passwords must conform to the standards listed in Number 2 below.

2. Strong passwords are those which are not easily guessed. Passwords should be created so as to not have characteristics which make it vulnerable.

    a. Strong passwords **must** include: a combination of upper and lower case letters, one number and at least one special character, such as a punctuation mark.
    b. Strong passwords **must**: be at least eight (8) characters in length.
    c. Strong passwords **must not** include: words found in the dictionary, even if slightly altered by replacing letters with a number; personal information such as birth date, names of self, family or pets, social security number, or anything else. Strong passwords must not include any information available on a social networking site.

3. Providing access to another individual, either deliberately or through failure to secure access, is prohibited. This includes family and other household members when work is being done at home.

4. Users are required to change passwords every 90 days.

5. Password standards will be enforced systematically, wherever feasible.

6. User account and password information must not be inserted into any form of electronic communication or storage, including e-mail, unless using encryption methods and tools approved by the Executive Director.

7. A standard, default user ID or password is not to be shared among groups of users.

B. Physical Safeguards

1. Employees must ensure that workstations are secured when unattended, either by logging out of the county network, or using a password-secured screensaver or other locking mechanism.

2. Staff using computers located in an area with close proximity to the public must position monitors so that private data is not visible to the public.

3. All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 15 minutes or less. Users must always log off shared computing devices to ensure all users are accessing resources using personal credentials.

C. Mobile Devices and Portable Data Storage

1. Any portable computing device (e.g. laptop, tablet, smart phone) that may be used to store nonpublic data must utilize encryption methods and tools approved by IT to protect the data from unauthorized access.

2. The use of portable media to store or transport non-public data (e.g. a DVD, flash device, memory stick, or external hard drive) is prohibited unless the device utilizes compliant encryption methods and tools approved by the Executive Director to protect the data from authorized access.

3. All mobile and computing devices that connect to the MESB network must comply with the MESB Policy 024 – Wireless Devices.

Access

A. Access to any MESB technology resource is only permissible using methods and tools approved by the Executive Director. All other means of access are prohibited.

B. Access to outside (non-MESB) systems or networks using county equipment is prohibited unless such access has been determined to be appropriate and necessary by Executive Director.

C. Remote access to county systems from non-MESB equipment or networks must meet the following requirements:

1. Employees may access the MESB's web-based e-mail system via any standard Internet browser.
2. Any type of remote access (VPN, VDI) to the MESB network must be approved and coordinated by the Executive Director.

3. All systems that access the MESB network must have adequate protection against viruses and other malicious technology as determined by the Executive Director and established standards.
4. Connection of any personal or non-MESB owned or supported equipment/systems to the MESB network is prohibited unless specifically authorized by the Executive Director. Any connecting device must be scanned for malicious software and contain active virus protection prior to being connected.

Acceptable Use

Although not all-inclusive, the following list provides some examples of acceptable use of technology resources:

A. Corresponding or collaborating with employees, agencies, vendors, professionals, or the public on work-related matters.

B. Accessing external databases and files via the Internet to obtain reference information or to conduct research.

C. Disseminating approved newsletters, press releases, or other documents.

D. Delivering services to the public as assigned.

E. Utilizing communications, including information access and exchange, for professional development, or to maintain job knowledge or skills.

F. Using MESB-owned computers and systems for limited personal use as allowed by the Executive Director.

Unacceptable Use

Users are prohibited from performing any activity that may knowingly cause the loss or corruption of data, the inappropriate use of systems, or degradation of systems or network performance.

Users may not engage in any activity that is illegal under local, state or federal law while utilizing MESB's technology resources.

The following activities are, in general, prohibited. Users may be exempted from these restrictions during the course of their legitimate job responsibilities after written request when approved by the Executive Director.

A. Violations of the rights of any person or entity protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by MESB.

B. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which MESB or the end user does not have an active license is strictly prohibited.

C. Accessing data, a server, an application, or an account for any purpose other than conducting MESB business, even with authorized access.

D. Exporting software, technical information, encryption software or technology, in violation of export control laws. The appropriate management should be consulted prior to export of any material that is in question.

E. Intentional or unintentional introduction of malicious programs into the MESB network or onto a MESB storage device (e.g. malware, ransomware, worms, viruses, Trojan horses, e-mail bombs, etc.).

F. Using a MESB IT computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.

G. Making fraudulent offers of products, items, or services originating from any MESB account.

H. Engaging in communication that may harm or tarnish the image, reputation and/or goodwill of MESB and/or any of its employees or elected officials. Employees are prohibited from making any discriminatory, disparaging, defamatory or harassing comments. Employees may also not attribute personal statement, opinions or beliefs to MESB.

I. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless part of assigned duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

J. Port scanning (searching a server for open ports) or security scanning without prior notification and approval of the Executive Director.

K. Executing any form of network monitoring which will intercept data not intended for the user's host, unless part of the employee's approved duties.

L. Circumventing user authentication or security of any host, network or account.

M. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

Responsibility

Individual users:

A. The ultimate responsibility of ensuring compliance to the Acceptable Use Policy lies exclusively with the individual user.

Executive Director:

A. The Executive Director, who has vendor/contract oversight responsibilities, is designated as the "Responsible Manager" and must ensure that vendors/contractors who will use or have access to MESB technology resources and systems read and sign the "Vendor/Contractor Information Technology Acceptable Use Policy Acknowledgement Form" before being given access. The "Responsible Manager" must also inform the MESB IT contractor as soon as vendor/contractor access should be disabled.

B. The Executive Director is responsible for managing requests for as established by MESB procedures and this policy.

C. The Executive Director has the authority to limit or deny any use that interferes with normal operations of the MESB's technology resources.

Policy Compliance

The Executive Director will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the Executive Director. Any exception to this policy must be approved by the Executive Director in advance. Failure to comply with this policy may, at the full discretion of MESB, result in the suspension of any or all technology use and connectivity privileges, and/or be subject to disciplinary action, up to and including termination of employment.

~~**POLICY**~~

~~A. The Information and Data Security Policy is intended to support the overall objectives of the Metropolitan 911 Emergency Services Board and to establish an overall policy on information access and safeguards.~~

~~B. All Information Technology (IT) information assets of the Board, regardless of physical location are part of the Board's assets. As such, they have value, and their integrity, availability and confidentiality must be protected. Cost-effective controls must be in place to protect the resources from accidental or deliberate unauthorized disclosure, modification or destruction. The protection of information IT assets is considered a function of each employee.~~

~~C. This policy is intended to assure that Board information assets, communications networks, and data are utilized, accessed and maintained in a manner that assures the security, availability and integrity of the information, the communications networks and the protection of the confidentiality and/or privacy of information and data so classified and to preserve the Board's rights and remedies in the event of a loss. It is not the scope of this policy to delineate data privacy. For the Minnesota Data Practices Act see Minnesota Statutes Chapter 13.~~

~~For purposes of this policy, security is defined as protection against unauthorized accidental or intentional disclosure, modification or destruction of Board information through the use of safeguards.~~

~~**DEFINITIONS**~~

~~A. *Information asset* is an inclusive term, defined as all information resources utilized in the course of the Metropolitan 911 Emergency Services Board business including all data, applications (software whether developed or purchased from outside vendors or download from other systems), and technology (hardware, operating software, design specifications, networks, computer systems, personal computers, telecommunications devices, etc.) regardless of location, method of transport or portability. Information assets refers to all Board information systems, facilities, communications networks, any electronic devices and all information and data. Information assets are all information, records and data regardless of physical form or characteristics, storage media, conditions of use including but not limited to hard copy, magnetic media or data on or accessed by any electronic device and as defined in Minnesota Statutes Chapter 138.17.~~

~~B. *Employee* is defined as any officer or employee, hereinafter collectively referred to as "employee", and shall include all persons employed by the Board whose pay comes in whole or in part from Board funds, including independent contractors, and/or is working under the direction or control of any official, division or department of the Board. The term "employee" shall include those who work for the Board on a voluntary basis with or without pay or other form of compensation. The term "employee" shall also include any person serving with or without compensation in any form as a member of a board, task force or commission established by the Board.~~

~~C. For purposes of this policy, *security* is defined as protection against unauthorized disclosure, modification or destruction of Board information through the use of safeguards.~~

~~D. *Safeguards* include hardware, software, physical controls, user procedures, administrative procedures, management and personnel controls.~~

~~E. *Information network* is defined as any set of interconnected electronic information systems (computer, magnetic drives, telecommunications, switches, etc. Network is not restricted to the Internet, internal computer networks, the telephone network, etc.~~

~~F. *User* is defined as an employee as defined above who is a non-expert individual, an expert system administrator or the entire organization depending on the context. Board hardware, software and information assets are not to be accessed or utilized by non-authorized persons.~~

~~GOALS~~

~~- To reduce risk to an acceptable level.~~
~~- To assure operational continuity.~~
~~- To comply with applicable laws and regulations.~~
~~- To assure integrity and confidentiality.~~
~~- To meet statutory requirements for privacy of personal information.~~

~~RESPONSIBILITIES~~

~~A. STAFF RESPONSIBILITY~~

~~The level of acceptable risk needs to be articulated and security procedures need to be balanced with available Board funding for information and data security, access and safeguards. In the event that more secure measures are needed than the policy prescribes, measures should be identified for implementation and allocation of resources.~~

~~1. Safeguards~~

~~Specific safeguard tools include: passwords, keys, digital signatures, firewalls, virus checkers, auditing, separation of duties, etc.~~

~~2. Regular Course of Business Disposition~~

~~The Executive Director is responsible for establishing periodic purging or disposition of information and data when the information is no longer required and based on approved retention policy requirements. This business practice prevents unnecessary expense, system failures and inefficiencies by not retaining outdated, duplicate or unnecessary information. (See Records Retention Policy, Section 012)~~

~~3. Review~~

~~The Executive Director is responsible for establishing procedures for handling security violation and for periodic review of the security, disaster recovery and~~

~~back-up procedures. The periodic review is to ascertain that all critical information assets are secure, back-ups are current and sufficient and that the frequency and timing of back-ups will assure that critical information is not lost in the event of a disaster. Reviews should be formally documented.~~

~~4. Vendor Agreements~~

~~Contracting with outside vendors for services which will bring them into contact with the Board's information assets should require a written agreement from the vendor. This agreement should state that the vendor will adhere to the Board's policy and guidelines on information asset security and to lawful access to and use of Board government data.~~

~~EMPLOYEE AND SERVICE PROVIDER RESPONSIBILITIES~~

~~All employees, whether employed by the Metropolitan 911 Emergency Services Board or as independent contractors for services to the Board, are responsible for maintaining the security of the information assets entrusted to them. The willful and knowing unauthorized use, alteration or destruction of these assets is a computer related crime and/or telecommunications and information services crime, punishable under Minnesota Statutes sections 609.87 - 609.893. Willful violations of the Minnesota Government Data Practices Act are punishable as a misdemeanor or may subject a public employee to suspension without pay or dismissal.~~

~~1. Discipline~~

~~Failure of an employee to comply with any of the provisions of this policy shall be considered 'Just Cause' for discipline under the Personnel Rules and up to and including termination of employment.~~

~~2. Safeguarding Information Assets~~

~~Safeguarding Board information assets is the responsibility of each Board employee. Information, data and equipment are not to be distributed outside the Board without prior approval.~~

~~Information, applications and data created while employed by the Board are the property of the Board.~~

~~Each employee is responsible for safeguarding their respective physical environment in order to protect Board hardware and software from accident or loss that could disrupt operations.~~

~~3. Personal Computers/Wireless Devices~~

Subject: ~~Information and Data Security~~ Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

~~All users of personal computers/wireless devices are responsible for adhering to all policies, standards and procedures for the use of information assets including the following:~~

~~-Using only software purchased by the Board for Board purposes, except as approved by the Executive Director.~~

~~-Implementing established security practices necessary to protect Board information assets stored on personal computers.~~

Metropolitan Emergency Services Board

Subject: ~~Computing Policy~~ Use of Internet and Online Services

Number: 010 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

~~DEFINITION OF TERMS~~

~~Internet - The Internet a system comprised of, but is not necessarily limited to, several services which may include the World Wide Web (WWW), E-mail and cloud based services, which is generally reached, by Board's Employees via the Board's network or Internet Service Provider.~~

~~Online services - Online Services include, but are not necessarily limited to, any computer network whether commercial or private, which can be reached via the Board's ISP internet service provider connection.~~

~~Employee - is defined as any officer or employee, hereinafter collectively referred to as "employee", and shall include all persons employed by the Board whose pay comes in whole or in part from Board funds, including independent contractors, and/or is working under the direction or control of any official, division or department of the Board. The term "employee" shall include those who work for the Board on a voluntary basis with or without pay or other form of compensation. The term "employee" shall also include any person serving with or without compensation in any form as a member of a board, task force or commission established by the Board.~~

~~STATEMENT OF POLICY~~

Metropolitan Emergency Services Board (MESB) provides access to the Internet and other online services as a benefit to the Board, and any use of the Internet and other online services by employees is limited to work related activities, unless otherwise specifically authorized by other Board Policy, or specifically authorized by the Executive Director.

~~The Executive Director shall authorize access to the Internet and/or Online services.~~

This policy applies to all MESB employees, elected officials, contractors, consultants, interns, volunteers, and business partners who use, possess or have access to MESB technology resources, including but not limited to computers and network. It is each individual ~~employee's~~ user's responsibility to insure that any use of the Internet or other online services is in accordance with any Board policies which may apply to the use of these services or the material which they contain.

DETAILED POLICIES AND PROCEDURES

In addition to other applicable Board Policies and/or procedures, ~~Employee's~~ users are required to comply with the following general procedures during their use of the Internet and other online services:

~~Employees~~ Users are prohibited from the transmission or receipt of any material in violation of any Federal or State laws or regulations.

~~Employees~~ Users are prohibited from the transmission or receipt of material inappropriate for the Board work environment (including, but not limited to sexually oriented material).

~~Employees~~ Users are prohibited from actions which would interfere with the operation of the Board network or the work of others on the network. This would include, but is not necessarily

limited to, excessive downloading of programs or data, which adversely affects available bandwidth and other network resources, including storage space.

~~Employees~~ Users are prohibited from using the Board's ~~N~~network and the Board's access to the Internet and other ~~O~~online services for private commercial use or traffic or for personal use or traffic, other than that related to the operation of the Board, unless specifically authorized in accordance with requirements of this policy.

Incidental and occasional personal use of the Board's Network and the Board's access to the Internet and other ~~O~~online services is permitted within the Board, but such usage is subject to all limitations specified in this policy, and:

- does not interfere with business usage;
- does not interfere with the employee's job activities;
- does not interfere with other employee~~'s~~' job activities;
- is not for political, religious, personal financial profit, or other promotional activities, ~~or~~ and does not result in consumption of Board resources;
- does not result in incremental expense for the Board; and
- does not contain or ~~infer~~ imply threatening, obscene or abusive language.

Employees waive any claims to privacy, but such waiver does not act as a consent to the release of ~~such~~ private data under the Minnesota Government Data Practices Act or such other applicable State or Federal Statute or Regulation.

- Employees are prohibited from misrepresenting their identity or affiliation in any communications.
- Employees are prohibited from sending harassing, intimidating, abusive or offensive material to or about others.
- Employees are prohibited from intercepting, disrupting or altering electronic communications packets.
- Employees are prohibited from using someone else's identity and password.
- Employees are prohibited from causing congestion on the network.

Computer, Email and Internet Usage

Users are expected to use the Internet responsibly and productively.

All Internet data that is composed, transmitted and/or received by MESB technology resources is considered to belong to MESB and is recognized as part of its official data. It is therefore subject to disclosure in accordance with the Minnesota Government Data Practices Act.

The equipment, network and technology used to access the Internet are the property of MESB, which reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.

Subject: ~~Computing Policy~~ Use of Internet and Online Services

Number: 010 **Effective Date: 11-18-1998**
Revision Date: xx-xx-2016

Emails sent via the MESB email system shall not contain content that is deemed to be offensive, including but not limited to the use of vulgar or harassing language/images.

All sites and downloads may be monitored and/or blocked by MESB if they are deemed to be harmful and/or not productive to business.

The installation of software will be performed by the MESB IT contractor, with permission of the Executive Director. The installation of software such as instant messaging technology is strictly prohibited.

Unacceptable Use

Unacceptable use of Internet and online services by users of MESB technology resources include, but are not limited to:

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via MESB email;
- Using MESB computers to perpetrate any form of fraud, and/or software, film, or music piracy;
- Stealing, using, or disclosing someone else's password without authorization;
- Downloading, copying, or pirating software and electronic files that are copyrighted or without authorization;
- Sharing confidential material, trade secrets, or proprietary information outside of the organization;
- Hacking into unauthorized websites;
- Sending or posting information that is defamatory to the MESB, its products/services, colleagues and/or customers.
- Introducing malicious software, intentionally or unintentionally, to the MESB network and/or jeopardizing the security of the MESB's electronic communications systems;
- Sending or posting chain letters, solicitations, or advertisements not related to MESB activities.

If a user is unsure about what constitutes acceptable Internet usage, he/she should seek clarification from the Executive Director.

DISCIPLINE

Failure of an employee to comply with any of the provisions of this policy shall be considered ~~*Just Cause*~~ cause for discipline under the Board Personnel Rules and Regulations or any other Employment Agreement then existing between the Board and the employee up to and including termination of employment.

MONITORING FOR SECURITY VIOLATIONS

The Board reserves ~~and~~ the right to monitor access to the Internet and other ~~O~~online services and the contents of electronic mail communications for any business purpose.

Subject: Access and Disclosure of E-mail Messages

Number: 011 **Effective Date: 05-13-1998**
Revision Date: xx-xx-2016

DEFINITION OF TERMS

A. Employee - An employee, hereinafter collectively referred to as "employee," shall include all persons employed by Board whose pay comes in whole or in part from Board funds and/or who are working under the direction or control of any official of the Board. The term "employee" shall include those who work for Board on a voluntary basis with or without pay or other form of compensation. The term "employee" shall also include any person serving with or without compensation in any form as a member of a board, task force or commission established by the Board.

B. Record - The term "record" as used herein shall have the meaning as defined in Minn. Stat. 138.17

PERMISSIBLE/SPECIALLY REGULATED USES OF ELECTRONIC MAIL SYSTEM

A. Allowed Use by Board Employees

1. All messages are Board property and are subject to the requirements and restrictions of all applicable State and Federal Statutes and Regulations concerning the collection, creation, storage, maintenance, dissemination and access to data created and/or maintained by the Board, including but not limited to the Minnesota Government Data Practices Act.

2. It is the intention of the Board in the use of the Board's Electronic Mail System that such data and information contained in or attached to such messages is not an official transaction of the Board.

32. The Board's Electronic Mail System is meant to be a temporary medium to be used for the transmission of data. All records required to be maintained pursuant to any applicable Statute or Regulation, shall be maintained separate from the Board's Electronic Mail System.

43. The Board reserves the right to access and disclose all messages, sent over its electronic mail system, for any purpose not specifically prohibited by Statute or Regulation.

54. Incidental and occasional personal use of electronic mail is permitted but such messages will be treated no differently from other messages.

65. If the Board's Electronic Mail System is used for sending personal messages, the employee waives any claims to privacy, but such waiver does not act as a consent to the release of such private data under the Minnesota Government Data Practices Act or such other applicable State or Federal Statute or Regulation.

B. Allowed use by third parties

1. The Board access to an Electronic Mail System is open to all employees, and the public to provide a means by which members of state agencies, political subdivisions, and the public may communicate with the Board.

2. Messages sent between the Board and members of state agencies, political subdivisions, and the public may be used by the Board for any Government /Business purpose.

~~3. Always use care in addressing messages to make sure you do not inadvertently send a message meant only for Board Employees to non-Board Employees.~~

C. Electronic mail system may not be used for "snooping."

1. It is a violation of Board policy for any employee, including system administrators and supervisors, to use the electronic mail and computer systems for purposes of ~~satisfying idle curiosity about the affairs of others, with no work related purpose for~~ obtaining access to the files or communications of others when not work related.

2. Employees, other than Elected Board Officials, found to have engaged in such "snooping" may be disciplined appropriately, up to and including termination.

~~3. The Board shall be subject to civil suit by any aggrieved employee for actual damages suffered by such employee as a result of any Elected Officials found to have engaged in such "snooping."~~

LIMITATIONS ON DISCLOSURE AND USE OF INFORMATION OBTAINED BY MEANS OF ACCESS OR MONITORING

A. The contents of electronic mail sent by, between, and/or to Board employees may be disclosed within or outside the Board without the permission of the employee at any time for any purpose deemed necessary by the Board subject to any limitations imposed by any applicable State and Federal Statutes and Regulations concerning the collection, creation, storage, maintenance, dissemination and access to data created and/or maintained by the Board, including but not limited to the Minnesota Government Data Practices Act.

DISCIPLINE

Failure of an employee to comply with any of the provisions of this policy shall be considered cause for discipline under the Board Personnel Rules and Regulations or any other Employment Agreement then existing between the Board and the employee up to and including termination of employment.

MONITORING FOR SECURITY VIOLATIONS

Subject: Access and Disclosure of E-mail Messages

Number: 011 **Effective Date: 05-13-1998**
Revision Date: xx-xx-2016

The Board reserves the right to monitor access to the Internet and other online services and the contents of electronic mail communications for any business purpose.

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **4G.**
October 12, 2016	**Rohret**	**Draft MESB Policies 028 – Remote Access and 029 – Software Installation**

RECOMMENDATION

The Executive Director recommends the Executive Committee recommend approval of new MESB Policies 028 – Remote Access and 029 – Software Installation.

BACKGROUND

The Metropolitan Emergency Services Board has established 23 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 IT policies were established in 1998 and have not had any substantive amendments since. Much has changed in the IT world, as well as within MESB operations since that time which require many amendments to the policies, as well as the adoption of new policies such as the two which are the subject of this action sheet. These draft policies have been reviewed by MESB counsel.

Policy 028 – Remote Access: this policy governs how authorized users may remotely access the MESB's network, in an effort to eliminate exposure to damages such as loss of confidential data and intellectual property, damage to MESB internal systems and other losses. Authorized users, including MESB employees must be authorized to have remote access, which includes reading/sending email, and access to MESB files. Authorized users are responsible for and consequences of any misuse of their access.

Policy 029 – Software Installation: this policy governs how and by whom software will be installed on the MESB network, in an effort to protect network and employee productivity. The policy states that users, including employees may not install any software on their workstations or on the MESB network. All software installation will be performed by the MESB IT contractor at the direction of the Executive Director. Doing so ensures effectiveness, safety and compatibility with other programs on the network.

FINANCIAL IMPACT

The MESB currently reimburses employees for cell phones, thus the expense is already in the budget.

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

MOTION:

Metropolitan Emergency Services Board

Subject: Remote Access Policy	
Number: 028	**Effective Date: xx-xx-2016**

Purpose: The purpose of this policy is to define rules and requirements for connecting to Metropolitan Emergency Services Board's (MESB) network from any host.

Remote access to the MESB IT network assists MESB staff to remain productive, however remote access may occur from networks which may already be compromised or are at a significantly lower security level than the MESB network.

These rules and requirements in this policy are designed to minimize MESB's potential exposure to damages which may result from unauthorized use of MESB technology resources. Damages include the loss of sensitive confidential data, intellectual property, damage to public image, damage to critical MESB internal systems, and fines or other financial liabilities incurred as a result of those losses.

Policy: It is the responsibility of all users of MESB's technology resources and IT network, including but not limited to employees, independent contractors, vendors and agents, to ensure remote access connections are given the same consideration as the MESB's on-site connections.

General access to the Internet for recreational use through the MESB network is strictly limited to MESB employees, independent contractors, vendors and agents (hereafter referred to as "authorized users"). When accessing the MESB network from any personal computer, authorized users are responsible for preventing access to any MESB technology resources or data by non-authorized users. Performance of illegal activities through the MESB's network by any user is prohibited. The authorized user bears responsibility for and consequences of misuse of the authorized user's access.

This policy applies to all authorized users who are authorized for remote access with a MESB-owned or personally-owned computer or workstation which is used to connect to the MESB network. This policy applies to remote access connections used to do work on behalf of MESB, including reading or sending email, and accessing, viewing, working on and saving MESB files and data. This policy covers any and all technical implementations of remote access used to connect to MESB networks.

The Executive Director will authorize employees, independent contractors, vendors and agents to have remote access. The Executive Director will provide authorized users information contained in this policy.

Failure to comply with this policy may, at the full discretion of MESB, result in the suspension of any or all technology use and connectivity privileges, and/or be subject to disciplinary action, up to and including termination of employment.

Metropolitan Emergency Services Board

Subject: Software Installation	
Number: 029	**Effective Date: xx-xx-2016**

Purpose: The intent of this policy is to establish clear guidelines to protect the MESB's IT network. This policy will minimize the risk of loss of program functionality, the exposure of sensitive information contained within MESB's IT networks, the risk of introducing malware, and the legal exposure of running unlicensed software.

Allowing employees to install software on MESB computing devices opens the organization up to unnecessary exposure. Conflicting file versions which may prevent programs from running, the introduction of malware from infected installation software, unlicensed software which could be discovered in an audit, and programs which can be used to hack the MESB's network, are examples of problems which can be introduced when employees install software on MESB equipment.

Policy: This policy covers all computers, servers, tablets, smart phones and other computing devices operating within or on the MESB's IT network.

Users may not install software on MESB computing devices operated within the MESB network.

Software requests must be made to the Executive Director, who will consult with the IT contractor. Software will be evaluated by the IT contractor for effectiveness, safety and compatibility with other programs on the MESB network.

The IT contractor will obtain and track licenses, test new software for conflict and compatibility and perform the installation.

Users may only install programs with express permission of the IT contractor and the Executive Director.

Failure of an employee to comply with any of the provisions of this policy shall be considered just cause for discipline under the Board Personnel Rules and Regulations or any Employment Agreement then existing between the Board and the employee up to and including termination of employment.

Metropolitan Emergency Services Board

MEETING DATE:	PRESENTED BY:	AGENDA NUMBER: **6B.**
October 12, 2016	**Rohret**	**DISCUSSION ONLY – Regional Grant Funding Priorities**

RECOMMENDATION
None – discussion only.

BACKGROUND
Emergency Communication Networks (ECN) Division and the Statewide Emergency Communications Board (SECB) require regions to approve regional funding priorities. These priorities are to include projects/items/concepts for which regions can apply for grant funds through the SECB process.

The SECB used to be the Statewide Radio Board (SRB), which only focused on radio. The name was changed in 2014, when it also added jurisdiction of NextGen 9-1-1 to its function.

ISSUES & CONCERNS
Under the SRB, all grants were used for radio-related projects; this continued the last two and a half years under the SECB. Now, for grant funds available to be spent in 2017, 9-1-1 projects will be eligible for grant funds.

The Radio and 9-1-1 TOCs are developing regional funding priorities for their respective areas, which will be presented to the MESB for approval at its November meeting. The Radio TOC has done this the last couple of years; the 9-1-1 TOC has never done this or been through a state grant process before. The grants will be released before the end of 2016, and the list of priorities will be needed when applying for funds. In the past, the MESB has developed a priority list of actual projects which can be completed in the grants' timeframe, rather than very general ideas. This has been helpful in fully expending grants, rather than scrambling to spend funds at the end of a grant.

There are two grants which will be available: the 2016 State Homeland Security Program (SHSP) and the 2016 (year could change on this) Statewide Emergency Communications Board (SECB) grant. The SHSP grant is a federal grant, and the SECB is a state grant.

2016 SHSP Grant: MESB staff has been told that this grant is solely to be used for cybersecurity at PSAPs, and ECN will likely be very selective regarding eligible projects. The original intent was to purchase firewalls for PSAPs. This will be on the list of 9-1-1 funding priorities for the MESB. Generally, grants used to purchase equipment require a 50% local match; it is possible that local governments may need to provide the match for these firewalls.

The 2016 SECB Grant is a grant using state funds and eligible projects must represent that they will advance one of the three primary goals of the SECB five-year strategic plan. Though the 9-1-1 TOC has not yet discussed possible 9-1-1 funding priorities, MESB staff has discussed one possible option related to NG9-1-1 and GIS data readiness. It is possible that the MESB could submit a grant proposal for funds to assist two metro region counties develop GIS address points, which may be a required dataset in NG9-1-1. This idea has been briefly discussed with ECN and with MnGEO, both of whom are supportive of the idea. If the MESB is awarded funds

for this project, we would likely help the state determine what resources will be needed to assist other counties in the state accomplish the same thing.

Because grants have not been traditionally available on the 9-1-1 side, there is some concern that there may be some discomfort with providing grant funds for GIS work for only two counties. One reason to do so is that this would be a project, with measureable objectives and milestones (both of which are required in grants) which can be completed by the end of the SECB grant. This would also help the metro region become more uniform in its GIS data and assist in making determinations on NG9-1-1 GIS data needs/requirements/formats/etc. with the state. It is important that counties be able to see the big picture in relation to grants. It is possible that other counties may have projects which could be funded in the future. The intent is not to punish any county which has invested time, funds, and personnel in proactively creating and maintaining GIS data; rather, the intent is to all the metro region to be more cohesive as a region when it comes to GIS data.

FINANCIAL IMPACT

None at this time. The MESB will have staff time involved in apply for and managing grants, including reimbursements, progress reports, etc.

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

MOTION: