

Metropolitan Emergency Services Board

Subject: Board Policies

Number: 001

Effective Date: 11-18-1998

Revision Date: 11-08-2023

The following are hereby adopted by the Board as operating policies that will guide the actions and functions of the Board and staff.

The Board...

- supports the concept of an emergency communications system including 9-1-1, Emergency Medical Services (EMS) programming, and regional radio communications planning being done at the county level with input from all agencies whose services will be available by dialing 9-1-1;
- supports the concept that there are economic and operational advantages to the counties to jointly plan, coordinate and administer the emergency communications system including 9-1-1, EMS programming, and regional radio communications in the metropolitan region;
- will review and approve plans, grant applications, or requests for funds or programs related to 9-1-1, regional radio communications, or EMS within the ten-county metropolitan region;
- will review, develop, and present public information and education programs that relate to 9-1-1, radio communications, and EMS functions and services in the metropolitan region;
- will monitor the operation of the 9-1-1 system on behalf of all counties and agencies that operate Public Safety Answering Points (PSAPs);
- will recommend policies, procedures, or programs to coordinate and improve the delivery of 9-1-1 and regional radio communications services in the ten-county metropolitan region;
- will identify and seek resolution of 9-1-1 and regional radio communications system malfunctions;
- will review, develop, and recommend standards for 9-1-1 and regional radio communications services;
- will maintain a liaison with the telecommunications service providers of the region in matters of 9-1-1 system design and operation, 9-1-1 tariffs, 9-1-1 database, and 9-1-1 database maintenance;
- will take actions, or recommend actions to the appropriate authorities, public and private, which are needed for the coordination and improvement of the 9-1-1, regional radio communications, or EMS system within the metropolitan counties;
- will maintain Technical Operations Committees (TOCs) to advise the Board on all 9-1-1, regional radio communications, and EMS technical and operational matters;
- will provide services to the agencies that operate PSAPs to facilitate the maintenance of the 9-1-1 call routing and location validation data, as well as the reporting and correction of routing and ALI display errors;
- will monitor technology for applications that may improve 9-1-1 service or public safety radio communications and will be an advocate for the use of technology to meet the needs as identified by the 9-1-1 TOC, EMS TOC, and Radio TOC;

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- will provide a liaison with state regulatory agencies relative to 9-1-1, EMS, and regional radio communications regulations and rules;
- will provide technical information to members of the TOCs, EMS providers, regional radio users, and PSAP personnel;
- will provide a liaison with PSAP personnel regarding all matters relating to 9-1-1 system and database maintenance;
- will provide a liaison with regional radio system users regarding all matters related to the regional radio communications system;
- will maintain and analyze data regarding 9-1-1 system usage, malfunctions, and database issues;
- will represent the region in liaison activities with national organizations and other agencies that operate large 9-1-1 and regional or statewide shared radio systems;
- will assist PSAP managers and regional radio system users in resolving 9-1-1 or radio operational problems when requested;
- will authorize the Executive Director to serve as a spokesperson for the Board and its activities;
- will provide advice and assistance regarding 9-1-1 and regional radio communications system matters to agencies that operate PSAPs and other units of government as requested;
- supports the concept that there are economic and operational advantages to the counties to jointly plan, coordinate, and administer EMS programming in the metropolitan region;
- will take actions, or recommend actions to the appropriate authorities, public and private, which are needed for the coordination and improvement of EMS within the metropolitan counties;
- will serve as the contractual and financial agent for the purposes of accepting and disbursing state or federal funds under agreements with the Emergency Medical Services Regulatory Board (EMSRB) or other state or federal agencies on behalf of the metropolitan counties for regional 9-1-1, radio communications, or EMS activities;
- will develop, review, and recommend standards and procedures for emergency transportation and medical care of a patient from the scene of an incident to the hospital including equipment for patient care in the metropolitan region;
- will recommend policies, procedures, or programs to coordinate and improve the delivery of EMS in the ten-county metropolitan region as proposed by the EMS TOC;
- will encourage the development of new resources and the coordination of EMS services throughout the metropolitan region to efficiently and cost effectively respond to medical emergencies and provide a high level of patient care;
- will review, develop, and recommend standards for training of emergency services personnel, including dispatchers, first responders, emergency

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medical technicians, paramedics, emergency room nurses, and physicians for the metropolitan region;

- will develop, review, and recommend standards and procedures for EMS communications, including, but not limited to use of the regional radio communications system within the ten-county metropolitan region;
- will make recommendations for improvements to EMS services in the ten-county region.