

## Metropolitan Emergency Services Board

**Subject: Board Policies**

**Number: 001**

**Effective Date: 11-18-1998**

**Revision Date: 09-09-2015**

*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 911, 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 911;
- supports the concept that there are economic and operational advantages to the counties to jointly plan, coordinate and administer the emergency communications system including 911, 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 911, regional radio communications or EMS within the nine county metropolitan region;
- will review, develop, and present public information and education programs that relate to 911, radio communications and EMS functions and services in the metropolitan region;
- will monitor the operation of the 911 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 911 and regional radio communications services in the nine county metropolitan region;
- will identify and seek resolution of 911 and regional radio communications system malfunctions;
- will review, develop, and recommend standards for 911 and regional radio communications services;
- will maintain a liaison with the telecommunications service providers of the region in matters of 911 system design and operation, 911 tariffs, 911 database, and 911 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 911, regional radio communications or EMS system within the metropolitan counties;
- will maintain Technical Operations Committees (TOCs) to advise the Board on all 911, regional radio communications, and EMS technical and operational matters;
- will provide services to the agencies that operate PSAPs by employing a 911 Coordinator who facilitates the maintenance of the 911 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 911 service or public safety radio communications and will be an advocate for the use of technology to meet the needs as identified by the 911 TOC, EMS TOC, and Radio TOC;

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- will provide a liaison with state regulatory agencies relative to 911 and regional radio communications regulations and rules;
- will provide technical information to members of the Technical Operations Committees, EMS providers, regional radio users and PSAP coordinators;
- will provide a liaison with PSAP personnel regarding all matters relating to 911 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 911 system usage, malfunctions, and database issues;
- will represent the region in liaison activities with national organizations and other agencies that operate large 911 and regional or statewide shared radio systems;
- will assist PSAP managers and regional radio system users in resolving 911 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 911 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 state EMS Regulatory Board or other state or federal agencies on behalf of the metropolitan counties for regional 911, radio communications or EMS activities;
- will develop, review, and recommend standards and procedures for emergency transportation and medical care of the 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 nine 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 medical technicians, paramedics, emergency room nurses and physicians for the metropolitan region;

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- 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 nine county metropolitan region;
- will make recommendations for improvements to EMS services in the nine county region.